

# **OTRS 3.1 - Admin Manual**

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# OTRS 3.1 - Admin Manual

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# Table of Contents

|   |     |
|---|-----|
| Preface .....   | xii |
| 1. Trouble Ticket Systems - The Basics .....                    | 1   |
| What is a trouble ticket system, and why do you need one? ..... | 1   |
| What is a trouble ticket? .....                                 | 2   |
| 2. OTRS Help Desk .....   | 3   |
| Basics .....  | 3   |
| Features .....  | 3   |
| Top new features of OTRS 3.0 .....                              | 5   |
| New features of OTRS 2.4 .....                                  | 6   |
| New features of OTRS 2.3 .....                                  | 9   |
| New features of OTRS 2.2 .....                                  | 10  |
| New features of OTRS 2.1 .....                                  | 11  |
| Hardware and software requirements .....                        | 12  |
| Perl support .....  | 12  |
| Web server support .....  | 13  |
| Database support .....  | 13  |
| Web browser support .....                                       | 13  |
| Community .....   | 13  |
| Commercial Support and Services for OTRS .....                  | 14  |
| 3. Installation .....   | 15  |
| The simple way - Installation of pre-built packages .....       | 15  |
| Installing the RPM on a SUSE Linux server .....                 | 15  |
| Installing OTRS on a CentOS system .....                        | 17  |
| Installing OTRS on a Debian system .....                        | 17  |
| Installing OTRS on a Ubuntu system .....                        | 17  |
| Installing OTRS on Microsoft Windows systems .....              | 17  |
| Installation from source (Linux, Unix) .....                    | 17  |
| Preparing the installation from source .....                    | 17  |
| Installation of Perl modules .....                              | 18  |
| Configuring the Apache web server .....                         | 21  |
| Configuring the database .....                                  | 22  |
| Setting up the cron jobs for OTRS .....                         | 28  |
| Upgrading the OTRS Framework .....                              | 32  |
| Upgrading Windows Installer .....                               | 36  |
| Upgrading Microsoft SQL Server Data Types .....                 | 36  |
| 4. First steps .....  | 38  |
| Agent web interface .....                                       | 38  |
| Customer web interface .....                                    | 38  |
| Public web interface .....                                      | 39  |
| First login .....   | 40  |
| The web interface - an overview .....                           | 40  |
| What is a queue? .....  | 42  |
| User preferences .....  | 43  |
| 5. The ADMIN area of OTRS .....                                 | 45  |
| Basics .....  | 45  |
| Agents, Groups and Roles .....                                  | 45  |
| Agents .....  | 45  |
| Groups .....  | 46  |
| Roles .....   | 49  |
| Customers and Customer Groups .....                             | 53  |
| Customers .....   | 53  |

|  |     |
|--|-----|
| Customer Groups .....  | 55  |
| Queues .....   | 56  |
| Salutations, signatures, attachments and responses .....                                 | 58  |
| Salutations .....  | 58  |
| Signatures .....   | 59  |
| Attachments .....  | 60  |
| Responses .....  | 63  |
| Auto responses .....   | 65  |
| Email addresses .....  | 68  |
| Notifications .....  | 69  |
| SMIME .....  | 71  |
| PGP .....  | 72  |
| States .....   | 72  |
| SysConfig .....  | 73  |
| Using mail accounts .....  | 74  |
| Filtering incoming messages .....  | 75  |
| Executing automated jobs with the GenericAgent .....                                     | 77  |
| Admin email .....  | 78  |
| Session management .....   | 79  |
| System Log .....   | 80  |
| SQL queries via the SQL box .....  | 81  |
| Package Manager .....  | 81  |
| Web Services .....   | 82  |
| 6. System Configuration .....  | 84  |
| OTRS config files .....  | 84  |
| Configuring the system through the web interface .....                                   | 84  |
| 7. Sending/Receiving emails .....  | 86  |
| Sending emails .....   | 86  |
| Via Sendmail (default) .....   | 86  |
| Via SMTP server or smarthost .....   | 86  |
| Receiving emails .....   | 86  |
| Mail accounts configured via the OTRS GUI .....  | 86  |
| Via command line program and procmail (otrs.PostMaster.pl) .....                         | 88  |
| Fetching emails via POP3 or IMAP and fetchmail for otrs.PostMaster.pl .....              | 88  |
| Filtering/dispatching by OTRS/PostMaster modules (for more complex<br>dispatching) ..... | 89  |
| 8. Time related functions .....  | 91  |
| Setting up business hours, holidays and time zones .....                                 | 91  |
| Business Hours .....   | 91  |
| Fixed date holidays .....  | 91  |
| TimeVacationDaysOneTime .....  | 91  |
| Automated Unlocking .....  | 92  |
| 9. Ticket Responsibility & Ticket Watching .....   | 93  |
| Ticket Responsibility .....  | 93  |
| Ticket watching .....  | 94  |
| 10. Customize the PDF output .....   | 96  |
| 11. Using external backends .....  | 97  |
| Customer data .....  | 97  |
| Customer user backend .....  | 97  |
| Database (Default) .....   | 97  |
| LDAP .....   | 101 |
| Use more than one customer backend with OTRS .....                                       | 104 |
| Backends to authenticate Agents and Customers .....                                      | 107 |
| Authentication backends for Agents .....   | 107 |

|  |     |
|--|-----|
| Authentication backends for Customers .....                          | 110 |
| Customize the customer self-registration .....                       | 112 |
| Customizing the web interface .....                                  | 112 |
| Customer mapping .....   | 112 |
| Customize the customer_user table in the OTRS DB .....               | 114 |
| 12. States .....   | 116 |
| Predefined states .....  | 116 |
| New .....  | 116 |
| Open .....   | 116 |
| Pending reminder .....   | 116 |
| Pending auto close- .....  | 116 |
| Pending auto close+ .....  | 116 |
| Merged .....   | 116 |
| Closed Successful .....  | 116 |
| Closed Unsuccessful .....  | 116 |
| Customizing states .....   | 117 |
| 13. Modifying ticket priorities .....                                | 120 |
| 14. Creating your own themes .....                                   | 121 |
| 15. Localization of the OTRS frontend .....                          | 122 |
| 16. PGP .....  | 123 |
| 17. S/MIME .....   | 127 |
| 18. Access Control Lists (ACLs) .....                                | 131 |
| 19. Stats module .....   | 137 |
| Handling of the module by the agent .....                            | 137 |
| Overview .....   | 137 |
| Generate and view reports .....                                      | 138 |
| Edit / New .....   | 141 |
| Import .....   | 146 |
| Administration of the stats module by the OTRS administrator .....   | 147 |
| Permission settings, Groups and Queues .....                         | 147 |
| SysConfig .....  | 147 |
| Administration of the stats module by the system administrator ..... | 147 |
| Data base table .....  | 148 |
| List of all files .....  | 148 |
| Caching .....  | 148 |
| otrs.GenerateStats.pl .....  | 148 |
| Automated stat generation - Cronjob .....                            | 149 |
| Static stats .....   | 149 |
| Using old static stats .....   | 149 |
| Default stats .....  | 150 |
| 20. Generic Interface .....  | 151 |
| Generic Interface Layers .....                                       | 151 |
| Network Transport .....  | 152 |
| Data Mapping .....   | 152 |
| Controller .....   | 152 |
| Operation (OTRS as a provider) .....                                 | 152 |
| Invoker (OTRS as a requester) .....                                  | 152 |
| Generic Interface Communication Flow .....                           | 153 |
| OTRS as Provider .....   | 153 |
| OTRS as Requester .....  | 154 |
| Web Services .....   | 156 |
| Web Service Graphical Interface .....                                | 156 |
| Web Service Overview .....   | 156 |
| Web Service Add .....  | 157 |

|  |     |
|--|-----|
| Web Service Change .....                       | 158 |
| Web Service Command Line Interface .....       | 172 |
| Web Service Configuration .....                | 172 |
| Web Service Debugger .....                     | 173 |
| Web Service Configuration .....                | 174 |
| Configuration Details .....                    | 176 |
| 21. OTRS Scheduler .....                       | 182 |
| Scheduler Graphical Interface .....            | 182 |
| Scheduler Not Running Notification .....       | 182 |
| Start Scheduler .....                          | 183 |
| Scheduler Command Line Interface .....         | 183 |
| Unix / Linux .....                             | 184 |
| Windows .....                                  | 186 |
| 22. Additional applications .....              | 188 |
| FAQ .....                                      | 188 |
| 23. Performance Tuning .....                   | 189 |
| OTRS .....                                     | 189 |
| TicketIndexModule .....                        | 189 |
| TicketStorageModule .....                      | 189 |
| Archiving Tickets .....                        | 190 |
| Database .....                                 | 191 |
| MySQL .....                                    | 191 |
| PostgreSQL .....                               | 191 |
| Webserver .....                                | 191 |
| Pre-established database connections .....     | 191 |
| Preloaded modules - startup.pl .....           | 192 |
| Reload Perl modules when updated on disk ..... | 192 |
| Choosing the Right Strategy .....              | 192 |
| mod_gzip/mod_deflate .....                     | 192 |
| 24. Backing up the system .....                | 193 |
| Backup .....                                   | 193 |
| Restore .....                                  | 193 |
| A. Additional Resources .....                  | 195 |
| Homepage OTRS.org .....                        | 195 |
| Mailing lists .....                            | 195 |
| Bug tracking .....                             | 196 |
| Commercial Support .....                       | 197 |
| B. Configuration Options Reference .....       | 198 |
| Framework .....                                | 198 |
| Core .....                                     | 198 |
| Core::LinkObject .....                         | 208 |
| Core::Log .....                                | 209 |
| Core::MIME-Viewer .....                        | 211 |
| Core::MirrorDB .....                           | 212 |
| Core::PDF .....                                | 213 |
| Core::Package .....                            | 217 |
| Core::PerformanceLog .....                     | 219 |
| Core::ReferenceData .....                      | 220 |
| Core::SOAP .....                               | 220 |
| Core::Sendmail .....                           | 221 |
| Core::Session .....                            | 223 |
| Core::SpellChecker .....                       | 228 |
| Core::Stats .....                              | 229 |
| Core::Stats::Graph .....                       | 230 |

|  |     |
|--|-----|
| Core::Time .....                             | 235 |
| Core::Time::Calendar1 .....                  | 240 |
| Core::Time::Calendar2 .....                  | 243 |
| Core::Time::Calendar3 .....                  | 246 |
| Core::Time::Calendar4 .....                  | 249 |
| Core::Time::Calendar5 .....                  | 253 |
| Core::Time::Calendar6 .....                  | 256 |
| Core::Time::Calendar7 .....                  | 259 |
| Core::Time::Calendar8 .....                  | 262 |
| Core::Time::Calendar9 .....                  | 266 |
| Core::Web .....                              | 269 |
| Core::WebUserAgent .....                     | 284 |
| Crypt::PGP .....                             | 284 |
| Crypt::SMIME .....                           | 287 |
| Frontend::Admin::AdminCustomerUser .....     | 288 |
| Frontend::Admin::ModuleRegistration .....    | 288 |
| Frontend::Agent .....                        | 306 |
| Frontend::Agent::Dashboard .....             | 312 |
| Frontend::Agent::LinkObject .....            | 316 |
| Frontend::Agent::ModuleMetaHead .....        | 316 |
| Frontend::Agent::ModuleNotify .....          | 317 |
| Frontend::Agent::ModuleRegistration .....    | 319 |
| Frontend::Agent::NavBarModule .....          | 325 |
| Frontend::Agent::Preferences .....           | 326 |
| Frontend::Agent::SearchRouter .....          | 331 |
| Frontend::Agent::Stats .....                 | 332 |
| Frontend::Customer .....                     | 335 |
| Frontend::Customer::Auth .....               | 344 |
| Frontend::Customer::ModuleMetaHead .....     | 352 |
| Frontend::Customer::ModuleNotify .....       | 352 |
| Frontend::Customer::ModuleRegistration ..... | 353 |
| Frontend::Customer::Preferences .....        | 355 |
| Frontend::Public .....                       | 359 |
| Frontend::Public::ModuleRegistration .....   | 359 |
| Ticket .....                                 | 360 |
| Core .....                                   | 360 |
| Core::FulltextSearch .....                   | 360 |
| Core::LinkObject .....                       | 361 |
| Core::PostMaster .....                       | 362 |
| Core::Stats .....                            | 374 |
| Core::Ticket .....                           | 376 |
| Core::TicketACL .....                        | 394 |
| Core::TicketBulkAction .....                 | 395 |
| Core::TicketDynamicFieldDefault .....        | 396 |
| Core::TicketWatcher .....                    | 403 |
| Frontend::Admin::ModuleRegistration .....    | 403 |
| Frontend::Agent .....                        | 414 |
| Frontend::Agent::CustomerSearch .....        | 422 |
| Frontend::Agent::Dashboard .....             | 424 |
| Frontend::Agent::ModuleMetaHead .....        | 428 |
| Frontend::Agent::ModuleNotify .....          | 428 |
| Frontend::Agent::ModuleRegistration .....    | 428 |
| Frontend::Agent::Preferences .....           | 445 |
| Frontend::Agent::SearchRouter .....          | 451 |

|  |     |
|--|-----|
| Frontend::Agent::Ticket::ArticleAttachmentModule ..... | 452 |
| Frontend::Agent::Ticket::ArticleComposeModule .....    | 453 |
| Frontend::Agent::Ticket::ArticleViewModule .....       | 453 |
| Frontend::Agent::Ticket::ArticleViewModulePre .....    | 454 |
| Frontend::Agent::Ticket::MenuModule .....              | 455 |
| Frontend::Agent::Ticket::MenuModulePre .....           | 463 |
| Frontend::Agent::Ticket::ViewBounce .....              | 468 |
| Frontend::Agent::Ticket::ViewBulk .....                | 469 |
| Frontend::Agent::Ticket::ViewClose .....               | 473 |
| Frontend::Agent::Ticket::ViewCompose .....             | 480 |
| Frontend::Agent::Ticket::ViewCustomer .....            | 483 |
| Frontend::Agent::Ticket::ViewEmailNew .....            | 484 |
| Frontend::Agent::Ticket::ViewEscalation .....          | 487 |
| Frontend::Agent::Ticket::ViewForward .....             | 488 |
| Frontend::Agent::Ticket::ViewFreeText .....            | 490 |
| Frontend::Agent::Ticket::ViewHistory .....             | 497 |
| Frontend::Agent::Ticket::ViewMailbox .....             | 497 |
| Frontend::Agent::Ticket::ViewMerge .....               | 499 |
| Frontend::Agent::Ticket::ViewMove .....                | 501 |
| Frontend::Agent::Ticket::ViewNote .....                | 503 |
| Frontend::Agent::Ticket::ViewOwner .....               | 510 |
| Frontend::Agent::Ticket::ViewPending .....             | 517 |
| Frontend::Agent::Ticket::ViewPhoneInbound .....        | 524 |
| Frontend::Agent::Ticket::ViewPhoneNew .....            | 528 |
| Frontend::Agent::Ticket::ViewPhoneOutbound .....       | 531 |
| Frontend::Agent::Ticket::ViewPrint .....               | 535 |
| Frontend::Agent::Ticket::ViewPriority .....            | 535 |
| Frontend::Agent::Ticket::ViewQueue .....               | 542 |
| Frontend::Agent::Ticket::ViewResponsible .....         | 545 |
| Frontend::Agent::Ticket::ViewSearch .....              | 552 |
| Frontend::Agent::Ticket::ViewStatus .....              | 563 |
| Frontend::Agent::Ticket::ViewZoom .....                | 564 |
| Frontend::Agent::TicketOverview .....                  | 567 |
| Frontend::Agent::ToolBarModule .....                   | 570 |
| Frontend::Customer .....                               | 575 |
| Frontend::Customer::ModuleMetaHead .....               | 577 |
| Frontend::Customer::ModuleRegistration .....           | 577 |
| Frontend::Customer::Preferences .....                  | 581 |
| Frontend::Customer::Ticket::ViewNew .....              | 582 |
| Frontend::Customer::Ticket::ViewPrint .....            | 588 |
| Frontend::Customer::Ticket::ViewSearch .....           | 588 |
| Frontend::Customer::Ticket::ViewZoom .....             | 591 |
| Frontend::Queue::Preferences .....                     | 595 |
| Frontend::SLA::Preferences .....                       | 595 |
| Frontend::Service::Preferences .....                   | 596 |
| C. Credits .....                                       | 597 |
| D. GNU Free Documentation License .....                | 599 |
| 0. PREAMBLE .....                                      | 599 |
| 1. APPLICABILITY AND DEFINITIONS .....                 | 599 |
| 2. VERBATIM COPYING .....                              | 600 |
| 3. COPYING IN QUANTITY .....                           | 600 |
| 4. MODIFICATIONS .....                                 | 601 |
| 5. COMBINING DOCUMENTS .....                           | 602 |
| 6. COLLECTIONS OF DOCUMENTS .....                      | 602 |



|  |     |
|--|-----|
| 7. AGGREGATION WITH INDEPENDENT WORKS .....      | 603 |
| 8. TRANSLATION .....                             | 603 |
| 9. TERMINATION .....                             | 603 |
| 10. FUTURE REVISIONS OF THIS LICENSE .....       | 603 |
| How to use this License for your documents ..... | 604 |

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## List of Tables

|  |     |
|--|-----|
| 3.1. Needed Perl modules for OTRS .....                          | 19  |
| 3.2. Description of several cron job scripts. ....               | 29  |
| 5.1. Default groups available on a fresh OTRS installation ..... | 47  |
| 5.2. Rights associated with OTRS Groups .....                    | 49  |
| 5.3. Events for Auto answers .....                               | 67  |
| 5.4. Function of the different X-OTRS-headers .....              | 75  |
| 21.1. List of Init Scripts And Supported Operating Systems ..... | 184 |
| A.1. Mailinglists .....  | 195 |

---

## List of Examples

|   |     |
|---|-----|
| 5.1. Sort spam mails into a specific queue .....  | 77  |
| 7.1. .fetchmailrc .....   | 89  |
| 7.2. Example jobs for the filter module Kernel::System::PostMaster::Filter::Match .....                       | 89  |
| 7.3. Example job for the filter module Kernel::System::PostMaster::Filter::CMD .....                          | 90  |
| 11.1. Configuring a DB customer backend .....   | 97  |
| 11.2. Using company tickets with a DB backend .....   | 101 |
| 11.3. Configuring an LDAP customer backend .....  | 101 |
| 11.4. Using Company tickets with an LDAP backend .....  | 104 |
| 11.5. Using more than one customer backend with OTRS .....  | 104 |
| 11.6. Authenticate agents against a DB backend .....  | 107 |
| 11.7. Authenticate agents against an LDAP backend .....   | 108 |
| 11.8. Authenticate Agents using HTTPBasic .....   | 109 |
| 11.9. Authenticate Agents against a Radius backend .....  | 110 |
| 11.10. Customer user authentication against a DB backend .....  | 110 |
| 11.11. Customer user authentication against an LDAP backend .....   | 110 |
| 11.12. Customer user authentication with HTTPBasic .....  | 111 |
| 11.13. Customer user authentication against a Radius backend .....  | 112 |
| 18.1. ACL allowing movement into a queue of only those tickets with ticket priority 5. ....                   | 131 |
| 18.2. ACL disabling the closing of tickets in the raw queue, and hiding the close button...                   | 131 |
| 18.3. ACL removing always state closed successful. ....   | 132 |
| 18.4. ACL only showing Hardware services for tickets that are created in queues that<br>start with "HW". .... | 132 |
| 18.5. Reference showing all possible important ACL settings. ....   | 133 |
| 19.1. Definition of a value series - one element .....  | 145 |
| 19.2. Definition of a value series - two elements .....   | 145 |
| 21.1. Example To Start The OTRS Scheduler Form An Init.d Script .....   | 184 |
| 21.2. Example To Start The OTRS Scheduler .....   | 185 |
| 21.3. Example To Force Stop The OTRS Scheduler .....  | 185 |
| 21.4. Example To Register The OTRS Scheduler Into the Widows SCM .....  | 186 |
| 21.5. Example To Start The OTRS Scheduler .....   | 186 |
| 21.6. Example To Force Stop The OTRS Scheduler .....  | 187 |

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# Preface

This book is intended for use by OTRS administrators. It also serves as a good reference for OTRS newbies.

The following chapters describe the installation, configuration and administration of the OTRS software. The first third of the text describes key functionality of the software, while the remainder serves as a reference to the full set of configurable parameters.

This book continues to be a work in progress, given a moving target on new releases. We need your feedback in order to make this a high quality reference document, one that is usable, accurate and complete. Please write to us if you find content missing in this book, if things are not explained well enough or even if you see spelling mistakes, grammatical errors or typos. Any kind of feedback is highly appreciated and should be made via our bug tracking system on *<http://bugs.otrs.org>* [<http://bugs.otrs.org>]. Thanks in advance for your contributions!

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# Chapter 1. Trouble Ticket Systems - The Basics

This chapter offers a brief introduction to trouble ticket systems, along with explaining the core concept of a trouble ticket. A quick example demonstrates the advantages of using such a system.

## What is a trouble ticket system, and why do you need one?

The following example describes what a trouble ticket system is, and how you might benefit from using such a system at your company.

Let's imagine that Max is a manufacturer of video recorders. Max receives many mails from customers needing help with the devices. Some days, he is unable to respond promptly or even acknowledge the mails. Some customers get impatient and write a second mail with the same question. All mails containing support requests are stored in a single inbox file. The requests are not sorted, and Max answers the mails using a regular email program.

Since Max cannot reply fast enough to all the messages, he is assisted by the developers Joe and John in this. Joe and John use the same mail system, accessing the same inbox file. They don't know that Max often gets two identical requests from a desperate customer. Sometimes they both end up responding separately to the same request, with the customer receiving two different answers. Further, Max is unaware of the details of their responses. He is also unaware of the details of customer problems and their resolution, such as which problems occur with high frequency, or how much time and money he has to spend on customer support.

At a meeting, a colleague tells Max about trouble ticket systems and how they can solve Max's problems with customer support. After looking for information on the Internet, Max decides to install the Open Ticket Request System (OTRS) on a computer that is accessible from the web by both his customers and his employees. Now, the customer requests are no longer sent to Max's private inbox but to the mail account that is used for OTRS. The ticket system is connected to this mailbox and saves all requests in its database. For every new request, the system generates an auto-answer and sends it to the customer so that the customer knows that his request has arrived and will be answered soon. OTRS generates an explicit reference, the ticket number, for every single request. Customers are now happy because they receive an acknowledgement to their requests and it is not necessary to send a second message with the same question. Max, John and Joe can now login into OTRS with a simple web browser and answer the requests. Since the system locks a ticket that is answered, no message is edited twice.

Let's imagine that Mr. Smith makes a request to Max's company, and his message is processed by OTRS. John gives a brief reply to his question. But Mr. Smith has a follow-up question, which he posts via a reply to John's mail. Since John is busy, Max now answers Mr. Smith's message. The history function of OTRS allows Max to see the full sequence of communications on this request, and he responds with a more detailed reply. Mr. Smith does not know that multiple service representatives were involved in resolving his request, and he is happy with the details that arrived in Max's last reply.

Of course, this is only a short preview of the possibilities and features of trouble ticket systems. But if your company has to attend to a high volume of customer requests through mails and phone calls, and if different service representatives need to respond at different times, a ticket system

can be of great help. It can help streamline work flow processes, add efficiencies and improve your overall productivity. A ticket system helps you to flexibly structure your Support or Help Desk environment. Communications between customers and service staff become more transparent. The net result is an increase in service effectiveness. And no doubt, satisfied customers will translate into better financial results for your company.

## What is a trouble ticket?

A trouble ticket is similar to a medical report created for a hospital patient. When a patient first visits the hospital, a medical report is created to hold all necessary personal and medical information on him. Over multiple visits, as he is attended to by the same or additional doctors, the attending doctor updates the report by adding new information on the patient's health and the ongoing treatment. This allows any other doctors or the nursing staff to get a complete picture on the case at hand. When the patient recovers and leaves the hospital, all information from the medical report is archived and the report is closed.

Trouble ticket systems such as OTRS handle trouble tickets like normal email. The messages are saved in the system. When a customer sends a request, a new ticket is generated by the system which is comparable to a new medical report being created. The response to this new ticket is comparable to a doctor's entry in the medical report. A ticket is closed if an answer is sent back to the customer, or if the ticket is separately closed by the system. If a customer responds again on an already closed ticket, the ticket is reopened with the new information added. Every ticket is stored and archived with complete information. Since tickets are handled like normal emails, attachments and contextual annotations will be stored too with every email. Also, information on relevant dates, employees involved, working time needed for ticket resolution etc. are also saved. At any later stage, tickets can be sorted, and it is possible to search through and analyze all information using different filtering mechanisms.

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# Chapter 2. OTRS Help Desk

This chapter describes the features of OTRS Help Desk (OTRS). You will find information about the hardware and software requirements for OTRS. Additionally, this chapter tells you how to get commercial support for OTRS, should you require it, and how to contact the community.

## Basics

OTRS Help Desk (OTRS) is a web application which is installed on a web server and can be used with a web browser. The web interface of OTRS does not use active web content like Flash or Java applets.

OTRS is separated into several components. The basic component is the OTRS framework that contains all central functions for the application and the ticket system. Via the web interface of the OTRS framework, it is possible to install additional applications such as ITSM modules, integrations with Network Monitoring solutions, a knowledge base (FAQ), et cetera.

## Features

OTRS has many features. The following list gives an overview of the features included in the central framework.

### The features of OTRS

- Web interface:
  - Easy and initial handling with a web browser.
  - Because no active web contents like Flash or Java applets are used, the web interface is usable with most web browsers, even with mobile phones or other mobile computers.
  - A web interface to administer the system via the web is available.
  - A web interface to handle customer requests by employees/agents via the web is integrated.
  - A web interface for customers is available to write new tickets, check the state and answer old tickets and search through their own tickets.
  - The web interface can be customized with different themes; own themes can be integrated.
  - Support for many languages.
  - The appearance of output templates can be customized (dtl).
  - Mails from and into the system can contain multiple attachments.
- Mail interface:
  - Support for mail attachments (MIME support).
  - Automatic conversion of HTML into plain text messages (more security for dangerous content and enables faster searching).

- Mail can be filtered with the X-OTRS headers of the system or via mail addresses, e.g. for spam messages.
- PGP support, creation and import of own keys, signing and encrypting outgoing mail, signed and encrypted messages can be displayed.
- Support for viewing and encrypting S/MIME messages, handling of S/MIME certificates.
- Auto answers for customers, configurable for every queue.
- Email notifications for agents about new tickets, follow-ups or unlocked tickets.
- Follow-ups by references or In-Reply-To header entries.
- Tickets:
  - Expanded queue view, fast overview of new requests in a queue.
  - Tickets can be locked.
  - Creation of own auto answer templates.
  - Creation of own auto responders, configurable for every queue.
  - Ticket history, overview of all events for a ticket (changes of ticket states, replies, notes, etc.).
  - Print view for tickets.
  - Adding own (internal or external) notes to a ticket (text and attachments).
  - Ticket zooming.
  - Access control lists for tickets can be defined.
  - Forwarding or bouncing tickets to other mail addresses.
  - Moving tickets between queues.
  - Changing/setting the priority of a ticket.
  - The working time for every ticket can be counted.
  - Up-coming tasks for a ticket can be defined (pending features).
  - Bulk actions on tickets are possible.
  - Automatic and timed actions on tickets are possible with the "GenericAgent".
  - Full text search on all tickets is possible.
- System:
  - OTRS runs on many operating systems (Linux, Solaris, AIX, FreeBSD, OpenBSD, Mac OS 10.x, Microsoft Windows).
  - ASP support (active service providing).
  - Linking several objects is possible, e.g. tickets and FAQ entries.



- Integration of external back-ends for the customer data, e.g. via AD, eDirectory or OpenLDAP.
- Setting up an own ticket identifier, e.g. Call#, Ticket# or Request#.
- The integration of your own ticket counter is possible.
- Support of several database systems for the central OTRS back-end, e.g. MySQL, PostgreSQL, Oracle, DB2).
- Framework to create stats.
- utf-8 support for the front- and back-end.
- Authentication for customers via database, LDAP, HTTPAuth or Radius.
- Support of user accounts, user groups and roles.
- Support of different access levels for several systems components or queues.
- Integration of standard answer texts.
- Support of sub queues.
- Different salutations and signatures can be defined for every queue.
- Email notifications for admins.
- Information on updates via mail or the web interface.
- Escalation for tickets.
- Support for different time zones.
- Simple integration of own add-ons or applications with the OTRS API.
- Simple creation of own front-ends, e.g. for X11, console.

## Top new features of OTRS 3.0

### Context

- User Centered redesign of the Graphical User Interface which results in a dramatic shift from a comprehensive but static to a more powerful and dynamic application using state-of-the art technologies like Ajax, xHTML and optimized CSS.

### New Ticket and Article Indicator

- This new feature has been implemented on both ticket and article level. It allows an agent at a glance to check for any updates within a ticket or on the article level to check for new and unread articles. You benefit from increased transparency and decreased response times.

### Optimized Fulltext Search

- The new search feature allows you to flexibly customize the way you browse the information base. Options the new search feature provides range from single search-string searches to

complex multi-string boolean search operations including various operators. You benefit from fully customizable searches according to your needs.

### **New Ticket Zoom View**

- The redesign based on Ajax technology allows agents to display complex and linked information structures in real-time while keeping the agents' current working environment. The agent will benefit from increased orientation and increased workflow efficiency.

### **Global Ticket Overviews**

- Well known from OTRS 2.4 the global ticket overviews have been optimized to achieve increased inter- activity. Depending on the use case and preferences of your agents they can easily change the ticket overviews layout according to their special needs. Options are small, medium and large, each providing a different degree of information details.

### **Accessibility**

- The redesign includes common accessibility standards WCAG and WAI-ARIA which also allows disabled users to better interact with OTRS Help Desk. The US Rehabilitation Acts Section 508 has been fulfilled.

### **New Customer Interface**

- The customer web front-end can be integrated to your organizations intranet and is fully integrated into the redesigned help desk system.

### **Archive Feature**

- OTRS 3.0 now offers a new archiving feature. With a separated archive you'll benefit from a reduced time spent for searches and increased display of results.

## **New features of OTRS 2.4**

### **Licensing changed to AGPL Version 3**

- Why AGPL instead of GPL? - AGPL and GPL are identical, with one exception: For software used in an SaaS environment Copyleft is effective in AGPL - which is not the case when using GPL. Keeping in mind the growing world of SaaS, ((otrs)) wants to ensure that future developments continue to return to the OTRS community. This is the reason for the switch to AGPL.

Why v3 instead of v2? - GPL v2 is getting older and has, especially in the USA, various legal uncertainties. In the opinion of ((otrs)) GPL v3 is keeping the spirit of GPL v2, and at the same time has been tailored to new needs. ((otrs)) views GPLv3, more specifically AGPLv3, as being the best balanced Copyleft Open Source License available today, offering Protection for copyright owners and users and providing the best security under the law.

### **New Management Dashboard**

- The need for a system-spanning, next to real-time, and personalized presentation of useful information led to an integrated Management Dashboard. It is possible to create plug-ins to display content from individual extensions alongside the standard content. Standard plug-ins are:

- Ticket volume (new & open) from the last 24h, 48h and 72h
- Calendar including an overview of upcoming events (escalations, auto-unlocks, etc.)
- System-wide overview of ticket distribution within the queues
- First Response Time/Solution Time of Queues
- Integration of RSS

### **New Standard Reports**

- The new reports provided with OTRS 2.4 are:
- Created Tickets
- Closed Tickets
- SLA Analysis
- Required working time per customer / per queue
- Solution time analysis per customer / per queue
- Answer time analysis per customer / per queue

### **New Master/Slave Ticket Feature**

- With the Master/Slave Ticket, it is possible to link multiple tickets of a similar nature, and handle them collectively. As soon as the problem is solved, only the master ticket must be closed. All other tickets will be closed automatically, and the solution text for the master ticket will be sent to all customers of slave tickets.

A new link type 'Slave' will be available. All tickets with this Type of link will inherit the following actions from their Master ticket:

- Status change
- Email answers
- Change in FreeText fields
- Notes
- Pending time changes
- Priority changes
- Owner changes
- Responsibility changes

### **New Rich-Text/HTML E-Mail Support (WYSIWYG)**

- With this feature, it is now possible to write e-mails, notes, and notifications in rich text format (HTML format). Using a WYSIWYG editor (What You See Is What You Get), it is possible to comfortably write using formatted text and even include in-line pictures.

## **New Out-Of-Office Feature**

- With this new feature it is possible for all users to activate "out-of-office" to notify colleagues and OTRS of the period of their absence. The out-of-office feature is active for a time frame set by the user. Activation of this feature has the following effects:

In the lists in which an agent can be selected as owner or responsible (i.e. Ticket creation or changing ownership), the period of absence and the time till return will be shown behind the user's name. This will help making the absence of the user more transparent.

If an agent receives a follow-up during a period of absence, the ticket is automatically unlocked and a notification is sent to all agents in the queue. This allows immediate reaction to the customer follow-up by another service employee.

## **New Ticket Overviews and global Bulk Action**

- Flexibility of presentation within the ticket overview is a must. Based on the "S/M/L" (Small/Medium/Large) Ticket View every agent has the possibility to change the view for each type of overview (Queue View, Status View, etc) on-the-fly with a simple mouse click on the appropriate icon. This allows for the highest possible level of individualization and adjustment to any operational situation.

Additionally, decentralization of the Bulk Action feature integrated the Bulk Action in all ticket overviews (Bulk Action allows processing of multiple tickets at a time).

## **Postmaster Filter recognizes Follow-Ups to internal forwarded messages**

- Currently, e-mail replies to forwarded articles arrive in OTRS as email-external. The problem is that the answers to these forwarded articles can be seen by the customer in the web- interface. Although it is possible to classify e-mails of an entire domain as email-internal, this only shifts the problem. Also, such step makes it impossible to properly service customers in the domain, as the customer would not be able to track tickets in the customer web-interface any more. With this new feature, e-mail replies can be traced back, and email- internal or email-external will be set based upon the original Forward-Article type.

## **Configurable event based notifications**

- Until now, a very inflexible notification could be sent to an agents and customers, for example Agent: New Ticket or Customer: Status Change. In order to make the notification system more flexible, a complete overhaul was performed on the messaging mechanism. The new system allows messaging to agents, customers, or a dedicated email address, based on the event taking place.

With this, it is now possible to just inform the customer when the ticket has been closed. Or, for example, when a VIP customer creates a ticket, a message can be sent to a specific address. Events (i.e. TicketCreate, TicketStateUpdate, TicketPriorityUpdate, ArticleCreate), and all known message variables (i.e. <OTRS\_TICKET\_TicketNumber> <OTRS\_TICKET\_Priority>), are freely selectable for creating triggered messages via the web interface.

## **READ-ONLY Permissions and Notifications with watched Tickets**

- In the current release of OTRS it is possible for a user to maintain a Watched Tickets List. This feature is dealing with tickets marked as "subscribed" by a user. It has the advantage that users no longer lose track of tickets marked as "sub- scribed", and are able to view them on

an individual list. The "Read-Only" Feature - Up to now, tickets marked as "sub- scribed" were shown in a list, however, the agent could only actually view them if they were in a queue for which the agent had read permissions. With the "Read-Only" Feature, agents subscribed to a ticket always have read permissions on the ticket, even if the ticket is moved to a queue where the agent has no permissions. "Notify" Feature - Via a personalized setting, every agent can define whether or not to receive notifications about tickets, just as the owner and responsible of a ticket would receive. This allows for active tracking of watched tickets.

### **Secure SMTP**

- OTRS can receive and send mails in multiple ways. All currently available methods for receiving emails have been implemented within OTRS 2.3 (POP3,POP3S,IMAP,IMAPS). Until now, there were two options for sending emails: using a local MTA (Sendmail, Postfix, etc.) or per SMTP. In OTRS 2.4.x, SMTPS (Secure SMTP) has been implemented in order to keep up to the growing security standards.

## **New features of OTRS 2.3**

### **Performance**

- Data base- and code-improvements increase lead to a general performance gain of up to 20%.
- The support of an indexed full text search has been added. The feature is disabled per default because additional disc space is needed. The expected performance gain is 50%.
- Reduced reloads by using AJAX technology.
- Instead of an ongoing recalculating of the escalation time during run time, it is only recalculated when it changes due to an event in OTRS. It is then being stored in the ticket object which allows a direct access of external reporting tools to the data base as well as a more efficient reporting on escalations. This will also lead into a substantial performance improvement.

### **Search functionality**

- Support of logical expressions: ticket-, customer- and FAQ- search supports logical expressions, utilizing the AND, OR and ! operators as well as structuring expressions with parentheses.
- Search for ticket numbers by using the Browser OpenSearch feature (OpenSearch format).
- Search for ticket titles in the agent ticket search form and in the generic agent.
- Search for ticket close time in the agent ticket search form and in the generic agent.

### **Ticket zoom and ticket move**

- Expand/Collapse of articles: the article view can be expanded to display all articles at once. The current article will remain in focus, and the preceding, or following articles will be displayed.
- Structured article tree - The article tree has been changed to a table.
- Printing of articles has been realized.
- The ticket title of linked tickets are displayed in case of a mouse over action.

- Merged tickets are displayed crossed out.
- Multiple files can be attached while moving a ticket using the ticket move mask.

### **Ticket FreeText and FreeTime opportunities**

- When splitting a ticket, all FreeText and Free Time data will be copied to the new ticket.
- Ticket Free Time fields can be declared as mandatory.
- A URL can be configured that takes the value of a FreeText field and displays it as an URL link in the ticket.
- Added X-OTRS-TicketTime and X-OTRS-FollowUp-TicketTime email headers.

### **IMAP, IMAPS and POP3S support**

- With OTRS 2.3 additionally to POP3, POP3S, IMAP and IMAPS is supported to fetch mails from your MTA.

### **Security**

- In case of a lost password, OTRS is sending an e-mail to the user with a "password reset link". After clicking this link the new password is sent to the user in a second e-mail.

### **Notifications and escalations**

- All agents that have a read permission on a certain queue can be selected for notification.
- An escalation view has been added that displays all tickets sorted by their remaining time to escalation.

## **New features of OTRS 2.2**

### **New features of OTRS 2.2**

- Support of Services and SLAs: As major step towards IT Service Management OTRS 2.2 brings in the new attributes 'Service' and 'Service Level Agreements (SLA)'. While creating a new ticket a service requester has to select both a service (e. g. email-service) and a related SLA . SLA attributes are "response time", "update time" and "solution time". These attributes are used by the IT Service Organization for notification and escalation purposes in order to keep the agreed SLA. Service- and SLA-related informations within incoming email headers might also be used by the Postmaster-Filter as already known before.
- Support of native ticket types: Ticket types can now be managed over the admin interface. You do not longer need to use ticket free text field for this purpose. Installations which already use a ticket free text field for ticket type classification do not need to migrate. This feature will also be shown in zoom and print view for agents and customers and can be changed via the agent interface.
- Support of multiple authentication backends: Added support of multi authentication feature for agent and customer backend. By using this feature it is now possible to use multiple trusted

authentication sources (i.e. use LDAP as a first source for authentication and in case of an unsuccessful authentication try a SQL DB as a second source).

- Support of different password crypt types: Supported and permitted password authentication types for agent and/or customer login are:
  - `unix_crypt()`
  - `md5()`
  - `plain()`

Default is '`unix_crypt()`'. The administrator can easily switch from `unix_crypt()` to `md5()` on the fly by changing the related configuration parameter.

- Changed OTRS internal CustomerUser structure: Customer datas (CustomerUser) are restructured and split into the objects "CustomerCompany" and "CustomerUser" within the internal OTRS database. Company related attributes like company name and address will be managed separately from those attributes related to a single contact (e.g. first name, surname, phone etc.).

This information will be shown in zoom and print like the current customer info.

- Enhanced OPM-Format: OPM Packages are now delivered with an additional on-line help. The introduction page will inform the user about new features and will also give a short overview about the next steps to do after having installed the packages.
- PostMaster-Admin-Interface: The improvement has lead to a more detailed definition of those email addresses which have to be matched by PostMaster filter.
- SysConfig Improvement: A quicker page view and page saving leads to essential time savings during configuration process.

## New features of OTRS 2.1

### New features of OTRS 2.1

- Stable Support of Microsoft SQL Server: starting this version OTRS offers an interface to MS SQL Server databases. OTRS supports all popular operating systems like Linux, Windows, UNIX, Mac OS X etc. as well as all major databases like MS SQL, MySQL, PostgreSQL, Oracle and DB2.
- Multi-Calendar Function: This Feature simplifies working in distributed surroundings. National teams are supported by permitting different local working schedules and public holiday regulations. International organizations are additionally supported by a time-zone feature.
- New Statistics-Framework: Gain access and define your Reports- and Statistics in a more flexible way than ever. A powerful and easy to use Wizard will guide you through the process. Once defined OTRS may deliver periodically needed Reports automatically to a predefined Mailing List. Export- and Import functions allow to transfer Statistics between different OTRS Installations. So you can define and test your Statistics before loading them up to your production System.
- Optimized Synchronization of authorizations from LDAP-Directory Services: That simplifies the connection of all known LDAP-Directory Services like Microsoft Active Directory, OpenLDAP,

Novell eDirectory, Oracle Internet Directory, etc. A useful Feature which saves time and effort of maintaining authorizations in the local Database of OTRS.

- **PDF-Generator:** OTRS now supports the Output of Reports and Statistics as well as the results of a ticket search and ticket zoom in the PDF-Format.
- **New implemented Knowledge Database / FAQ-Module:** OTRS makes allowance for the need of an efficient Knowledge Management within daily Service Request handling. Fundamental in this context is a quick access towards existing problem-solving Know-How and standardized answers. Advantages: optimized search-functions, more effective administration of FAQ-Articles, faster Navigation and opportunities to rate an existing FAQ-Article.
- **Tracking of Sub-orders and Support of hierarchical Team-Structures:** New Features like the Ticket Supervisor and the Ticket Watchers support working within hierarchical Teams and enable you to define and depute Work packages temporarily to another Service Agent. While the Ticket Supervisor enables authorized Team members to depute a Ticket to another Service Agent without losing the right to edit this ticket the Ticket Watcher allows you to track a ticket passive on the basis of an individual watch list.
- **Optimized Follow-Up-Detection:** In addition to the subject heading, OTRS also checks for referable ticket numbers inside the Email-body and further attachments. This new feature aims to automatically assign an incoming Service Request to an existing Incident much faster than before.

## Hardware and software requirements

OTRS can be installed on many different operating systems. OTRS can run on linux and on other unix derivates (e.g. OpenBSD or FreeBSD). You can also deploy it on Microsoft Windows. OTRS does not have excessive hardware requirements. We recommend using a machine with at least a 2 GHz Xeon or comparable CPU, 2 GB RAM and a 160 GB hard drive for a small setup.

To run OTRS you'll also need to use a web server and a database server. Apart from that, on the OTRS machine, you should install perl and/or install some additional perl modules. The web server and Perl have to be installed on the same machine as OTRS. The database back-end can be installed locally or on another host.

For the web server we recommend using the Apache HTTP Server, because its module `mod_perl` improves greatly the performance of OTRS. Apart from that, OTRS should run on any web server that can execute Perl scripts.

You can deploy OTRS on different databases. You can choose between MySQL, PostgreSQL, Oracle, Microsoft SQL Server, or IBM DB2. If you use MySQL you have the advantage that the database and some system settings can be configured during the installation, through a web front-end.

For Perl, we recommend using at least version 5.8.8. You need some additional modules which can be installed either with the Perl shell and CPAN or via the package manager of your operating system (rpm, yast, apt-get).

Software requirements

## Perl support

- Perl 5.8.8 or higher



## Web server support

- Apache2 + mod\_perl2 or higher (recommended, mod\_perl is really fast!)
- Webserver with CGI support (CGI is not recommended)
- Microsoft Internet Information Server (IIS) 6 or higher

## Database support

- MySQL 4.1 or higher
- PostgreSQL 7.0 or higher (8.2 or higher recommended)
- Oracle 10g or higher
- DB2 8 or higher
- Microsoft SQL Server 2005 or higher

## Web browser support

For the Agent interface of OTRS, you'll be OK if you use a modern browser with JavaScript support enabled. We support the following browsers:

- Internet Explorer 8.0 or higher
- Mozilla Firefox 3.6 or higher
- Google Chrome
- Safari 4 or higher

For the OTRS Customer Interface, in addition to the browsers listed above, you can also use Internet Explorer versions 6 or 7, and we do not require JavaScript either.

The section in the manual about installation of Perl modules describes in more detail how you can set up those which are needed for OTRS.

If you install a binary package of OTRS, which was built for your operating system (rpm, Windows-Installer), either the package contains all Perl modules needed or the package manager of your system should take care of the dependencies of the Perl modules needed.

## Community

OTRS has a large user community. Users and developers discuss about OTRS and interchange information on related issues through the mailing-lists. You can use the mailing lists to discuss installation, configuration, usage, localization and development of OTRS. You can report software bugs in our bug tracking system.

The homepage of the OTRS community is: <http://www.otrs.org> [<http://www.otrs.org>] (see Figure below).

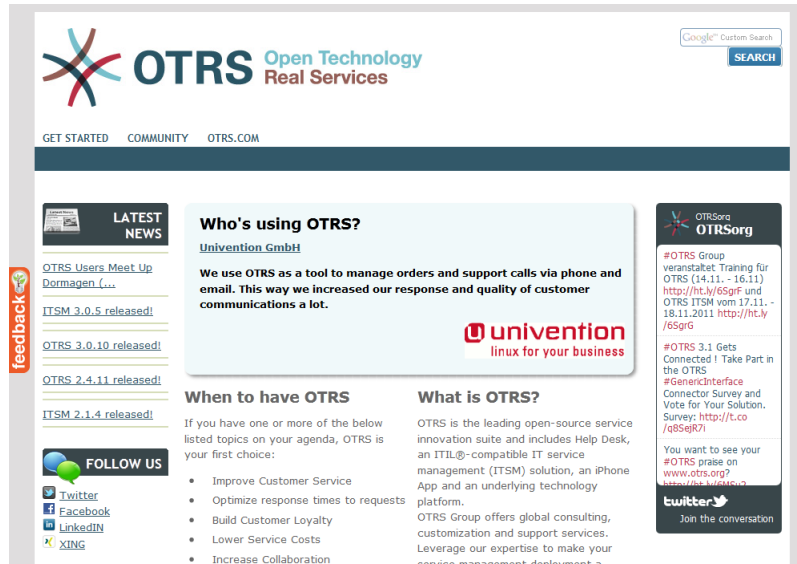


Figure: OTRS community homepage.

## Commercial Support and Services for OTRS

Commercial support for OTRS is also available. You can find the available options on the website of OTRS Group, the company behind OTRS: <http://www.otrs.com/> [<http://www.otrs.com/>] .

OTRS Group provides subscription support services, customization, consulting and training for *OTRS Help Desk* [<http://www.otrs.com/products/otrs-help-desk/>] and *OTRS ITSM* [<http://www.otrs.com/en/products/otrs-itsm/>]. It also provides *Best Practice Product Editions* [<http://www.otrs.com/solutions/>]. With these Editions, OTRS Group helps organizations to design, deploy and optimize OTRS for each unique environment. Additionally, OTRS Group provides hosted versions including *OTRS OnDemand* [<http://www.otrs.com/en/solutions/ondemand/>] and *Managed OTRS* [<http://www.otrs.com/en/solutions/managed-otrs/>].

You can find more detailed information about OTRS Group on <http://www.otrs.com> [<http://www.otrs.com>] and you can contact us via email on [sales at otrs.com](mailto:sales@otrs.com) [<mailto:sales@otrs.com>] .

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# Chapter 3. Installation

This chapter describes the installation and basic configuration of the central OTRS framework. It covers information on installing OTRS from source, or with a binary package such as an RPM or a Windows executable.

Topics covered here include configuration of the web and database servers, the interface between OTRS and the database, the installation of additional Perl modules, setting proper access rights for OTRS, setting up the cron jobs for OTRS, and some basic settings in the OTRS configuration files.

Follow the detailed steps in this chapter to install OTRS on your server. You can then use its web interface to login and administer the system.

## The simple way - Installation of pre-built packages

You should use pre-built packages to install OTRS, since it is the simplest and most convenient method. You can find them in the download area at <http://www.otrs.org> [<http://www.otrs.org>]. The following sections describe the installation of OTRS with a pre-built or binary package on SUSE, Debian and Microsoft Windows systems. Only if you are unable to use the pre-built packages for some reason should you follow the manual process.

### Installing the RPM on a SUSE Linux server

This section demonstrates the installation of a pre-built RPM package on a SUSE Linux distro. We have tested against all recent SLES and OpenSUSE versions. Before you start the installation, please have a look at <http://www.otrs.org/downloads> [<http://www.otrs.org/downloads>] and check if a newer OTRS RPM package is available. Always use the latest RPM package.

Install OTRS with yast (yast2) or via the command line and **rpm**. OTRS needs some Perl modules which are not installed on a SUSE system by default, and so we recommend using yast, since it addresses the package dependencies automatically.

If you decide to install OTRS via the command line and **rpm**, first you have to manually install the needed Perl modules. Assuming you saved the file `otrs.rpm` in the directory `/tmp`, you can execute the command specified in the following script to install OTRS.

Note: If you install it on SLES9 or OES, follow this description to install the missing perl-GD packages. <http://faq.otrs.org/otrs/public.pl?FAQID=49>

```
linux:~ # rpm -i /tmp/otrs-xxx.rpm
otrs
#####
Check OTRS user (/etc/passwd)... otrs exists.
```

Next steps:

```
[SuSEconfig]
Execute 'SuSEconfig' to configure the web server.
```

```
[start Apache and MySQL]
```

Execute 'rcapache restart' and 'rcmysql start' in case they don't run.

[install the OTRS database]

Use a web browser and open this link:

<http://localhost/otrs/installer.pl>

[OTRS services]

Start OTRS 'rcotrs start-force' (rcotrs {start|stop|status|restart|start-force|stop-force}).

Have fun!

Your OTRS Team

<http://otrs.org/>

linux:~ #

*Script: Command to install OTRS.*

After the installation of the OTRS RPM package, you have to run SuSEconfig, as shown in the following script.

```
linux:~ # SuSEconfig
Starting SuSEconfig, the SuSE Configuration Tool...
Running in full featured mode.
Reading /etc/sysconfig and updating the system...
Executing /sbin/conf.d/SuSEconfig.aaa_at_first...
Executing /sbin/conf.d/SuSEconfig.apache...
Including /opt/otrs/scripts/apache-httpd.include.conf
Executing /sbin/conf.d/SuSEconfig.bootsplash...
Executing /sbin/conf.d/SuSEconfig.doublecheck...
Executing /sbin/conf.d/SuSEconfig.guile...
Executing /sbin/conf.d/SuSEconfig.hostname...
Executing /sbin/conf.d/SuSEconfig.ispell...
Executing /sbin/conf.d/SuSEconfig.perl...
Executing /sbin/conf.d/SuSEconfig.permissions...
Executing /sbin/conf.d/SuSEconfig.postfix...
Setting up postfix local as MDA...
Setting SPAM protection to "off"...
Executing /sbin/conf.d/SuSEconfig.profiles...
Finished.
linux:~ #
```

*Script: Running the SuSEconfig command.*

The OTRS installation is done. Restart your web server to load the OTRS specific changes in its configuration, as shown in the script below.

```
linux:~ # rcapache restart
Shutting down httpd                                done
Starting httpd [ PERL ]                             done
linux:~ #
```

*Script: Restarting the web server.*

The next step is to setup the OTRS database, as described at section 3.2.4.

## Installing OTRS on a CentOS system

On the OTRS Wiki you can find detailed instructions for setting up OTRS on a CentOS system. Please note that these instructions will also apply to RedHat systems since they use the same source: [http://wiki.otrs.org/index.php?title=Installation\\_of\\_OTRS\\_3.0b1\\_on\\_CentOS\\_5.5](http://wiki.otrs.org/index.php?title=Installation_of_OTRS_3.0b1_on_CentOS_5.5) [[http://wiki.otrs.org/index.php?title=Installation\\_of\\_OTRS\\_3.0b1\\_on\\_CentOS\\_5.5](http://wiki.otrs.org/index.php?title=Installation_of_OTRS_3.0b1_on_CentOS_5.5)].

## Installing OTRS on a Debian system

On the OTRS Wiki you can find detailed instructions for setting up OTRS on a Debian system: [http://wiki.otrs.org/index.php?title=Installation\\_on\\_Debian\\_5.04\\_lenny](http://wiki.otrs.org/index.php?title=Installation_on_Debian_5.04_lenny) [[http://wiki.otrs.org/index.php?title=Installation\\_on\\_Debian\\_5.04\\_lenny](http://wiki.otrs.org/index.php?title=Installation_on_Debian_5.04_lenny)].

## Installing OTRS on a Ubuntu system

On the OTRS Wiki you can find detailed instructions for setting up OTRS on an Ubuntu system: [http://wiki.otrs.org/index.php?title=Installation\\_on\\_Ubuntu\\_Lucid\\_Lynx\\_\(10.4\)](http://wiki.otrs.org/index.php?title=Installation_on_Ubuntu_Lucid_Lynx_(10.4)) [[http://wiki.otrs.org/index.php?title=Installation\\_on\\_Ubuntu\\_Lucid\\_Lynx\\_\(10.4\)](http://wiki.otrs.org/index.php?title=Installation_on_Ubuntu_Lucid_Lynx_(10.4))].

## Installing OTRS on Microsoft Windows systems

Installing OTRS on a Microsoft Windows system is very easy. Download the latest installer for Win32 from <http://www.otrs.org/downloads/> [<http://www.otrs.org/downloads/>] and save the file to your local file system. Then simply double-click on the file to execute the installer, and follow the few installation steps to setup the system. After that you will be able to login as OTRS administrator and configure the system according to your needs. To log in as OTRS administrator use the username 'root@localhost' and the default password 'root'.

### Warning

Please change the password for the 'root@localhost' account as soon as possible.

### Important

The Win32 installer for OTRS contains all needed components for OTRS, i.e. the Apache web server, the MySQL database server, Perl (with all needed modules) and Cron for Windows. For that reason you should only install OTRS on Windows systems that don't already have an installation of Apache or another web server, or MySQL.

## Installation from source (Linux, Unix)

### Preparing the installation from source

If you want to install OTRS from source, first download the source archive as .tar.gz, .tar.bz2, or .zip file from <http://www.otrs.org/downloads/> [<http://www.otrs.org/downloads/>]

Unpack the archive (for example, using **tar**) into the directory `/opt`, and rename the directory from `otrs-3.1.x` to `otrs` (see Script below).

```
linux:/opt# tar xf /tmp/otrs-3.1.tar.gz
linux:/opt# mv otrs-3.1 otrs
linux:/opt# ls
otrs
linux:/opt#
```

*Script: First steps to install OTRS.*

OTRS should NOT be run with root rights. You should add a new user for OTRS as the next step. The home directory of this new user should be `/opt/otrs`. If your web server is not running with the same user rights as the new 'otrs' user, which is the case on most systems, you have to add the new 'otrs' user to the group of the web server user (see Script below).

```
linux:/opt# useradd -r -d /opt/otrs/ -c 'OTRS user' otrs
linux:/opt# usermod -G nogroup otrs
linux:/opt#
```

*Script: Adding a new user 'otrs', and adding it to a group.*

Next, you have to copy some sample configuration files. The system will later use the copied files. The files are located in `/opt/otrs/Kernel` and `/opt/otrs/Kernel/Config` and have the suffix `.dist` (see Script below).

```
linux:/opt# cd otrs/Kernel/
linux:/opt/otrs/Kernel# cp Config.pm.dist Config.pm
linux:/opt/otrs/Kernel# cd Config
linux:/opt/otrs/Kernel/Config# cp GenericAgent.pm.dist GenericAgent.pm
```

*Script: Copying some sample files.*

The last step to prepare the installation of OTRS is to set the proper access rights for the files. You can use the script **otrs.SetPermissions.pl**, which is located in the `bin` directory, in the home directory of the 'otrs' user. You can execute the script with the following parameters:

```
otrs.SetPermissions.pl { Home directory of the OTRS user } { --otrs-user= OTRS
user } { --web-user= Web server user } [ --otrs-group= Group of the OTRS user ] [ --
web-group= Group of the web server user ]
```

If your web server is running with the same user rights as user 'otrs', the command to set the proper access rights is **otrs.SetPermissions.pl /opt/otrs --otrs-user=otrs --web-user=otrs**. On SUSE systems the web server is running with the user rights of 'wwwrun'. On Debian-based systems this is 'www-data'. You would use the command **otrs.SetPermissions.pl /opt/otrs --otrs-user=otrs --web-user=wwwrun --otrs-group=nogroup --web-group=www** to set the proper access rights.

## Installation of Perl modules

OTRS needs some additional Perl modules, as described in Table 3-1. If you install OTRS from source, you will have to install these modules manually. This can be done either with the package manager of your Linux distribution (yast, apt-get) or, as described in this section, through the Perl shell and CPAN. If you're using ActiveState Perl, for instance on Windows, you could use PPM, the built-in Perl Package Manager. We recommend using your package manager if possible.

**Table 3.1. Needed Perl modules for OTRS**

| Name   | Description  |
|--|--|
| DBI  | Establishes a connection to the database back-end.   |
| DBD::mysql   | Contains special functions to connect to the MySQL database back-end (only required if MySQL is used).           |
| DBD::pg  | Contains special functions to connect to the PostgreSQL database back-end (only required if PostgreSQL is used). |
| Digest::MD5  | Allows the use of the md5 algorithm.   |
| CSS::Minifier  | Minifies a CSS file and writes the output directly to another file.  |
| Crypt::PasswdMD5                                       | Provides interoperable MD5-based crypt functions.  |
| MIME::Base64   | Encodes / decodes Base64 strings, e.g. for mail attachments.   |
| JavaScript::Minifier                                   | Minifies a JavaScript file and writes the output directly to another file.                                       |
| Net::DNS   | Perl interface to the domain name system.  |
| LWP::UserAgent   | Processes HTTP requests.   |
| Net::LDAP  | Perl interface to a LDAP directory (only required if an LDAP back-end is used).                                  |
| GD   | Interface to the GD graphics library (only required if the OTRS stats module is used).                           |
| GD::Text, GD::Graph, GD::Graph::lines, GD::Text::Align | Some more text and graphic tools for the GD graphics library (only required if the OTRS stats module is used).   |
| PDF::API2, Compress::Zlib                              | Needed to generate the PDF output for reports, search results and for the ticket print view.                     |

You can verify which modules you need to install with **otrs.CheckModules.pl**. This script is located in the `bin` directory, in the home directory of the 'otrs' user (see Script below).

Please note that some modules are optional.

```
linux:~# cd /opt/otrs/bin/
linux:/opt/otrs/bin# ./otrs.CheckModules.pl
  o CGI.....ok (v3.49)
  o Crypt::PasswdMD5.....ok (v1.3)
  o CSS::Minifier.....ok (v0.01)
  o Date::Format.....ok (v2.24)
  o Date::Pcalc.....ok (v1.2)
  o DBI.....ok (v1.609)
  o DBD::mysql.....ok (v4.013)
  o Digest::MD5.....ok (v2.36_01)
  o Encode::HanExtra.....ok (v0.23)
```

```
o GD.....ok (v2.44)
  o GD::Text.....ok (v0.86)
  o GD::Graph.....ok (v1.44)
  o GD::Graph::lines.....ok (v1.15)
  o GD::Text::Align.....ok (v1.18)
o IO::Scalar.....ok (v2.110)
o IO::Wrap.....ok (v2.110)
o JavaScript::Minifier.....ok (v1.05)
o JSON.....ok (v2.21)
  o JSON::PP.....ok (v2.27003)
  o JSON::XS.....Not installed! (Optional - Install
it for faster AJAX/JavaScript handling.)
o LWP::UserAgent.....ok (v5.829)
o Mail::Internet.....ok (v2.06)
o Mail::POP3Client.....ok (v2.18 )
  o IO::Socket::SSL.....ok (v1.31)
o MIME::Base64.....ok (v3.07_01)
o MIME::Tools.....ok (v5.428)
o Net::DNS.....ok (v0.65)
o Net::POP3.....ok (v2.29)
o Net::IMAP::Simple.....ok (v1.1916)
  o Net::IMAP::Simple::SSL.....ok (v1.3)
o Net::SMTP.....ok (v2.31)
  o Authen::SASL.....ok (v2.15)
  o Net::SMTP::SSL.....ok (v1.01)
o Net::LDAP.....ok (v0.4001)
o PDF::API2.....ok (v0.73)
  o Compress::Zlib.....ok (v2.008)
o SOAP::Lite.....ok (v0.712)
o Text::CSV.....ok (v1.18)
  o Text::CSV_PP.....ok (v1.26)
  o Text::CSV_XS.....Not installed! (Optional -
Optional, install it for faster CSV handling.)
o XML::Parser.....ok (v2.36)
linux:/opt/otrs/bin#
```

*Script: Checking needed modules.*

You should strive to install the missing modules from your Linux distribution's package management system. In that way, the packages will be automatically updated when new versions are available or when security issues are found. Please refer to your distribution's documentation on how to install additional packages. If the (correct version of) the module is not available from the package repositories, you can also install from CPAN, the Comprehensive Perl Archive Network.

To install one of the modules from above via CPAN, you have to execute the command **perl -e shell -MCPAN**. The Perl shell will be started in interactive mode and the CPAN module will be loaded. If CPAN is already configured, you can install the modules with the command **install** followed by the name of the module. CPAN takes care of the dependencies of a module to other Perl modules and will let you know if other modules are needed.

Execute also the commands **perl -cw bin/cgi-bin/index.pl** **perl -cw bin/cgi-bin/customer.pl** and **perl -cw bin/otrs.PostMaster.pl** after changing into the directory `/opt/otrs`. If the output of both commands is "syntax OK", your Perl is properly set up (see Script below).



```
linux:~# cd /opt/otrs
linux:/opt/otrs# perl -cw bin/cgi-bin/index.pl
cgi-bin/installer.pl syntax OK
linux:/opt/otrs# perl -cw bin/cgi-bin/customer.pl
cgi-bin/customer.pl syntax OK
linux:/opt/otrs# perl -cw bin/otrs.PostMaster.pl
bin/otrs.PostMaster.pl syntax OK
linux:/opt/otrs#
```

*Script: Syntax check.*

## Configuring the Apache web server

This section describes the basic configuration of the Apache web server with `mod_cgi` for OTRS. The web server should be able to execute CGI scripts. OTRS won't work if the Perl scripts cannot be parsed. Check the configuration files of your web server, and search for the line that loads the CGI module. If you see something like the following, the CGI module should already be in use.

```
LoadModule cgi_module /usr/lib/apache2/modules/mod_cgi.so
```

To access the web interface of OTRS conveniently via a short address, `Alias` and `ScriptAlias` entries are needed. Most Apache installations have a `conf.d` directory included. On Linux systems you can find this directory very often under `/etc/apache` or `/etc/apache2`. Log in as root, change to the `conf.d` directory and copy the appropriate template in `/opt/otrs/scripts/apache2-httpd.include.conf` to a file called `otrs.conf` in the Apache configuration directory.

Restart your web server to load the new configuration settings. On most systems you can start/restart your web server with the command `/etc/init.d/apache2 restart` (see Script below).

```
linux:/etc/apache2/conf.d# /etc/init.d/apache2 restart
Forcing reload of web server: Apache2.
linux:/etc/apache2/conf.d#
```

*Script: Restarting the web server.*

Now your web server should be configured for OTRS.

If you choose to increase performance and you can install `mod_perl`, then you can leave `mod_cgi` off, and configure the Apache web server for use with `mod_perl`, in the following manner:

Please ensure that `mod_perl` is installed and loaded, in order to take advantage of this feature. Due to the nature of the start-up script, your server will not fail to start if `mod_perl` is not properly loaded or compiled in your apache web server, unless `mod_cgi` is also on. Technically speaking you can leave `mod_cgi` on as well, but you should not.

Search your `/etc/apache*` directory for `mod_perl.so` (see Script below) to see if the module is already loaded.

```
#:/ grep -Rn mod_perl.so /etc/apache*
```

*Script: Searching for mod\_perl.*

When you use the appropriate start script listed above and the module is loaded, the script (when commented in) `/opt/otrs/scripts/apache2-perl-startup.pl` can be used to load the perl modules into memory one time, saving on load times and increasing performance.

# Configuring the database

## The simple way - Using the web installer (works only with MySQL)

If you use MySQL as the database back-end, you can use the OTRS web installer: <http://localhost/otrs/installer.pl> [<http://localhost/otrs/installer.pl>].

When the web installer starts, please follow the next steps to setup your system:

1. Check out the information about the OTRS offices and click on next to continue (see Figure below).



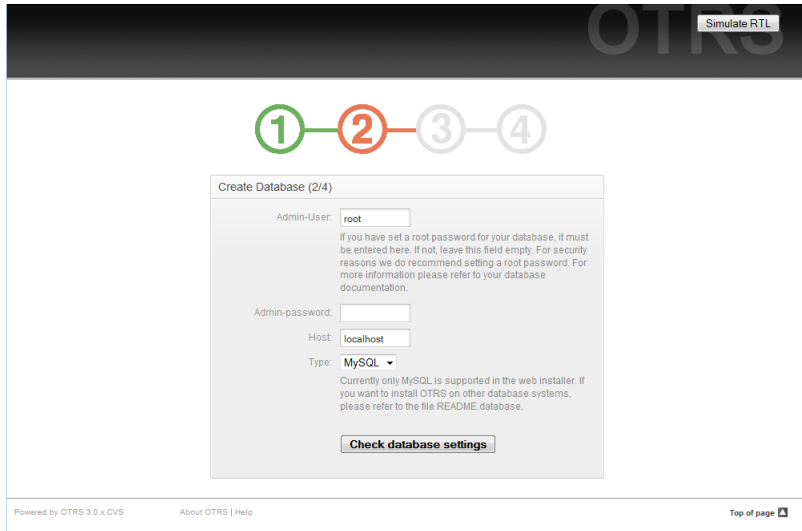
Figure: Welcome screen.

2. Read the GNU Affero General Public License (see Figure below) and accept it, by clicking the corresponding button at the bottom of the page.



Figure: GNU Affero General Public License.

3. Provide the username and password of the administrator, the DNS name of the computer which hosts OTRS and the type of database system to be used. After that, check the settings (see Figure below).



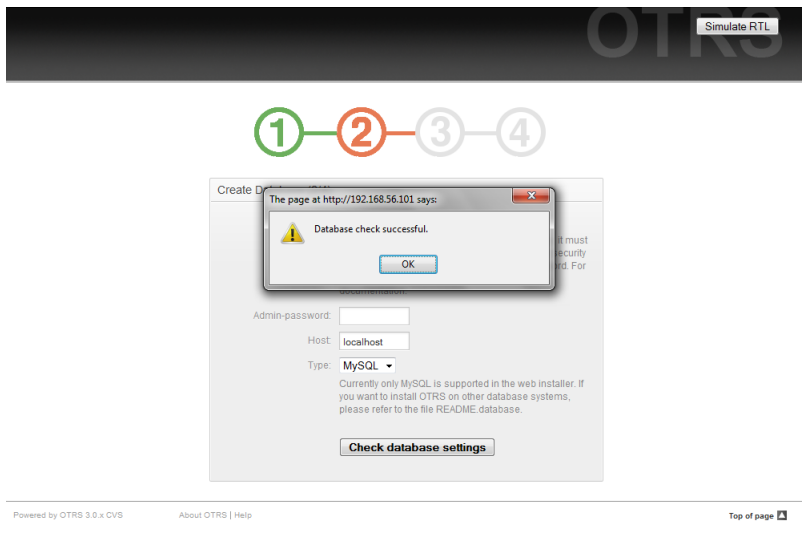
The screenshot shows the 'Create Database (2/4)' step of the OTRS installation. At the top, there is a progress bar with four numbered circles: 1 (green), 2 (orange), 3 (grey), and 4 (grey). Below the progress bar, the form contains the following fields and options:

- Admin-User:** A text input field containing 'root'. Below it, a note states: 'If you have set a root password for your database, it must be entered here. If not, leave this field empty. For security reasons we do recommend setting a root password. For more information please refer to your database documentation.'
- Admin-password:** A text input field.
- Host:** A text input field containing 'localhost'.
- Type:** A dropdown menu set to 'MySQL'. Below it, a note states: 'Currently only MySQL is supported in the web installer. If you want to install OTRS on other database systems, please refer to the file README.database.'

At the bottom of the form is a button labeled 'Check database settings'. The footer of the page includes 'Powered by OTRS 3.0.x CVS', 'About OTRS | Help', and a 'Top of page' link.

*Figure: Database initial settings.*

You will be notified if the check was successful. Press OK to continue (see Figure below).



The screenshot shows the same 'Create Database (2/4)' form as in the previous figure, but with a modal dialog box overlaid in the center. The dialog box has a yellow warning icon and the text: 'The page at http://192.168.56.101 says: Database check successful.' Below the text is an 'OK' button. The background form is partially obscured by the dialog box. The footer of the page is the same as in the previous figure.

*Figure: Notification for successful check.*

4. Create a new database user, choose a name for the database and click on 'Next' (see Figure below).

## Warning

It is never a good idea to use default passwords. Please change the default password for the OTRS database!

Create Database (2/4)

Admin-User:

If you have set a root password for your database, it must be entered here. If not, leave this field empty. For security reasons we do recommend setting a root password. For more information please refer to your database documentation.

Admin-password:

Host:

Type: **MySQL** ▼

Currently only MySQL is supported in the web installer. If you want to install OTRS on other database systems, please refer to the file README.database.

**Database-User (New)**

User:

A new database user with limited rights will be created for this OTRS system.

Password:

default 'root'

DB connect host:

**Database**

Name:

Action: ☒ Create ☐ Delete

**Next...**

*Figure: Database settings.*

If the database and its user were successfully created, you will get a setup notification, as shown in Figure. Click 'Next' to go to the next screen.

OTRS Simulate RTL

1 2 3 4

Create Database (2/4)

Creating database 'otrs' **Done.**

Creating tables 'otrs-schema.mysql.sql' **Done.**

Inserting initial inserts 'otrs-initial\_insert.mysql.sql' **Done.**

Foreign Keys 'otrs-schema-post.mysql.sql' **Done.**

Creating database user 'otrs@localhost' **Done.**

Reloading grant tables **Done.**

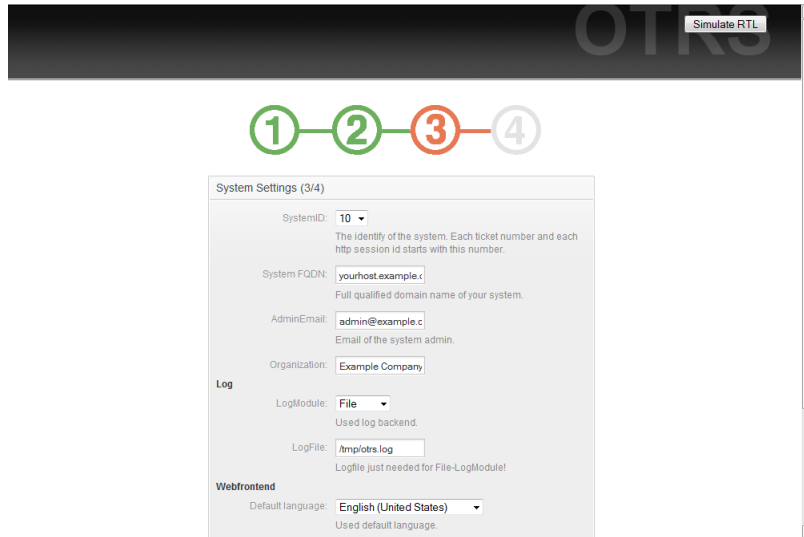
—=> Database setup successful

**Next...**

Powered by OTRS 3.0.x CVS    About OTRS | Help    Top of page

*Figure: Notification indicating successful database setup.*

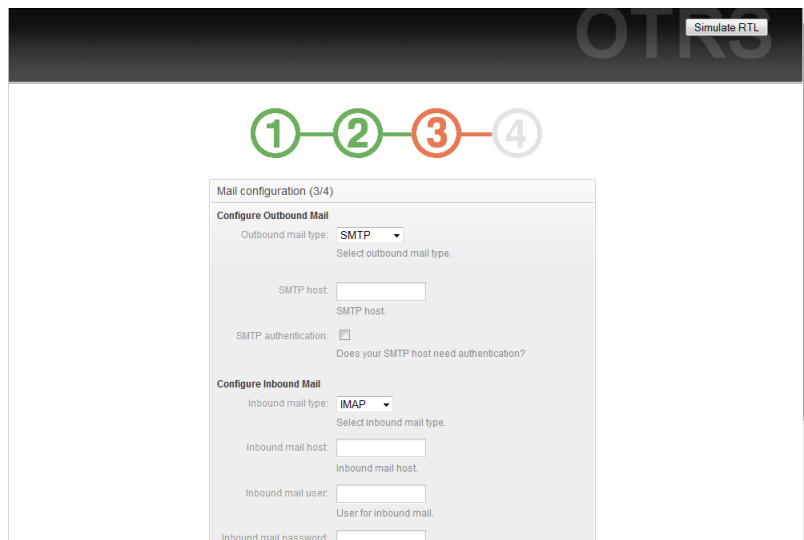
5. Provide all the required system settings and click on 'Next' (see Figure below).



The screenshot shows the OTRS web interface with a progress indicator at the top consisting of four numbered circles (1, 2, 3, 4). Circle 3 is highlighted in red, indicating the current step. The main content area is titled "System Settings (3/4)". It contains several configuration fields: "SystemID:" with a dropdown menu set to "10"; "System FQDN:" with a text input field containing "yourhost.example."; "AdminEmail:" with a text input field containing "admin@example.c"; "Organization:" with a text input field containing "Example Company"; "Log" section with "LogModule:" set to "File" and "LogFile:" set to "tmp/otrs.log"; and "Webfrontend" section with "Default language:" set to "English (United States)".

*Figure: System settings.*

6. If you want, you can provide the needed data to configure your inbound and outbound mail, or skip this step by pressing the right button at the bottom of the screen (see Figure below).



The screenshot shows the OTRS web interface with the same progress indicator as the previous figure. The main content area is titled "Mail configuration (3/4)". It contains two sections: "Configure Outbound Mail" and "Configure Inbound Mail". The "Configure Outbound Mail" section has "Outbound mail type:" set to "SMTP", "SMTP host:" with an empty text input field, and "SMTP authentication:" with a checked checkbox. The "Configure Inbound Mail" section has "Inbound mail type:" set to "IMAP", "Inbound mail host:" with an empty text input field, "Inbound mail user:" with an empty text input field, and "Inbound mail password:" with an empty text input field.

*Figure: Mail configuration.*

7. Restart the OTRS service now to use the new configuration settings as shown in the script below.

```
linux:~ # rcotrs restart-force
Shutting down OTRS
  Disable /opt/otrs/bin/otrs.PostMaster.pl ... done.
no crontab for otrs
  Shutting down cronjobs ... failed!
Shutting down OTRS (completely)
  Shutting down Apache ... done.
```

```
Shutting down MySQL ... done.

done
Starting OTRS (completely)
  Starting Apache ... done.
  Starting MySQL ... done.
Starting OTRS
  Checking Apache ... done.
  Checking MySQL ... done.
  Checking database connect... (It looks Ok!).
  Enable /opt/otrs/bin/otrs.PostMaster.pl ... done.
  Checking otrs spool dir... done.
  Creating cronjobs (source /opt/otrs/var/cron/*) ... done.

--> http://linux.example.com/otrs/index.pl <--

done

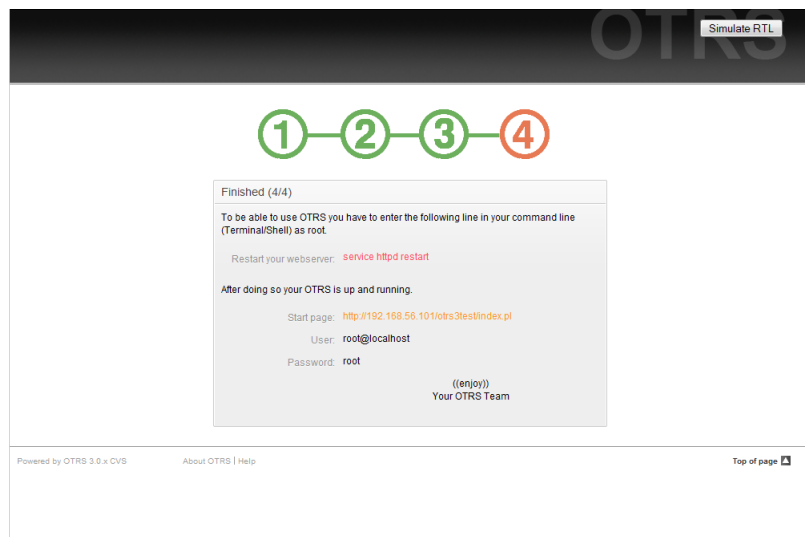
done
linux:~ #
```

*Script: Restarting the OTRS service.*

Congratulations! Now the installation of OTRS is finished and you should be able to work with the system (see Figure below). To log into the web interface of OTRS, use the address `http://localhost/otrs/index.pl` [`http://localhost/otrs/index.pl`] from your web browser. Log in as OTRS administrator, using the username `'root@localhost'` and the password `'root'`. After that you can configure the system for your needs.

## Warning

Please change the password for the `'root@localhost'` account as soon as possible.



*Figure: Final steps to install OTRS.*

## Installing the OTRS database manually

If you can't use the web installer to setup the OTRS database, you have to set it up manually. Scripts with the SQL statements to create and configure the database are located in `scripts/database`, in the home directory of the 'otrs' user (see Script below).

```
linux:~# cd /opt/otrs/scripts/database/
linux:/opt/otrs/scripts/database# ls
otrs-initial_insert.db2.sql      otrs-schema.mysql.sql
otrs-schema.oracle.sql
otrs-initial_insert.mssql.sql    otrs-schema-post.db2.sql
otrs-initial_insert.mysql.sql    otrs-schema.postgresql.sql
otrs-initial_insert.oracle.sql
otrs-initial_insert.postgresql.sql otrs-schema-post.mssql.sql
otrs-initial_insert.xml          otrs-schema-post.mysql.sql
otrs-schema.db2.sql             otrs-schema-post.oracle.sql
otrs-schema-post.postgresql.sql
otrs-schema.mssql.sql           otrs-schema.xml
linux:/opt/otrs/scripts/database#
```

*Script: Files needed to create and configure the database.*

To setup the database for the different database back-ends, the .sql files must be processed in a specific order.

### Create the OTRS database manually step by step

1. Creating the DB: Create the database that you want to use for OTRS, with your database client or your database interface.
2. Creating the tables: With the `otrs-schema.DatabaseType.sql` files (e.g. `otrs-schema.oracle.sql`, `otrs-schema.postgresql.sql`) you can create the tables in your OTRS database.
3. Inserting the initial system data: OTRS needs some initial system data to work properly (e.g. the different ticket states, ticket and notification types). Depending on the type of your database, use one of the files `otrs-initial_insert.mysql.sql`, `otrs-initial_insert.db2.sql`, `otrs-initial_insert.oracle.sql`, `otrs-initial_insert.postgresql.sql` or `otrs-initial_insert.mssql.sql`.
4. Creating references between tables: The last step is to create the references between the different tables in the OTRS database. Use the `otrs-schema-post.DatabaseType.sql` file to create these (e.g. `otrs-schema-oracle.post.sql`, `otrs-schema-post.postgresql.sql`).

After you have finished the database setup, you should check and set proper access rights for the OTRS database. It should be enough to grant access to one user. Depending on the database server you are using, setting up the access rights differs, but it should be possible either with your database client or your graphical database front-end.

If your database and the access rights are configured properly, you have to tell OTRS which database back-end you want to use and how the ticket system can connect to the database. Open the file `Kernel/Config.pm` located in the home directory of the 'otrs' user, and change the parameters shown in the script below according to your needs.

```
# DatabaseHost
# (The database host.)
$Self->{'DatabaseHost'} = 'localhost';

# Database
# (The database name.)
$Self->{Database} = 'otrs';

# DatabaseUser
# (The database user.)
$Self->{DatabaseUser} = 'otrs';

# DatabasePw
# (The password of database user.)
$Self->{DatabasePw} = 'some-pass';
```

*Script: Parameters to be customized.*

## Setting up the cron jobs for OTRS

OTRS needs some cron jobs to work properly. The cron jobs should be run with the same user rights that were specified for the OTRS modules. That means that the cron jobs must be inserted into the crontab file of the 'otrs' user.

All scripts with the cron jobs are located in `var/cron`, in the home directory of the 'otrs' user (see Script below).

```
linux:~# cd /opt/otrs/var/cron
linux:/opt/otrs/var/cron# ls
aaa_base.dist          generic_agent.dist
  rebuild_ticket_index.dist
cache.dist             pending_jobs.dist    session.dist
fetchmail.dist         postmaster.dist      unlock.dist
generic_agent-database.dist  postmaster_mailbox.dist
linux:/opt/otrs/var/cron#
```

*Script: Files needed to create the cron jobs.*

These scripts have a suffix of '.dist'. You should copy them to files with the suffix removed. If you use bash, you might want to use the command listed in Script below.

```
linux:/opt/otrs/var/cron# for foo in *.dist; do cp $foo `basename
  $foo .dist`; done
linux:/opt/otrs/var/cron# ls
aaa_base          generic_agent-database.dist
  rebuild_ticket_index
aaa_base.dist     generic_agent.dist
  rebuild_ticket_index.dist
cache             pending_jobs          session
cache.dist        pending_jobs.dist    session.dist
fetchmail         postmaster            unlock
```



```
fetchmail.dist      postmaster.dist      unlock.dist
generic_agent       postmaster_mailbox
generic_agent-database postmaster_mailbox.dist
linux:/opt/otrs/var/cron#
```

*Script: Copying and renaming all the files needed to create the cron jobs.*

Table 3-2 describes the different cron jobs.

**Table 3.2. Description of several cron job scripts.**

| Script                 | Function   |
|------------------------|--|
| aaa_base               | Sets the basics for the crontab of the 'otrs' user.  |
| cache                  | Removes expired cache entries from disk. Clears the loader cache for CSS and JavaScript files.                                 |
| fetchmail              | Used only if new mails will be fetched with fetchmail into the ticket system.  |
| generic_agent          | Executes the jobs of the GenericAgent that are not stored in the database but in own config files.                             |
| generic_agent-database | Executes the jobs of the GenericAgent that are stored in the database.   |
| pending_jobs           | Checks system for pending tickets, and closes them or sends reminders if needed.   |
| postmaster             | Checks the message queue of the ticket system, and delivers messages that are still in the queues.                             |
| postmaster_mailbox     | Fetches the mails from the POP3 accounts that were specified in the admin area, in the section for "PostMaster Mail Accounts". |
| rebuild_ticket_index   | Rebuilds the ticket index, which improves the speed of the QueueView.  |
| session                | Removes old and no longer needed session IDs.  |
| unlock                 | Unlocks tickets in the system.   |

To setup all cron jobs, the script `bin/Cron.sh` located in the home directory of the 'otrs' user can be used. When this script is executed, it needs a parameter to specify whether you want to install, remove or reinstall the cron jobs. The following parameters can be used:

```
Cron.sh { start } { stop } { restart } [ OTRS user ]
```

Because the cron jobs need to be installed in the crontab file of the 'otrs' user, you need to be logged in as 'otrs'. If you are logged in as root, you can switch to 'otrs' with the command **su otrs**. Execute the commands specified in Script below to install the cron jobs.

## Warning

Please note that other crontab entries of the 'otrs' user will be overwritten or removed by the `Cron.sh` script. Please change the `Cron.sh` script to retain other crontab entries as needed.

```
linux:/opt/otrs/var/cron# cd /opt/otrs/bin/
linux:/opt/otrs/bin# su otrs
linux:~/bin$ ./Cron.sh start
/opt/otrs/bin
Cron.sh - start/stop OTRS cronjobs
Copyright (C) 2001-2009 OTRS AG, http://otrs.org/
(using /opt/otrs) done
linux:~/bin$ exit
exit
linux:/opt/otrs/bin#
```

*Script: Installing the cron jobs.*

The command **crontab -l -u otrs**, which can be executed as root, shows you the crontab file of the 'otrs' user, and you can check if all entries are placed correctly (see Script below).

```
linux:/opt/otrs/bin# crontab -l -u otrs
# --
# cron/aaa_base - base crontab package
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# Who gets the cron emails?
MAILTO="root@localhost"

# --
# cron/cache - delete expired cache
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# delete expired cache weekly (Sunday mornings)
20 0 * * 0 $HOME/bin/otrs.CacheDelete.pl --expired >> /dev/null
30 0 * * 0 $HOME/bin/otrs.LoaderCache.pl -o delete >> /dev/null

# --
# cron/fetchmail - fetchmail cron of the OTRS
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# fetch every 5 minutes emails via fetchmail
*/5 * * * * /usr/bin/fetchmail -a >> /dev/null

# --
# cron/generic_agent - otrs.GenericAgent.pl cron of the OTRS
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# start generic agent every 20 minutes
*/20 * * * * $HOME/bin/GenericAgent.pl >> /dev/null
```

```
# example to execute GenericAgent.pl on 23:00 with
# Kernel::Config::GenericAgentMove job file
#0 23 * * * $HOME/bin/otrs.GenericAgent.pl -c
  "Kernel::Config::GenericAgentMove" >> /dev/null
# --
# cron/generic_agent - GenericAgent.pl cron of the OTRS
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# start generic agent every 10 minutes
*/10 * * * * $HOME/bin/otrs.GenericAgent.pl -c db >> /dev/null
# --
# cron/pending_jobs - pending_jobs cron of the OTRS
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# check every 120 min the pending jobs
45 */2 * * * $HOME/bin/otrs.PendingJobs.pl >> /dev/null
# --
# cron/postmaster - postmaster cron of the OTRS
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# check daily the spool directory of OTRS
#10 0 * * * * test -e /etc/init.d/otrs & /etc/init.d/otrs cleanup
>> /dev/null; test -e /etc/rc.d/init.d/otrs && /etc/rc.d/init.d/otrs
cleanup >> /dev/null
10 0 * * * $HOME/bin/otrs.CleanUp.pl >> /dev/null
# --
# cron/postmaster_mailbox - postmaster_mailbox cron of the OTRS
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# fetch emails every 10 minutes
*/10 * * * * $HOME/bin/otrs.PostMasterMailbox.pl >> /dev/null
# --
# cron/rebuild_ticket_index - rebuild ticket index for OTRS
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# just every day
01 01 * * * $HOME/bin/otrs.RebuildTicketIndex.pl >> /dev/null

# --
# cron/session - delete old session ids of the OTRS
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
```

```
# delete every 120 minutes old/idle session ids
55 */2 * * * $HOME/bin/otrs.DeleteSessionIDs.pl --expired >> /dev/null

# --
# cron/unlock - unlock old locked ticket of the OTRS
# Copyright (C) 2001-2011 OTRS AG, http://otrs.org/
# --
# This software comes with ABSOLUTELY NO WARRANTY.
# --
# unlock every hour old locked tickets
35 * * * * $HOME/bin/otrs.UnlockTickets.pl --timeout >> /dev/null

linux:/opt/otrs/bin#
```

*Script: Crontab file.*

## Upgrading the OTRS Framework

These instructions are for people upgrading OTRS from version 3.0 to 3.1, and apply both for RPM and source code (tarball) upgrades.

If you are running a lower version of OTRS you have to follow the upgrade path to 3.0 first (1.1->1.2->1.3->2.0->2.1->2.2->2.3->2.4->3.0->3.1 ...)!

Please note that if you upgrade from OTRS 2.2 or earlier, you have to take an extra step; please read [http://bugs.otrs.org/show\\_bug.cgi?id=6798](http://bugs.otrs.org/show_bug.cgi?id=6798).

If you need to do a "patch level upgrade", which is an upgrade for instance from OTRS version 3.1.1 to 3.1.3, you should skip steps 8, 10 and 12-20.

If you are using Microsoft SQL Server as the DBMS for OTRS, please refer to the manual, chapter "Upgrading Microsoft SQL Server Data Types" for instructions how to upgrade the data types used by OTRS (<http://doc.otrs.org/3.1/en/html/upgrading-mssql-datatypes.html>).

1. Stop all relevant services.

e. g. (depends on used services):

```
shell> /etc/init.d/cron stop
shell> /etc/init.d/postfix stop
shell> /etc/init.d/apache stop
```

2. Backup everything below \$OTRS\_HOME (default: OTRS\_HOME=/opt/otrs):

- Kernel/Config.pm
- Kernel/Config/GenericAgent.pm
- Kernel/Config/Files/ZZZAuto.pm
- var/\*

3. Backup the database.

4. Make sure that you have backed up everything ;-)

5. Setup new system (optional)

If possible, try this install on a separate machine for testing first.

6. Install the new release (tar or RPM).

- With the tarball:

```
shell> cd /opt
shell> tar -xzf otrs-x.x.x.tar.gz
shell> ln -s otrs-x.x.x otrs
```

Restore old configuration files.

- Kernel/Config.pm
- Kernel/Config/GenericAgent.pm
- Kernel/Config/Files/ZZZAuto.pm

- With the RPM:

```
shell> rpm -Uvh otrs-x.x.x.-01.rpm
```

In this case the RPM update automatically restores the old configuration files.

7. Own themes

Note: The OTRS themes between 3.0 and 3.1 are NOT compatible, so don't use your old themes!

Themes are located under `$OTRS_HOME/Kernel/Output/HTML/*/*.dtl` (default: `OTRS_HOME=/opt/otrs`).

8. Set file permissions.

If the tarball is used, execute:

```
shell> cd /opt/otrs/
shell> bin/otrs.SetPermissions.pl
```

with the permissions needed for your system setup.

9. Apply the database changes (part 1/2):

```
shell> cd /opt/otrs/
```

```
# MySQL:
```

```
shell> cat scripts/DBUpdate-to-3.1.mysql.sql | mysql -p -f -u root
otrs
# PostgreSQL 8.2+:
shell> cat scripts/DBUpdate-to-3.1.postgresql.sql | psql otrs
# PostgreSQL, older versions:
shell> cat scripts/DBUpdate-to-3.1.postgresql_before_8_2.sql | psql
otrs
```

**NOTE:** If you use PostgreSQL 8.1 or earlier, you need to activate the new legacy driver for these older versions. Do this by adding a new line to your `Kernel/Config.pm` like this:

```
$Self->{DatabasePostgresqlBefore82} = 1;
```

Run the migration script (as user 'otrs', NOT as root):

You must execute the migration script to migrate some data from the old database structure to the new one. Please run:

```
shell> scripts/DBUpdate-to-3.1.pl
```

Apply the database changes (part 2/2):

```
# MySQL:
shell> cat scripts/DBUpdate-to-3.1-post.mysql.sql | mysql -p -f -u
root otrs
# PostgreSQL 8.2+:
shell> cat scripts/DBUpdate-to-3.1-post.postgresql.sql | psql otrs
# PostgreSQL, older versions:
shell> cat scripts/DBUpdate-to-3.1-post.postgresql_before_8_2.sql |
psql otrs
```

**10** Refresh the configuration and delete caches. Please run:

```
shell> bin/otrs.RebuildConfig.pl
shell> bin/otrs.DeleteCache.pl
```

**11** Update your web server configuration

**Note:** this applies only if you use the Apache web server together with `mod_perl2`, and do not use the configuration file directly from the OTRS installation directory (e. g. with a symlink from the Apache configuration directory).

Please add a new setting to the Apache configuration file for OTRS:

```
# set mod_perl2 option for generic interface
<Location /otrs/nph-genericinterface.pl>
```

```
PerlOptions -ParseHeaders
</Location>
```

Please see the file `/opt/otrs/scripts/apache2-httpd.include.conf` for an example of where this new option needs to be added (inside the `<IfModule mod_perl.c>` block).

## 12. Restart your services.

e. g. (depends on used services):

```
shell> /etc/init.d/cron start
shell> /etc/init.d/postfix start
shell> /etc/init.d/apache start
```

Now you can log into your system.

## 13. Check installed packages

In the package manager, check if all packages are still marked as correctly installed or if any require reinstallation or even a package upgrade.

## 14. Check for encoding issues

OTRS 3.1 only allows UTF-8 as internal charset. Non-UTF-8 installations of OTRS must switch to UTF-8.

## 15. Escalation events

If you want to use the new escalation events in your system, you need to activate the corresponding `GenericAgent` job in `Kernel/Config/GenericAgent.pm`. Please look into `Kernel/Config/GenericAgent.pm.dist` for an example of how to do this.

## 16. Ticket event handlers

The Event name `TicketFreeTextUpdate_$Counter` was renamed to `TicketDynamicFieldUpdate_$FieldName`. If you have any custom event handlers for these events, please adapt them.

## 17. DynamicField user preferences module

If you had one or more active custom settings for `"PreferencesGroups###Freetext"`, you need to adapt them to work with the new `DynamicFields` engine. The `PrefKey` setting must be changed to `"UserDynamicField_DynamicField"`, where the part after the `_` is the name of the dynamic field. Existing values would need to be renamed in the database as well.

## 18. Custom free field default value event handler

If you used the event handler `Ticket::EventModulePost###TicketFreeFieldDefault` (not active by default), you'll need to migrate its configuration to the new setting `Ticket::EventModulePost###TicketDynamicFieldDefault`.

The configuration of this is slightly different; where you had to specify a `Counter` indicating the `TicketFreeText` number previously, now you need to specify the name of the `DynamicField` (for migrated fields, this will be `DynamicField_TicketFreeKey$Counter` and

DynamicField\_TicketFreeText\$Counter. You need two separate entries now if you want to set both the key and the text field.

#### 19.FreeText/Time based ACLs

If you have any ACLs defined which involve freetext or freetime fields, you need to adjust these ACL definitions.

Please have a look at <http://doc.otrs.org/3.1/en/html/acl.html>. There you can find a list of all possible ACL settings. In general, you need to add the prefix "DynamicField\_" to existing free field definitions, and you can add a new "DynamicField" section to the "Properties" list for situations when a ticket does not exist yet.

#### 20.Well done!

## Upgrading Windows Installer

There is currently no in-place upgrade tool available for OTRS installations that were done with the Windows Installer. The upgrade process basically consists of backing up the database and the filesystem, uninstalling OTRS, installing the new version, restoring the database and running the upgrade procedure if needed.

Upgrading is described in FAQ# 4200351 [<http://faq.otrs.org/otrs/public.pl?Action=PublicFAQ;ItemID=351>], and there is also an informative YouTube video [<http://www.youtube.com/watch?v=sf0R-reMTWc>] available.

## Upgrading Microsoft SQL Server Data Types

Starting OTRS version 3.1, OTRS uses the *NVARCHAR* data type rather than *VARCHAR* or *TEXT*, to store textual data. This is because the *NVARCHAR* type has full support for Unicode, whereas the old data types store data in UCS-2 format, which is a sub-set of Unicode. Also, the *TEXT* data type is deprecated since *SQL Server 2005*. Due to this, starting with OTRS version 3.1, the minimal SQL Server version required for operation with OTRS is now *Microsoft SQL Server 2005*.

Because dropping and re-creating these indexes is a time-consuming operation, especially on large databases, please plan enough time for performing the upgrade. We would recommend that you perform the upgrade on a copy of the database prior to doing the actual conversion to test the upgrade procedure and to time how much time will be needed on your specific environment.

Please make sure that, before you start, there is enough space available on the database server. Make sure the free space on your database server is at least 2.5x the current size of the database.

### Important

This upgrade procedure will upgrade all fields of the mentioned data types to the new types. This procedure first removes any indexes and constraints in which these fields are referenced, upgrades the fields, and then adds the indexes and constraints back. It will do so on all tables found in the SQL Server database that OTRS uses. If you would have stored non-OTRS tables in the OTRS database, and these tables contain columns of the data types *VARCHAR* or *TEXT*, these will also be updated.

1. Open a Command Line on the OTRS server.



2. Change directory to the OTRS root directory. If you're using the default OTRS installer this would be C:\Program Files\OTRS\OTRS.

3. Run the following command:

```
shell> perl scripts/DUpdate-to-3.1.mssql-datatypes.pl
```

4. This will generate three scripts in the specified directory scripts/database/update. Run these scripts on the SQL Server database, via SQL Server Management Studio or isql.

---

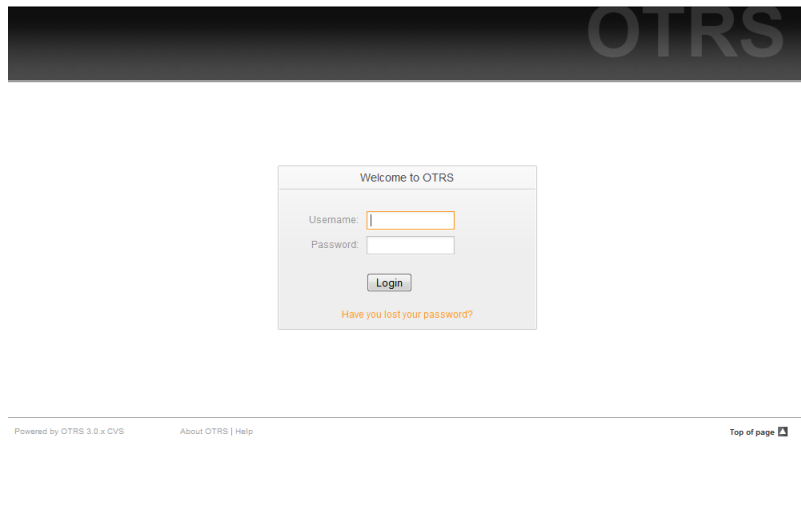
# Chapter 4. First steps

This chapter's goal is to give a quick overview of OTRS and the structure of its web interface. The terms agents, customers and administrators are introduced. We also login as the OTRS administrator and take a closer look at the user preferences available for every account.

## Agent web interface

The agent web interface allows agents to answer customer requests, create new tickets for customers or other agents, write tickets about telephone calls with customers, write FAQ entries, edit customer data, etc.

Supposing your OTRS host is reachable via the URL `http://www.example.com` [`http://www.example.com/`], then the OTRS login screen can be reached by using the address `http://www.example.com/otrs/index.pl` [`http://www.example.com/otrs/index.pl`] in a web browser (see Figure below).



*Figure: Login screen of the agent interface.*

## Customer web interface

Customers have a separate web interface in OTRS, through which they can create new accounts, change their account settings, create and edit tickets, get an overview on tickets that they created, etc.

Continuing with the above example, the customer login screen can be reached by using the URL `http://www.example.com/otrs/customer.pl` [`http://www.example.com/otrs/customer.pl`] with a web browser (see Figure below).

Company Support

Login

Username

Password

Login

Forgot password?

Not yet registered? [Sign up now.](#)

Powered by OTRS 3.0.x CVS

Figure: Login screen of the customer interface.

## Public web interface

In addition to the web interfaces for agents and customers, OTRS also has a public web interface that is available through the FAQ-Module. This module needs to be installed separately. It provides public access to the FAQ system, and lets visitors search through FAQ entries without any special authorization.

In our example, the public web interface can be reached via either of the URLs below: <http://www.example.com/otrs/faq.pl> [<http://www.example.com/otrs/faq.pl>] , <http://www.example.com/otrs/public.pl> [<http://www.example.com/otrs/public.pl>]

The screenshot shows a web browser window displaying the OTRS public web interface. The browser's address bar shows the URL <http://portal.otrs.de/otrs/public.pl?Action=PublicFAQ&Subaction=Explorer>. The page features a header with the OTRS logo ((otrs)) and the tagline "The Ticket People." Below the header, there is a navigation bar with links for "FAQ", "quick search", and "latest created article". The main content area is titled "FAQ" and includes a "default comment" section. A table lists various FAQ entries with columns for "Name / Comment", "subcategories", and "Article". The table contains three entries: "OTRS Framework", "Bugszilla", and "FileManager Module". To the right of the table, there are sections for "latest created article" and "latest changed article", each displaying a list of recent updates with their respective timestamps and titles.

| Name / Comment   | subcategories | Article |
|--|---------------|---------|
| OTRS Framework<br>Questions and answers about the OTRS framework             | 4             | 19      |
| Bugszilla<br>Reporting Bugs  | 0             | 1       |
| FileManager Module<br>A web file system manager with download/upload option. | 0             | 1       |
| Benchmark Module<br>A simple benchmark application                           | 0             | 1       |

Figure: Public web interface.

# First login

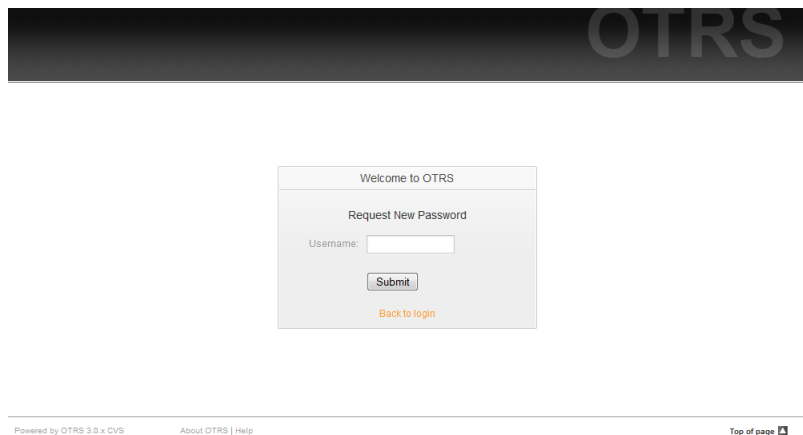
Access the login screen as described in the section [Agent web interface](#) . Enter a user name and a password. Since the system has just been freshly installed and no users have yet been created, login as OTRS administrator first, using 'root@localhost' for username and 'root' for password.

## Warning

This account data is valid on every newly installed OTRS system. You should change the password for the OTRS administrator as soon as possible! This can be done via the preferences screen for the OTRS administrator account.

If you don't want to login as OTRS administrator, just enter the user name and password for your normal agent account.

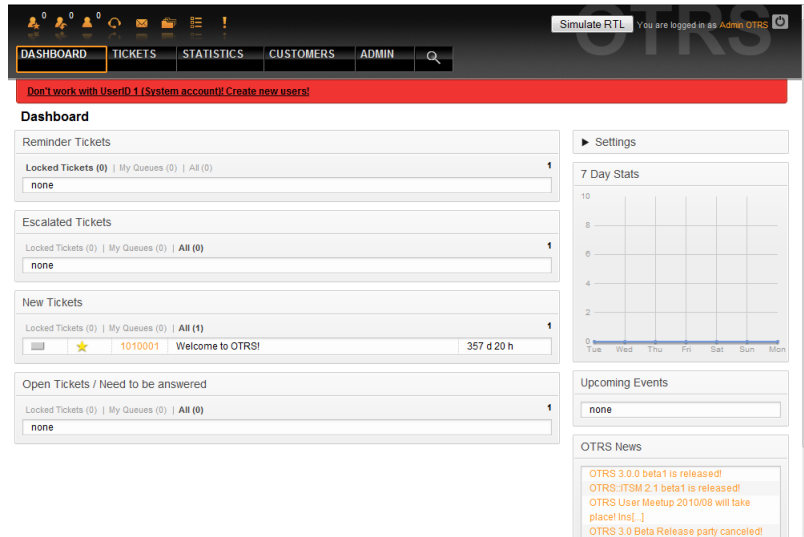
In case you have forgotten your password, you can request the system for a new password. Simply press the link below the Login button, enter the mail address that is registered for your OTRS account into the input field, and press the Submit button (see Figure).

The image shows a screenshot of the OTRS web interface. At the top, there is a dark banner with the word 'OTRS' in large, light-colored letters. Below this, a white box contains the 'Request New Password' form. The form has a title 'Request New Password' and a label 'Username:' followed by a text input field. Below the input field is a 'Submit' button. At the bottom of the form, there is a link that says 'Back to login'. At the very bottom of the page, there is a footer with the text 'Powered by OTRS 3.0.x CVS', 'About OTRS | Help', and 'Top of page' with a small icon.

*Figure: Request new password.*

# The web interface - an overview

On successfully logging into the system, you are presented with the Dashboard page (see Figure below). The Dashboard is completely customizable. It shows your locked tickets, allows direct access through menus to the queue, status and escalation views, and also holds options for creation of new phone and e-mail tickets. It also presents a quick summary of the tickets which are pending, escalated, new and open.



*Figure: Dashboard of the agent interface.*

To improve clarity, the general web interface is separated into different areas. The top row of each page shows some general information such as the current username, the logout button, icons listing the number of locked tickets with direct access to them, links to create a new phone/e-mail ticket, etc. There are also icons to go to the queue, status and escalation views.

Below the icons row is the navigation bar. It shows a menu that enables you to navigate to different areas or modules of the system, letting you execute some global actions. Clicking on the Dashboard button takes you to the dashboard which is the default start page after login. If you click on the Tickets button, you will get a submenu with options to change the ticket's view, create a new ticket (phone/e-mail) or search for a specific ticket. The Statistics button presents a menu that allows choosing from an overview of the registered statistics, creating a new one or importing an existing one. The Customers button leads you to the Customer Management screen. By clicking the Admin button, you can access all the administrator modules, allowing you to create new agents, queues, etc. There is also a Search button to make ticket searches.

If any associated applications are also installed, e.g. the File Manager or the Web Mailer, buttons to reach these applications are also displayed.

The red bar below the navigation bar shows different system messages. If you are logged in as OTRS administrator, you get a message warning you not to work using this system account.

Below the title of the section you are currently in, there are several subsections each in a separate box. These boxes can be relocated within the same column by clicking on and dragging the box header, and dropping them elsewhere.

In the left column, you can see information on some tickets classified as - reminder, escalated, new and open. In each of the categories, you are also able to see all tickets you are allowed to access, how many tickets you have locked and how many are located in "My Queues". "My Queues" are queues that you identify in your user configuration account preferences as those you have a special interest in tracking.

In the right column is the Settings button. Click on it to expand the section and see the various settings, as shown in Figure. You can then check or uncheck the individual settings options, and save your changes. This section is fixed, so you can not drag and drop it.

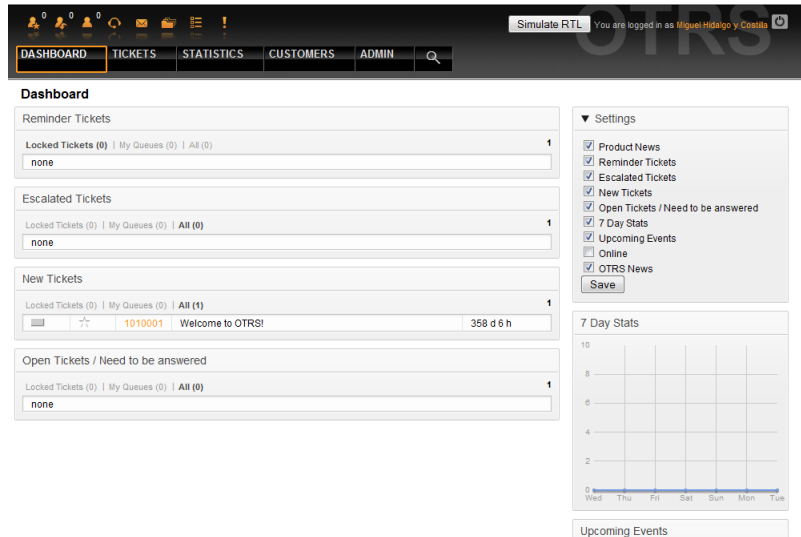


Figure: Dashboard Settings.

Below the settings area, you can see a section with a graph of ticket activity over the past 7 days. Further below is a section showing Upcoming Events and OTRS News.

Finally at the bottom of the page, the site footer is displayed (see Figure below). It contains links to directly access the OTRS official website, or go to the Top of the page.



Figure: Footer.

## What is a queue?

On many mail systems, it is common for all messages to flow into an Inbox file, where they remain stored. New messages are appended at the end of the Inbox file. The mail client program used to read and write mails reads this Inbox file and presents the content to the user.

A queue in OTRS is somewhat comparable to an Inbox file, since it too can store many messages. A queue also has features beyond those of an Inbox mail file. As an OTRS agent or user, one needs to remember which queue a ticket is stored in. Agents can open and edit tickets in a queue, and also move tickets from one queue to another. But why would they move tickets?

To explain it more practically, remember the example of Max's company described in an example of a ticket system. Max installed OTRS in order to allow his team to better manage support for company customers buying video recorders.

One queue holding all requests is enough for this situation. However, after some time Max decides to also sell DVD recorders. Now, the customers have questions not only about the video recorder, but also the new product. More and more emails get into the one queue of Max's OTRS and it's hard to have a clear picture of what's happening.

Max decides to restructure his support system, and adds two new queues. So now three queues are being used. Fresh new mails arriving at the ticket system are stored into the old queue titled "raw". Of the two new queues, one titled "video recorder" is for video recorder requests, while the other one titled "dvd recorder" is for dvd recorder requests.

Max asks Sandra to watch the "raw" queue and sort (dispatch) the mails either into "video recorder" or "dvd recorder" queue, depending on the customer request. John only has access to the "video recorder" queue, while Joe can only answer tickets in the "dvd recorder" queue. Max is able to edit tickets in all queues.

OTRS supports access management for users, groups and roles, and it is easy to setup queues that are accessible only to some user accounts. Max could also use another way to get his requests into the different queues, with filter rules. Else, if two different mail addresses are used, Sandra only has to dispatch those emails into the two other queues, that can't be dispatched automatically.

Sorting your incoming messages into different queues helps you to keep the support system structured and tidy. Because your agents are arranged into different groups with different access rights on queues, the system can be optimized even further. Queues can be used to define work flow processes or to create the structure of a company. Max could implement, for example, another queue called "sales", which could contain the sub queues "requests", "offers", "orders", "billing", etc. Such a queue structure could help Max to optimize his order transactions.

Improved system structures, such as through the proper design of queues, can lead to significant time and cost savings. Queues can help to optimize the processes in your company.

## User preferences

OTRS users such as customers, agents and the OTRS administrator can configure their account preferences as per their needs. Agent can access the configuration screen by clicking on their login name at the top right corner of the web interface (see Figure below), and customers must click on the "Preferences" link (see Figure below).

Figure: Agent's personal preferences.

An agent can configure 3 different categories of preferences: user profile, email settings and other settings. The default possibilities are:

### User Profile

- Change the current password.

- Adjust the interface language.
- Switch the frontend skin.
- Shift the frontend theme.
- Activate and configure the out-of-office time.

## Email Settings

- Select events that trigger email notifications to the agent.

## Other Settings

- Select the queues you want to monitor in "My Queues".
- Set the refresh period for the queue view.
- Set the screen to be displayed after a ticket is created.

**Company Personal Support** Simulate RTL

New Ticket | My Tickets | Company Tickets | Search | **Preferences** | Logout

**Interface language**

Your language: English (United States)

**Number of displayed tickets**

Max. displayed tickets: 25

**Ticket overview**

Refresh interval: off

**Change password**

New Password:   
Verify Password:

**S/MIME Certificate**

S/MIME Certificate Upload:

Powered by OTRS 3.0.x CVS [About OTRS Help](#)

*Figure: Customer's personal preferences.*

A customer can select the web interface language, set the refresh interval for the ticket overview, and choose the maximum amount of shown tickets. It is also possible to set a new password.



# Chapter 5. The ADMIN area of OTRS

## Basics

OTRS administrators use the Admin page on the OTRS web interface to configure the system - adding agents, customers and queues, ticket and mail settings, installing additional packages such as FAQ and ITSM, and much more.

Agents who are members of the *admin* group can access the Admin area by clicking the *Admin* link in the navigation bar (see Figure below). The rest of the agents won't see this link.

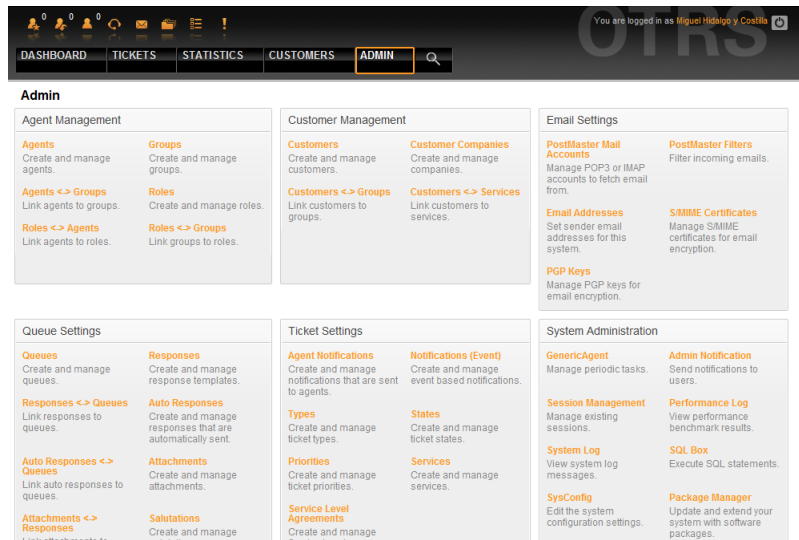


Figure: OTRS Admin screen.

## Agents, Groups and Roles

### Agents

By clicking the link *Agents*, you get access to the agent management screen of OTRS (see Figure below). Administrators can add, change or deactivate agent accounts. Administrators can also manage agent preferences, for instance the language and notification settings for their interface.

### Note

An OTRS agent account may be deactivated but not deleted. Deactivation is done by setting the Valid flag to *invalid* or *invalid-temporarily*.

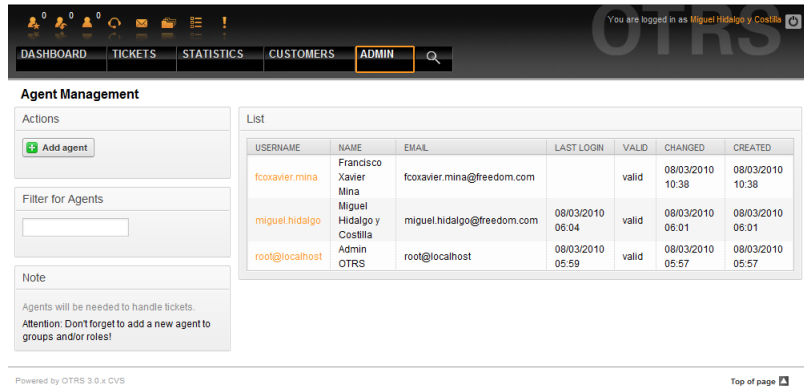


Figure: Agent management.

To register an agent, click on the "Add agent" button, type all the needed data and press the Submit button at the bottom of the screen, as shown in Figure.

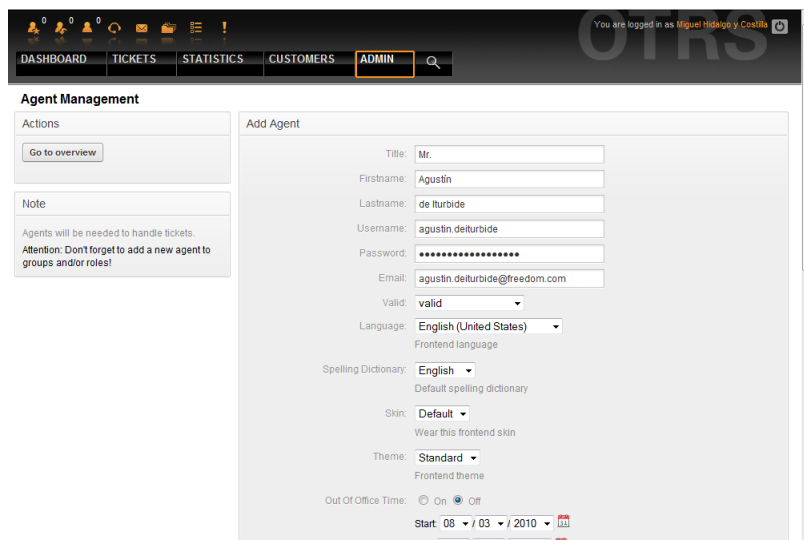


Figure: Adding a new agent.

After the new agent account has been created, you should make the agent a member of one or more groups or roles. Information about groups and roles is available in the Groups and Roles sections of this chapter.

## Groups

Every agent's account should belong to at least one group or role. In a brand new installation, there are three pre-defined groups available, as shown in Table 5-1.

**Table 5.1. Default groups available on a fresh OTRS installation**

| Group | Description   |
|-------|---|
| admin | Allowed to perform administrative tasks in the system.  |
| stats | Qualified to access the stats module of OTRS and generate statistics.   |
| users | Agents should belong to this group, with read and write permissions. They can then access all functions of the ticket system. |

## Note

In a brand new OTRS installation, the group *users* is initially empty. The agent 'root@localhost' belongs by default to the admin and stats groups.

You can access the group management page (see Figure below) by clicking the *Groups* link in the admin area.

The screenshot displays the OTRS Group Management interface. At the top, a navigation bar includes links for DASHBOARD, TICKETS, STATISTICS, CUSTOMERS, and ADMIN (which is highlighted). Below the navigation bar, the 'Group Management' section is visible. It contains an 'Actions' panel with an 'Add group' button, a 'List' table, and a 'Note' section. The 'List' table has columns for NAME, COMMENT, VALID, CHANGED, and CREATED. It lists three groups: 'admin' (Group of all admins), 'stats' (Group for stats access), and 'users' (Group for default access). All groups are marked as 'valid' and were created on 08/03/2010 at 05:57. The 'Note' section provides additional information about the groups and their permissions.

| NAME  | COMMENT                   | VALID | CHANGED          | CREATED          |
|-------|---------------------------|-------|------------------|------------------|
| admin | Group of all admins.      | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| stats | Group for stats access.   | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| users | Group for default access. | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |

Figure: Group management.

## Note

As with agents, an OTRS group may be deactivated but not deleted. Deactivation is done by setting the Valid flag to *invalid* or *invalid-temporarily*.

To add an agent to a group, or to change the agents who belong to a group, you can use the link *Agents <-> Groups* from the Admin page (see Figure below).

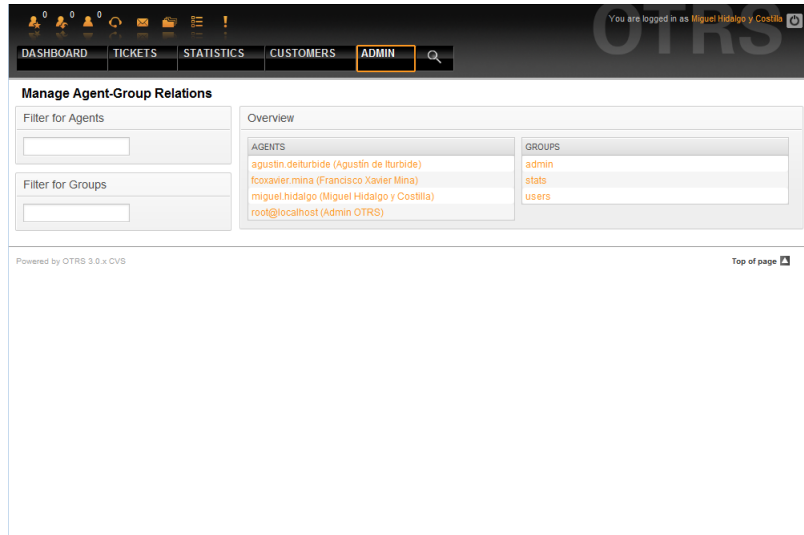


Figure: Group management.

An overview of all groups and agents in the system is displayed. You can also use the filters to find a specific entity. If you want to change the groups that an agent is member of, just click on the agent's name (see Figure below). To change the agents associated with a group, just click on the group you want to edit (see Figure below).

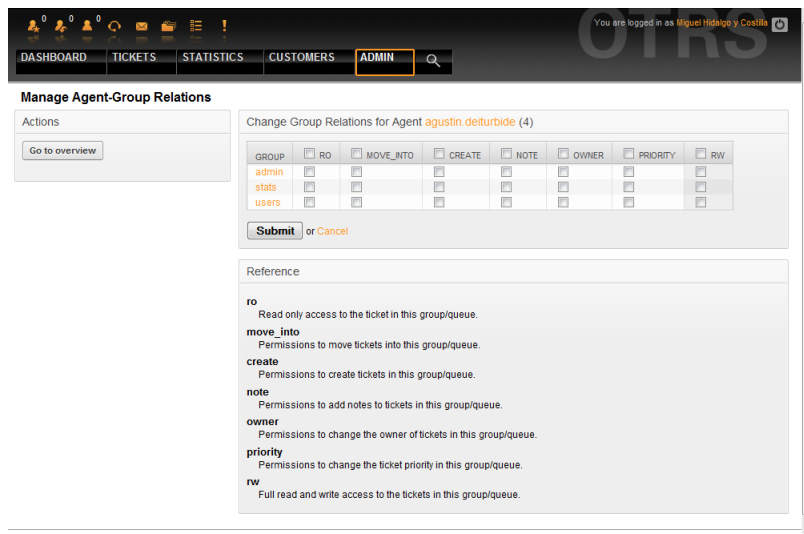


Figure: Change the groups an agent belongs to.

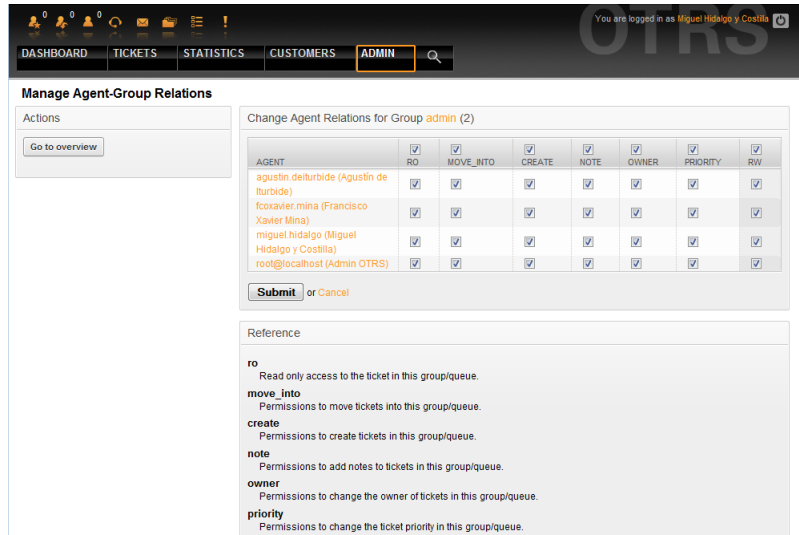


Figure: Change the agents that belong to a specific group.

Each group has a set of rights associated with it, and each member agent may have some combination of these rights for themselves. A list of the permissions / rights is shown in Table 5-2.

**Table 5.2. Rights associated with OTRS Groups**

| Right     | Description  |
|-----------|--|
| ro        | Read only access to the tickets, entries and queues of this group.                                 |
| move into | Right to move tickets or entries between queues or areas that belong to this group.                |
| create    | Right to create tickets or entries in the queues or areas of this group.                           |
| owner     | Right to update the owner of tickets or entries in queues or areas that belong to this group.      |
| priority  | Right to change the priority of tickets or entries in queues or areas that belong to this group.   |
| rw        | Full read and write access on tickets or entries in the queues or areas that belong to this group. |

## Note

By default, the QueueView only lists tickets in queues that an agent has *rw* access to, i.e., the tickets the agent needs to work on. If you want to change this behaviour, you can set `Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets` to Yes.

## Roles

Roles are a powerful feature to manage the access rights of many agents in a very simple and quick manner. They are particularly applicable on large, complex support systems with a lot of agents, groups and queues. An example below explains when they may be used.

Suppose that you have a system with 100 agents, 90 of them with access to a single queue called "support" where all support requests are handled. The "support" queue contains some

sub queues. The other 10 agents have permission to access all queues of the system. These 10 agents dispatch tickets, watch the raw queue and move spam messages into the "junk" queue.

The company now opens a new department that sells some products. Order request and acceptance, order confirmation, bills, etc. must be processed, and some of the company's agents shall do this via OTRS. The different agents have to get access to the new queues that must be created.

Because it would take a long time to change the access rights for the different agents manually, roles that define the different access levels can be created. The agents can then be added to one or more roles, with their rights automatically changed. If a new agent account is created, it is also possible to add this account to one or more roles.

## Note

Roles are really useful when maintaining larger OTRS installations. You should take care in their use though. Mixing Agent to Group with Agent to Role mappings can make for a complex access control scheme, difficult to understand and maintain. If you wish to use only roles and disable the Agents <-> Groups option in the Admin area, you can do so by modifying the Frontend::Module###AdminUserGroup in the SysConfig. Be aware that this won't remove already existing Agents to Group assignments!

You can access the role management section (see Figure below ) by clicking the *Roles* link on the Admin page.

OTRS

You are logged in as Miguel Hidalgo y Costas

DASHBOARD TICKETS STATISTICS CUSTOMERS ADMIN

### Role Management

Actions

[Add role](#)

Note

Create a role and put groups in it. Then add the role to the users.

| NAME          | COMMENT                        | VALID | CHANGED          | CREATED          |
|---------------|--------------------------------|-------|------------------|------------------|
| Help desk     | Member of the help desk tel. ] | valid | 08/03/2010 14:37 | 08/03/2010 14:37 |
| IT supervisor | Supervisor of the IT depart. ] | valid | 08/03/2010 14:29 | 08/03/2010 14:29 |
| Service desk  | Member of the service desk ]   | valid | 08/03/2010 14:37 | 08/03/2010 14:36 |

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Top of page

Figure: Role management.

## Note

As with agent and groups, roles once created can be deactivated but not deleted. To deactivate, set the Valid option to *invalid* or *invalid-temporarily*.

An overview of all roles in the system is displayed. To edit a role's settings, click on the role's name. In a fresh new OTRS installation, there are no roles defined by default. To register one, click on the "Add role" button, provide the needed data and submit it (see Figure below).

The screenshot shows the OTRS ADMIN interface. At the top, there's a navigation bar with tabs: DASHBOARD, TICKETS, STATISTICS, CUSTOMERS, and ADMIN (which is highlighted). Below the navigation bar, the main content area is titled "Role Management". On the left, there's a sidebar with "Actions" (containing a "Go to overview" button) and a "Note" section. The main content area has a form titled "Add Role". The form contains fields for "Name" (with the value "IT supervisor"), "Valid" (a dropdown menu showing "valid"), and "Comment" (with the value "Supervisor of the IT department"). At the bottom of the form are "Submit" and "Cancel" buttons. The footer of the page indicates "Powered by OTRS 3.0.x CVS" and "Top of page".

*Figure: Adding a new role.*

To get an overview of all roles and agents in the system, click on the link Roles <-> Agents on the Admin page. You can also use filters to find a specific element. If you want to change the roles associated with an agent, just click on the agent's name (see Figure below). To change the agents associated with a role, click on the role you want to edit (see Figure below).

The screenshot shows the OTRS ADMIN interface. At the top, there's a navigation bar with tabs: DASHBOARD, TICKETS, STATISTICS, CUSTOMERS, and ADMIN (which is highlighted). Below the navigation bar, the main content area is titled "Manage Role-Agent Relations". On the left, there's a sidebar with "Actions" (containing a "Go to overview" button) and a "Filter" section. The main content area has a form titled "Change Role Relations for Agent agustin.deiturbide (4)". The form contains a table with columns "ROLE" and "ACTIVE". The table has three rows: "Help desk" (ACTIVE checkbox checked), "IT supervisor" (ACTIVE checkbox checked), and "Service desk" (ACTIVE checkbox checked). At the bottom of the form are "Submit" and "Cancel" buttons. The footer of the page indicates "Powered by OTRS 3.0.x CVS" and "Top of page".

*Figure: Change the Roles associated with an Agent.*

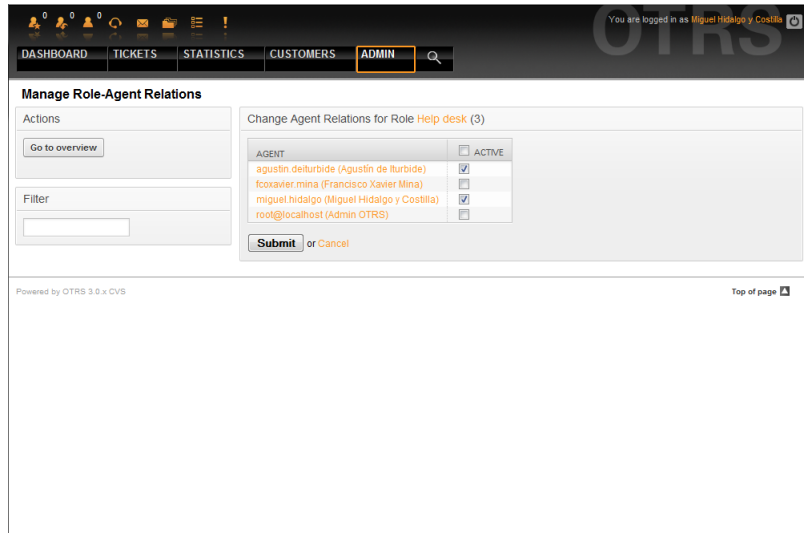


Figure: Change the Agents associated with a specific Role.

To get an overview of all roles and groups in the system, click on the link Roles <-> Groups on the Admin page. You will see a similar screen as the one shown in the Figure. You can also use filters to find a specific entity.

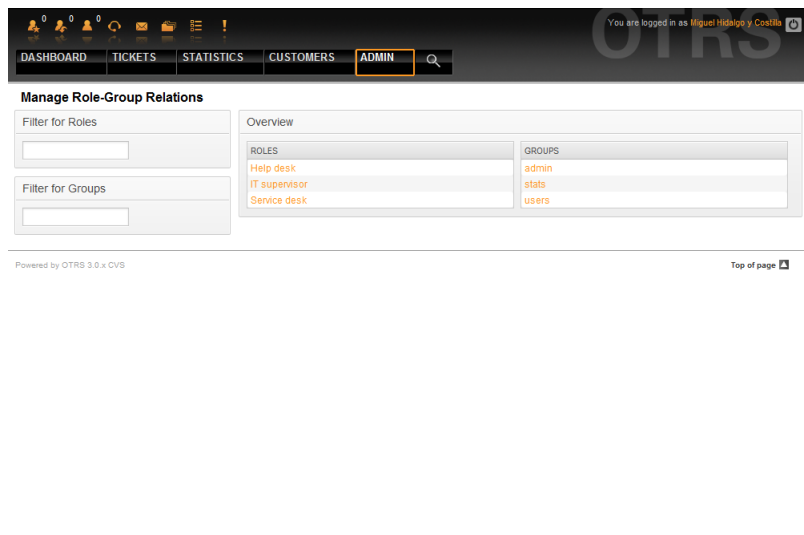


Figure: Manage Roles-Groups relations.

To define the different access rights for a role, click on the name of a role or a group (see below the Figures 5.13 and 5.14, respectively).



**Manage Role-Group Relations**

Actions

[Go to overview](#)

Filter

Note:

Select the role group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the role).

Change Group Relations for Role **Help desk** (3)

| GROUP | <input type="checkbox"/> RO         | <input type="checkbox"/> MOVE_INTO  | <input type="checkbox"/> CREATE     | <input type="checkbox"/> NOTE       | <input type="checkbox"/> OWNER      | <input type="checkbox"/> PRIORITY   | <input type="checkbox"/> RW         |
|-------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| admin | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| stats | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| users | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

[Submit](#) or [Cancel](#)

Reference

**ro**  
Read only access to the ticket in this group/queue.

**move\_into**  
Permissions to move tickets into this group/queue.

**create**  
Permissions to create tickets in this group/queue.

**priority**  
Permissions to change the ticket priority in this group/queue.

**rw**  
Full read and write access to the tickets in this group/queue.

Powered by OTRS 3.0.x CVS Top of page

Figure: Change Group relations for a Role.

**Manage Role-Group Relations**

Actions

[Go to overview](#)

Filter

Note:

Select the role group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the role).

Change Role Relations for Group **admin** (2)

| ROLE          | <input checked="" type="checkbox"/> RO | <input type="checkbox"/> MOVE_INTO  | <input type="checkbox"/> CREATE | <input type="checkbox"/> NOTE | <input type="checkbox"/> OWNER | <input type="checkbox"/> PRIORITY | <input type="checkbox"/> RW |
|---------------|--|-------------------------------------|---------------------------------|-------------------------------|--------------------------------|-----------------------------------|-----------------------------|
| Help desk     | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>        | <input type="checkbox"/>      | <input type="checkbox"/>       | <input type="checkbox"/>          | <input type="checkbox"/>    |
| IT supervisor | <input checked="" type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/>        | <input type="checkbox"/>      | <input type="checkbox"/>       | <input type="checkbox"/>          | <input type="checkbox"/>    |
| Service desk  | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>        | <input type="checkbox"/>      | <input type="checkbox"/>       | <input type="checkbox"/>          | <input type="checkbox"/>    |

[Submit](#) or [Cancel](#)

Reference

**ro**  
Read only access to the ticket in this group/queue.

**move\_into**  
Permissions to move tickets into this group/queue.

**create**  
Permissions to create tickets in this group/queue.

**priority**  
Permissions to change the ticket priority in this group/queue.

**rw**  
Full read and write access to the tickets in this group/queue.

Powered by OTRS 3.0.x CVS Top of page

Figure: Change Role relations for a Group.

## Customers and Customer Groups

### Customers

OTRS supports different types of users. Using the link "Customers" (via the navigation bar, or the Admin page), you can manage the accounts of your customers (see Figure below), who can log into the system via the Customers interface (customer.pl). Through this interface, your customers can create tickets and access them as they are updated. It is important to know that a customer is needed for the ticket history in the system.

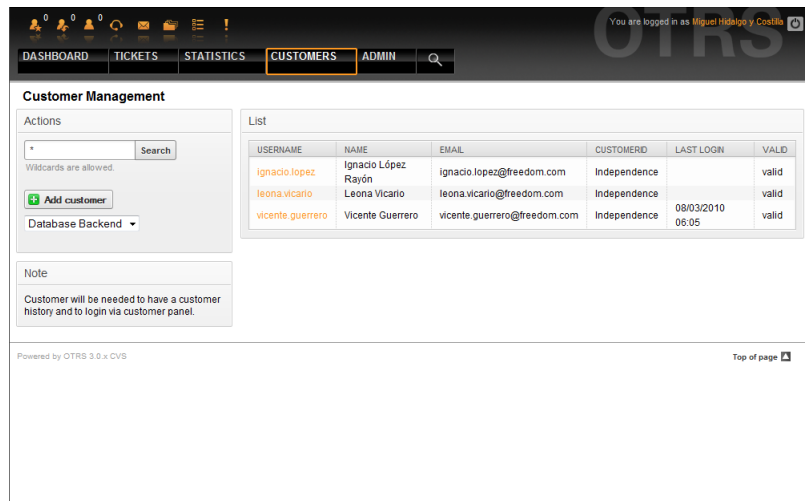


Figure: Customer management.

You can search for a registered customer, or edit their settings by clicking on their name. You also have the possibility to change the customer back-end, for further information please refer to the chapter about external back-ends.

To create a new customer account, click on the "Add customer" button (see Figure below). Some of the fields are mandatory, i.e., they have to contain values, so if you leave one of those empty, it will be highlighted in red.

**Add Customer**

Title:

Firstname:

Lastname:

Username:

Password:

Email:

CustomerID:

Phone:

Fax:

Mobile:

Street:

Zip:

City:

Country:

Comment:

Valid:

Figure: Adding a customer.

Customers can access the system by providing their username and password. The CustomerID is needed by the system to identify the user and associated tickets. Since the email address is a unique value, it can be used as the ID.

## Note

As with agents, groups and roles, customers can not be deleted from the system, only deactivated by setting the Valid option to *invalid* or *invalid-temporarily*.

## Customer Groups

Customer users can also be added to a group, which can be useful if you want to add customers of the same company with access to one or a few queues. First create the group to which your customers will belong, via the Group management module. Then add the queues and select the new group for the queues.

The next step is to activate the customer group support. This can be done with the configuration parameter `CustomerGroupSupport`, from the Admin SysConfig option. Using the parameter `CustomerGroupAlwaysGroups`, you can specify the default groups for a newly added customer, so that every new account will be automatically added to these groups.

Through the link "Customers <-> Groups" you can manage which customer shall belong to the different groups (see Figure below).

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Top of page

Figure: Customer-Group relations management.

To define the different groups a customer should be part of and vice versa, click on the corresponding customer username or group (see below the Figures 5.16 and 5.17, respectively).

Powered by OTRS 3.0.x CVS

Top of page

Figure: Change Group relations for a Customer.

Change Customer Relations for Group **admin** (2)

| CUSTOMER (4)   | RO                       | RW                       |
|--|--------------------------|--------------------------|
| Mr. Ignacio Allende <ignacio.allende@freedom.com> (Independence)   | <input type="checkbox"/> | <input type="checkbox"/> |
| Mr. Ignacio López Rayón <ignacio.lopez@freedom.com> (Independence) | <input type="checkbox"/> | <input type="checkbox"/> |
| Mr. Vicente Guerrero <vicente.guerrero@freedom.com> (Independence) | <input type="checkbox"/> | <input type="checkbox"/> |
| Mrs. Leona Vicario <leona.vicario@freedom.com> (Independence)      | <input type="checkbox"/> | <input type="checkbox"/> |

**Submit** or **Cancel**

**Reference**

**ro**  
Read only access to the ticket in this group/queue.

**rw**  
Full read and write access to the tickets in this group/queue.

Figure: Change Customer relations for a Group.

## Queues

Clicking on the link "Queues" of the Admin page, you can manage the queues of your system (see Figure below). In a new OTRS installation there are 4 default queues: Raw, Junk, Misc and Postmaster. All incoming messages will be stored in the "Raw" queue if no filter rules are defined. The "Junk" queue can be used to store spam messages.

**Add queue**

| NAME       | GROUP | COMMENT                          | VALID | CHANGED          | CREATED          |
|------------|-------|----------------------------------|-------|------------------|------------------|
| Junk       | users | All junk tickets.                | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| Misc       | users | All misc tickets.                | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| Postmaster | users | Post master queue.               | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| Raw        | users | All default incoming ticket[...] | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |

Figure: Queue management.

Here you can add queues (see Figure below) and modify them. You can specify the group that should use the queue. You can also set the queue as a sub-queue of an existing queue.

The screenshot shows the OTRS ADMIN interface. At the top, there's a navigation bar with tabs: DASHBOARD, TICKETS, STATISTICS, CUSTOMERS, and ADMIN (which is highlighted). Below the navigation bar, there's a 'Manage Queues' section. On the left, there's an 'Actions' sidebar with a 'Go to overview' button. The main area is titled 'Add Queue' and contains a form for creating a new queue. The form fields include: Name (text input, value: Support), Sub-queue of (dropdown menu), Group (dropdown menu, value: admin), Unlock timeout minutes (text input, value: 1220), Escalation - first response time (minutes) (text input, value: 60), Escalation - update time (minutes) (text input, value: 180), and Escalation - solution time (minutes) (text input, value: 300). Each time input field has a '(Notify by: ...)' dropdown next to it. Below each time input, there's a small explanatory text: '0 = no [setting] - 24 hours = 1440 minutes - Only business hours are counted. If an agent locks a ticket and does not close it before the unlock/timeout has passed, the ticket will unlock and will become available for other agents.' The OTRS logo is visible in the background.

*Figure: Adding a new queue.*

You can define an unlock timeout for a queue - if an agent locks a ticket and does not close it before the unlock timeout has passed, the ticket will be automatically unlocked and made available for other agents to work on.

There are three escalation time settings that can be associated at queue level:

### Escalation - First Response Time

- After creation of the ticket, if the time defined here expires without any communication to the customer, either by email or phone, the ticket is escalated.

### Escalation - Update Time

- If there is any customer followup via e-mail or the customer portal and recorded in the ticket, the escalation update time is reset. If there is no customer contact before the time defined here expires, the ticket is escalated.

### Escalation - Solution Time

- If the ticket is not closed before the time defined here expires, the ticket is escalated.

With 'Ticket lock after a follow-up', you can define if a ticket should be set to 'locked' to the old owner if a ticket that has been closed and later is re-opened. This ensures that a follow up for a ticket is processed by the agent that has previously handled that ticket.

The parameter for the system address specifies the email address that will be used for the outgoing tickets of this queue. There is also possibility to associate a queue with a salutation and a signature, for the email answers. For more detailed information, please refer to the sections email addresses, salutations and signatures.

## Note

As with agents, groups and customers, queues cannot be deleted, only deactivated, by setting the Valid option to *invalid* or *invalid-temporarily*.

# Salutations, signatures, attachments and responses

## Salutations

A salutation is a text module for a response. Salutations can be linked to one or more queues, as described in the section about queues. A salutation is used only if a ticket from a queue the salutation is linked to, is answered. To manage the different salutations of your system, use the "Salutations" link of the admin area (see Figure below).

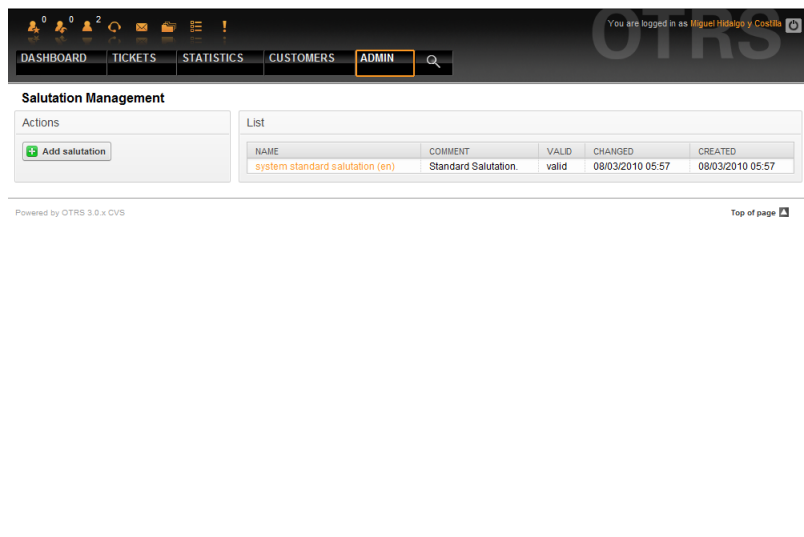


Figure: Salutation management.

After a default installation there is already one salutation available, "system standard salutation (en)".

To create a new salutation, press the button "Add salutation", provide the needed data and submit it (see Figure below).

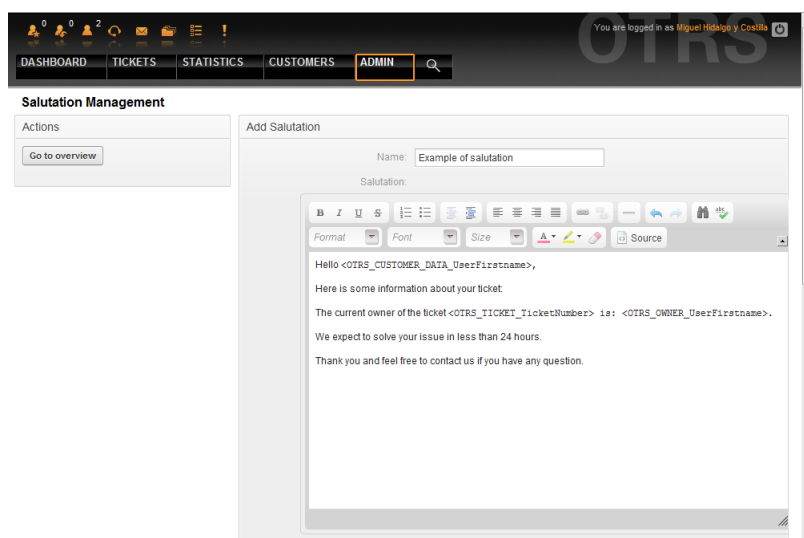


Figure: Adding a new salutation.

It is possible to use variables in salutations. When you respond to a ticket, the variable names will be replaced by their values.

The different variables you can use in responses are listed in the lower part of the salutation screen. If you use, for example, the variable <OTRS\_LAST\_NAME> the last name of the ticket's sender will be included in your reply.

## Note

As with other OTRS entities, salutations cannot be deleted, only deactivated by setting the Valid option to *invalid* or *invalid-temporarily*.

## Signatures

Another text module for a response is the signature. Signatures can be linked to a queue, as described in the section about the queues. Only if a signature is linked to a queue will it be included into the response text. Through the "Signatures" link of the Admin page, you can manage the signatures in your system (see Figure below).

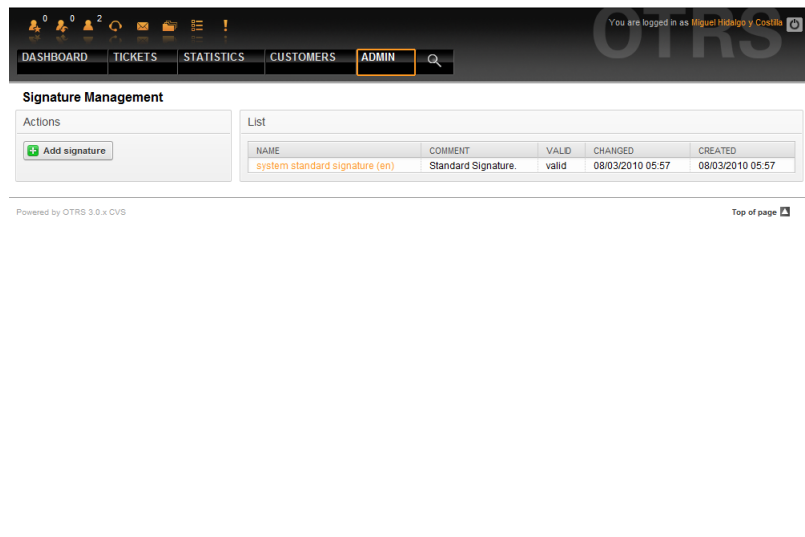


Figure: Signatures management.

After a fresh installation of OTRS, there is one predefined signature stored in your system, "system standard signature (en)".

To create a new signature, press the button "Add signature", provide the needed data and submit it (see Figure below).

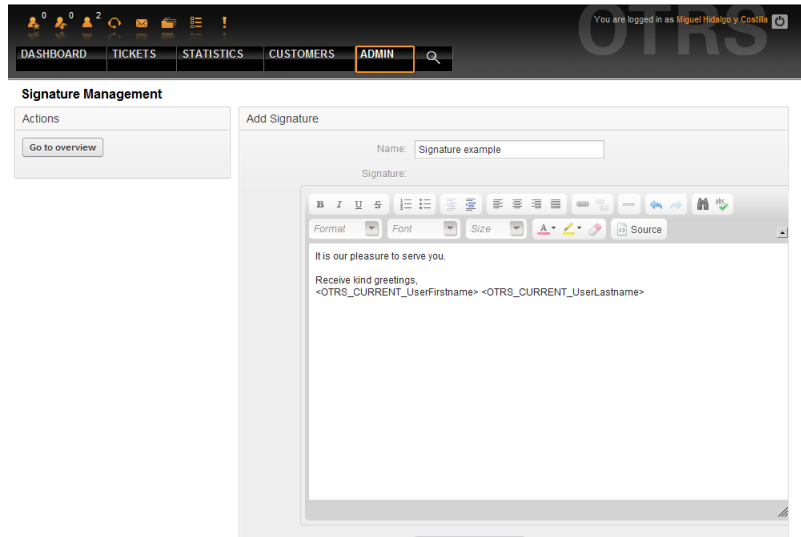


Figure: Adding a new signature.

Like salutations, signatures can also contain dynamical content, such as the first and last name of the agent who answers the ticket. Here too, variables can be used to replace the content of the signature text for every ticket. See the lower part of the signatures screen for the variables which can be used. If you include the variable `<OTRS_LAST_NAME>` in a signature for example, the last name of the agent who answers the ticket will replace the variable.

## Note

As with salutations, signatures too cannot be deleted, only deactivated by setting the Valid option to *invalid* or *invalid-temporarily*.

## Attachments

You can also optionally add one or more attachments for a response. If the response is selected, the attachments will be attached to the message composition window. If necessary, the agent can remove the attachment from an individual response before sending it to the customer.

Through the "Attachment" link of the Admin page, you can load the attachments into the database of the system (see Figure below).



The screenshot shows the OTRS ADMIN interface. At the top, there's a navigation bar with tabs: DASHBOARD, TICKETS, STATISTICS, CUSTOMERS, and ADMIN (which is highlighted). Below the navigation bar, the 'Attachment Management' section is active. It features an 'Actions' panel on the left with a green 'Add attachment' button. To the right is a 'List' table containing two entries:

| NAME     | FILENAME          | COMMENT               | VALID | CHANGED          | CREATED          | DELETE |
|----------|-------------------|-----------------------|-------|------------------|------------------|--------|
| Sample 1 | homepage-otrs.png | Just a sample of att. | valid | 08/03/2010 23:22 | 08/03/2010 23:22 |        |
| Sample 2 | first-screen.png  | Another sample.       | valid | 08/03/2010 23:22 | 08/03/2010 23:22 |        |

At the bottom of the page, it says 'Powered by OTRS 3.0.x CVS' and 'Top of page' with a link icon.

Figure: Attachments management.

To create a new attachment, press the button "Add attachment", provide the needed data and submit it (see Figure below).

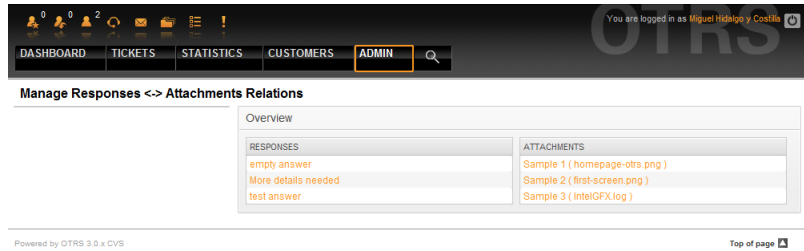
The screenshot shows the 'Add Attachment' form in the OTRS ADMIN interface. The 'Attachment Management' section is active, and the 'Add Attachment' form is displayed. It includes the following fields:

- Name: Sample 3
- Attachment: C:\Intel\Logs\IntelGFX.log (with a 'Browse...' button)
- Valid: valid (dropdown menu)
- Comment: Just another sample.

At the bottom of the form, there are 'Submit' and 'Cancel' buttons. The 'Actions' panel on the left now shows a 'Go to overview' button. The footer remains the same: 'Powered by OTRS 3.0.x CVS' and 'Top of page'.

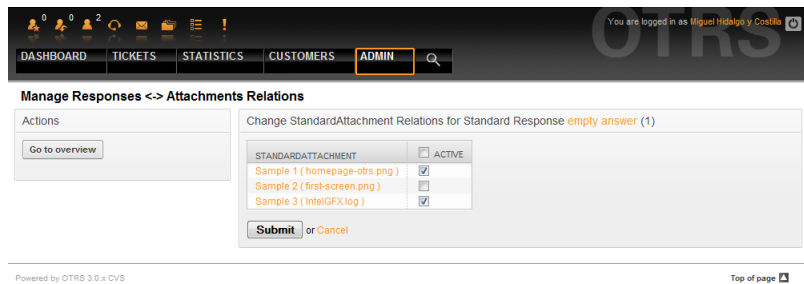
Figure: Adding a new attachment.

If an attachment is stored it can be linked to one or more responses. Click on the "Attachment <-> Responses" link of the Admin page (see Figure below).



*Figure: Linking Attachments to Responses.*

To associate different attachments with a specific response and vice versa, click on the corresponding response name or attachment (see below the Figures 5.27 and 5.28, respectively).



*Figure: Change Attachment relations for a Response.*

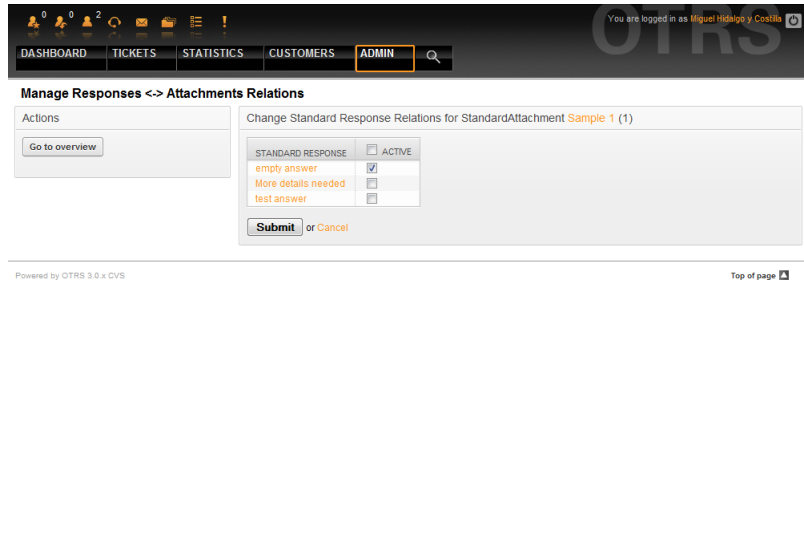


Figure: Change Response relations for an Attachment.

## Responses

To speed up the answering of tickets and to standardize the look of answers, you can define responses in OTRS. A response can be linked to one or more queues and vice versa. In order to be able to use a response quickly, the different responses are displayed below every ticket in the QueueView or in "My Queues".

On a fresh OTRS installation, the "empty answer" response is defined for every queue. Clicking the "Responses" link on the Admin page brings you to the Responses management page (see Figure below).

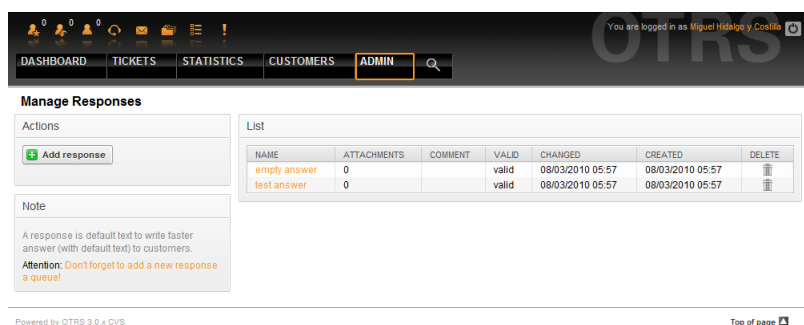


Figure: Responses management.

To create a new response, click on the "Add response" button, provide the required data and submit it (see Figure below).

Manage Responses

Actions

Go to overview

Note

A response is default text to write faster answer (with default text) to customers.  
**Attention:** Don't forget to add a new response a queue!

Add Response

Name: More details needed

Response:

Format

Font

Size

Source

Hello <OTRS\_CUSTOMER\_DATA\_UserFirstname>,  
We haven't solved your issue, due to the lack of information previously provided. We need to know the following things:  
  
Greetings,  
<OTRS\_OWNER\_UserFirstname>

Figure: Adding a response.

To add/remove responses to one or more queues, click on the "Responses <-> Queues" link on the Admin page (see Figure below). You can also use filters to get information on a specific entity.

Manage Response-Queue Relations

Filter for Responses

Filter for Queues

Overview

| RESPONSES           | QUEUES     |
|---------------------|------------|
| empty answer        | Junk       |
| More details needed | Misc       |
| test answer         | Postmaster |
|                     | Raw        |
|                     | Support    |

Powered by OTRS 3.0.x CVS

Top of page

Figure: Response-Queue relations management.

To define the different responses that will be available for a queue and vice versa, click on the corresponding response or queue (see below the Figures 5.32 and 5.33, respectively).

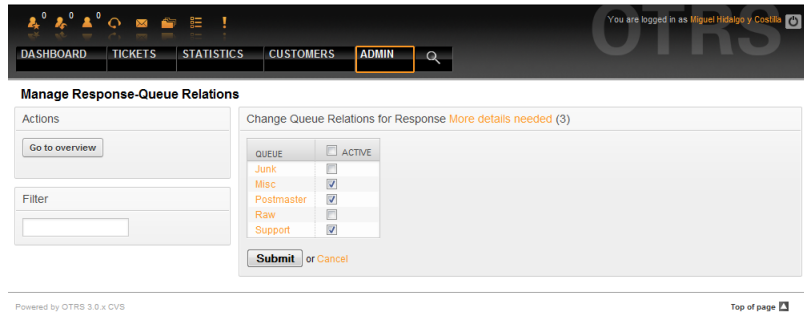


Figure: Change Queue relations for a Response.

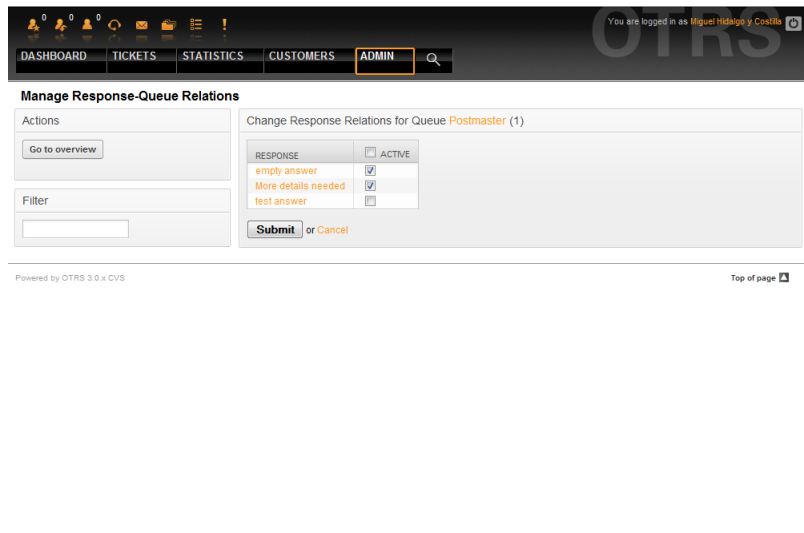


Figure: Change Response relations for a Queue.

The structure of a response is intuitive. It includes the salutation associated with the queue, then the text of the response, then the quoted ticket text, and finally the signature associated with the queue.

## Auto responses

OTRS allows you to send automatic responses to customers on the occurrence of certain events, such as the creation of a ticket in certain queue, reception of a follow-up message on a ticket, closure or rejection of a ticket, etc. To manage such responses, click the link "Auto responses" on the Admin page (see Figure below).

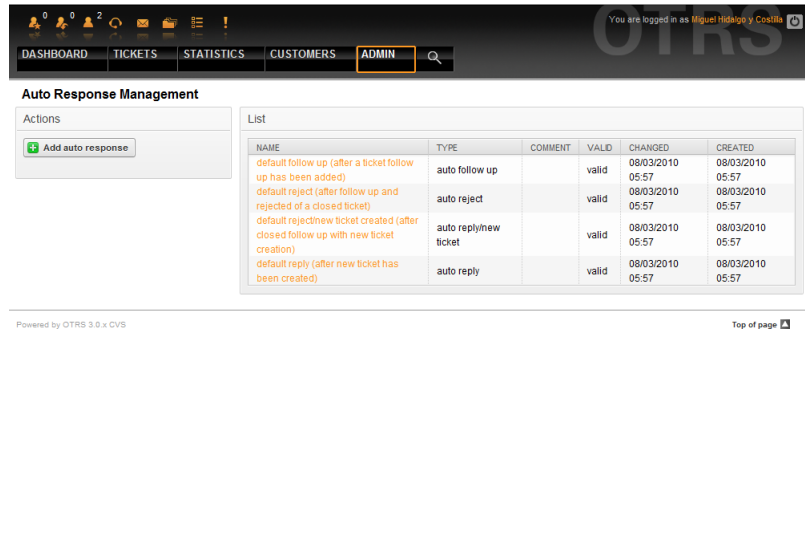


Figure: Auto Response management.

To create an automatic response, click on the button "Add auto response", provide the needed data and submit it (see Figure below).

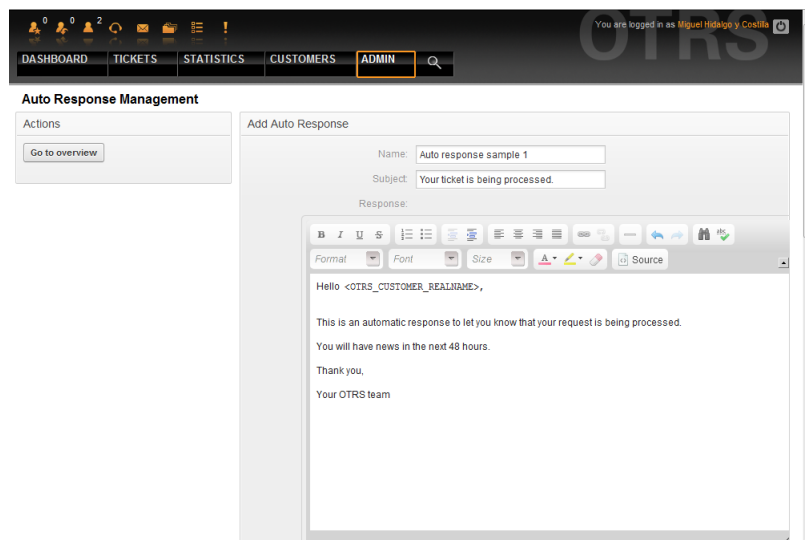


Figure: Adding an Auto Response.

The subject and text of auto responses can be generated by variables, just as in signatures and salutations. If you insert, for example, the variable `<OTRS_CUSTOMER_EMAIL[5]>` into the body of the auto answer, the first 5 lines of the customer mail text will be inserted into the auto answer. You will find more details about the valid variables that can be used at the bottom of the screen shown in the Figure.

For every automatic answer, you can specify the event that should trigger it. The system events that are available after a default installation are described in the Table 5-3.

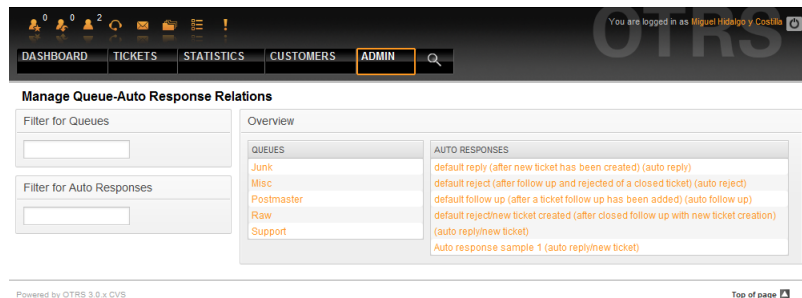
**Table 5.3. Events for Auto answers**

| Name                  | Description   |
|-----------------------|---|
| auto reply            | Creation of a ticket in a certain queue.  |
| auto reply/new ticket | Reopening of an already closed ticket, e.g. if a customer replies to such ticket. |
| auto follow up        | Reception of a follow-up for a ticket.  |
| auto reject           | Automatic rejection of a ticket, done by the system.                              |
| auto remove           | Deletion of a ticket, done by the system.   |

## Note

As with other OTRS entities, Auto responses too cannot be deleted, only deactivated, by setting the Valid option to *invalid* or *invalid-temporarily*.

To add an auto response to a queue, use the "Auto Response <-> Queues" link on the Admin page (see Figure below). All system events are listed for every queue, and an auto answer with the same event can be selected or removed via a listbox.



*Figure: Queue-Auto Response relations management.*

To define the different auto responses that will be available for a queue, click on the corresponding queue name (see Figure below). It is also possible to edit an existing auto response - to do so, click on the response and edit in the same manner as editing a new auto response.

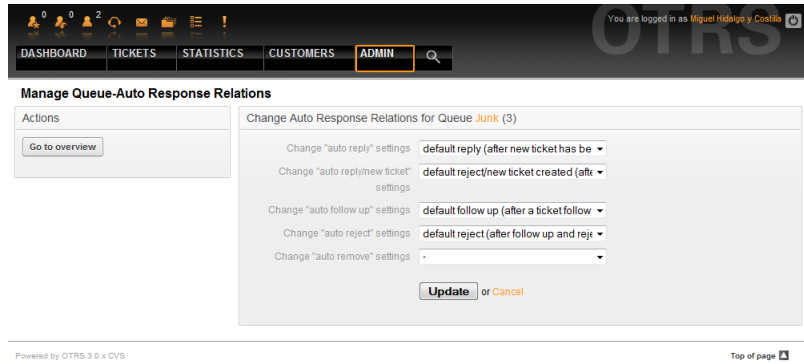


Figure: Change Auto Response relations for a Queue.

## Email addresses

To enable OTRS to send emails, you need a valid email address to be used by the system. OTRS is capable of working with multiple email addresses, since many support installations need to use more than one. A queue can be linked to many email addresses, and vice versa. The address used for outgoing messages from a queue can be set when the queue is created. Use the "Email Addresses" link from the Admin page to manage all email addresses of the system (see Figure below).

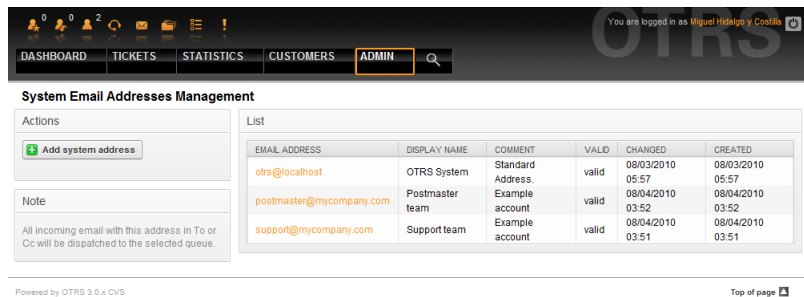


Figure: System Email Addresses management.

If you create a new mail address (see Figure below) you can select the queue or sub queue to be linked with it. This link enables the system to sort incoming messages via the address in the To: field of the mail into the right queue.



Figure: Adding a system Email Address.

## Note

As with other OTRS entities, email addresses cannot be deleted, only deactivated by setting the Valid option to *invalid* or *invalid-temporarily*.

# Notifications

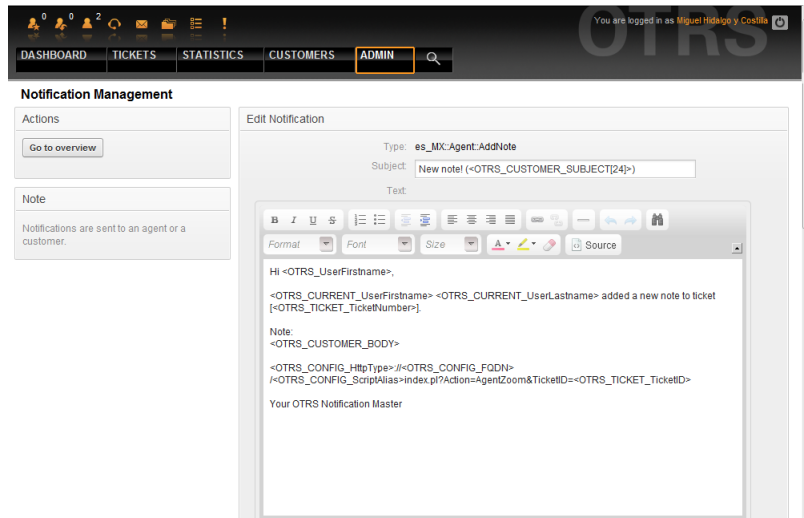
OTRS allows notifications to be sent to agents and customers, on the occurrence of certain events. Agents can set the system events for their own notifications via the preferences link.

Through the "Agent Notifications" link on the Admin page, you can manage the notifications of your system (see Figure below). You can use filters to list only certain notifications.

| LANGUAGE              | NOTIFICATION                  |
|-----------------------|-------------------------------|
| Arabic (Saudi Arabia) | Agent: AddNote                |
| Arabic (Saudi Arabia) | Agent: Escalation             |
| Arabic (Saudi Arabia) | Agent: EscalationNotifyBefore |
| Arabic (Saudi Arabia) | Agent: FollowUp               |
| Arabic (Saudi Arabia) | Agent: LockTimeout            |
| Arabic (Saudi Arabia) | Agent: Move                   |
| Arabic (Saudi Arabia) | Agent: NewTicket              |
| Arabic (Saudi Arabia) | Agent: OwnerUpdate            |
| Arabic (Saudi Arabia) | Agent: PendingReminder        |
| Arabic (Saudi Arabia) | Agent: ResponsibleUpdate      |
| Bulgarian (Bulgaria)  | Agent: AddNote                |
| Bulgarian (Bulgaria)  | Agent: Escalation             |
| Bulgarian (Bulgaria)  | Agent: EscalationNotifyBefore |
| Bulgarian (Bulgaria)  | Agent: FollowUp               |
| Bulgarian (Bulgaria)  | Agent: LockTimeout            |
| Bulgarian (Bulgaria)  | Agent: Move                   |
| Bulgarian (Bulgaria)  | Agent: NewTicket              |
| Bulgarian (Bulgaria)  | Agent: OwnerUpdate            |
| Bulgarian (Bulgaria)  | Agent: PendingReminder        |
| Bulgarian (Bulgaria)  | Agent: ResponsibleUpdate      |
| Català                | Agent: AddNote                |
| Català                | Agent: Escalation             |
| Català                | Agent: EscalationNotifyBefore |
| Català                | Agent: FollowUp               |
| Català                | Agent: LockTimeout            |
| Català                | Agent: Move                   |
| Català                | Agent: NewTicket              |

Figure: Notification management.

You can customize the subject and the text of the notifications. Click on the notification you want to change from the list, and its content will get loaded for editing (see Figure). Please note that there is a notification with the same name for each of the available languages.



The screenshot shows the 'Edit Notification' form in the OTRS Admin interface. The form has three main sections: 'Type', 'Subject', and 'Text'. The 'Type' field is set to 'es\_MX:Agent:AddNote'. The 'Subject' field contains 'New note (<OTRS\_CUSTOMER\_SUBJECT24>)'. The 'Text' field is a rich text editor with a toolbar and a preview area. The preview area shows the following content:

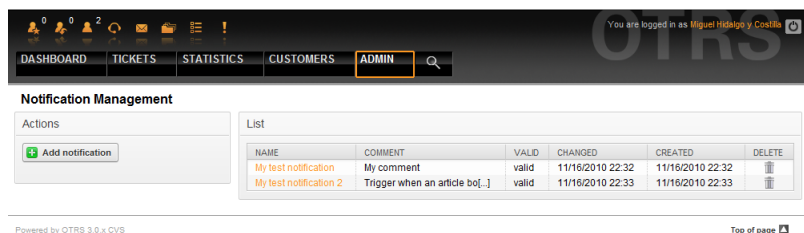
```
Hi <OTRS_UserFirstname>,  
<OTRS_CURRENT_UserFirstname> <OTRS_CURRENT_UserLastname> added a new note to ticket  
<OTRS_TICKET_TicketNumber>.  
Note:  
<OTRS_CUSTOMER_BODY>  
<OTRS_CONFIG_HttpType>=<OTRS_CONFIG_FQDN>  
<OTRS_CONFIG_ScriptAlias>=index.pl?Action=AgentZoom&TicketID=<OTRS_TICKET_TicketID>  
Your OTRS Notification Master
```

Figure: Customizing a Notification.

Just as with signatures and salutations, it is possible to dynamically create the content of a notification, by using special variables. You can find a list of variables at the bottom of the screen shown in the Figure.

It is also possible to create notifications based on events. You can specify in detail when and to whom you want such a notification to be sent. You can choose from a wide variety of parameters, such as: recipient group(s), agent(s), role(s), email address(es), type of event triggering the notification, ticket-type, state, priority, queue, lock, service, SLA, etc.

In order to see a list of all event based notifications, click on the link "Notifications (Event)" on the Admin page (see Figure).



The screenshot shows the 'List' of event-based notifications in the OTRS Admin interface. The table has the following columns: NAME, COMMENT, VALID, CHANGED, CREATED, and DELETE. There are two rows of notifications listed:

| NAME                   | COMMENT                       | VALID | CHANGED          | CREATED          | DELETE |
|------------------------|-------------------------------|-------|------------------|------------------|--------|
| My test notification   | My comment                    | valid | 11/16/2010 22:32 | 11/16/2010 22:32 |        |
| My test notification 2 | Trigger when an article bo... | valid | 11/16/2010 22:33 | 11/16/2010 22:33 |        |

Figure: Event based Notification management.

As shown in Figure, you can create a new notification by clicking on the Add button (see Figure).

The screenshot shows the OTRS Admin interface with the 'ADMIN' tab selected. The 'Notification Management' section is active, displaying the 'Add Notification' form. The form includes fields for 'Name', 'Recipient groups' (with a dropdown menu showing options like 'Agent (All with write permissions)', 'Agent (Owner)', 'Agent (Responsible)', and 'Customer)'), 'Recipient agents' (with a dropdown menu showing 'Hidalgo y Costilla Miguel (miguel.hidalgo)', 'OTRS Admin (root@localhost)', 'Test1 Test1 (example-user212920)', and 'Test1 Test1 (example-user273255)'), 'Recipient roles' (with a dropdown menu showing 'admin', 'fill-up-group11004052', 'fill-up-group11758577', 'fill-up-group11825080', 'fill-up-group13216349', and 'fill-up-group13897477)'), 'Recipient email addresses', and 'Event' (with a dropdown menu showing 'ArticleBounce', 'ArticleCreate', 'ArticleFreeTextUpdate', and 'ArticleSend').

Figure: Registering an Event based Notification management.

Please note that the content of the event based notifications can also be dynamically created by using the special variables listed at the bottom of the screen shown in the Figure.

## SMIME

OTRS can process incoming S/MIME encoded messages and sign outgoing mails. Before this feature can be used, you need to activate it and change some config parameters in the SysConfig.

The "S/MIME Certificates" link on the Admin page allows you to manage your S/MIME certificates (see Figure below). You can add or remove certificates, and also search through the SMIME data.

The screenshot shows the OTRS Admin interface with the 'ADMIN' tab selected. The 'S/MIME Management' section is active. It includes a 'Search' field, 'Add private key' and 'Add certificate' buttons, and a 'Note' section with a link to <http://en.wikipedia.org/wiki/SMIME>. The 'Results' table is empty, showing columns for 'TYPE', 'SUBJECT', 'HASH/FINGERPRINT', 'CREATE/EXPIRES', and 'DELETE'. The footer indicates 'Powered by OTRS 3.0.x CVS' and 'Top of page'.

Figure: S/MIME management.

## PGP

OTRS handles PGP keys, which allows you to encrypt/decrypt messages and to sign outgoing messages. Before this feature can be used, you need to activate it and change some config parameters in the SysConfig.

Through the "PGP Keys" link on the Admin page, it is possible to manage the key ring of the user who shall be used for PGP with OTRS (see Figure below), e.g. the local OTRS user or the web server user. It is possible to add and remove keys and signatures, and you can search through all data in your key ring.

**PGP Management**

Actions

Search

Add PGP key

Note

In this way you can directly edit the keyring configured in SysConfig.  
Description: [http://en.wikipedia.org/wiki/Pretty\\_Good\\_Privacy](http://en.wikipedia.org/wiki/Pretty_Good_Privacy)

Result

| TYPE           | IDENTIFIER | BIT | KEY | FINGERPRINT | CREATED | EXPIRES | DELETE |
|----------------|------------|-----|-----|-------------|---------|---------|--------|
| No data found. |            |     |     |             |         |         |        |

Powered by OTRS 3.0.x CVS

Top of page

Figure: PGP management.

## States

Through the "States" link on the Admin page, you can manage the different ticket states you want to use in the system (see Figure below).

**State Management**

Actions

Add state

Note

Attention: Take care that you also updated the default states in you Kernel/Config.pml  
See also: <http://doc.otrs.org>

List

| NAME                | TYPE             | COMMENT                  | VALID | CHANGED          | CREATED          |
|---------------------|------------------|--------------------------|-------|------------------|------------------|
| closed successful   | closed           | Ticket is closed suc[.]  | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| closed unsuccessful | closed           | Ticket is closed uns[.]  | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| merged              | merged           | State for merged tic[.]  | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| new                 | new              | New ticket created bl[.] | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| open                | open             | Open tickets.            | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| pending auto close+ | pending auto     | Ticket is pending fol[.] | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| pending auto close- | pending auto     | Ticket is pending fol[.] | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| pending reminder    | pending reminder | Ticket is pending fol[.] | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |
| removed             | removed          | Customer removed tic[.]  | valid | 08/03/2010 05:57 | 08/03/2010 05:57 |

Powered by OTRS 3.0.x CVS

Top of page

*Figure: State management.*

After a default setup, there are some states defined:

- closed successful
- closed unsuccessful
- merged
- new
- open
- pending auto close+
- pending auto close-
- pending reminder
- removed

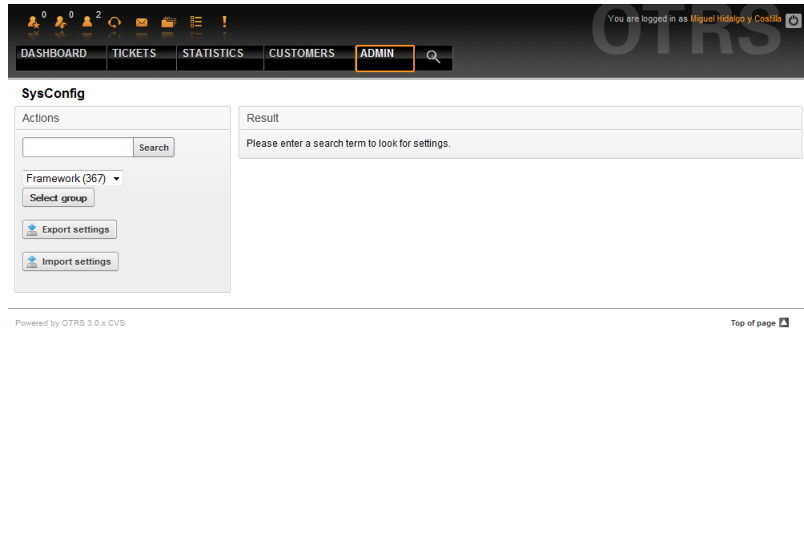
Every state is linked to a type, which needs to be specified if a new state is created. By default the state types are:

- closed
- merged
- new
- open
- pending auto
- pending reminder
- removed

## SysConfig

The SysConfig link leads to the section where many OTRS configuration options are maintained.

The SysConfig link on the Admin page loads the graphical interface for system configuration (see Figure below). You can upload your own configuration files for the system, as well as backup all your current settings into a file. Almost all configuration parameters of the OTRS framework and installed applications can be viewed and changed through this interface. Since all configuration parameters are sorted into groups and sub groups, it is possible to navigate quickly through the multitude of the parameters. It is also possible to perform a full-text search through all the configuration parameters.

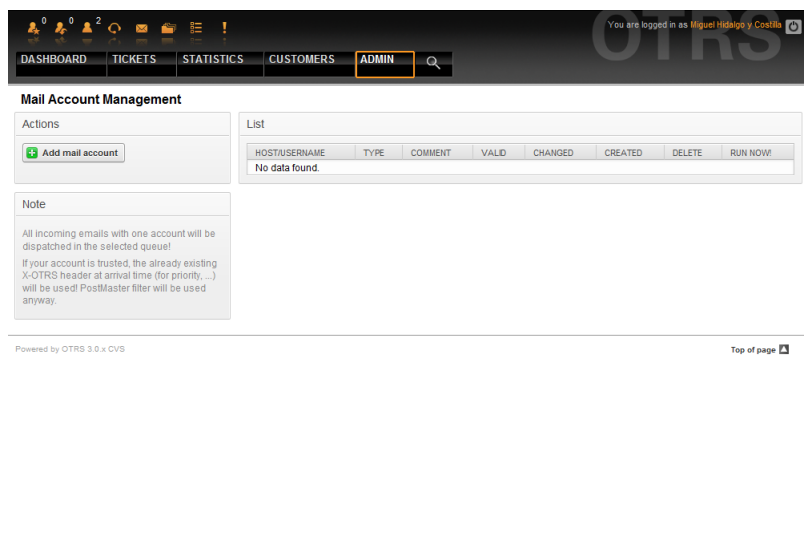


*Figure: The graphical interface for system configuration (SysConfig).*

The graphical interface for system configuration is described in more detail in the chapter "Configuring the system through the web interface".

## Using mail accounts

There are several possibilities to transport new emails into the ticket system. One of them is the `otrs.PostMaster.pl` module that pipes the mails directly into the system. Another possibility is the use of mail accounts which can be administrated through the web interface. The "PostMaster Mail Accounts" link on the Admin page loads the management console for the mail accounts (see Figure below). OTRS supports the mail protocols: POP3, POP3S, IMAP and IMAPS.



*Figure: Mail account management.*

See the section about the PostMaster mail accounts for more details.

# Filtering incoming messages

OTRS has the capability to filter incoming messages, as reflected by incoming messages being sorted automatically into queues, or spam mails being moved into a specific queue. It is irrelevant whether `PostMaster.pl` or mail accounts are used to get messages into the ticket system. Filter rules can be created through the link "PostMaster Filter" on the Admin page (see Figure below).

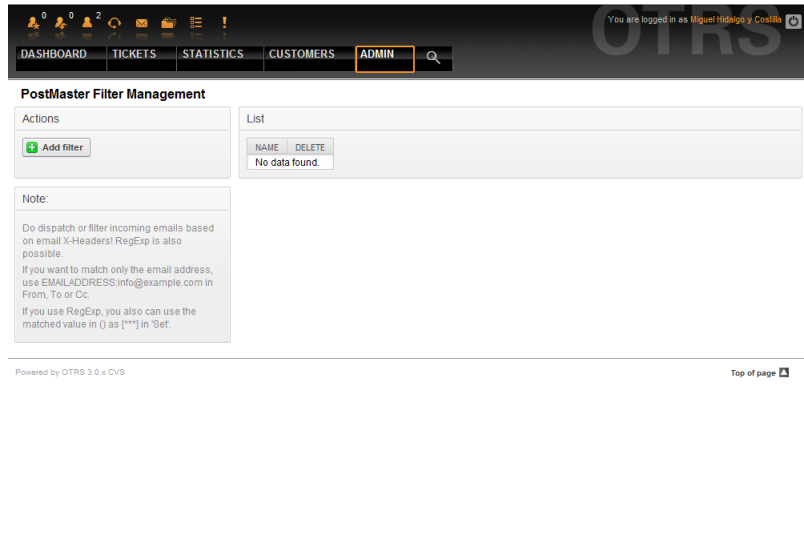


Figure: PostMaster filter management.

A filter consists of one or more criteria that must match for the defined actions to be executed on the email. Filter criteria may be defined for the headers or the body of an email, e.g. search for specific header entries or strings in the body, even regular expressions are allowed. All actions for a filter rule are triggered by X-OTRS headers, which are inserted if the filter criteria match. The ticket system evaluates the inserted X-OTRS headers and executes the specific actions. X-OTRS headers can be used to sort an incoming message into a specific queue, change the priority of the message or ignore the message and not deliver it to the system. The Table 5-4 lists the different X-OTRS headers and their meaning.

Note: You also can use X-OTRS-FollowUp-\* headers for follow up emails.

**Table 5.4. Function of the different X-OTRS-headers**

| Name             | Possible values                                  | Description   |
|------------------|--|---|
| X-OTRS-Priority: | 1 very low, 2 low, 3 normal, 4 high, 5 very high | Sets the priority of a ticket.  |
| X-OTRS-Queue:    | Name of a queue in the system.                   | Sets the queue where the ticket shall be sorted. If set in X-OTRS header, all other filter rules that try to sort a ticket into a specific queue are ignored. |
| X-OTRS-Lock:     | lock, unlock                                     | Sets the lock state of a ticket.  |
| X-OTRS-Ignore:   | Yes or True                                      | If this X-OTRS header is set to "Yes", the incoming message   |

| Name                           | Possible values  | Description  |
|--------------------------------|--|--|
|                                |  | will completely be ignored and never delivered to the system.  |
| X-OTRS-State:                  | new, open, closed successful, closed unsuccessful, ...   | Sets the next state of the ticket.   |
| X-OTRS-State-PendingTime:      | e. g. 2010-11-20 00:00:00  | Sets the pending time of a ticket (you also should sent a pending state via X-OTRS-State).                     |
| X-OTRS-Type:                   | default (depends on your setup)  | Sets the type of a ticket (if Ticket::Type support is active).   |
| X-OTRS-Service:                | (depends on your setup)  | Sets the service of a ticket (if Ticket::Service support is active).   |
| X-OTRS-SLA:                    | (depends on your setup)  | Sets the SLA of a ticket (if Ticket::Service support is active).   |
| X-OTRS-CustomerUser:           | CustomerUser   | Sets the customer user for the ticket.   |
| X-OTRS-CustomerNo:             | CustomerNo   | Sets the customer ID for this ticket.  |
| X-OTRS-ArticleKey(1 2 3):      | Additional info key for the article.   | Saves an additional info key for this article.   |
| X-OTRS-ArticleValue(1 2 3):    | Additional info value for the article.   | Saves an additional info value for the article.  |
| X-OTRS-SenderType:             | agent, system, customer  | Sets the type of the ticket sender.  |
| X-OTRS-ArticleType:            | email-external, email-internal, email-notification-ext, email-notification-int, phone, fax, sms, webrequest, note-internal, note-external, note-report | Sets the article type for the incoming ticket.   |
| X-OTRS-TicketKey(1 2 ... 8):   | Additional info key for the ticket.  | Saves an additional info key for the ticket.   |
| X-OTRS-TicketValue(1 2 ... 8): | Additional info value for the ticket.  | Saves an additional info value for the ticket.   |
| X-OTRS-Loop:                   | True   | If this X-OTRS header is set, no auto answer is delivered to the sender of the message (mail loop protection). |

A name must be specified for every filter rule. Filter criteria can be specified in the section "Filter Condition". Choose via the listboxes for "Header 1", "Header 2" and so on for the parts of the messages where you would like to search, and specify on the right side the values you wish to filter on. In the section "Set Email Headers", you can choose the actions that are triggered if the filter rules match. You can select for "Header 1", "Header 2" and so on to select the X-OTRS-Header and set the associated values (see Figure below).



The screenshot shows the OTRS Admin interface. At the top, there's a navigation bar with tabs: DASHBOARD, TICKETS, STATISTICS, CUSTOMERS, and ADMIN (which is highlighted). Below the navigation bar, the 'PostMaster Filter Management' section is active. On the left, there's a 'Note' box with instructions on how to use filters. The main area is titled 'Add PostMaster Filter' and contains the following fields:

- Filtername:** A text input field with the value 'My sample filter'.
- Stop after match:** A dropdown menu with the value 'No'.
- Filter Condition:** A section with four header-value pairs:
  - Header 1: From (dropdown) Value 1: .\*@independence.com
  - Header 2: (dropdown) Value 2: (empty text input)
  - Header 3: (dropdown) Value 3: (empty text input)
  - Header 4: (dropdown) Value 4: (empty text input)
- Set Email Headers:** A section with four header-value pairs:
  - Header 1: X-OTRS-Queue (dropdown) Value 1: Special queue
  - Header 2: (dropdown) Value 2: (empty text input)
  - Header 3: (dropdown) Value 3: (empty text input)
  - Header 4: (dropdown) Value 4: (empty text input)

Figure: Add a PostMaster filter.

### Example 5.1. Sort spam mails into a specific queue

A useful filter rule could be to let OTRS automatically move mails marked for spam with a spam detection tool such as SpamAssassin, into the "Junk" queue. SpamAssassin adds the "X-Spam-Flag" header to every checked mail. When the mail is marked as spam, the Header is set to "Yes". So the filter criteria would be "X-Spam-Flag: Yes". To create a filter rule with this criteria you can insert the name as, for example, "spam-mails". In the section for "Filter Condition", choose "X-Spam-Flag:" for "Header 1" from the listbox. Insert "Yes" as value for this header. Now the filter criteria is specified. To make sure that all spam mails get directed into the "Junk" queue, choose in the section for "Set Email Headers", the "X-OTRS-Queue:" entry for "Header 1". Specify "Junk" as value for this header. Finally add the new filter rule to activate it for new messages into the system.

There are additional modules, that can be used to filter incoming messages more specifically. These modules might be useful on larger, more complex systems.

## Executing automated jobs with the GenericAgent

The GenericAgent is a tool to execute tasks automatically. In its absence such tasks would need to be done by a human person, a real agent. The GenericAgent, for example, can close or move tickets, send notifications on escalated tickets, etc.

Click the link "GenericAgent" on the Admin page (see Figure below). A table with currently automated jobs is displayed which can be edited to switch to executing jobs manually, or removing them.

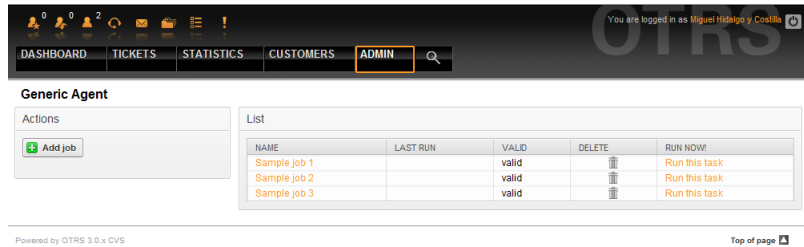


Figure: Job list for the GenericAgent.

Click the "Add job" button to create a new job. You first need to supply a name for the job, as also the times when the job should be executed. Different criteria to select the tickets to work on and the new properties of those tickets can also be set (see Figure below).

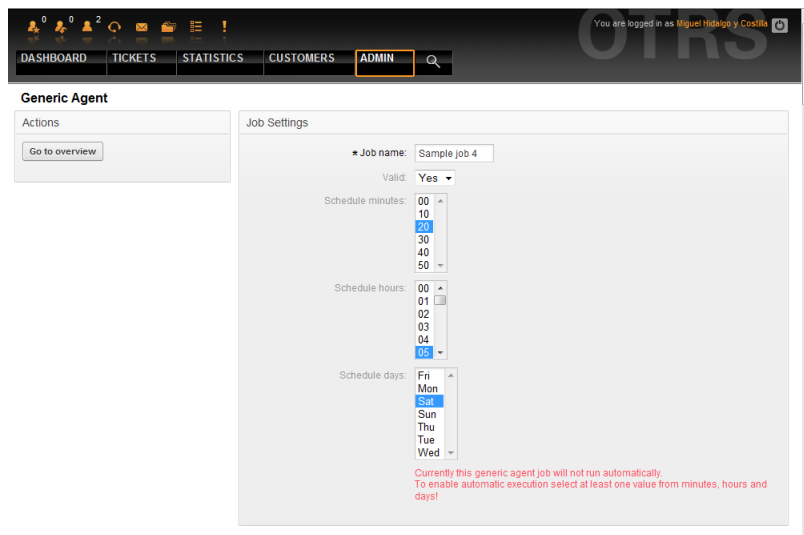


Figure: Creating a job for the GenericAgent.

On completing the job creation, all affected tickets by the job are listed. This list helps you verify that the job has the expected behavior. No changes are made to these tickets yet. The job will actually be activated only when it is saved into the job list.

## Admin email

OTRS administrators can send messages to specific users or groups. The "Admin Notification" link on the Admin page opens the screen where the agents and groups that should be notified can be selected (see Figure below).

Figure: Admin notification.

It is possible to specify the sender, subject and body text of the notification. You can also select the agents, groups and roles who should receive the message.

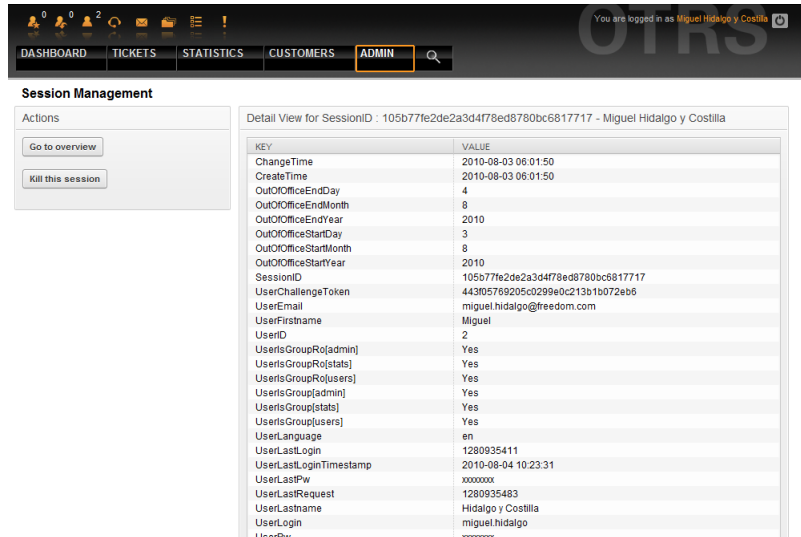
## Session management

You can see all logged in users and their session details by clicking the "Session Management" link in the admin area (see Figure below).

| SESSION                           | TYPE     | USER                      | KILL                              |
|-----------------------------------|----------|---------------------------|-----------------------------------|
| 105b7762de2a3d4779ed9790bc5817717 | Agent    | Miguel Hidalgo y Costilla | <a href="#">Kill this session</a> |
| 10848c1d962d41efb5e9de44095d90a7  | Customer | Leóna Vicario             | <a href="#">Kill this session</a> |
| 10e5cd5fb565e19ac0765f98e995b5941 | Customer | Ignacio López Rayón       | <a href="#">Kill this session</a> |

Figure: Session management.

Some statistics about all active sessions are displayed, e.g. how many agents and customer users are logged in, number of active sessions. Any individual session can be removed by clicking on the *Kill this session* link on the right-hand side of the list. You also have the option to *Kill all sessions*, which can be useful if you'd like to bring the system down. Detailed information for every session is available, too (see Figure below).



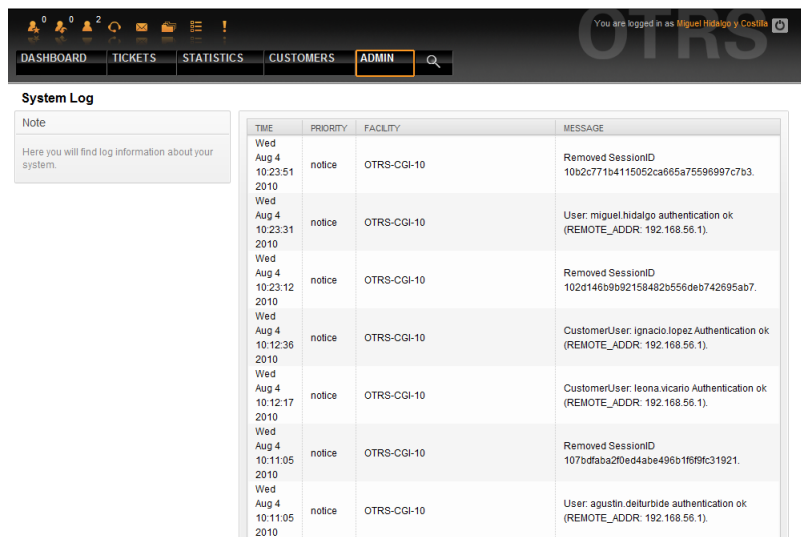
The screenshot shows the OTRS ADMIN interface. The top navigation bar includes links for DASHBOARD, TICKETS, STATISTICS, CUSTOMERS, and ADMIN (which is highlighted). Below the navigation bar, there's a 'Session Management' section with two buttons: 'Go to overview' and 'Kill this session'. The main content area displays a 'Detail View for SessionID : 105b77fe2de2a3d4f78ed8780bc6817717 - Miguel Hidalgo y Costilla'. This view contains a table with two columns: 'KEY' and 'VALUE'.

| KEY                    | VALUE                              |
|------------------------|------------------------------------|
| ChangeTime             | 2010-08-03 06:01:50                |
| CreateTime             | 2010-08-03 06:01:50                |
| OutOfficeEndDay        | 4                                  |
| OutOfficeEndMonth      | 8                                  |
| OutOfficeEndYear       | 2010                               |
| OutOfficeStartDay      | 3                                  |
| OutOfficeStartMonth    | 8                                  |
| OutOfficeStartYear     | 2010                               |
| SessionID              | 105b77fe2de2a3d4f78ed8780bc6817717 |
| UserChallengeToken     | 44305769205c0299e0c213b15072eb6    |
| UserEmail              | miguel.hidalgo@freedom.com         |
| UserFirstname          | Miguel                             |
| UserID                 | 2                                  |
| UsersGroupRo[admin]    | Yes                                |
| UsersGroupRo[stats]    | Yes                                |
| UsersGroupRo[users]    | Yes                                |
| UsersGroup[admin]      | Yes                                |
| UsersGroup[stats]      | Yes                                |
| UsersGroup[users]      | Yes                                |
| UserLanguage           | en                                 |
| UserLastLogin          | 1280935411                         |
| UserLastLoginTimestamp | 2010-08-04 10:23:31                |
| UserLastPw             | xxxxxxxx                           |
| UserLastRequest        | 1280935483                         |
| UserLastname           | Hidalgo y Costilla                 |
| UserLogin              | miguel.hidalgo                     |
| UserPw                 | xxxxxxxx                           |

Figure: Session details.

## System Log

The "System Log" link on the Admin page shows the log entries of the system, reverse chronologically sorted with most recent first (see Figure below).



The screenshot shows the OTRS ADMIN interface with the 'System Log' section selected. On the left, there's a 'Note' box stating: 'Here you will find log information about your system.' The main content area displays a table with four columns: 'TIME', 'PRIORITY', 'FACILITY', and 'MESSAGE'.

| TIME                    | PRIORITY | FACILITY    | MESSAGE  |
|-------------------------|----------|-------------|--|
| Wed Aug 4 10:23:51 2010 | notice   | OTRS-CGI-10 | Removed SessionID 10b2c771b4115052ca865a75596997c7b3.                      |
| Wed Aug 4 10:23:31 2010 | notice   | OTRS-CGI-10 | User: miguel.hidalgo authentication ok (REMOTE_ADDR: 192.168.56.1).        |
| Wed Aug 4 10:23:12 2010 | notice   | OTRS-CGI-10 | Removed SessionID 102d14609b92158482b556deb742695ab7.                      |
| Wed Aug 4 10:12:36 2010 | notice   | OTRS-CGI-10 | CustomerUser: ignacio.lopez Authentication ok (REMOTE_ADDR: 192.168.56.1). |
| Wed Aug 4 10:12:17 2010 | notice   | OTRS-CGI-10 | CustomerUser: leona.vicario Authentication ok (REMOTE_ADDR: 192.168.56.1). |
| Wed Aug 4 10:11:05 2010 | notice   | OTRS-CGI-10 | Removed SessionID 107bdfaba20ed4ab496b1f69fc31921.                         |
| Wed Aug 4 10:11:05 2010 | notice   | OTRS-CGI-10 | User: agustin.delturbide authentication ok (REMOTE_ADDR: 192.168.56.1).    |

Figure: System Log.

Each line in the log contains a time stamp, the log priority, the system component and the log entry itself.

### Note

System logs are available via the web interface only on Linux / Unix systems. On Windows systems, you can see the logs using a text editor and opening the file `[install_dir]otrs\var\log\otrs.log`.

## SQL queries via the SQL box

The "SQL Box" link on the Admin page opens a screen that lets you query the content of the tables in the OTRS database (see Figure below). It is not possible to change the content of the tables, only select queries are allowed.

**SQL Box**

Note

Here you can enter SQL to send it directly to the application database.

Options

SQL:

Limit:

Result format:

Powered by OTRS 3.0.x CVS Top of page

Figure: SQL Box.

## Package Manager

Using the "Package Manager" link on the Admin page, you can install and manage packages that extend the functionality of OTRS (see Figure below). See the Additional applications section for a discussion on the extensions that are available from the OTRS repositories.

**Package Manager**

Actions

[Master]

Online Repository

| NAME         | VERSION | VENDOR  | DESCRIPTION               | ACTION                                 |
|--------------|---------|---------|---------------------------|--|
| iPhoneHandle | 0.9.4   | OTRS AG | The iPhoneHandle Package. | <input type="button" value="Install"/> |

Local Repository

| NAME           | VERSION | VENDOR | DESCRIPTION | STATUS | ACTION |
|----------------|---------|--------|-------------|--------|--------|
| No data found. |         |        |             |        |        |

Powered by OTRS 3.0.x CVS Top of page

Figure: Package Manager.

The Package Manager shows the OTRS add-on packages you currently have installed on your server, together with their version numbers.

You can install packages from a remote host by selecting the repository in the *Online Repository* section, and clicking the *Update repository information* button. The available packages are displayed in the corresponding table. The right side of the screen shows the available packages. To install a package, click on *Install*. After installation, the package is displayed in the *Local Repository* section.

To upgrade an installed package, the list of available packages in the online repository will show *Upgrade* in the Action column for any package that has a higher version than the one locally installed. Just click Upgrade and it will install the upgrade on your system.

In some cases, such as when your OTRS system is not connected to the Internet, you can also install packages you have downloaded to a local disk. Click the *Browse* button on the Actions side bar, and select the .opm file on your disk. Click *Open* and then *Install Package*. After installation the package is displayed in the *Local Repository* section. You can use the same steps for updating a package that is already installed.

In special cases, you might want to configure the Package Manager, e.g., to use a proxy or to use a local repository. Just take a look at the available options in SysConfig under Framework:Core::Package.

## Web Services

The Web Services link leads to the graphical interface where web services (for the OTRS Generic Interface) are created and maintained (see Figure below).

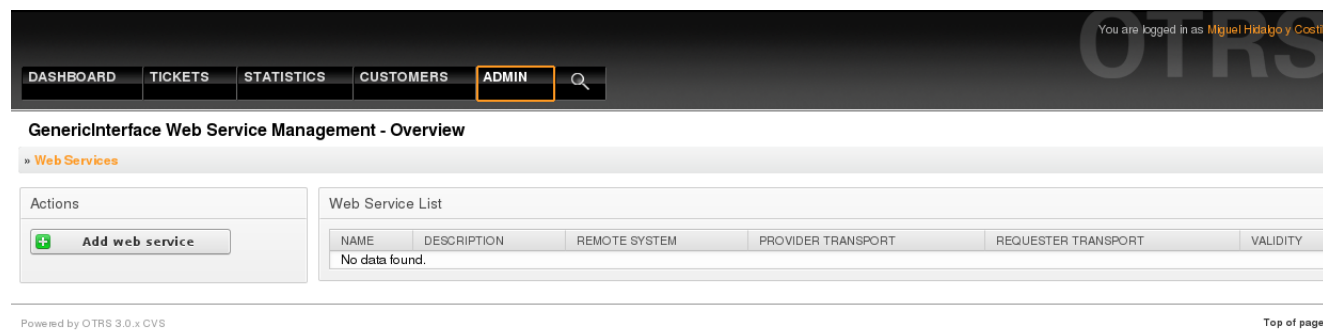


Figure: The graphical interface for web services.

The graphical interface for web services configuration is described in more detail in the section "Web Service Graphical Interface".

---

# Chapter 6. System Configuration

## OTRS config files

All OTRS configuration files are stored in the directory `Kernel` and in its subdirectories. There is no need to manually change any other file than `Kernel/Config.pm`, because the rest of the files will be changed when the system gets upgraded. Just copy the configuration parameters from the other files into `Kernel/Config.pm` and change them as per your needs. This file will never be touched during the upgrade process, so your manual settings are safe.

The file `Kernel/Config/Defaults.pm` contains the parameters of the central OTRS framework. It defines all basic system settings such as the mail configuration, database connection, default charset and standard language. The file `Kernel/Config/Files/Ticket.pm` contains all configuration parameters for the trouble ticket system.

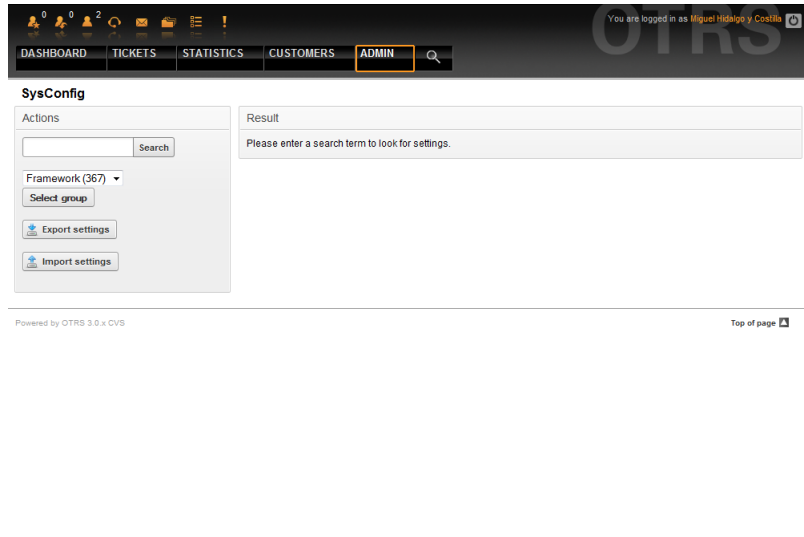
In the directory `Kernel/Config/Files` there are some other files that are parsed when the OTRS login page is accessed. If additional applications like the FAQ or the File Manager are installed, the configuration files for those can also be found in the mentioned path.

If the OTRS web interface is accessed, all `.xml` files in the `Kernel/Config/Files` directory are parsed in alphabetical order, and the settings for the central framework and additional applications will be loaded. Afterwards, the settings in the two files `Kernel/Config/Files/ZZZAAuto.pm` and `Kernel/Config/Files/ZZZAuto.pm` will be evaluated. Both files are used by the graphical interface for system configuration and should never be changed manually. Lastly, the file `Kernel/Config.pm` that contains your individual settings and manually changed configuration parameters, will be parsed. Reading the configuration files in this order makes sure that your specific configuration settings are used by the system.

## Configuring the system through the web interface

Since OTRS 2.0, nearly all configuration parameters of the central framework or additional installed applications, can be changed easily with the graphical interface for system configuration. Log in as OTRS administrator and follow the SysConfig link on the Admin page to execute the new configuration tool (see Figure below).





*Figure: The graphical interface for system configuration.*

OTRS currently has over 600 configuration parameters, and there are different ways to quickly access a specific one. With the full text search, all configuration parameters can be scanned for one or more keywords. The full text search not only searches through the names of the configuration parameters, but also through the descriptions of the parameters. This allows an element to be found easily even if its name is unknown.

Furthermore, all configuration parameters are sorted in main groups and sub groups. The main group represents the application that the configuration parameter belongs to, e.g. "Framework" for the central OTRS framework, "Ticket" for the ticket system, "FAQ" for the FAQ system, and so on. The sub groups can be accessed if the application is selected from the groups listbox and the "Select group" button is pressed.

Every configuration parameter can be turned on or off via a checkbox. If the parameter is turned off, the system will ignore this parameter or use a default. It is possible to switch a changed configuration parameter back to the system default using the Reset link. The Update button submits all changes to system configuration parameters.

If you want to save all the changes you made to your system's configuration, for example to setup a new installation quickly, you can use the "Export settings" button, which will create a .pm file. To restore your own settings, just press the "Import settings" and select the .pm created before.

### Note

For security reasons, the configuration parameters for the database connection cannot be changed in the SysConfig section. They have to be set manually in `Kernel/Config.pm`.

---

# Chapter 7. Sending/Receiving emails

## Sending emails

### Via Sendmail (default)

OTRS can send out emails via Sendmail [<http://www.sendmail.org/>], Postfix [<http://www.postfix.org/>], Qmail [<http://www.qmail.org>] or Exim [<http://www.exim.org>]). The default configuration is to use Sendmail and should work out-of-the-box.

You can configure the sendmail settings via the graphical configuration frontend (Framework::Core::Sendmail)

### Via SMTP server or smarthost

OTRS can send emails via SMTP (Simple Mail Transfer Protocol / RFC 821 [<http://www.ietf.org/rfc/rfc821.txt>]) or Secure SMTP. You will want to use this on non-UNIX platforms (e.g. Windows).

The SMTP server settings can be configured via the SysConfig (Framework::Core::Sendmail). If you don't see SMTPS available as an option, the required Perl modules are missing. In that case, please refer to "Installation of Perl modules required for OTRS" for instructions.

## Receiving emails

### Mail accounts configured via the OTRS GUI

OTRS is able to receive emails from POP3, POP3S, IMAP, and IMAPS mail accounts.

Configure your mail accounts via the PostMaster Mail Accounts link on the Admin page.

If a new mail account is to be created (see Figure below), then it's mail server name, login name and password must be specified. Also, you need to select the mail server type, which can be POP3, POP3S, IMAP or IMAPS. If you don't see your server type available as an option, the required Perl modules are missing on your system. In that case, please refer to "Installation of Perl modules required for OTRS" for instructions.

The screenshot shows the OTRS Admin interface. At the top, there's a navigation bar with 'DASHBOARD', 'TICKETS', 'STATISTICS', 'CUSTOMERS', and 'ADMIN'. The 'ADMIN' tab is selected. Below the navigation bar, there's a 'Mail Account Management' section. On the left, there's a 'Note' box stating: 'All incoming emails with one account will be dispatched in the selected queue! If your account is trusted, the already existing X-OTRS header at arrival time (for priority, ...) will be used! PostMaster filter will be used anyway.' The main area is titled 'Add Mail Account' and contains a form with the following fields: 'Type' (dropdown menu set to 'POP3'), 'Username' (text input 'miguel.hidalgo'), 'Password' (password input field), 'Host' (text input 'mail.independencia.com'), 'Trusted' (dropdown menu set to 'Yes'), 'Dispatching' (dropdown menu set to 'Dispatching by email To: field'), 'Queue' (dropdown menu set to 'Postmaster'), 'Valid' (dropdown menu set to 'valid'), and 'Comment' (text input 'Example of mail account'). At the bottom of the form are 'Submit' and 'Cancel' buttons. The footer of the page says 'Powered by OTRS 3.0.x CVS' and 'Top of page'.

Figure: Adding a mail account.

If you select Yes for the value of the Trusted option, any X-OTRS headers attached to an incoming message are evaluated and executed. Because the X-OTRS header can execute some actions in the ticket system, you should set the Trusted option to Yes only for known senders. X-OTRS-Headers are used by the filter module in OTRS. The X-OTRS headers are explained in this table in more detail. Any postmaster filter rules created are executed, irrespective of the Trusted option's setting.

The distribution of incoming messages can be controlled if they need to be sorted by queue or by the content of the "To:" field. For the Dispatching field, if "Dispatching by selected queue" is selected, all incoming messages will be sorted into the specified queue. The address where the mail was sent to is disregarded in this case. If "Dispatching by email To: field" is selected, the system checks if a queue is linked with the address in the To: field of the incoming mail. You can link an address to a queue in the E-mail address management section of the Admin page. If the address in the To: field is linked with a queue, the new message will be sorted into the linked queue. If no link is found between the address in the To: field and any queue, then the message flows into the "Raw" queue in the system, which is the PostmasterDefaultQueue after a default installation.

All data for the mail accounts are saved in the OTRS database. The `otrs.PostMasterMailbox.pl` script, which is located in the `bin` directory of your OTRS installation, uses the settings in the database and fetches the mail. You can execute `./bin/otrs.PostMasterMailbox.pl` manually to check if all your mail settings are working properly.

On a normal installation, the mail will be fetched every 10 minutes by the `postmaster_mailbox` cron job. For further information about modifying cron jobs, please refer to the "Setting up the cron jobs for OTRS" section.

## Note

When fetching mail, OTRS deletes the mail from the POP or IMAP server. There is no option to also keep a copy on the server. If you want to retain a copy on the server, you should create forwarding rules on your mail server. Please consult your mail server documentation for details.

## Via command line program and procmail (otrs.PostMaster.pl)

If you cannot use mail accounts to get the email into OTRS, the command line program `bin/otrs.PostMaster.pl` might be a way around the problem. It takes the mails via STDIN and pipes them directly into OTRS. That means email will be available in your OTRS system if the MDA (mail delivery agent, e.g. procmail) executes this program.

To test `bin/otrs.PostMaster.pl` without an MDA, execute the command of the following script.

```
linux:/opt/otrs# cd bin
linux:/opt/otrs/bin# cat ../doc/sample_mails/test-email-1.box | ./
otrs.PostMaster.pl
linux:/opt/otrs/bin#
```

*Script: Testing PostMaster without the MDA.*

If the email is shown in the QueueView, then your setup is working.

Procmail is a very common e-mail filter in Linux environments. It is installed on most systems. If not, have a look at the *procmail homepage* [<http://www.procmail.org/>].

To configure procmail for OTRS (based upon a procmail configured MTA such as sendmail, postfix, exim or qmail), use the `~otrs/.procmailrc.dist` file and copy it to `.procmailrc` and add the lines of the script below.

```
SYS_HOME=$HOME
PATH=/bin:/usr/bin:/usr/local/bin
# --
# Pipe all email into the PostMaster process.
# --
:0 :
| $SYS_HOME/bin/otrs.PostMaster.pl
```

*Script: Configuring procmail for OTRS.*

All email sent to the local OTRS user will be piped into `bin/otrs.PostMaster.pl` and then shown in your QueueView.

## Fetching emails via POP3 or IMAP and fetchmail for otrs.PostMaster.pl

In order to get email from your mail server, via a POP3 or IMAP mailbox, to the OTRS machine/local OTRS account and to procmail, use fetchmail [<http://fetchmail.berlios.de/>].

### Note

A working SMTP configuration on the OTRS machine is required.

You can use the `.fetchmailrc.dist` in the home directory of OTRS and copy it to `.fetchmailrc`. Modify/change it for your needs (see the Example 7-1 below).

## Example 7.1. .fetchmailrc

```
#poll (mailserver) protocol POP3 user (user) password (password) is
(localuser)
poll mail.example.com protocol POP3 user joe password mama is otrs
```

Don't forget to set the .fetchmailrc to 710 ("chmod 710 .fetchmailrc")!

With the .fetchmailrc from the Example 7-1 above, all email will be forwarded to the local OTRS account, if the command **fetchmail -a** is executed. Set up a cronjob with this command if you want to fetch the mails regularly.

## Filtering/dispatching by OTRS/PostMaster modules (for more complex dispatching)

If you use the bin/otrs.PostMaster.pl or bin/otrs.PostMasterMailbox.pl method, you can insert or modify X-OTRS header entries with the PostMaster filter modules. With the X-OTRS headers, the ticket system can execute some actions on incoming mails, sort them into a specific queue, change the priority or change the customer ID, for example. More information about the X-OTRS headers are available in the section about adding mail accounts from the OTRS Admin page.

There are some default filter modules:

### Note

The job name (e.g. `$Self->{'PostMaster::PreFilterModule'}->{'JobName'}`) needs to be unique!

`Kernel::System::PostMaster::Filter::Match` is a default module to match on some email header (e.g. From, To, Subject, ...). It can set new email headers (e.g. X-OTRS-Ignore: yes or X-OTRS-Queue: spam) if a filter rule matches. The jobs of the Example 7-2 can be inserted in `Kernel/Config.pm`

## Example 7.2. Example jobs for the filter module `Kernel::System::PostMaster::Filter::Match`

```
# Job Name: 1-Match
# (block/ignore all spam email with From: noreply@)
$Self->{'PostMaster::PreFilterModule'}->{'1-Match'} = {
    Module => 'Kernel::System::PostMaster::Filter::Match',
    Match => {
        From => 'noreply@',
    },
    Set => {
        'X-OTRS-Ignore' => 'yes',
    },
};

# Job Name: 2-Match
# (sort emails with From: sales@example.com and Subject: **ORDER**
# into queue 'Order')
$Self->{'PostMaster::PreFilterModule'}->{'2-Match'} = {
```

```
Module => 'Kernel::System::PostMaster::Filter::Match',
Match => {
    To => 'sales@example.com',
    Subject => '**ORDER**',
},
Set => {
    'X-OTRS-Queue' => 'Order',
},
};
```

Kernel::System::PostMaster::Filter::CMD is a default module to pipe the email into an external command. The output is given to STDOUT and if the result is true, then set new email header (e.g. X-OTRS-Ignore: yes or X-OTRS-Queue: spam). The Example 7-3 can be used in Kernel/Config.pm

### **Example 7.3. Example job for the filter module Kernel::System::PostMaster::Filter::CMD**

```
# Job Name: 5-SpamAssassin
# (SpamAssassin example setup, ignore spam emails)
$Self->{'PostMaster::PreFilterModule'}->{'5-SpamAssassin'} = {
    Module => 'Kernel::System::PostMaster::Filter::CMD',
    CMD => '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"',
    Set => {
        'X-OTRS-Ignore' => 'yes',
    },
};
```

Of course it's also possible to develop your own PostMaster filter modules.

---

# Chapter 8. Time related functions

## Setting up business hours, holidays and time zones

Some functions in OTRS, like escalations and automatic unlocking of tickets, depend on a proper configuration of business hours, time zones and holidays. You can define these via the SysConfig interface, in Framework > Core::Time. You can also specify different sets of business hours, holidays and time zones as separate 'Calendars' in Framework > Core::Time::Calendar1 through Framework > Core::Time::Calendar9. Calendars can be defined by queue settings, or on SLA levels. This means that, for example, you can specify a calendar with 5 x 8 business hours for your 'standard' SLA, but create a separate calendar with 7 x 24 support for your 'gold' SLA; as well as set a calendar for your 'Support-USA' queue with a different time window than your 'Support-Japan' queue. OTRS can handle up to 99 different calendars.

### Business Hours

Set up the working hours for your system in SysConfig Framework > Core::Time::TimeWorkingHours, or for your specific calendar in the calendar's configuration. OTRS can handle a granularity of one hour. Checking the marks in the boxes 8, 9, 10 ... 18 corresponds with business hours of 8 AM - 6 PM.

Only during business hours can tickets escalate, notifications for escalated and pending tickets be sent, and tickets be unlocked.

### Fixed date holidays

Holidays that are on a fixed date every year, such as New Year's Day or the Fourth of July, can be specified in TimeVacationDays, or in the corresponding section for the calendars 1-9.

Tickets will not escalate nor get unlocked on dates defined in TimeVacationDays.

#### Note

By default, OTRS ships with the *German* holidays installed.

### TimeVacationDaysOneTime

Holidays such as Easter that do not have a yearly fixed date but instead vary each year, can be specified in TimeVacationDaysOneTime.

Tickets will not escalate and will not be unlocked on dates defined in TimeVacationDaysOneTime.

#### Note

OTRS does not ship with any One-Time holidays pre-installed. This means that you need to add holidays, such as Easter or Thanksgiving, to the system when configuring OTRS.

# Automated Unlocking

Locked tickets can be automatically unlocked by the system. This feature might be useful if, for example, an agent has locked tickets that need to be processed, but he can't work on them for some reason, say because he is out of the office on an emergency. The automated unlock feature unlocks tickets after a given time to ensure that no locked tickets will be forgotten, thereby allowing other agents to process them.

The amount of time before a ticket is unlocked can be specified in the queue settings for every queue. The module `bin/otrs.UnlockTickets.pl`, which is executed periodically as a cron job, performs the automated unlocking of tickets.

Notifications on unlocked tickets are sent out only to those agents that have the queue with the unlocked tickets set in "My queues", and that have activated the notification on unlocked tickets in their personal preferences.

Tickets will be unlocked if all of the following conditions are met:

- There is an *unlock timeout* defined for the queue the ticket is in.
- The ticket is set to *locked*.
- The ticket state is *open*.

The unlock timer will be reset if an agent adds a new external article to the ticket. It can be of any of the following types: *email-external*, *phone*, *fax*, *sms*, or *note-external*.

Also, if the last article in the ticket is created by an agent, and a customer adds another one, either via web or email response, the unlock timer will be reset.

The last event that will reset the unlock timer is when the ticket is assigned to another agent.



# Chapter 9. Ticket Responsibility & Ticket Watching

From OTRS 2.1 on, it is possible to assign a person as being responsible for a ticket, additionally to its owner. Moreover, all activities connected with the ticket can be watched by someone other than the ticket owner. These two functionalities are implemented with the TicketResponsible and TicketWatcher features, and facilitate the assignment of tasks and working within hierarchical team structures.

## Ticket Responsibility

The ticket responsibility feature facilitates the complete processing of a ticket by an agent other than the ticket owner. Thus an agent who has locked a ticket can pass it on to another agent, who is not the ticket owner, in order for the second to respond to a customer request. After the request has been dealt with, the first agent can withdraw the ticket responsibility from the second agent.

With the configuration parameter Ticket::Responsible, the ticket responsibility feature can be activated. This will cause 3 new links to appear in the ticket activities menu of a zoomed ticket in the agent interface.

Ticket responsibility can be assigned by calling up the ticket content and clicking on the "Responsible" link in the ticket activities menu of a zoomed ticket in the agent interface (see the Figure below).

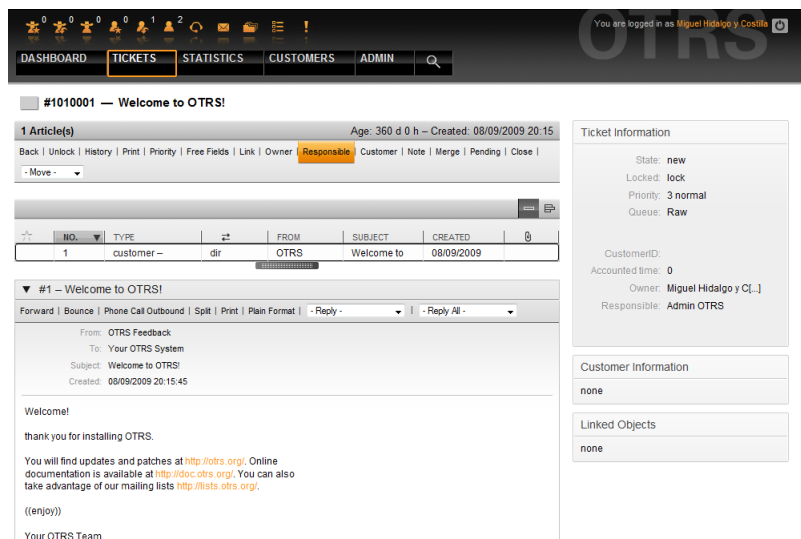


Figure: Changing the Responsibility of a ticket in its zoomed view.

After clicking on "Responsible", a pop-up dialog to change the responsibility of that ticket will open (see Figure below). This dialog can also be used to send a message to the new responsible agent.

## Ticket Responsibility & Ticket Watching

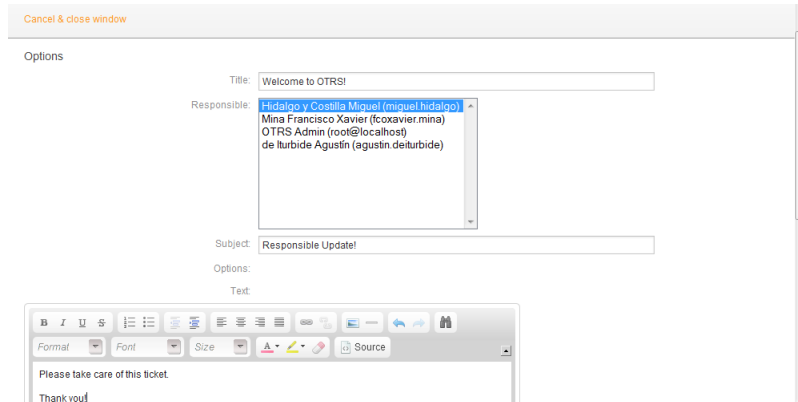


Figure: Pop-up dialog to change a ticket's responsibility.

The list of all tickets for which an agent is responsible, can be accessed through the Responsible view of the OTRS agent interface, as soon as the ticket responsibility feature gets activated.

## Ticket watching

From OTRS 2.1 on, select agents such as supervisors can watch certain tickets within the system without processing them, by using the TicketWatcher feature.

The TicketWatcher feature can be activated with the configuration parameter Ticket::Watcher which adds new links to your actions toolbar. Using Ticket::WatcherGroup, one or more user groups with permission to watch tickets can also be defined.

In order to watch a ticket, go to its zoomed view and click on the "Subscribe" link in the ticket activities menu (see Figure below).

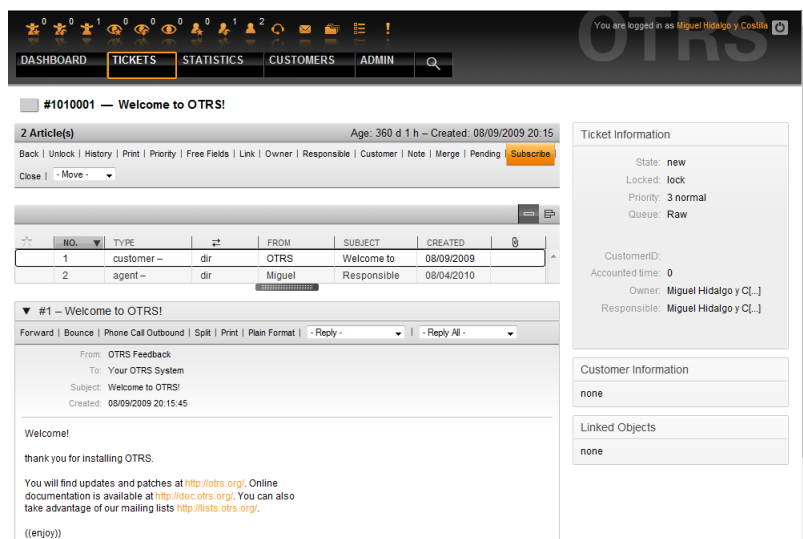


Figure: Subscribing to watching a ticket in its zoomed view.

If you no longer want to watch a specific ticket, go to its zoomed view and click on the "Unsubscribe" link in the ticket activities menu (see Figure below).

## Ticket Responsibility & Ticket Watching

The screenshot shows the OTRS web interface. At the top, there's a navigation bar with 'DASHBOARD', 'TICKETS', 'STATISTICS', 'CUSTOMERS', and 'ADMIN'. The 'TICKETS' tab is selected. Below the navigation bar, the user is logged in as 'Miguel Hidalgo y Costilla'. The main content area displays a ticket titled '#1010001 - Welcome to OTRS!'. The ticket details include 'Age: 360 d 2 h' and 'Created: 08/09/2009 20:15'. A table lists the ticket's history, showing two entries: '1 customer - dir' and '2 agent - dir'. The 'Unsubscribe' button is visible in the top left of the ticket details. On the right side, there's a 'Ticket Information' panel showing 'State: new', 'Locked: lock', 'Priority: 3 normal', and 'Queue: Raw'. Below this, 'Customer Information' and 'Linked Objects' are also shown, both with 'none' values.

Figure: Unsubscribing from watching a ticket in its zoomed view.

The list of all watched tickets can be accessed through the Watched view of the OTRS agent interface (see Figure below), as soon as the ticket watcher feature gets activated.

The screenshot shows the 'My Watched Tickets' view in the OTRS interface. The navigation bar is the same as in the previous figure. The main content area displays a table of watched tickets. The table has columns for 'TICKET#', 'AGE', 'FROM / SUBJECT', 'STATE', 'LOCKED', 'QUEUE', 'OWNER', and 'CUSTOMERID'. There is one entry in the table: '1010001', '367 d 6 h', 'OTRS Feedback Welcome to OTRS!', 'new', 'lock', 'Raw', 'Miguel Hidalgo y Costilla', and an empty 'CUSTOMERID' field. The table is titled 'My Watched Tickets: All' and includes a 'Bulk' action button. The footer of the page shows 'Powered by OTRS 3.0.x CVS' and 'Top of page'.

Figure: Watched tickets view.

---

# Chapter 10. Customize the PDF output

This section handles the configurable options for PDF output in OTRS.

If you use the Print action from anywhere within the OTRS interface, this generates a formatted PDF file. You can deactivate this by modifying the configuration parameter PDF to create HTML output instead.

You can adjust the look of the files generated by OTRS by creating your own logo and adding it to PDF::LogoFile. You can use PDF::PageSize to define the standard page size of the generated pdf file (DIN-A4 or Letter), and also PDF::MaxPage to specify the maximum number of pages for a pdf file, which is useful if a user generates a huge output file by mistake.

The Perl CPAN modules PDF::API2 and Compress::Zlib must be installed for the generation of pdf files. In many distributions they are available as packages and can be easily installed, using the respective package manager. In case this is not possible, they have to be installed with CPAN. For further information about installing Perl modules, please refer to the "Installation of Perl modules" section.

---

# Chapter 11. Using external backends

## Customer data

OTRS works with many customer data attributes such as username, email address, phone number, etc. These attributes are displayed in both the Agent and the Customer frontends, and also used for the authentication of customers.

Customer data used or displayed within OTRS is highly customizable. The following information is however always needed for customer authentication:

- User login
- Email address
- Customer ID

Use configuration parameters of the following script in your `Kernel/Config.pm` file, if you want to display customer information in your agent interface.

```
# Ticket::Frontend::CustomerInfo*
# (show customer info on Compose (Phone and Email), Zoom and
# Queue view)
$Self->{'Ticket::Frontend::CustomerInfoCompose'} = 1;
$Self->{'Ticket::Frontend::CustomerInfoZoom'} = 1;
$Self->{'Ticket::Frontend::CustomerInfoQueue'} = 0;
```

*Script: Kernel/Config.pm configuration parameters.*

## Customer user backend

You can use two types of customer backends, DB and LDAP. If you already have another customer backend (e.g. SAP), it is of course possible to write a module that uses it.

### Database (Default)

Example 11-1 shows the configuration of a DB customer backend, which uses customer data stored in the OTRS database.

#### Example 11.1. Configuring a DB customer backend

```
# CustomerUser (customer database backend and settings)
$Self->{'CustomerUser'} = {
    Name => 'Database Datasource',
    Module => 'Kernel::System::CustomerUser::DB',
    Params => {
        # if you want to use an external database, add the required
        settings
    }
    # DSN => 'DBI:odbc:yourdsn',
    # DSN =>
    'DBI:mysql:database=customerdb;host=customerdbhost',
}
```

```
#           User => '',
#           Password => '',
#           Table => 'customer_user',
#           # if your frontend is unicode and the charset of your
#           # customer database server is iso-8859-1, use these
options.
#           SourceCharset => 'iso-8859-1',
#           DestCharset => 'utf-8',

#           # CaseSensitive will control if the SQL statements need
LOWER()
#           # function calls to work case insensitively. Setting
this to
#           # 1 will improve performance dramatically on large
databases.
#           CaseSensitive => 0,
#       },
# customer unique id
CustomerKey => 'login',

# customer #
CustomerID => 'customer_id',
CustomerValid => 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title', 'first_name', 'last_name'],
    CustomerUserEmailUniqCheck => 1,
#     # show not own tickets in customer panel, CompanyTickets
#     CustomerUserExcludePrimaryCustomerID => 0,
#     # generate auto logins
#     AutoLoginCreation => 0,
#     AutoLoginCreationPrefix => 'auto',
#     # admin can change customer preferences
#     AdminSetPreferences => 1,
#     # cache time to live in sec. - cache any database queries
#     CacheTTL => 0,
#     # just a read only source
#     ReadOnly => 1,
    Map => [
        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required,
storage-type, http-link, readonly, http-link-target
        [ 'UserTitle',      'Title',      'title',      1, 0, 'var',
'', 0 ],
        [ 'UserFirstname',  'Firstname',  'first_name', 1, 1, 'var',
'', 0 ],
        [ 'UserLastname',  'Lastname',  'last_name',  1, 1, 'var',
'', 0 ],
        [ 'UserLogin',     'Username',  'login',      1, 1, 'var',
'', 0 ],
```

```

        [ 'UserPassword',    'Password',    'pw',            0, 0, 'var',
'', 0 ],
        [ 'UserEmail',      'Email',      'email',        1, 1, 'var',
'', 0 ],

#        [ 'UserEmail',      'Email', 'email',            1, 1, 'var',
'$Env{"CGIHandle"}?Action=AgentTicketCompose&ResponseID=1&TicketID=
$Data{"TicketID"}&ArticleID=$Data{"ArticleID"}', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var',
'', 0 ],

#        [ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0,
'var', '', 0 ],
        [ 'UserPhone',      'Phone',      'phone',        1, 0,
'var', '', 0 ],
        [ 'UserFax',        'Fax',        'fax',          1, 0,
'var', '', 0 ],
        [ 'UserMobile',     'Mobile',     'mobile',        1, 0,
'var', '', 0 ],
        [ 'UserStreet',     'Street',     'street',        1, 0,
'var', '', 0 ],
        [ 'UserZip',        'Zip',        'zip',          1, 0,
'var', '', 0 ],
        [ 'UserCity',       'City',       'city',          1, 0,
'var', '', 0 ],
        [ 'UserCountry',    'Country',    'country',       1, 0,
'var', '', 0 ],
        [ 'UserComment',    'Comment',    'comments',      1, 0,
'var', '', 0 ],
        [ 'ValidID',        'Valid',        'valid_id',      0, 1,
'int', '', 0 ],
    ],
    # default selections
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
};

```

If you want to customize the customer data, change the column headers or add new ones to the `customer_user` table in the OTRS database. As an example, the script below shows how to add a new field for room number.

```

linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 116 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;

```

```
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A
```

```
Database changed
```

```
mysql> ALTER TABLE customer_user ADD room VARCHAR (250);
Query OK, 1 rows affected (0.01 sec)
Records: 1 Duplicates: 0 Warnings: 0
```

```
mysql> quit
Bye
linux:~#
```

*Script: Adding a room field to the customer\_user table.*

Now add the new column to the MAP array in `Kernel/Config.pm`, as shown in the following script.

```
# var, frontend, storage, shown (1=always,2=lite), required,
storage-type, http-link, readonly
[...]
[ 'UserRoom',          'Room',          'room',          0, 1, 'var', '',
0 ],
```

*Script: Adding a room field to the Kernel/Config.pm file.*

It is also possible to edit all this customer information via the Customers link in the Agent interface.

## Customer with multiple IDs (Company tickets)

It is possible to assign more than one customer ID to a customer. This can be useful if a customer must access tickets of other customers, e.g. a supervisor wants to watch the tickets of his assistants. If a customer can access the tickets of another customer, the company ticket feature of OTRS is used. Company tickets can be accessed via the "Company Tickets" link in the customer panel.

To use company tickets, a new column with the IDs that should be accessible for a customer, has to be added to the `customer_user` table in the OTRS database (see Script below).

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 124 to server version: 5.0.18-Debian_7-log
```

```
Type 'help;' or '\h' for help. Type '\c' to clear the buffer.
```

```
mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A
```

```
Database changed
```

```
mysql> ALTER TABLE customer_user ADD customer_ids VARCHAR (250);
Query OK, 1 rows affected (0.02 sec)
Records: 1 Duplicates: 0 Warnings: 0
```



```
mysql> quit
Bye
linux:~#
```

*Script: Adding a customer\_ids field to the customer\_user table.*

Now the new column has to be added to the MAP array in `Kernel/Config.pm`, as shown in the script below.

```
# var, frontend, storage, shown (1=always,2=lite), required,
storage-type, http-link, readonly
[...]
[ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var',
'', 0 ],
```

*Script: Adding a UserCustomerIDs field to the Kernel/Config.pm file.*

Now, the new column for the multiple customer IDs can be edited via the Agent interface, in the section for the customer management.

To ensure that one customer can access the tickets of other customers, add the IDs of these other users into the new field for the multiple customer IDs. Each ID has to be separated by a semicolon (see Example 11-2 below).

### Example 11.2. Using company tickets with a DB backend

The customers A, B and C exist in your system, and A wants to have access to the tickets of B and C via the customer panel. B and C should have no access to the tickets of other users.

To realize this setup, change the `customer_user` table and the mapping in `Kernel/Config.pm` as described above. Then load the settings for customer A via the Customers link in the Agent interface or via the Admin page. If the settings are displayed, add into the field for `CustomerIDs` the values "B;C".

## LDAP

If you have a LDAP directory with your customer data, you can use it as the customer backend with OTRS, as shown in Example 11-3.

### Example 11.3. Configuring an LDAP customer backend

```
# CustomerUser
# (customer ldap backend and settings)
$Self->{CustomerUser} = {
    Name => 'LDAP Data Source',
    Module => 'Kernel::System::CustomerUser::LDAP',
    Params => {
        # ldap host
        Host => 'bay.csuhayward.edu',
        # ldap base dn
        BaseDN => 'ou=seas,o=csuh',
```

```

# search scope (one|sub)
SSCOPE => 'sub',
# The following is valid but would only be necessary if the
# anonymous user does NOT have permission to read from the
LDAP tree
UserDN => '',
UserPw => '',
# in case you want to add always one filter to each ldap
query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or
AlwaysFilter => '(objectclass=user)'
AlwaysFilter => '',
# if both your frontend and your LDAP are unicode, use
this:
SourceCharset => 'utf-8',
DestCharset  => 'utf-8',
# if your frontend is unicode and the charset of your
# ldap server is iso-8859-1, use these options.
# SourceCharset => 'iso-8859-1',
# DestCharset  => 'utf-8',
# Net::LDAP new params (if needed - for more info see
perldoc Net::LDAP)
Params => {
    port => 389,
    timeout => 120,
    async => 0,
    version => 3,
},
},
# customer unique id
CustomerKey => 'uid',
# customer #
CustomerID => 'mail',
CustomerUserListFields => ['cn', 'mail'],
CustomerUserSearchFields => ['uid', 'cn', 'mail'],
CustomerUserSearchPrefix => '',
CustomerUserSearchSuffix => '*',
CustomerUserSearchListLimit => 250,
CustomerUserPostMasterSearchFields => ['mail'],
CustomerUserNameFields => ['givenname', 'sn'],
# show not own tickets in customer panel, CompanyTickets
CustomerUserExcludePrimaryCustomerID => 0,
# add an ldap filter for valid users (expert setting)
# CustomerUserValidFilter => '(! (description=locked))',
# administrator can't change customer preferences
AdminSetPreferences => 0,
# # cache time to live in sec. - cache any database queries
# CacheTTL => 0,
Map => [
    # note: Login, Email and CustomerID are mandatory!
    # var, frontend, storage, shown (1=always,2=lite), required,
storage-type, http-link, readonly
    [ 'UserTitle',      'Title',      'title',      1, 0,
'var', '', 0 ],

```

```
        [ 'UserFirstname', 'Firstname', 'givenname',      1, 1,
'var', '', 0 ],
        [ 'UserLastname', 'Lastname', 'sn',              1, 1,
'var', '', 0 ],
        [ 'UserLogin',     'Username', 'uid',             1, 1,
'var', '', 0 ],
        [ 'UserEmail',     'Email',     'mail',           1, 1,
'var', '', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'mail',         0, 1,
'var', '', 0 ],
#        [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1,
0, 'var', '', 0 ],
        [ 'UserPhone',     'Phone',     'telephonenumber', 1, 0,
'var', '', 0 ],
        [ 'UserAddress',   'Address',   'postaladdress',  1, 0,
'var', '', 0 ],
        [ 'UserComment',   'Comment',   'description',    1, 0,
'var', '', 0 ],
    ],
};
```

If additional customer attributes are stored in your LDAP directory, such as a manager's name, a mobile phone number, or a department, and if you want to display this information in OTRS, just expand the MAP array in `Kernel/Config.pm` with the entries for these attributes, as shown in the following script.

```
# var, frontend, storage, shown (1=always,2=lite), required,
storage-type, http-link, readonly
[...]
[ 'UserPhone',      'Phone',      'telephonenumber', 1, 0, 'var',
'', 0 ],
```

*Script: Adding new fields to the Kernel/Config.pm file.*

## Customer with multiple IDs (Company tickets)

It is possible to assign more than one Customer ID to a customer, when using an LDAP backend. To use company tickets, a new field has to be added to the LDAP directory that contains the IDs accessible by the customer.

If the new field in the LDAP directory has been created, the new entry has to be added to the MAP array in `Kernel/Config.pm`, as shown in the script below.

```
# var, frontend, storage, shown (1=always,2=lite), required,
storage-type, http-link, readonly
[...]
[ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var',
'', 0 ],
```

*Script: Mapping new fields to the Kernel/Config.pm file.*

The field for the multiple customer IDs has to be edited directly in the LDAP directory. OTRS can only read from LDAP, not write to it.

To ensure access by a customer to the tickets of other customers, add the customer IDs of the customers whose tickets should be accessed to the new field in your LDAP directory. Each ID has to be separated by a semicolon (see Example 11-4 below).

#### **Example 11.4. Using Company tickets with an LDAP backend**

The customers A, B and C exist in your system and A wants to have access to the tickets of B and C via the customer panel. B and C should have no access to tickets of other users.

To realize this setup, change the LDAP directory and the mapping in `Kernel/Config.pm` as described above. Then add into the field for CustomerIDs the values "B;C;" for customer A in your LDAP directory.

## **Use more than one customer backend with OTRS**

If you want to utilize more than one customer data source used with OTRS (e.g. an LDAP and a database backend), the `CustomerUser` config parameter should be expanded with a number, e.g. "CustomerUser1", "CustomerUser2" (see Example 11-5 below).

#### **Example 11.5. Using more than one customer backend with OTRS**

The following configuration example shows usage of both an LDAP and a database customer backend with OTRS.

```
# 1. Customer user backend: DB
# (customer database backend and settings)
$Self->{CustomerUser1} = {
    Name => 'Customer Database',
    Module => 'Kernel::System::CustomerUser::DB',
    Params => {
        # if you want to use an external database, add the
        # required settings
        DSN => 'DBI:odbc:yourdsn',
        DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
        User => '',
        Password => '',
        Table => 'customer_user',
    },
    # customer unique id
    CustomerKey = 'login',
    # customer #
    CustomerID = 'customer_id',
    CustomerValid = 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title', 'first_name', 'last_name'],
    CustomerUserEmailUniqCheck => 1,
    # show not own tickets in customer panel, CompanyTickets
    CustomerUserExcludePrimaryCustomerID => 0,
```

```

# # generate auto logins
# AutoLoginCreation => 0,
# AutoLoginCreationPrefix => 'auto',
# # admin can change customer preferences
# AdminSetPreferences => 1,
# # cache time to live in sec. - cache any database queries
# CacheTTL => 0,
# # just a read only source
# ReadOnly => 1,
Map => [

    # note: Login, Email and CustomerID needed!
    # var, frontend, storage, shown (1=always,2=lite), required,
    storage-type, http-link, readonly, http-link-target
    [ 'UserTitle',      'Title',      'title',      1, 0, 'var',
    '', 0 ],
    [ 'UserFirstname',  'Firstname',  'first_name', 1, 1, 'var',
    '', 0 ],
    [ 'UserLastname',   'Lastname',   'last_name',  1, 1, 'var',
    '', 0 ],
    [ 'UserLogin',      'Username',   'login',      1, 1, 'var',
    '', 0 ],
    [ 'UserPassword',   'Password',   'pw',         0, 0, 'var',
    '', 0 ],
    [ 'UserEmail',      'Email',      'email',      1, 1, 'var',
    '', 0 ],
    [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var',
    '', 0 ],
    [ 'UserPhone',      'Phone',      'phone',      1, 0, 'var',
    '', 0 ],
    [ 'UserFax',        'Fax',        'fax',        1, 0, 'var',
    '', 0 ],
    [ 'UserMobile',     'Mobile',     'mobile',     1, 0, 'var',
    '', 0 ],
    [ 'UserStreet',     'Street',     'street',     1, 0, 'var',
    '', 0 ],
    [ 'UserZip',        'Zip',        'zip',        1, 0, 'var',
    '', 0 ],
    [ 'UserCity',       'City',       'city',       1, 0, 'var',
    '', 0 ],
    [ 'UserCountry',    'Country',    'country',    1, 0, 'var',
    '', 0 ],
    [ 'UserComment',    'Comment',    'comments',   1, 0, 'var',
    '', 0 ],
    [ 'ValidID',        'Valid',      'valid_id',   0, 1, 'int',
    '', 0 ],
    ],
    # default selections
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
},

```

```
};

# 2. Customer user backend: LDAP
# (customer ldap backend and settings)
$Self->{CustomerUser2} = {
    Name => 'LDAP Datasource',
    Module => 'Kernel::System::CustomerUser::LDAP',
    Params => {
        # ldap host
        Host => 'bay.csuhayward.edu',
        # ldap base dn
        BaseDN => 'ou=seas,o=csuh',
        # search scope (one|sub)
        SSCOPE => 'sub',
        # The following is valid but would only be necessary if the
        # anonymous user does NOT have permission to read from the
        LDAP tree
        UserDN => '',
        UserPw => '',
        # in case you want to add always one filter to each ldap
        query, use
        # this option. e. g. AlwaysFilter => '(mail=*)' or
        AlwaysFilter => '(objectclass=user)'
        AlwaysFilter => '',
        # if both your frontend and your LDAP are unicode, use this:
        # SourceCharset => 'utf-8',
        # DestCharset => 'utf-8',
        # if your frontend is e. g. iso-8859-1 and the character set
        of your
        # ldap server is utf-8, use these options:
        # SourceCharset => 'utf-8',
        # DestCharset => 'iso-8859-1',

        # Net::LDAP new params (if needed - for more info see perldoc
        Net::LDAP)
        Params => {
            port => 389,
            timeout => 120,
            async => 0,
            version => 3,
        },
    },
    # customer unique id
    CustomerKey => 'uid',
    # customer #
    CustomerID => 'mail',
    CustomerUserListFields => ['cn', 'mail'],
    CustomerUserSearchFields => ['uid', 'cn', 'mail'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['mail'],
    CustomerUserNameFields => ['givenname', 'sn'],
    # show not own tickets in customer panel, CompanyTickets
```

```
CustomerUserExcludePrimaryCustomerID => 0,
# add a ldap filter for valid users (expert setting)
# CustomerUserValidFilter => '(! (description=locked))',
# admin can't change customer preferences
AdminSetPreferences => 0,
Map => [
  # note: Login, Email and CustomerID needed!
  # var, frontend, storage, shown (1=always,2=lite), required,
storage-type, http-link, readonly
  [ 'UserTitle',      'Title',      'title',      1, 0,
'var', '', 0 ],
  [ 'UserFirstname',  'Firstname',  'givenname', 1, 1,
'var', '', 0 ],
  [ 'UserLastname',   'Lastname',   'sn',        1, 1,
'var', '', 0 ],
  [ 'UserLogin',      'Username',   'uid',       1, 1,
'var', '', 0 ],
  [ 'UserEmail',      'Email',      'mail',      1, 1,
'var', '', 0 ],
  [ 'UserCustomerID', 'CustomerID', 'mail',      0, 1,
'var', '', 0 ],
#  [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1,
0, 'var', '', 0 ],
  [ 'UserPhone',      'Phone',      'telephonenumber', 1, 0,
'var', '', 0 ],
  [ 'UserAddress',    'Address',    'postaladdress', 1, 0,
'var', '', 0 ],
  [ 'UserComment',    'Comment',    'description', 1, 0,
'var', '', 0 ],
],
};
```

It is possible to integrate up to 10 different customer backends. Use the customer management interface in OTRS to view or edit (assuming write access is enabled) all customer data.

## Backends to authenticate Agents and Customers

OTRS offers the option to authenticate agents and customers against different backends.

### Authentication backends for Agents

#### DB (Default)

The backend to authenticate agents which is used by default is the OTRS database. Agents can be added and edited via the agent management interface in the Admin page (see Example 11-6 below).

#### Example 11.6. Authenticate agents against a DB backend

```
$Self->{'AuthModule'} = 'Kernel::System::Auth::DB';
```

## LDAP

If an LDAP directory has all your agent data stored, you can use the LDAP module to authenticate your users in OTRS (see Example 11-7 below). This module has only read access to the LDAP tree, which means that you cannot edit your user data via the agent management interface.

### Example 11.7. Authenticate agents against an LDAP backend

```
# This is an example configuration for an LDAP auth. backend.
# (Make sure Net::LDAP is installed!)
$Self->{'AuthModule'} = 'Kernel::System::Auth::LDAP';
$Self->{'AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$Self->{'AuthModule::LDAP::GroupDN'} =
    'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$Self->{'AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
# $Self->{'AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (with full user dn)
# $Self->{'AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user do NOT have permission to read from the LDAP tree
$Self->{'AuthModule::LDAP::SearchUserDN'} = '';
$Self->{'AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
# '(objectclass=user)'
$Self->{'AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each login name, then
# you can use this option. e. g. user just want to use user but
# in your ldap directory exists user@domain.
# $Self->{'AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc
# Net::LDAP)
$Self->{'AuthModule::LDAP::Params'} = {
    port => 389,
    timeout => 120,
    async => 0,
    version => 3,
};
```

The configuration parameters shown in the script below can be used to synchronize the user data from your LDAP directory into your local OTRS database. This reduces the number of requests to your LDAP server and speeds up the authentication with OTRS. The data synchronization is done when the agent authenticates the first time. Although the data can be synchronized into



the local OTRS database, the LDAP directory is the last instance for the authentication, so an inactive user in the LDAP tree can't authenticate to OTRS, even when the account data is already stored in the OTRS database. The agent data in the LDAP directory can't be edited via the web interface of OTRS, so the data has to be managed directly in the LDAP tree.

```
# defines AuthSyncBackend (AuthSyncModule) for AuthModule
# if this key exists and is empty, there won't be a sync.
# example values: AuthSyncBackend, AuthSyncBackend2
$Self->{'AuthModule::UseSyncBackend'} = 'AuthSyncBackend';

# agent data sync against ldap
$Self->{'AuthSyncModule'} = 'Kernel::System::Auth::Sync::LDAP';
$Self->{'AuthSyncModule::LDAP::Host'} = 'ldap://ldap.example.com/';
$Self->{'AuthSyncModule::LDAP::BaseDN'} = 'dc=otrs, dc=org';
$Self->{'AuthSyncModule::LDAP::UID'} = 'uid';
$Self->{'AuthSyncModule::LDAP::SearchUserDN'} = 'uid=sys, ou=user,
dc=otrs, dc=org';
$Self->{'AuthSyncModule::LDAP::SearchUserPw'} = 'some_pass';
$Self->{'AuthSyncModule::LDAP::UserSyncMap'} = {
    # DB -> LDAP
    UserFirstname => 'givenName',
    UserLastname  => 'sn',
    UserEmail     => 'mail',
};
[...]
```

```
# AuthSyncModule::LDAP::UserSyncInitialGroups
# (sync following group with rw permission after initial create of
# first agent
# login)
$Self->{'AuthSyncModule::LDAP::UserSyncInitialGroups'} = [
    'users',
];
```

*Script: Synchronizing the user data from the LDAP directory into the OTRS database.*

## HTTPBasicAuth for Agents

If you want to implement a "single sign on" solution for all your agents, you can use HTTP basic authentication (for all your systems) and the HTTPBasicAuth module for OTRS (see Example 11-8 below).

### Example 11.8. Authenticate Agents using HTTPBasic

```
# This is an example configuration for an apache ($ENV{REMOTE_USER})
# auth. backend. Use it if you want to have a single login through
# apache http-basic-auth
$Self->{'AuthModule'} = 'Kernel::System::Auth::HTTPBasicAuth';

# Note:
#
# If you use this module, you should use as fallback
# the following configuration settings if the user is not authorized
```

```
# apache ($ENV{REMOTE_USER})
$Self->{LoginURL} = 'http://host.example.com/not-authorized-for-
otrs.html';
$Self->{LogoutURL} = 'http://host.example.com/thanks-for-using-
otrs.html';
```

## Radius

The configuration parameters shown in Example 11-9 can be used to authenticate agents against a Radius server.

### Example 11.9. Authenticate Agents against a Radius backend

```
# This is example configuration to auth. agents against a radius
server
$Self->{'AuthModule'} = 'Kernel::System::Auth::Radius';
$Self->{'AuthModule::Radius::Host'} = 'radiushost';
$Self->{'AuthModule::Radius::Password'} = 'radiussecret';
```

## Authentication backends for Customers

### Database (Default)

The default user authentication backend for customers in OTRS is the OTRS database. With this backend, all customer data can be edited via the web interface of OTRS (see Example 11-10 below).

### Example 11.10. Customer user authentication against a DB backend

```
# This is the auth. module against the otrs db
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::DB';
$Self->{'Customer::AuthModule::DB::Table'} = 'customer_user';
$Self->{'Customer::AuthModule::DB::CustomerKey'} = 'login';
$Self->{'Customer::AuthModule::DB::CustomerPassword'} = 'pw';
$Self->{'Customer::AuthModule::DB::DSN'} =
    "DBI:mysql:database=customerdb;host=customerdbhost";
$$Self->{'Customer::AuthModule::DB::User'} = "some_user";
$$Self->{'Customer::AuthModule::DB::Password'} = "some_password";
```

## LDAP

If you have an LDAP directory with all your customer data, you can use the LDAP module to authenticate your customers to OTRS (see Example 11-11 below). Because this module has only read-access to the LDAP backend, it is not possible to edit the customer data via the OTRS web interface.

### Example 11.11. Customer user authentication against an LDAP backend

```
# This is an example configuration for an LDAP auth. backend.
# (make sure Net::LDAP is installed!)
$Self->{'Customer::AuthModule'} =
    'Kernel::System::CustomerAuth::LDAP';
```

```
$Self->{'Customer::AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'Customer::AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$Self->{'Customer::AuthModule::LDAP::GroupDN'} =
  'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (full user dn)
#$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user does NOT have permission to read from the LDAP tree
$Self->{'Customer::AuthModule::LDAP::SearchUserDN'} = '';
$Self->{'Customer::AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
# '(objectclass=user)'
$Self->{'Customer::AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each customer login name, then
# you can use this option. e. g. user just want to use user but
# in your ldap directory exists user@domain.
#$Self->{'Customer::AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc
# Net::LDAP)
$Self->{'Customer::AuthModule::LDAP::Params'} = {
  port => 389,
  timeout => 120,
  async => 0,
  version => 3,
};
```

## HTTPBasicAuth for customers

If you want to implement a "single sign on" solution for all your customer users, you can use HTTPBasic authentication (for all your systems) and use the HTTPBasicAuth module with OTRS (no login is needed with OTRS any more). See Example 11-12 below.

### Example 11.12. Customer user authentication with HTTPBasic

```
# This is an example configuration for an apache ($ENV{REMOTE_USER})
# auth. backend. Use it if you want to have a single login through
# apache http-basic-auth
$Self->{'Customer::AuthModule'} =
  'Kernel::System::CustomerAuth::HTTPBasicAuth';

# Note:
```

```
# If you use this module, you should use the following
# config settings as fallback, if user isn't login through
# apache ($ENV{REMOTE_USER})
$Self->{CustomerPanelLoginURL} = 'http://host.example.com/not-
authorised-for-otrs.html';
$Self->{CustomerPanelLogoutURL} = 'http://host.example.com/thanks-for-
using-otrs.html';
```

## Radius

The settings shown in Example 11-13 can be used to authenticate your customers against a Radius server.

### Example 11.13. Customer user authentication against a Radius backend

```
# This is a example configuration to auth. customer against a radius
server
$Self->{'Customer::AuthModule'} = 'Kernel::System::Auth::Radius';
$Self->{'Customer::AuthModule::Radius::Host'} = 'radiushost';
$Self->{'Customer::AuthModule::Radius::Password'} = 'radiussecret';
```

## Customize the customer self-registration

It is possible to customize the self-registration for new customers, accessible via the customer.pl panel. New optional or required fields, like room number, address or state can be added.

The following example shows how you can specify a required field in the customer database, in this case to store the room number of a customer.

## Customizing the web interface

To display the new field for the room number in the customer.pl web interface, the .dtl file responsible for the layout in this interface has to be modified. Edit the `Kernel/Output/HTML/Standard/CustomerLogin.dtl` file, adding the new field around line 80 (see Script below).

```
[...]
<div class="NewLine">
  <label for="Room">$Text{"Room{CustomerUser}"}</label>
  <input title="$Text{"Room Number"}" name="Room" type="text"
    id="UserRoom" maxlength="50" />
</div>
[...]
```

*Script: Displaying a new field in the web interface.*

## Customer mapping

In the next step, the customer mapping has to be expanded with the new entry for the room number. To ensure that the changes are not lost after an update, put the "CustomerUser" settings from the `Kernel/Config/Defaults.pm` into the `Kernel/Config.pm`. Now change the MAP array and add the new room number field, as shown in the script below.

```
# CustomerUser
# (customer database backend and settings)
$Self->{CustomerUser} = {
    Name => 'Database Backend',
    Module => 'Kernel::System::CustomerUser::DB',
    Params => {
        # if you want to use an external database, add the
        # required settings
        # DSN => 'DBI:odbc:yourdsn',
        # DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
        # User => '',
        # Password => '',
        Table => 'customer_user',
    },
    # customer unique id
    CustomerKey => 'login',
    # customer #
    CustomerID => 'customer_id',
    CustomerValid => 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
    # CustomerUserListFields => ['login', 'first_name', 'last_name',
    'customer_id', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title', 'first_name', 'last_name'],
    CustomerUserEmailUniqCheck => 1,
    # # show not own tickets in customer panel, CompanyTickets
    # CustomerUserExcludePrimaryCustomerID => 0,
    # # generate auto logins
    # AutoLoginCreation => 0,
    # AutoLoginCreationPrefix => 'auto',
    # # admin can change customer preferences
    # AdminSetPreferences => 1,
    # # cache time to live in sec. - cache database queries
    # CacheTTL => 0,
    # # just a read only source
    # ReadOnly => 1,
    Map => [

        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required,
        storage-type, http-link, readonly, http-link-target
        [ 'UserTitle',      'Title',      'title',      1, 0, 'var',
        '', 0 ],
        [ 'UserFirstname',  'Firstname',  'first_name', 1, 1, 'var',
        '', 0 ],
        [ 'UserLastname',  'Lastname',  'last_name',  1, 1, 'var',
        '', 0 ],
        [ 'UserLogin',     'Username',  'login',      1, 1, 'var',
        '', 0 ],
```

```
        [ 'UserPassword',    'Password',    'pw',            0, 0, 'var',
'', 0 ],
        [ 'UserEmail',      'Email',      'email',        1, 1, 'var',
'', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var',
'', 0 ],
        [ 'UserPhone',      'Phone',      'phone',        1, 0, 'var',
'', 0 ],
        [ 'UserFax',        'Fax',        'fax',          1, 0, 'var',
'', 0 ],
        [ 'UserMobile',     'Mobile',   'mobile',       1, 0, 'var',
'', 0 ],
        [ 'UserRoom',       'Room',      'room',         1, 0, 'var',
'', 0 ],
        [ 'UserStreet',     'Street',   'street',       1, 0, 'var',
'', 0 ],
        [ 'UserZip',        'Zip',      'zip',          1, 0, 'var',
'', 0 ],
        [ 'UserCity',       'City',     'city',         1, 0, 'var',
'', 0 ],
        [ 'UserCountry',    'Country',  'country',      1, 0, 'var',
'', 0 ],
        [ 'UserComment',    'Comment',  'comments',     1, 0, 'var',
'', 0 ],
        [ 'ValidID',        'Valid',    'valid_id',     0, 1, 'int',
'', 0 ],
    ],
    # default selections
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
};
```

*Script: Changing the map array.*

## Customize the customer\_user table in the OTRS DB

The last step is to add the new room number column to the customer\_user table in the OTRS database (see Script below). In this column, the entries for the room numbers will be stored.

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 6 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A
```

```
Database changed
mysql> ALTER TABLE customer_user ADD room VARCHAR (200);
Query OK, 3 rows affected (0.01 sec)
Records: 3  Duplicates: 0  Warnings: 0

mysql> quit
Bye
linux:~#
```

*Script: Adding a new column to the customer\_user table.*

Now the new field for the room should be displayed in the customer.pl panel. New customers should have to insert their room number if they register a new account. If you use apache and use mod\_perl for OTRS, you should restart the web server to activate the changes.

---

# Chapter 12. States

## Predefined states

OTRS allows you to change predefined ticket states and their types, or even add new ones. Two attributes are important for a state: the state name and the state type.

The default states of OTRS are: 'closed successful', 'closed unsuccessful', 'merged', 'new', 'open', 'pending auto close+', 'pending auto close-', 'pending reminder' and 'removed'.

### New

Tickets are usually in this state when created from incoming e-mails.

### Open

This is the default state for tickets assigned to queues and agents.

### Pending reminder

After the pending time has expired, the ticket owner will receive a reminder email concerning the ticket. If the ticket is not locked, the reminder will be sent to all agents in the queue. Reminder tickets will only be sent out during business hours, and are repeatedly sent every 24 hours until the ticket state is changed by the agent. Time spent by the ticket in this status will still add towards the escalation time calculation.

### Pending auto close-

Tickets in this status will be set to "Closed Unsuccessful" if the pending time has expired. Time spent by the ticket in this status will still add towards the escalation time calculation.

### Pending auto close+

Tickets in this status will be set to "Closed Successful" if the pending time has expired. Time spent by the ticket in this status will still add towards the escalation time calculation.

### Merged

This is the state for tickets that have been merged with other tickets.

### Closed Successful

This is the end state for tickets that have been successfully resolved. Depending on your configuration, you may or may not be able to reopen closed tickets.

### Closed Unsuccessful

This is the end state for tickets that have NOT been successfully resolved. Depending on your configuration, you may or may not be able to reopen closed tickets.



## Customizing states

Every state has a name (state-name) and a type (state-type). Click on the States link on the Admin page and press the button "Add state" to create a new state. You can freely choose the name of a new state. The state types can not be changed via the web interface. The database has to be directly modified if you want to add new types or change existing names. The default state types should typically not be modified as this can yield unpredictable results. For instance, escalation calculations and the unlock feature are based on specific state types.

The name of an already existing state can be changed, or new states added through this screen. If the state "new" has been changed via the web interface, this change also has to be configured via the config file `Kernel/Config.pm` or via the SysConfig interface. The settings specified in the script below have to be modified to ensure that OTRS works with the changed state for "new".

```
[...]
# PostmasterDefaultState
# (The default state of new tickets.) [default: new]
$Self->{PostmasterDefaultState} = 'new';

# CustomerDefaultState
# (default state of new customer tickets)
$Self->{CustomerDefaultState} = 'new';
[...]
```

*Script: Modifying the Kernel/Config.pm settings.*

If a new state type should be added, the `ticket_state_type` table in the OTRS database needs to be modified with a database client program, as shown in the script below.

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 23 to server version: 5.0.16-Debian_1-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> insert into ticket_state_type (name,comments) values
  ('own', 'Own
state type');
Query OK, 1 row affected (0.00 sec)

mysql> quit
Bye
linux:~#
```

*Script: Modifying the OTRS database.*

Now it is possible to use the new state type you just created. After a state has been linked with this new state type, the OTRS configuration also has to be changed to ensure that the new state is usable. Just modify the following options via SysConfig:

Ticket -> Frontend::Agent::Ticket::ViewPhoneNew > AgentTicketPhone###StateDefault - to define the default next state for new phone tickets.

Ticket -> Frontend::Agent::Ticket::ViewPhoneNew > AgentTicketPhone###StateType - to define the available next states for new phone tickets.

Ticket -> Frontend::Agent::Ticket::ViewEmailNew > AgentTicketEmail###StateDefault - to define the default next state for new email tickets.

Ticket -> Frontend::Agent::Ticket::ViewEmailNew > AgentTicketEmail###StateType - to define the available next states for new email tickets.

Ticket -> Frontend::Agent::Ticket::ViewPhoneOutbound > AgentTicketPhoneOutbound###State - to define the default next state for new phone articles.

Ticket -> Frontend::Agent::Ticket::ViewPhoneOutbound > AgentTicketPhoneOutbound###StateType - to define the available next states for new phone articles.

Ticket:Frontend::Agent::Ticket::ViewMove:Ticket::DefaultNextMoveStateType - to define the default next state after moving a ticket.

Ticket -> Frontend::Agent::Ticket::ViewBounce > StateDefault - to define the default next state after bouncing a ticket.

Ticket -> Frontend::Agent::Ticket::ViewBounce > StateType - to define the available next states in the bounce screen.

Ticket -> Frontend::Agent::Ticket::ViewBulk > StateDefault - to define the default next state in a bulk action.

Ticket -> Frontend::Agent::Ticket::ViewBulk > StateType - to define the available next states in the bulk action screen.

Ticket -> Frontend::Agent::Ticket::ViewClose > StateDefault - to define the default next state after closing a ticket.

Ticket -> Frontend::Agent::Ticket::ViewClose > StateType - to define the available next states in the close screen.

Ticket -> Frontend::Agent::Ticket::ViewCompose > StateDefault - to define the default next state in the Compose (reply) screen.

Ticket -> Frontend::Agent::Ticket::ViewCompose > StateType - to define the available next states in the Compose (reply) screen.

Ticket -> Frontend::Agent::Ticket::ViewForward > StateDefault - to define the default next state after forwarding a ticket.

Ticket -> Frontend::Agent::Ticket::ViewForward > StateType - to define the available next states in the Forward screen.

Ticket -> Frontend::Agent::Ticket::ViewForward > StateDefault - to define the default next state of a ticket in the free text screen.

Ticket -> Frontend::Agent::Ticket::ViewForward > StateType - to define the available next states in the free text screen.

Ticket -> Core::PostMaster > PostmasterDefaultState - to define the state of tickets created from emails.

Ticket -> Core::PostMaster > PostmasterFollowUpState - to define the state of tickets after a follow-up has been received.

Ticket -> Core::PostMaster > PostmasterFollowUpStateClosed - to define the state of tickets after a follow-up has been received on an already closed ticket.

Ticket -> Core::Ticket > ViewableStateType - to define the state types that are displayed at various places in the system, for example in the Queueview.

Ticket -> Core::Ticket > UnlockStateType - to define the state types for unlocked tickets.

Ticket -> Core::Ticket > PendingReminderStateType - to define the state type for reminder tickets.

Ticket -> Core::Ticket > PendingAutoStateType - to define the state type for Pending Auto tickets.

Ticket -> Core::Ticket > StateAfterPending - to define the state a ticket is set to after the Pending Auto timer of the configured state has expired.

---

# Chapter 13. Modifying ticket priorities

OTRS comes with five default priority levels that can be modified via the "Priorities" link on the Admin page. When creating a customized list of priorities, please keep in mind that they are sorted alphabetically in the priority selection box in the user interface. Also, OTRS orders tickets by internal database IDs in the QueueView.

## Note

As with other OTRS entities, priorities may not be deleted, only deactivated by setting the Valid option to *invalid* or *invalid-temporarily*.

## Important

If a new priority was added or if an existing one was changed, you might also want to modify some values in SysConfig:

- Ticket:Core::Postmaster::PostmasterDefaultPriority - defines the default priority for all incoming emails.
- Ticket:Frontend::Agent:Ticket::ViewPhoneNew:Priority - defines the default priority in the New Phone Ticket screen for agents.
- Ticket:Frontend::Agent:Ticket::ViewEmailNew:Priority - defines the default priority in the New Email Ticket screen for agents.
- Ticket:Frontend::Customer:Ticket::ViewNew:PriorityDefault - defines the default priority in the New Ticket screen in the Customer frontend.

---

# Chapter 14. Creating your own themes

You can create your own themes so as to use the layout you like in the OTRS web frontend. To create own themes, you should customize the output templates to your needs.

More information on the syntax and structure of output templates can be found in the Developer Manual at <http://doc.otrs.org>, especially in the chapter on *templates* [<http://doc.otrs.org/developer/3.0/en/html/hacking.html#TemplatingMechanism>].

As an example, perform the following steps to create a new theme called "Company":

1. Create a directory called `Kernel/Output/HTML/Company` and copy all files that you like to change, from `Kernel/Output/HTML/Standard` into the new folder.

## Important

Only copy over the files you actually change. OTRS will automatically get the missing files from the Standard theme. This will make upgrading at a later stage much easier.

2. Customize the files in the directory `Kernel/Output/HTML/Company`, and change the layout to your needs.
3. To activate the new theme, add them in SysConfig under Frontend::Themes.

Now the new theme should be useable. You can select it via your personal preferences page.

## Warning

Do not change the theme files shipped with OTRS, since these changes will be lost after an update. Create your own themes only by performing the steps described above.

---

# Chapter 15. Localization of the OTRS frontend

OTRS offers multi-language support for its web interface.

Procedures for localization for the OTRS framework, steps to be followed to create a new language translation, as well as procedures for translation customizations, can be found in the "Language Translations" [<http://doc.otrs.org/developer/3.0/en/html/contributing.html#translate>] chapter from the developer manual on <http://doc.otrs.org>.

---

# Chapter 16. PGP

OTRS has the capability to sign or encrypt outgoing messages with PGP. Further, encrypted incoming messages can be decrypted. Encryption and decryption are done with the GPL tool GnuPG. To setup GnuPG for OTRS, the following steps have to be performed:

1. Install GnuPG, via the package manager of your operating system.
2. Configure GnuPG for use with OTRS. The necessary directories for GnuPG and a private key have to be created. The command shown in the script below has to be executed as user 'otrs' from a shell.

```
linux:~# su otrs
linux:/root$ cd
linux:~$ pwd
/opt/otrs
linux:~$ gpg --gen-key
gpg (GnuPG) 1.4.2; Copyright (C) 2005 Free Software Foundation,
Inc.
This program comes with ABSOLUTELY NO WARRANTY.
This is free software, and you are welcome to redistribute it
under certain conditions. See the file COPYING for details.

gpg: directory `/opt/otrs/.gnupg' created
gpg: new configuration file `/opt/otrs/.gnupg/gpg.conf' created
gpg: WARNING: options in `/opt/otrs/.gnupg/gpg.conf' are not yet
active during t
his run
gpg: keyring `/opt/otrs/.gnupg/secring.gpg' created
gpg: keyring `/opt/otrs/.gnupg/pubring.gpg' created
Please select what kind of key you want:
    (1) DSA and Elgamal (default)
    (2) DSA (sign only)
    (5) RSA (sign only)
Your selection? 1
DSA keypair will have 1024 bits.
ELG-E keys may be between 1024 and 4096 bits long.
What keysize do you want? (2048)
Requested keysize is 2048 bits
Please specify how long the key should be valid.
    0 = key does not expire
    <n>  = key expires in n days
    <n>w  = key expires in n weeks
    <n>m  = key expires in n months
    <n>y  = key expires in n years
Key is valid for? (0)
Key does not expire at all
Is this correct? (y/N) y

You need a user ID to identify your key; the software constructs
the user ID
from the Real Name, Comment and Email Address in this form:
```

---

```

    "Heinrich Heine (Der Dichter) <heinrichh@duesseldorf.de>"

Real name: Ticket System
Email address: support@example.com
Comment: Private PGP Key for the ticket system with address
support@example.com
You selected this USER-ID:
"Ticket System (Private PGP Key for the ticket system with
address support@examp
le.com) <support@example.com>"

Change (N)ame, (C)omment, (E)mail or (O)kay/(Q)uit? O
You need a Passphrase to protect your secret key.

Passphrase: secret
Repeat passphrase: secret

We need to generate a lot of random bytes. It is a good idea to
perform
some other action (type on the keyboard, move the mouse, utilize
the
disks) during the prime generation; this gives the random number
generator a better chance to gain enough entropy.
+++++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.
+++++++.
+++++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.
+++++++.>+++++
.....>+++++<+++++.....+++++

Not enough random bytes available. Please do some other work to
give
the OS a chance to collect more entropy! (Need 280 more bytes)

+++++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.
+++++++.+++++
+++++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.+++++.
+.+++++.+++++.
..+++++>+++++.+++++.+++++.+++++.
+.
.....>+++++
+<+++++.
.....+++++^^^
gpg: /opt/otrs/.gnupg/trustdb.gpg: trustdb created
gpg: key 7245A970 marked as ultimately trusted
public and secret key created and signed.

gpg: checking the trustdb
gpg: 3 marginal(s) needed, 1 complete(s) needed, PGP trust model
gpg: depth: 0 valid: 1 signed: 0 trust: 0-, 0q, 0n, 0m,
0f, 1u
pub 1024D/7245A970 2006-02-03
Key fingerprint = 2ED5 BC36 D2B6 B055 7EE1 5833 1D7B F967
7245 A970

```

---



```
uid                                Ticket System (Private pgp key for ticket
system with addre
ss support@example.com) <support@example.com>
sub 2048g/52B97069 2006-02-03

linux:~$
```

*Script: Configuring GnuPG.*

As shown in the script below, the default settings can be applied for most of the required parameters. Only the values for the key owner have to be entered correctly, with a proper password specified for the key.

3. Now OTRS has to be made ready to use PGP. From the Admin console, open the SysConfig interface and search for "PGP". Select the sub group Crypt::PGP from the search results.

In the screen for the PGP settings, PGP should be activated for OTRS (first option). Also, the path to the gpg program should be set and checked.

The next config setting (PGP::Options) may also require changing. Via this config setting, the parameters that are used for every execution of gpg by the 'otrs' user can be specified. In particular, the directory of the config files for GnuPG of the 'otrs' user is important. In the example /opt/otrs/.gnupg is used. This directory was created earlier during the PGP configuration.

Via the next config option (PGP::Key::Password) it is possible to specify the pairs of key IDs and their passwords for own private keys. Because communication partners from outside write to the ticket system with their messages encrypted with your public key, OTRS can decrypt these messages with the ID/passwords specified here.

How to get the id of your own private key? The ID of your own private key is already shown during the key generation (see step 1 from above). It is also possible to get the ID if the command specified in the following script is executed as user 'otrs':

```
linux:~# su otrs
linux:/root$ cd
linux:~$ pwd
/opt/otrs
linux:~$ gpg --list-keys
/opt/otrs/.gnupg/pubring.gpg
-----
pub 1024D/7245A970 2006-02-03
uid                                Ticket System (Private pgp key for ticket
system with
address support@example.com) <support@example.com>
sub 2048g/52B97069 2006-02-03

linux:~$
```

*Script: Getting the ID of your own private key.*

The ID of the private key can be found in the line that starts with "sub". It is a hexadecimal string that is eight characters long, in the example above it is "52B97069". The password you have to specify for this key in the ticket system is the same that was given during key generation.

After this data is inserted, the "Update" button can be used to save the settings. OTRS is ready to receive and decrypt encoded messages now.

4. Finally, import a customer's public key. This ensures that encrypted messages can be sent out to this customer. There are two ways to import a public key of a customer.

The first way is to specify the public key of a customer in the customer management interface.

The second way is to specify the key via the PGP settings, reachable from the Admin page. On the right section of this screen, all already imported public keys of customers are displayed. After PGP has been activated and configured for OTRS, your own public key should also be listed there. In the left area of the PGP setting screen it is possible to search for keys. Also, a new public key can be uploaded into the system from a file.

The files with the public key that need to be imported into OTRS have to be GnuPGP compatible key files. In most cases, the key stored in a file is an "ASCII armored key". OTRS can deal with this format.

---

# Chapter 17. S/MIME

At first glance, encryption with S/MIME seems a little more complicated than with PGP. First, you have to establish a Certification Authority (CA) for the OTRS system, following which the procedures are very much like those needed with PGP: configure OTRS, install your own certificate, import other public certificates as needed, etc.

The S/MIME configuration is conducted outside the OTRS web interface for the most part, and should be carried out in a shell by the 'otrs' user. The MIME configuration under Linux is based on SSL (OpenSSL). Therefore, check first of all whether the OpenSSL package is installed on your system. The OpenSSL package includes a script called CA.pl, with which the most important steps of certificate creation can be performed. To simplify the procedure, find out where in the filesystem the CA.pl script is stored and enter the location temporarily into the PATH variable of the shell (see Script below).

```
otrs@linux:~> rpm -ql openssl | grep CA
/usr/share/ssl/misc/CA.pl
otrs@linux:~> export PATH=$PATH:/usr/share/ssl/misc
otrs@linux:~> which CA.pl
/usr/share/ssl/misc/CA.pl
otrs@linux:~> mkdir tmp; cd tmp
otrs@linux:~/tmp>
```

## *Script: Configuring S/MIME.*

The script above shows that a new temporary directory ~/tmp has been created, in which the certificate is to be generated.

To create a certificate, perform the following operations in the command line (we assume that the OTRS administrator has to create a SSL certificate for test and learning purposes. In case you already have a certified SSL certificate for the encryption, use it and skip these steps):

1. Establish your own Certification Authority for SSL. You need it to certify the request for your own SSL certificate (see Script below).

```
otrs@linux:~/tmp> CA.pl -newca
CA certificate filename (or enter to create)

Making CA certificate ...
Generating a 1024 bit RSA private key
...+++++
.....+++++
writing new private key to './demoCA/private/cakey.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be
  incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name
  or a DN.
There are quite a few fields but you can leave some blank
```

For some fields there will be a default value,  
If you enter '.', the field will be left blank.

-----

```
Country Name (2 letter code) [AU]:DE
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your
company
Organizational Unit Name (eg, section) []:
Common Name (eg, YOUR name) []:OTRS Admin
Email Address []:otrs@your-domain.tld
otrs@linux:~/tmp> ls -la demoCA/
total 8
-rw-r--r--  1 otrs otrs 1330 2006-01-08 17:54 cacert.pem
drwxr-xr-x  2 otrs otrs  48 2006-01-08 17:53 certs
drwxr-xr-x  2 otrs otrs  48 2006-01-08 17:53 crl
-rw-r--r--  1 otrs otrs   0 2006-01-08 17:53 index.txt
drwxr-xr-x  2 otrs otrs  48 2006-01-08 17:53 newcerts
drwxr-xr-x  2 otrs otrs  80 2006-01-08 17:54 private
-rw-r--r--  1 otrs otrs  17 2006-01-08 17:54 serial
otrs@linux:~/tmp>
```

*Script: Establishing a Certification Authority for SSL.*

## 2. Generate a certificate request (see Script below).

```
otrs@linux:~/tmp> CA.pl -newreq
Generating a 1024 bit RSA private key
.....++++++
....++++++
writing new private key to 'newreq.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be
  incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name
  or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:DE\keyreturn
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your
company
Organizational Unit Name (eg, section) []:
Common Name (eg, YOUR name) []:OTRS admin
Email Address []:otrs@your-domain.tld
```

```
Please enter the following 'extra' attributes
to be sent with your certificate request
A challenge password []:
An optional company name []:
Request (and private key) is in newreq.pem
otrs@linux:~/tmp> ls -la
total 4
drwxr-xr-x  6 otrs otrs  232 2006-01-08 17:54 demoCA
-rw-r--r--  1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

*Script: Creating a certificate request.*

3. Signing of the certificate request. The certificate request can either be signed and thereby certified by your own CA, or made more credible by being signed by another external certified CA (see Script below).

```
otrs@linux:~/tmp> CA.pl -signreq
Using configuration from /etc/ssl/openssl.cnf
Enter pass phrase for ./demoCA/private/cakey.pem:
Check that the request matches the signature
Signature ok
Certificate Details:
    Serial Number:
        fd:85:f6:9f:14:07:16:c8
    Validity
        Not Before: Jan  8 17:04:37 2006 GMT
        Not After  : Jan  8 17:04:37 2007 GMT
    Subject:
        countryName           = DE
        stateOrProvinceName   = OTRS-state
        localityName          = OTRS-town
        organizationName      = Your Company
        commonName            = OTRS administrator
        emailAddress          = otrs@your-domain.tld
    X509v3 extensions:
        X509v3 Basic Constraints:
            CA:FALSE
        Netscape Comment:
            OpenSSL Generated Certificate
        X509v3 Subject Key Identifier:

01:D9:1E:58:C0:6D:BF:27:ED:37:34:14:D6:04:AC:C4:64:98:7A:22
        X509v3 Authority Key Identifier:

keyid:10:4D:8D:4C:93:FD:2C:AA:9A:B3:26:80:6B:F5:D5:31:E2:8E:DB:A8
        DirName:/C=DE/ST=OTRS-state/L=OTRS-town/O=Your
Company/
        CN=OTRS admin/emailAddress=otrs@your-domain.tld
        serial:FD:85:F6:9F:14:07:16:C7
```

```
Certificate is to be certified until Jan  8 17:04:37 2007 GMT (365
days)
Sign the certificate? [y/n]:y

1 out of 1 certificate requests certified, commit? [y/n]y
Write out database with 1 new entries
Data Base Updated
Signed certificate is in newcert.pem
otrs@linux:~/tmp>
```

*Script: Signing of the certificate request.*

4. Generate your own certificate, and all data going with it, using the signed certificate request (see Script below).

```
otrs@linux:~/tmp> CA.pl -pkcs12 "OTRS Certificate"
Enter pass phrase for newreq.pem:
Enter Export Password:
Verifying - Enter Export Password:
otrs@linux:~/tmp> ls -la
total 12
drwxr-xr-x  6 otrs otrs  328 2006-01-08 18:04 demoCA
-rw-r--r--  1 otrs otrs 3090 2006-01-08 18:13 newcert.p12
-rw-r--r--  1 otrs otrs 3791 2006-01-08 18:04 newcert.pem
-rw-r--r--  1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

*Script: Generating a new certificate.*

Now that these operations have been performed, the S/MIME setup must be completed in OTRS.

This part of the setup is carried out in the Admin page, choosing the link "SMIME". In case the general S/MIME support in OTRS has not yet been enabled, the mask points this out to the administrator and provides an appropriate link for enabling it.

With the SysConfig group "Crypt::SMIME", you can also enable and configure the general S/MIME support.

Here you can activate S/MIME support, and define the paths for the OpenSSL command and the directory for the certificates. The key file created above must be stored in the directory indicated here. Otherwise OpenSSL cannot use it.

The next step is performed in the S/MIME configuration on the OTRS Admin page. Here, you can import the private key(s) of the OTRS system and the public keys of other communication partners. Enter the public key that has been created in the beginning of this section and added to OTRS.

Obviously, all public S/MIME keys of communication partners can be imported using the customer administration tool as well.

---

# Chapter 18. Access Control Lists (ACLs)

From OTRS 2.0 on, Access Control Lists (ACLs) can be used to control access to tickets, modules, queues, etc., or to influence actions on tickets (closing, moving, etc.) in certain situations. ACLs can be used to supplement the existing permission system of roles and groups. Using ACLs, rudimental workflows within the system can be mapped, based on ticket attributes.

As yet, ACLs cannot be created using the SysConfig interface. They must be directly entered into the `Kernel/Config.pm` file. Some ACL examples are listed below, including a reference of all possible important ACL settings:

## Example 18.1. ACL allowing movement into a queue of only those tickets with ticket priority 5.

```
# ticket acl
$Self->{TicketAcl}->{'ACL-Name-2'} = {
    # match properties
    Properties => {
        # current ticket match properties
        Ticket => {
            Queue => ['Raw'],
            Priority => ['5 very high'],
        }
    },
    # return possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
            Queue => ['Alert'],
        },
    },
};
```

## Example 18.2. ACL disabling the closing of tickets in the raw queue, and hiding the close button.

```
$Self->{TicketAcl}->{'ACL-Name-1'} = {
    # match properties
    Properties => {
        # current ticket match properties
        Ticket => {
            Queue => ['Raw'],
        }
    },
    # return possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
```

```

        State => ['new', 'open', 'pending reminder'],
    },
    # possible action options
    Action => {
        AgentTicketLock => 1,
        AgentTicketZoom => 1,
        AgentTicketClose => 0,
        AgentTicketPending => 1,
        AgentTicketNote => 1,
        AgentTicketHistory => 1,
        AgentTicketPriority => 1,
        AgentTicketFreeText => 1,
        AgentTicketHistory => 1,
        AgentTicketCompose => 1,
        AgentTicketBounce => 1,
        AgentTicketTicketPrint => 1,
        AgentTicketForward => 1,
        AgentTicketTicketLink => 1,
        AgentTicketPrint => 1,
        AgentTicketPhone => 1,
        AgentTicketCustomer => 1,
        AgentTicketOwner => 1,
    },
},
};

```

**Example 18.3. ACL removing always state closed successful.**

```

$Self->{TicketAcl}->{'ACL-Name-5'} = {
    # match properties
    Properties => {
        # current ticket match properties (match always)
    },
    # return possible options
    PossibleNot => {
        # possible ticket options
        Ticket => {
            State => ['closed successful'],
        },
    },
};

```

**Example 18.4. ACL only showing Hardware services for tickets that are created in queues that start with "HW".**

```

$Self->{TicketAcl}->{'Only-Hardware-Services-for-HW-Queues'} = {
    # match properties
    # note we don't have "Ticket => {" because there's no ticket
yet
    Properties => {
        Queue => {
            Name => ['[RegExp]HW'],

```



```

    }
  },
  # return possible options
  Possible => {
    # possible ticket options
    Ticket => {
      Service => ['[RegExp]^(Hardware)'],
    },
  },
};

```

In the script below there is a list of all parameters which can be used for ACLs.

### Example 18.5. Reference showing all possible important ACL settings.

```

# ticket acl
$Self->{TicketAcl}->{'ACL-Name-Test'} = {
  # match properties
  Properties => {
    # current action match properties
    Frontend => {
      Action => ['AgentTicketPhone', 'AgentTicketEmail'],
    },
    # current queue match properties
    Queue => {
      Name      => ['Raw'],
      QueueID   => ['some id'],
      GroupID   => ['some id'],
      Email     => ['some email'],
      RealName  => ['OTRS System'],
      # ...
    },
  },
  # current user match properties
  User => {
    UserLogin => ['some login'],
    # ...
    Group_rw => [
      'hotline',
    ],
    # ...
  },
  # current customer user match properties
  CustomerUser => {
    UserLogin => ['some login'],
    # ...
  },
  # current service match properties
  Service => {
    ServiceID => ['some id'],
    Name      => ['some name'],
    ParentID  => ['some id'],
    # ...
  },
};

```

```

},
# current type match properties
Type => {
    ID    => ['some id'],
    Name  => ['some name'],
    # ...
},
# current priority match properties
Priority = {
    ID    => ['some id'],
    Name  => ['some name'],
    # ...
},
# current SLA match properties
SLA = {
    SLAID    => ['some id'],
    Name      => ['some name'],
    Calendar => ['some calendar'],
    # ...
},
# current state match properties
State = {
    ID          => ['some id'],
    Name        => ['some name'],
    TypeName    => ['some state type name'],,
    TypeID      => ['some state type id'],
    # ...
},
# current ticket owner match properties
Owner => {
    UserLogin => ['some login'],
    # ...
    Group_rw => [
        'some group',
    ],
    # ...
},
# current ticket responsible match properties
Responsible => {
    UserLogin => ['some login'],
    # ...
    Group_rw => [
        'some group',
    ],
    # ...
},
# current dynamic field match properties
DynamicField => {
    # keys must be in DynamicField_<field_name> format
    DynamicField_Field1      => ['some value'],
    DynamicField_OtherField  => ['some value'],
    DynamicField_TicketFreeText2 => ['some value'],
    # ...
},

```

```
# current ticket match properties
Ticket => {
  Queue           => ['Raw'],
  State           => ['new', 'open'],
  Priority         => ['some priority'],
  Lock            => ['lock'],
  CustomerID      => ['some id'],
  CustomerUserID  => ['some id'],
  Owner           => ['some owner'],
  DynamicField_Field1 => ['some value'],
  DynamicField_MyField => ['some value'],
  # ...
},
# return possible options (white list)
Possible => {
  # possible ticket options (white list)
  Ticket => {
    Queue => ['Hotline', 'Koordination'],
    State => ['some state'],
    Priority => ['5 very high'],
    DynamicField_Field1 => ['some value'],
    DynamicField_MyField => ['some value'],
    # ...
    NewOwner => ['some owner'],
    OldOwner => ['some owner'],
    # ...
  },
  # possible action options (white list)
  Action => {
    AgentTicketLock => 1,
    AgentTicketZoom => 1,
    AgentTicketClose => 1,
    AgentTicketPending => 0,
    AgentTicketNote => 1,
    AgentTicketHistory => 0,
    AgentTicketPriority => 1,
    AgentTicketFreeText => 0,
    AgentTicketHistory => 1,
    AgentTicketCompose => 1,
    AgentTicketBounce => 1,
    AgentTicketTicketPrint => 0,
    AgentTicketForward => 1,
    AgentTicketTicketLink => 1,
    AgentTicketPrint => 1,
    AgentTicketPhone => 1,
    AgentTicketCustomer => 1,
    AgentTicketOwner => 0,
  },
},
# remove options (black list)
PossibleNot => {
  # possible ticket options (black list)
  Ticket => {
```

```
Queue => ['Hotline', 'Koordination'],  
State => ['closed', 'removed'],  
# ...  
},  
},  
};
```

# Chapter 19. Stats module

The OTRS stats module holds features to track operational statistics and generate custom reports associated with OTRS usage. The OTRS system uses the term "stat" generically to refer to a report presenting various indicators.

Proper configuration of the OTRS stats module is associated with a multitude of requirements and considerations. These include the various OTRS modules to be evaluated, user permission settings, indicators to be calculated and their complexity levels, ease of configuration of the stats module, speed and efficiency of calculations, and support of a rich set of output variants.

Statistical elements, i.e. files which supplement the functionality of the stats module for specific requirements, can be integrated for calculating complex statistics.

## Handling of the module by the agent

When signed on as an agent, the navigation bar displays the link "Statistics". This has various submenu options, as shown in Figure.

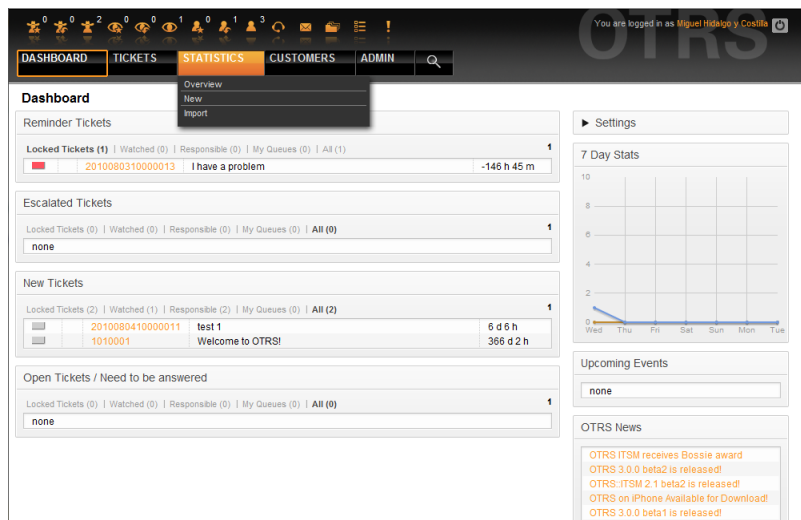


Figure: Statistics menu options.

The different options provided in the statistics menu are:

- *Overview*. Presents a list of different pre-configured reports.
- *New*. Requires rw rights.
- *Import*. Requires rw rights.

## Overview

Selecting the "Statistics" link in the navigation bar, and then the submenu link "Overview", calls up the Overview screen. The Overview screen presents a list of all pre-configured reports the agent can use (see Figure below).

| STAT# | TITLE   | OBJECT             | DESCRIPTION   |
|-------|---|--------------------|---|
| 10001 | List of the most time-consuming tickets                                     | Ticketlist         | List of tickets closed last month which required ti...  |
| 10002 | Changes of status in a monthly overview                                     |                    | Monthly overview, which reports status changes per[...] |
| 10003 | List of tickets created last month  | Ticketlist         | List of all tickets created last month. Order by ag...  |
| 10004 | List of open tickets, sorted by time left until solution deadline expires   | Ticketlist         | List of open tickets, sorted by time left until sol...  |
| 10005 | List of tickets closed, sorted by solution time                             | Ticketlist         | List of tickets closed last month, sorted by solu...    |
| 10006 | List of open tickets, sorted by time left until escalation deadline expires | Ticketlist         | List of open tickets, sorted by time left until es...   |
| 10007 | List of tickets closed last month   | Ticketlist         | List of all tickets closed last month. Order by ag...   |
| 10008 | Overview about all tickets in the system                                    | TicketAccumulation | Current state of all tickets in the system without[...] |
| 10009 | List of tickets closed, sorted by response time                             | Ticketlist         | List of tickets closed last month, sorted by respo...   |
| 10010 | List of open tickets, sorted by time left until response deadline expires   | Ticketlist         | List of open tickets, sorted by time left until re...   |
| 10011 | New Tickets   | TicketAccumulation | Total number of new tickets per day and queue whicd...  |

Figure: Overview of the standard reports.

The following information is provided for each of the standard reports listed in the Overview:

- **Stat#.** Unique report number.
- **Title.** Title of the report.
- **Object.** Object used for generating the statistic. In the case of a static statistic, no object is displayed as no dynamic object is used for its generation.
- **Description.** A brief description of the report.

When the stats module is installed, it comes preloaded with a few sample reports imported into the system. These are shown as a list on the Overview page. If the Overview list extends to more than a single page, the agent can browse through the different pages. The list of reports can be sorted as desired, by clicking the desired column header in the list. To generate a particular report, click on the stat number associated with the report in the Overview list. This brings up the "View" interface for the report.

## Generate and view reports

The view user interface provides the stat's configuration settings (see Figure below).

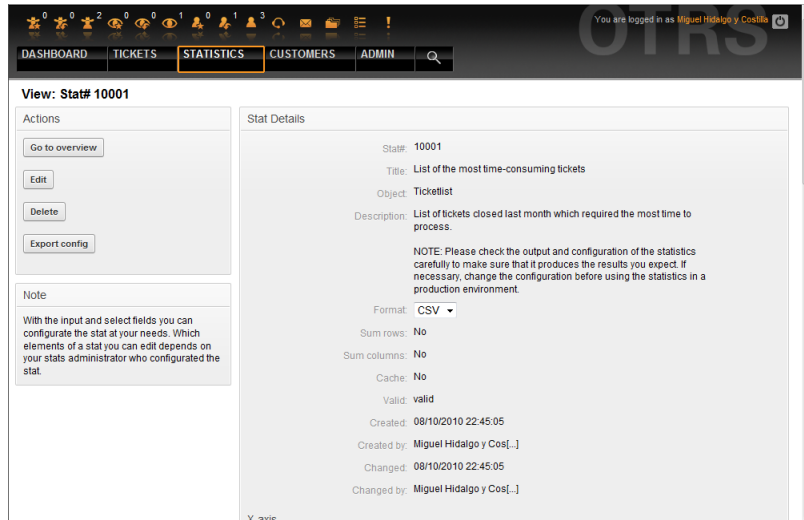


Figure: Viewing a specific report.

Configuration settings for a particular report can be set within the range of options in the View screen. Either the report creator or any others with the appropriate permissions can make the settings.

The page shows the following:

- Possible actions:
  - *Go to overview*. Link back to the Overview list of reports.
  - *Edit*. Edit the current report structure (rw rights required).
  - *Delete*. Delete the current report (rw rights required).
  - *Export config*. Export a report configuration, via file download (rw rights required).

Usage: Export and Import functions allow for the convenient creation and testing of reports on test systems and subsequent easy integration into the production system.

- Report details:
  - *Stat#*. Number of the report.
  - *Title*. Title of the report.
  - *Object*. Object used for generating the report.
  - *Description*. Description on the report's purpose.
  - *Format*. Report output format which, depending on the configuration, can be any of the following output formats:
    - CSV.
    - Print.
    - Graph-lines.

- Graph-bars.
- Graph-hbars.
- Graph-points.
- Graph-lines-points.
- Graph-area.
- Graph-pie.
- *Graphsize*. Size in pixels for the graphic / chart. This option is only given when the report configuration allows a chart. All generally usable graphic sizes are configured by the OTRS administrator in SysConfig. The agent can then pre-select all relevant formats, while configuring the report.
- *Sum rows*. Indicates whether the report is amended by a column, whose cells state the sums of the respective rows.
- *Sum columns*. Indicates whether the report is amended by a row, whose cells state the sum of the respective columns.
- *Cache*. Indicates whether the generated report is cached in the filesystem.
- *Valid*. This can be set to "invalid" if a report must not be run temporarily for any reason. The "Start" button in the bottom of the right panel is then no longer displayed. The report can no longer be generated.
- *Created*. Creation time of the report.
- *Created by*. Name of the agent who created the report.
- *Changed*. Time when the report was last modified.
- *Changed by*. Name of the agent who altered the report last.
- *X-axis*. Using this function, the agent can switch the x and y axes (only when activated by the OTRS administrator).
- The general information is followed by information about the report itself. There are two different report (or stat) views:
  - *Static stat view*. Static report generators can be integrated into the stats module (see Figure below).



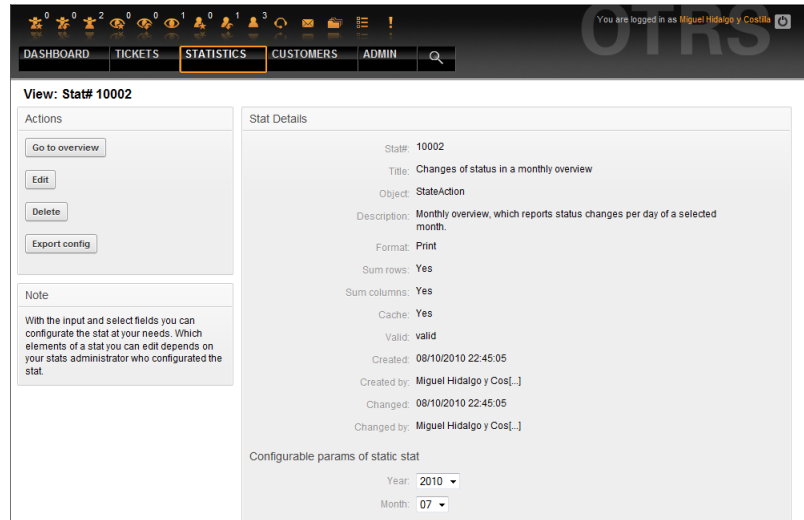


Figure: Viewing a static report.

- *Dynamic stat view* (see Figure above). They can be displayed in two different ways:
  - *Unchangeable settings*. The originator of the report has no permission for modifying this fields.
  - *Changeable settings*. The configuration settings of such reports can be changed by the agent.

Pressing the "Start" button (at the bottom of the screen) is the last step to generate the report. There are two possible reasons for this button to not be displayed:

1. The report was set to invalid and thus, deactivated.
2. The report was not configured cleanly and is, therefore, not yet executable. In this case, the necessary information can be found in the OTRS notification section (below the navigation bar).

If the settings on the View page are incorrect, this page is shown again after the "Start" button was pushed, and information about which input was incorrect is provided in the notification section.

## Edit / New

Agents with write rights can edit an existing report configuration by calling up the edit user interface of the stats module. Alternately, they may create a new report. The associated screens can be reached in the following manner:

1. Edit: Via the "Edit" button in the stat view.
2. New: Via the "New" link in the Statistics menu from the navigation bar, or the "Add" button from the Overview page.

The stats are edited with a wizard in four steps:

1. General specifications.
2. Definition of the element for the X-axis.

3. Specification of the value series.
4. Selecting the restrictions to limit the report.

Steps 2 through 4 are only needed for the generation of reports with dynamic stats. For a static stat, only the general information (point 1) is required.

Information about how to handle the page is provided on each of these screens, below the Actions panel in a Hints panel.

If incorrect inputs are entered, the previously processed user interface is displayed again and with information about the incorrect input. This information can be found in the OTRS notification section. The next input user interface is only displayed after the current form has been filled out correctly.

1. *General specifications.* It is the first page of the Edit wizard (see Figure below).

Figure: Editing the general specifications of a report.

In the screen showed in Figure, there are a great number of common specifications and settings that can be edited:

- *Title.* Should reflect the stat's purpose in a concise manner.
- *Description.* More descriptive information about the report definition, type of configuration parameters, etc.
- *Dynamic object.* If the OTRS installation provides various dynamic objects, one of them can be chosen. The objects meet the requirements of the particular modules.
- *Static file.* Usually this selection is not shown, as only static files which are not yet assigned to any reports are displayed. If "Static file" is displayed, however, it is important to tick the option field and select a generation mode (dynamic with a dynamic object or static with a file). If a static file is selected, the input user interfaces 2 through 4 are not shown as the static file contains all required configuration settings.
- *Permission settings.* Facilitate a restriction of the groups (and therefore, agents) who can later view and generate the preconfigured reports. Thus the various reports can be allocated

to the different departments and work groups who need them. It is possible to allocate one report to various groups.

Example 1: The "stats" group was selected. The report is viewable for all users having at least ro rights for the "stats" group. This access is available by default.

Example 2: A group named "sales" was selected. All users with ro rights for the "sales" group can see the stat in the view mode and generate it. However, the report will not be available for viewing by other users.

- *Format*. Output format of the stat: Depending on the configuration, one or more of the following formats can be chosen:
  - CSV.
  - Print.
  - graph-lines.
  - graph-bars.
  - graph-hbars.
  - graph-points.
  - graph-lines-points.
  - graph-area.
  - graph-pie.
- *Graphsize*. Select the chart size in pixels. This selection is only necessary if a graphical output format has been chosen under "Format". All graphic sizes that can generally be used are defined by the OTRS administrator in SysConfig. When configuring the report, the agent can pre-select all relevant formats.
- *Sum rows*. Indicates whether the report is amended by a column, whose cells contain the sum of the respective row.
- *Sum columns*. Indicates whether the report is amended by a row, whose cells contain the sum of the respective column.
- *Cache*. Specifies if the generated report should be cached in the filesystem. This saves computing power and time if the report is called up again, but it should only be used if the report's content is no longer changing.

Caching is automatically prevented if the report contains no time designation values, or if a time designation value points to the future.

If a cached report is edited, all cached data is deleted.

- *Valid*. This can be set to "invalid" if a pre-configured report must not be run temporarily for any reason. The "Start" button in the bottom of the right panel is then no longer displayed. The report can no longer be generated.

2. *Definition of the element for the X-axis.* It is the configuration of the element used for the depiction of the X-axis or, if tables are used, of the column name applied to the X-axis (see Figure).

Figure: Definition of the element for the X-axis.

First of all, an element is selected using the option field. Then two or more attributes of the element must be selected. If no attributes are selected, all attributes are used including those added after the configuration of the report.

If the "Fixed" setting is disabled, the agent generating the report can change the attributes of the respective element in the "View" user interface.

Time elements are different as time period and scale have to be stated. Type and number of elements result from the used dynamic object and vary depending on it.

If all input is correct, the "Next" button leads to the "Value series" form. It is also possible to go back to editing earlier sections.

3. *Specification of the value series.*

In the third step of the report configuration, the value series are defined (see Figure below). They will later form the individual graphs or the various series within a tabular view.

Figure: Definition of the value series.

If an element is selected, each chosen attribute will correspond to a value series (see the Example 19-1 below).

### Example 19.1. Definition of a value series - one element

Element Queue:

- Value series 1 = Raw
- Value series 2 = Junk
- ....

If two elements are selected, each selected attribute of the first element is combined with an attribute of the second element to form a value series (see Example 19-2 below).

### Example 19.2. Definition of a value series - two elements

Element 1 queue, Element 2 status:

- Value chain 1 = Raw - open
- Value series 2 = Raw - successfully closed
- Value series 3 = Junk - open
- Value series 4 = Junk - successfully closed

Selection of three or more elements is not allowed.

Additionally the same conditions apply to the selection of the attributes and the "Fixed" checkbox as to the "X-axis" selection:

- If no attributes of the element are selected, all attributes are used, including those added after the configuration of the report.

- If the "Fixed" setting is disabled, the agent generating the report can change the attributes of the respective element.
4. *Setting restrictions to the report.* This is the fourth and final step of the configuration (see Figure below). The restrictions serve to limit the results to the selected criteria. In many cases, no restrictions at all may be set up.

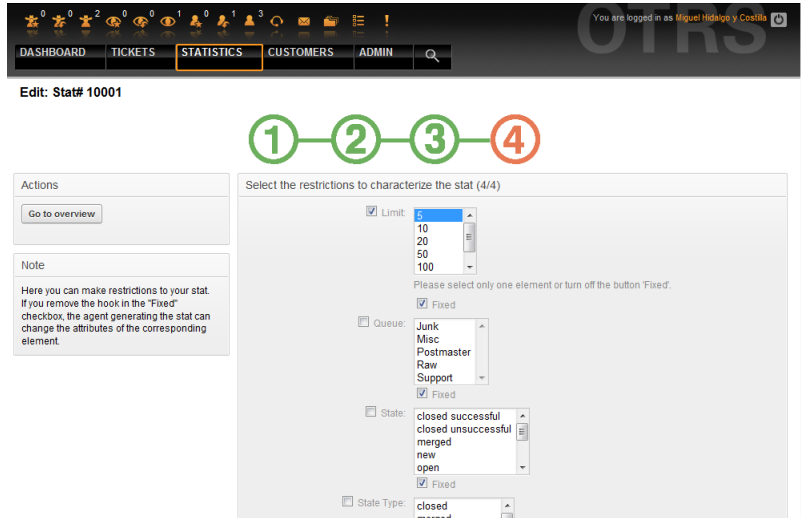


Figure: Definition of restrictions.

After all the restrictions are set up, the configuration of the report is completed by pressing the "Finish" button.

## Import

The Import user interface (see Figure below) can be accessed by choosing from the navigation bar, the link "Statistics", then "Import". Alternately, pressing the Import button on the Overview screen achieves the same result. "rw" rights to the report are required.

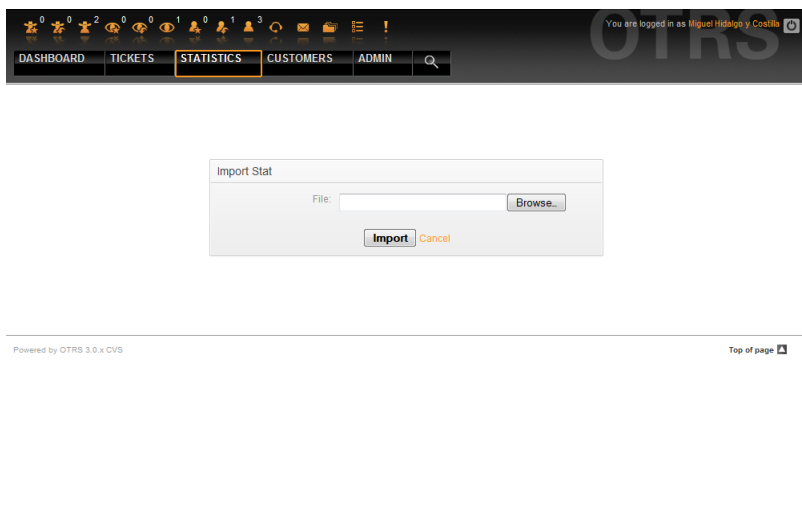


Figure: The Import user interface.

Facilitates the import of reports and is, when combined with the export function of the module, a very handy functionality. Stats can be created and tested conveniently on test systems, then imported into the production system.

The import is effected by an easy file upload. The "View" user interface of the imported report is opened automatically afterwards.

## Administration of the stats module by the OTRS administrator

This section provides information about the tasks and responsibilities of the OTRS administrator dealing with the statistics module.

### Permission settings, Groups and Queues

No new queues and/or groups are created when the stats module is installed.

The default configuration of the module registration gives all agents with "stats" group permissions access to the stats module.

Access according to permission settings:

- *rw*. Allows configuring statistics and reports.
- *ro*. Permits generating pre-configured statistics and reports.

The OTRS administrator decides whether agents with the permission to generate pre-configured reports are allocated *ro* rights in the "stats" group, or if their respective groups are added in the module registration in SysConfig.

### SysConfig

The SysConfig groups `Framework:Core::Stats`, `Framework:Core::Stats::Graph` and `Framework:Frontend::Agent::Stats` contain all configuration parameters for the basic set-up of the statistics module. Moreover, the configuration parameter `$Self->{'Frontend::Module'}->{'AgentStats'}` controls the arrangement and registration of the modules and icons within the statistics module.

## Administration of the stats module by the system administrator

Generally, no system administrator is needed for the operation, configuration and maintenance of the statistics module. However, a little background information for the system administrator is given at this point.

### Note

File paths refer to subdirectories of the OTRS home directory (in most cases `/opt/otrs/`).

## Data base table

All report configurations are implemented and administrated in XML, and therefore stored in the database table "xml\_storage". Other modules whose content is presented in xml format use this table as well.

## List of all files

The following files are necessary for the stats module to work accurately:

- Kernel/System/Stats.pm
- Kernel/Modules/AgentStats.pm
- Kernel/System/CSV.pm
- Kernel/Output/HTML/Standard/AgentStatsOverview.dtl
- Kernel/Output/HTML/Standard/AgentStatsDelete.dtl
- Kernel/Output/HTML/Standard/AgentStatsEditSpecification.dtl
- Kernel/Output/HTML/Standard/AgentStatsEditRestrictions.dtl
- Kernel/Output/HTML/Standard/AgentStatsEditXaxis.dtl
- Kernel/Output/HTML/Standard/AgentStatsEditValueSeries.dtl
- Kernel/Output/HTML/Standard/AgentStatsImport.dtl
- Kernel/Output/HTML/Standard/AgentStatsPrint.dtl
- Kernel/Output/HTML/Standard/AgentStatsView.dtl
- Kernel/System/Stats/Dynamic/Ticket.pm
- bin/otrs.GenerateStats.pl

## Caching

Whether the results of a statistic are to be cached or not can be setup in the configuration. Cached report results are stored as files in the `var/tmp` directory of the OTRS installation (in most cases `/opt/otrs/var/tmp`).

Cached stats can be recognized by the "Stats" prefix.

If the data is lost, no major damage is caused. The next time the report is called up, the stats module will not find the file any more and so will generate a new report. Of course this will probably take a little longer to run.

## otrs.GenerateStats.pl

This file is saved in the `bin` directory. It facilitates the generation of report in the command line.



As an example, see the command line call in the following script.

```
bin> perl otrs.GenerateStats.pl -n 10004 -o /output/dir
```

*Script: Generating a report from the command line.*

A report from the stat configuration "Stat# 10004" is generated and saved as csv in the `/output/dir` directory.

The generated report can also be sent as an e-mail. More information can be called up with the command in the script below.

```
bin> perl otrs.GenerateStats.pl --help
```

*Script: Getting information about the `otrs.GenerateStats.pl` file.*

## Automated stat generation - Cronjob

It usually does not make sense to generate reports manually via the command line, as the stats module has a convenient graphical user interface. However, generating reports manually does make sense when combined with a Cronjob.

Imagine the following scenario: On the first day of every month, the heads of department want to receive a report for the past month. By combining a cronjob and command line call the reports can be sent to them automatically by e-mail.

## Static stats

The stats module facilitates the generation of static statistics. For every static stat a file exists in which its content is precisely defined.

This way, very complex stats can be generated. The disadvantage is that they are not particularly flexible.

The files are saved in the directory `Kernel/System/Stats/Static/`.

## Using old static stats

Prior OTRS versions 1.3 and 2.0 already facilitated the generation of stats / reports. Various reports for OTRS versions 1.3 and 2.0 which have been specially developed to meet customers' requirements can be used in recent OTRS versions too.

The files must merely be moved from the `Kernel/System/Stats/` path to `Kernel/System/Stats/Static/`. Additionally the package name of the respective script must be amended by `"::Static"`.

The following example shows how the first path is amended.

```
package Kernel::System::Stats::AccountedTime;
```

```
package Kernel::System::Stats::Static::AccountedTime;
```

## Default stats

"It is not always necessary to reinvent the wheel..."

The stats module provides various default reports. Reports which are of interest for all OTRS users will in future be added to the default reports set of the stats module package. Default reports are saved in the stats module xml format in the `scripts/test/sample/` directory.

# Chapter 20. Generic Interface

The OTRS Generic Interface consists of a multiple layer framework that lets OTRS communicate with other systems via a web service. This communication could be in two different directions:

- *OTRS as Provider*: OTRS acts as a server listening to requests from the External System, processing the information, performing the requested action, and answering the request.
- *OTRS as Requester*: OTRS acts as a client collecting information, sending the request to the Remote System, and waiting for the response.

## Generic Interface Layers

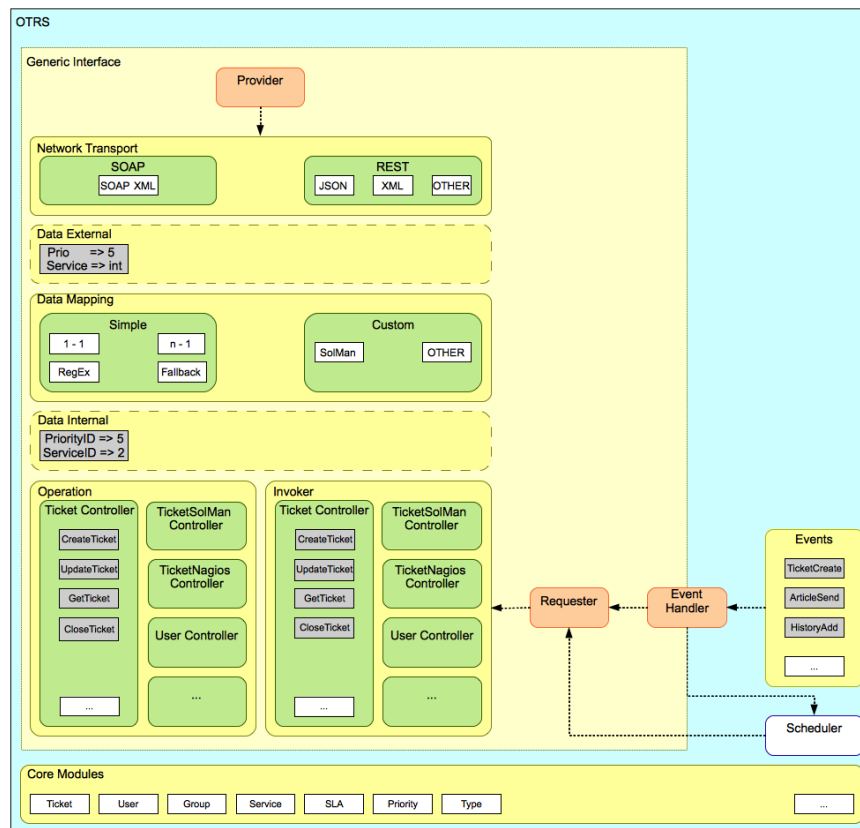
Generic Interface is build based on a layer model, to be flexible and easy to customize.

A layer is a set of files, which control how the Generic Interface performs different parts of a web service. Using the right configuration one can build different web services for different External Systems without creating new modules.

### Note

If the Remote System does not support the current bundled modules of the Generic Interface, special modules need to be developed for that specific web service.

The list of provided Generic Interface modules shipped with OTRS will be updated and increased over time.



*Figure: The graphical interface layers.*

## Network Transport

This layer is responsible for the correct communication with the Remote System. It receives requests and generates responses when acting as provider, and generates requests and receives responses when acting as requester.

Provider communication is handled by a new web server handle called "nph-genericinterface.pl".

Requester communication could be initiated during an event triggered by a Generic Interface module or any other OTRS module. This event is caught by the event handler and depending on the configuration the event will be processed directly by the requester object or delegated to the Scheduler (a separated daemon designed to process tasks asynchronously).

## Data Mapping

This layer is responsible for translating data structures between OTRS and the Remote System (data internal and data external layers). Usually Remote Systems have different data structures than OTRS (including different values and names for those values), and here resides the importance of the layer to change the received information into something that OTRS can understand and on the opposite way send the information to each Remote System using their data dictionaries.

*Example:* "Priority" (OTRS) might be called "Prio" in a remote system and it could be that value "1 Low" (OTRS) should be mapped to "Information" on the remote system.

## Controller

Controllers are collections of similar Operations or Invokers. For example, a Ticket controller might contain several standard ticket operations. Custom controllers can be implemented, for example a "TicketExternalCompany" controller which may contain similar functions as the standard Ticket controller, but with a different data interface, or function names (to adapt to the Remote System function names) or complete different code.

One application for Generic Interface could be to synchronize information with one Remote System that only can talk with another Remote System of the same kind. In this case new controllers needs to be developed and the Operations and Invokers has to emulate the Remote System behavior in such way that the interface that OTRS exposes is similar to the Remote System's interface.

## Operation (OTRS as a provider)

An Operation is a single action that can be performed within OTRS. All operations have the same programming interface, they receive the data into one specific parameter, and return a data structure with a success status, potential error message and returning data.

Normally operations uses the already mapped data (internal) to call core modules and perform actions in OTRS like: Create a Ticket, Update a User, Invalidate a Queue, Send a Notification, etc. An operation has full access to the OTRS API to perform the action.

## Invoker (OTRS as a requester)

An Invoker is an action that OTRS performs against a Remote System. Invokers use the OTRS Core modules to process and collect the needed information to create the request. When the

information is ready it has to be mapped to the Remote System format in order to be sent to the Remote System, that will process the information execute the action and send the response back, to either process the success or handle errors.

## Generic Interface Communication Flow

Generic Interface has a defined flow to perform actions as a provider and as a requester.

This flows are described below:

### OTRS as Provider

#### Remote Request:

1. HTTP request

- OTRS receives HTTP request and pass it through the layers.
- The provider module in in charge to execute and control this actions.

2. Network Transport

- The network transport module decodes the data payload and separates the operation name from the rest of the data.
- The operation name and the operation data are returned to the provider.

3. *Data External*

- Data as sent from the remote system (This is not a module-based layer).

4. Mapping

- The data is transformed from the External System format to the OTRS internal format as specified in the mapping configuration for this operation (Mapping for incoming request data).
- The already transformed data is returned to the provider.

5. *Data Internal*

- Data as transformed and prepared to be passed to the operation (This is not a module based layer).

6. Operation

- Receives and validates data.
- Performs user access control.
- Executes the action.

#### OTRS Response:

1. Operation

- Returns result data to the provider.

#### 2. *Data Internal*

- Data as returned from operation.

#### 3. Mapping

- The data is transformed back to the Remote system format as specified in the mapping configuration (Mapping for outgoing response data).
- The already transformed data is returned to the provider.

#### 4. *Data external*

- Data as transformed and prepared to be passed to Network Transport as response.

#### 5. Network Transport

- Receives the data already in the Remote System format.
- Constructs a valid response for this network transport type.

#### 6. HTTP response

- The response is sent back to the web service client.
- In the case of an error, an error response is sent to the remote system (e.g. SOAP fault, HTTP error, etc).

## **OTRS as Requester**

### **OTRS Request:**

#### 1. Event Trigger Handler

- Based on the web service configuration determines if the request will be synchronous or asynchronous.
  - Synchronous
    - A direct call to the Requester is made in order to create a new request and pass it through the layers.
  - Asynchronous
    - Create a new Generic Interface (Requester) task for the OTRS Scheduler (by delegating the request execution to the Scheduler, the user experience could be highly improved, otherwise all time needed to prepare the request and the remote execution will be added to the OTRS Events that trigger those requests).
    - In its next cycle the Scheduler process reads the new task and creates a call to the Requester that will create a new request and pass it through the layers.

#### 2. Invoker

- Receives data from the event.
- Validates received data (if needed).
- Call core modules to complement the data (if needed).
- Return the request data structure or send a Stop Communication signal to the requester, to gracefully cancel the request.

3. *Data Internal*

- Data as passed from the invoker (This is not a module based layer).

4. Mapping

- The data is transformed to the Remote system format as specified in the mapping configuration (Mapping for outgoing response data).
- The already transformed data is returned to the requester.

5. *Data External*

- Data as transformed and prepared for sending to the remote system.

6. Network Transport

- Receives the remote operation name and the data already transformed to the Remote System format from the requester.
- Constructs a valid request for the network transport.
- Sends the request to the remote system and waits for the response

## **Remote Response:**

1. Network transport

- Receives the response and decodes the data payload.
- Returns the data to the requester.

2. *Data External*

- Data as received from the Remote System

3. Mapping

- The data is transformed form the External System format to the OTRS internal format as specified in the mapping configuration for this operation (Mapping for incoming response data).
- The already transformed data is returned to the requester.

4. *Data Internal*

- Data as transformed and ready to be passed back to the requester.

#### 5. Invoker

- Receives return data.
- Handles the data as needed by specifically by each Invoker (included error handling if any).
- Return the Invoker result and data to the Requester.

#### 6. Event Handler or Scheduler

- Receives the data from the Requester, in the case of the Scheduler this data might contain information to Re-Schedule the task immediately or in the future.

## Web Services

A Web Service is a communication method between two systems, in our case OTRS and a Remote System.

The heart of the Web Service is its configuration, where is defined what actions the web service can perform internally (Operation), what can actions the OTRS request can perform Remote System (Invokers), how data is converted from one system to the other (Mapping), and over which protocol the communication will take place (Transport)

The Generic Interface is the framework that makes it possible to create Web Services for OTRS in a pre-defined way, using already made building blocks that are independent from each other and interchangeable.

## Web Service Graphical Interface

The web service graphical user interface (GUI) is a tool that allows to construct complex web service configurations in a friendly and nice interface. It allows to:

- Create and Delete web services.
- Import and Export configurations (in YAML file format) for existing web services.
- View, Revert and Export old configurations for existing web services in the Web Service History screen.
- Track all communication logs for each web service in the Debugger screen.

## Web Service Overview

The "Web Services" link in the main screen of Admin Interface (in the System Administration box) leads to the web services overview screen, where you are able to manage your web service configurations. You can add new web services or change the configuration of the existing ones from this screen.

Every web service configuration screen has in the upper part of the screen a navigation path in a "bread crumbs" style. This navigation path is useful to know exactly in which part of the web service configuration we are, and also we can jump back to any level of the configuration at any time (this action will not save any changes).



## Note

To create a new web service, press the button "Add web service", and provide the needed information.

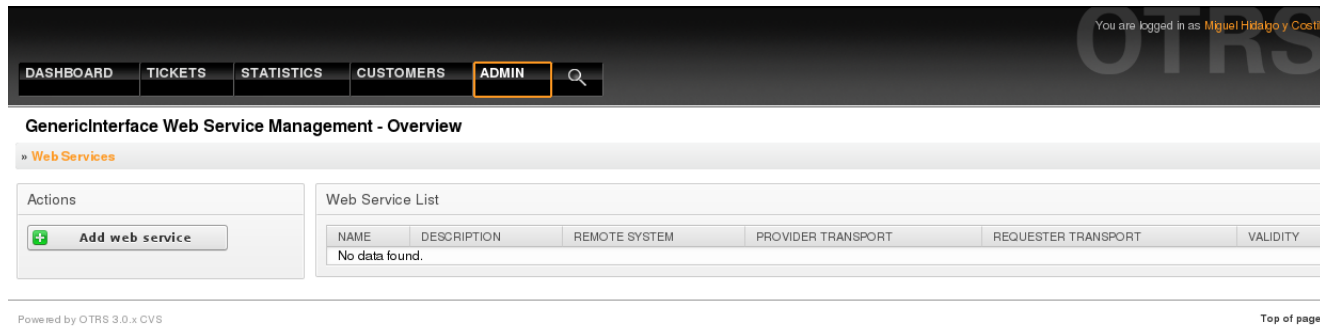


Figure: Web services overview.

## Web Service Add

The only required field in this part is the web service "Name" that needs to be unique in the system and non empty. Other fields are also necessary for the configuration like the "Debug Threshold" and "Validity" but these fields are already filled with the default value for each list.

The default value for "Debug Threshold" is "debug", under this configuration all communication logs are registered in the database, each Debug Threshold value is more restrictive and discard communication logs set for lower values.

### Debug Threshold levels (from lower to upper)

- Debug
- Info
- Notice
- Error

It is also possible to define the network transport protocol for "OTRS as Provider" and "OTRS as requester".

Click on the "Save" button to register the new web service in the database or click "Cancel" to discard this operation. You will now be returned to the web service overview screen.

If you already have a web service configuration file in YAML format you can click on the "Import web service" button on the left side of the screen. For more information on importing web services please check the next section "Web Service Change".

## Note

To change or add more details to a web service, click on the web service name in the web service overview screen.

OTRS

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### GenericInterface Web Service Management - Add

» Web Services » New Webservice

**Actions**

Go to overview

Import web service

**Hint**

After you save the configuration you will be redirected again to the edit screen.

If you want to return to overview please click on the 'Go to overview' button.

**Details**

**General**

\* Name:

Description:

Remote system:

Debug threshold:

Validity:

**▼ OTRS as provider**

In provider mode, OTRS offers web services which are used by remote systems.

**Settings**

Network transport:

**Operations**

Operations are individual system functions which remote systems can request.

| NAME           | DESCRIPTION | CONTROLLER | INBOUND MAPPING | OUTBOUND MAPPING |
|----------------|-------------|------------|-----------------|------------------|
| No data found. |             |            |                 |                  |

**▼ OTRS as requester**

In requester mode, OTRS uses web services of remote systems.

**Settings**

Network transport:

**Invokers**

Invokers prepare data for a request on a remote web service, and process its response data.

| NAME           | DESCRIPTION | CONTROLLER | INBOUND MAPPING | OUTBOUND MAPPING |
|----------------|-------------|------------|-----------------|------------------|
| No data found. |             |            |                 |                  |

Save or Cancel

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Top of page

Figure: Web services add.

## Web Service Change

On this screen you have a complete set of functions to handle every part of a web service. On the left side in the action column you can find some buttons that allows you to perform all possible actions on a web service:

- Clone web service.
- Export web service.
- Import web service.

- Configuration History.
- Delete web service.
- Debugger.

## Note

"Configuration history" and "Debugger" will lead you to different screens.

## Web Service Clone

To clone a web service, you need to click on the "Clone web service" button, a dialog will be shown where you can use the default name or set a new name for the (cloned) web service.

## Note

*Remember* the name of the web service must be unique within the system.

Click on "Clone" button to create the web service clone or "Cancel" to close the dialog.

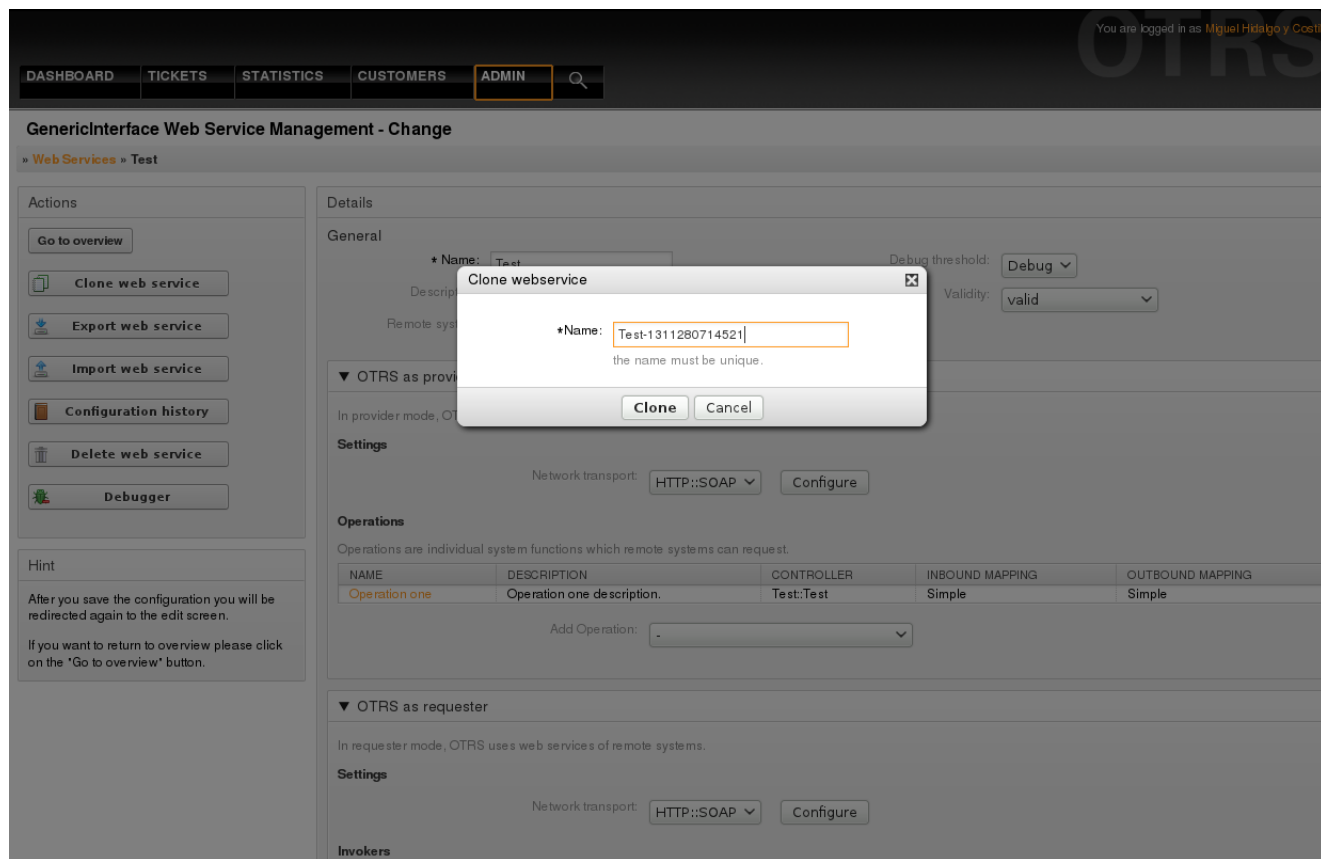


Figure: Web service clone.

## Web Service Export

The "Export web service" button gives you the opportunity to dump the configuration of the current web service into a YAML file, download it and store it on your file system. This can be specially

useful if you want to migrate the web service from one server to another, for example from a testing environment to a production system.

## Warning

All stored passwords in the web service configuration will be exported as plain text.

Right after clicking the "Export web service" button a save dialog of your browser will appear, just like when you click on a file download link on a web page.

## Note

Each browser on each operating system has its own save dialog screen and style, depending on the browser and its configuration it is possible that no dialog is shown and the file is saved to a default directory on your file system. Please check your browser documentation for more specific instructions if needed.

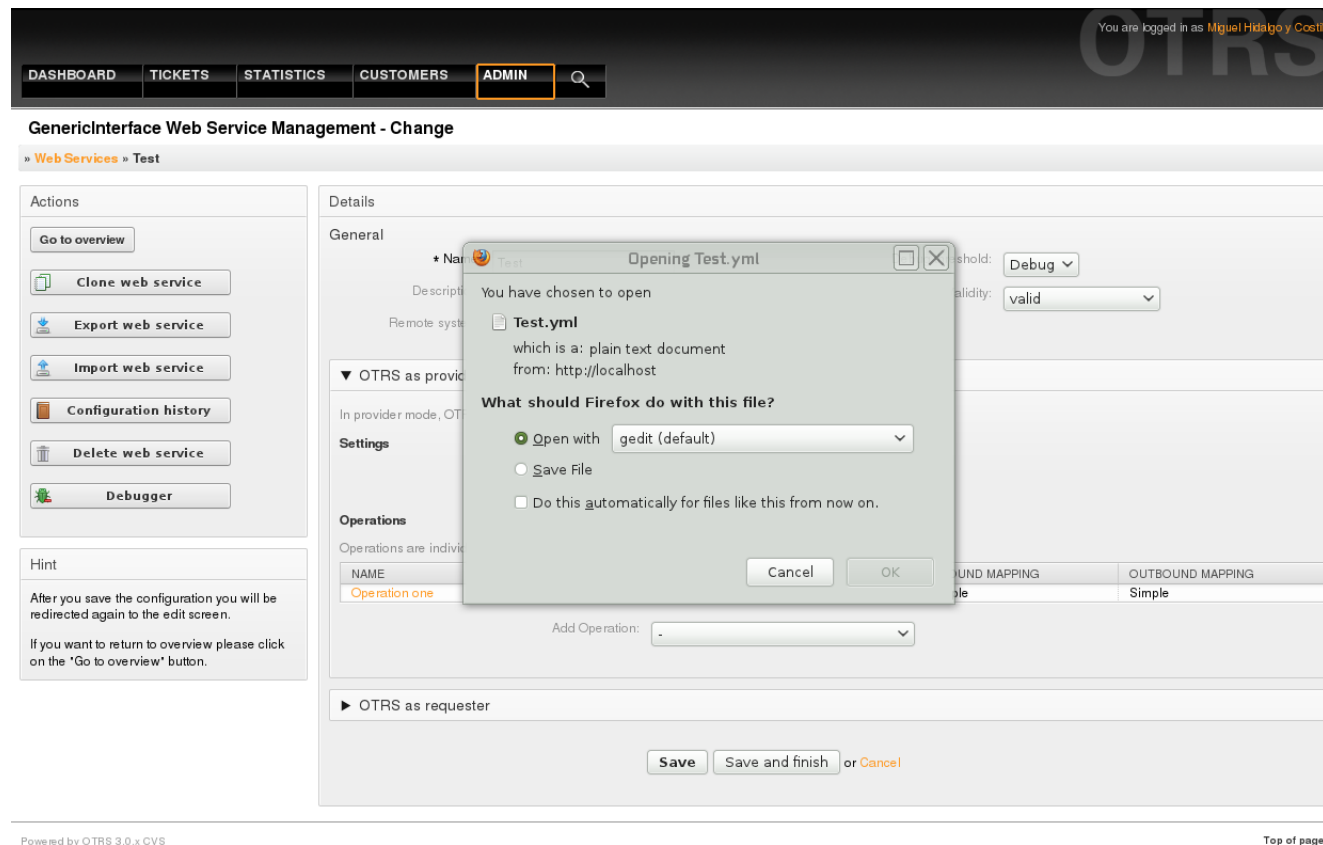


Figure: Web services export.

## Web Service Import

A valid web service configuration YAML file is required to use the import web service feature. Click on the "Import web service" button, browse for the configuration file or provide the complete path in the input box.

Click "Import" button to create a new web service from a file or "Cancel" to close the dialog.

## Note

The web service name will be taken from the configuration file name (e.g. if the file name is MyWebservice.yml the resulting web service will be named MyWebservice). If a web service is registered in the system with the same name as the web service that you want to import, the system will lead you to the web service change screen to let you change the name of the imported web service.

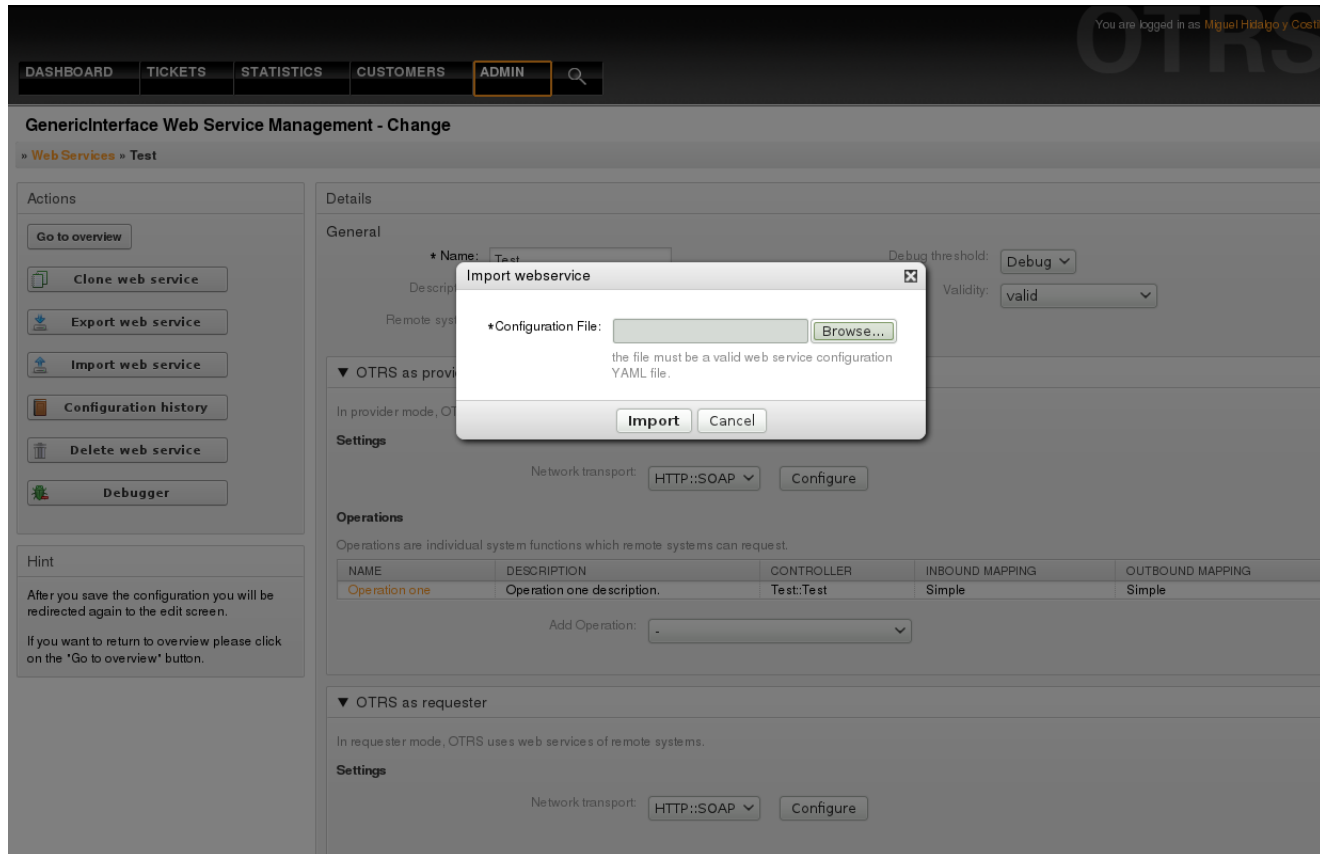


Figure: Web services import.

## Web Service History

Every change to the web service configuration creates a new entry in the web service history (as a journal). The web service history screen displays a list of all configuration versions for a web service. Each row (version) in the "Configuration History List" represents a single revision in the web service history.

Click on one of the rows to show the whole configuration as it was on that particular date / time. The configuration will be shown in the "History details" section of this screen. Here you are also able to export the selected web service configuration version or to restore that version into the current web service configuration.

The "Export web service configuration" behaves exactly as the "Export web service" feature in the web service change screen. For more information refer to that section.

If changes to the current web service configuration does not work as expected and it is not easy to revert the changes manually, you can click on the "Revert web service configuration" button.

This will open a dialog to ask you if you are sure to revert the web service configuration. Click "Revert web service configuration" in this dialog to replace the current configuration with the selected version, or click "Cancel" to close the dialog.

## Warning

Remember that any passwords stored in the web service configuration will be exported as plain text.

Please be careful when you restore a configuration because this can't be undone.

GenericInterface Configuration History for Web Service Test

» Web Services » Test » History

Actions

Go back to Web Service

Hint

Here you can view older versions of the current web service's configuration, export or even restore them.

Configuration History List

| VERSION | CREATE TIME         |
|---------|---------------------|
| 5       | 2011-07-21 15:23:02 |
| 4       | 2011-07-21 13:57:38 |
| 3       | 2011-07-21 13:48:04 |
| 2       | 2011-07-21 13:36:14 |
| 1       | 2011-07-21 13:33:11 |

Select a single configuration version to see its details.

History Details: Version 3, 2011-07-21 13:48:04

Export web service configuration | Restore web service configuration

```

---
Debugger:
  DebugThreshold: debug
  TestMode: 0
Description: A test web service config
Provider:
  Operation:
    Operation one:
      Description: Operation one description.
      MappingInbound:
        Type: Simple
      MappingOutbound:
        Type: Simple
      Type: Test::Test
  Transport:
    Config:
      Authentication: {}
      Type: HTTP::SOAP
    RemoteSystem: remote
    Requester:
      Transport:
        Config:
          Authentication: {}
          Type: HTTP::SOAP
  
```

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Top of page

Figure: Web service history.

## Web Service Delete

Sometimes it is necessary to delete a web service completely. To do this you can press on the "Delete web service" button and a new dialog will appear asking for confirmation.

Click on "Delete" to confirm the removal of the web service or on "Cancel" to close the dialog.

## Warning

Delete a web service can't be undone, please be careful when deleting a web service.

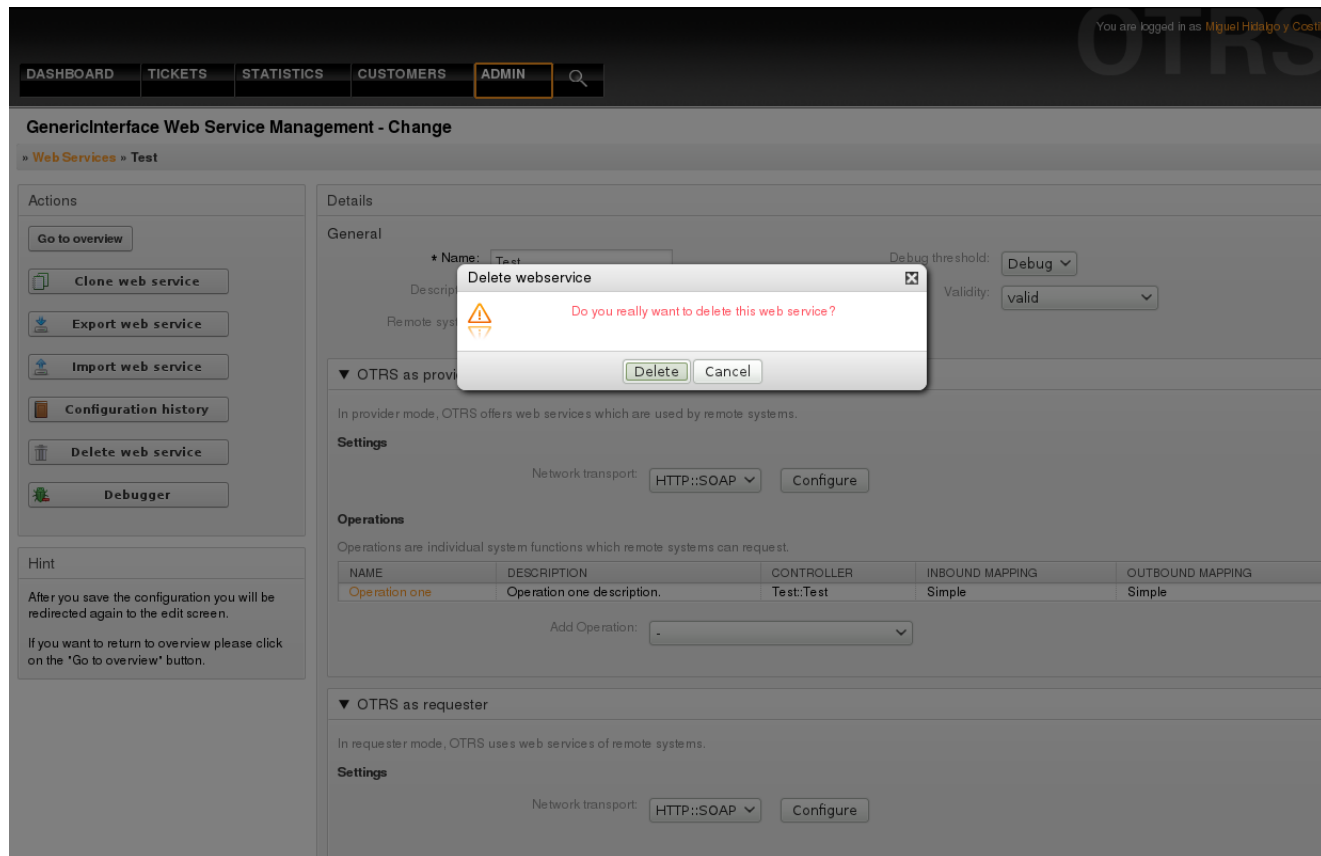


Figure: Web service delete.

## Web Service Debugger

The Debugger stores the log of a web service. In the debugger screen you can track all the web service communications for either provider or requester types.

When this screen is shown the request list starts to load. After the list is fully filled you can choose one of the rows (that means a communication sequence) to check its details. This details will appear in a box below.

You can narrow the communication list using the filter on the right part of the screen. You can filter by:

- Communication type (provider or requester)
- Date: before and / or after a particular date
- The remote IP Address
- A combination of all.

After filter settings are set, push the "Refresh" button and a new list will be displayed meeting your search criteria.

### Note

Depending on the search criteria for the filters the new list could return no results.

On the left part of the screen under the action column you can select "Go back to the web service" or clear the debugger log by pushing the "Clear" button. This will open a dialog that ask you to confirm erasing of the log. Click "Clear" in the dialog button to perform the action or click on "Cancel" to close this dialog.

In the "Request details" section you can see all the details for the selected communication. Here you can track the complete flow and check for possible errors or confirm success responses.

GenericInterface Debugger for Web Service Test

» Web Services » Test » Debugger

Actions

Go back to web service

Clear

Request List

| TYPE     | TIME                | REMOTE IP |
|----------|---------------------|-----------|
| Provider | 2011-07-21 15:43:45 | ::1       |
| Provider | 2011-07-21 16:46:53 | ::1       |

Select a single request to see its details.

Filter by type: -

Filter from: 07 / 30 / 2010

Filter to: 07 / 21 / 2011

Filter by remote IP:

Refresh

Request Details

▼ Communication sequence started (2011-07-21 16:46:53, debug)

```
$VAR1 = {
  'INFO' => 'info',
  .
  .
  'MORE_INFO' => 'more info'
};
```

▼ HTTP::SOAP Have no Config (2011-07-21 16:46:53, error)

No data provided

▼ Returning provider data to remote system (HTTP Code: 500) (2011-07-21 16:46:53, error)

HTTP::SOAP Have no Config

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Top of page

Figure: Web service debugger.

## Web Service Configuration Change

Returning to the web service change screen, now we are going to review the right side of it. Here we have the possibility to modify all the general data for a web service such as name, description, debug threshold, etc. Also there are two more sections below that allows us to modify specific parameters for communication types "OTRS as Provider" and "OTRS as Requester".

The web service configuration needs to be saved on each level. This means that if a setting is changed, links to other, deeper parts of the configuration will be disabled forcing to save the current configuration level. After saving the disabled links will be re-enabled again allowing you to continue with the configuration.

On the "OTRS as provider" section it is possible to set or configure the network transport protocol. Only network transport backends that are registered are shown on the list. To configure the network transport click on the "Configure" button. It is also possible to add new operations in this box. To do this select one of the available operations from the "Add Operation" list. This will



lead you to the operation configuration screen. After saving the new operation it will be listed in the table above.

"OTRS as requester" is very similar to the previous one, but instead of "operations" you can add invokers here.

Click the "Save" button to save and continue configuring the web service, "Save and finish" to save and return to the web service overview screen, or "Cancel" to discard current configuration level changes and return to web service overview screen.

You are logged in as Miguel Hidalgo y Costilla

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### GenericInterface Web Service Management - Change

» Web Services » Test

Actions

[Go to overview](#)

[Clone web service](#)

[Export web service](#)

[Import web service](#)

[Configuration history](#)

[Delete web service](#)

[Debugger](#)

Hint

After you save the configuration you will be redirected again to the edit screen.

If you want to return to overview please click on the 'Go to overview' button.

Details

General

\* Name:  Debug threshold:

Description:  Validity:

Remote system:

▼ OTRS as provider

In provider mode, OTRS offers web services which are used by remote systems.

Settings

Network transport:  [Configure](#)

Operations

Operations are individual system functions which remote systems can request.

| NAME          | DESCRIPTION                | CONTROLLER | INBOUND MAPPING | OUTBOUND MAPPING |
|---------------|----------------------------|------------|-----------------|------------------|
| Operation one | Operation one description. | Test:Test  | Simple          | Simple           |

Add Operation:

▼ OTRS as requester

In requester mode, OTRS uses web services of remote systems.

Settings

Network transport:  [Configure](#)

Invokers

Invokers prepare data for a request on a remote web service, and process its response data.

| NAME        | DESCRIPTION             | CONTROLLER | INBOUND MAPPING | OUTBOUND MAPPING |
|-------------|-------------------------|------------|-----------------|------------------|
| Invoker one | Invoker one description | Test:Test  | Simple          | Simple           |

Add Invoker:

[Save](#) [Save and finish](#) or [Cancel](#)

Figure: Web services change.

## Note

Like the other Generic Interface configuration screens such as Network Transport, operation, Invoker and Mapping, the initial configuration (add) screen will only present two options: "Save" and "Cancel", when the configuration is re-visited then a new option "Save and Finish" will appear. The behavior of this feature is defined below.

"Save" will store the current configuration level in the database and it will return to the same screen to review your changes or to configure deeper settings.

"Save and Finish" will store the current configuration level in the database and it will return to the previous screen in the configuration hierarchy (to the immediate upper configuration level).

"Cancel" will discard any configuration change to the current configuration level and will return to the previous screen in the configuration hierarchy.

## Web Service Provider Network Transport

In future the list of available network transports will be increased. Currently only the "HTTP::SOAP" transport is available. Each transport has different configuration options to setup and they might use different frontend modules to configure it, but mostly they should look similar to the "HTTP::SOAP" transport configuration module.

For "HTTP::SOAP" protocol as provider the configuration is quite simple. There are only two settings: "Namespace" and "Maximum message length". These fields are required. The first one is a URI to give SOAP methods a context, reducing ambiguities, and the second one it's a field where you can specify the maximum size (in bytes) for SOAP messages that OTRS will process.

GenericInterface Transport HTTP::SOAP for Web Service Test

» Web Services » Test » Provider Transport HTTP::SOAP

Actions

Go back to web service

Network transport

Properties

Type: HTTP::SOAP

\*Namespace: TransportOne

URI to give SOAP methods a context, reducing ambiguities.  
e.g. urn:otrs-com:soap:functions or http://www.otrs.com/GenericInterface/actions

\*Maximum message length: 100000000

Here you can specify the maximum size (in bytes) of SOAP messages that OTRS will process.

Save Save and finish or Cancel

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Figure: Web service provider network transport.

## Web Service Operation

The actions that can be performed when you are using OTRS as a provider are called "Operations". Each operation belongs to a controller. Controllers are collections of operations or invokers, normally operations from the same controller need similar settings and shares the same configuration dialog. But each operation can have independent configuration dialogs if needed.

Name, Description, Backend, and Mappings are fields that normally appear on every operation, other special fields can appear in non default configuration dialogs like the Remote System GUID field in SolMan Controller operations.

Normally there are two mapping configuration sections on each operation, one for the incoming data and another one for the outgoing data. You can choose different mapping types (backends) for each mapping direction, since their configuration is independent from each other and also independent from the operation backend. The normal and most common practice is that the operation uses same mapping type in both cases (with inverted configuration). The complete mapping configuration is done in a separate screen which depends on the mapping type.

The operation backend is pre-filled and is not editable. You will see this parameter when you choose the operation on the web service edit screen. The field is only informative.

In the left part of the screen on the action column you have the options: "Go back to web service" (discarding all changes since the last save) and "Delete". If you click on the last one, a dialog will open and ask you if you like to remove the operation. Click on "Delete" button to confirm the removal of the operation and its configuration or "Cancel" to close the delete dialog.

OTRS

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DASHBOARD TICKETS STATISTICS CUSTOMERS ADMIN

Change Operation Operation one of Web Service Test

» Web Services » Test » Change operation Operation one

Actions

Go back to web service

Delete

Operation Details

\* Name: Operation one

The name is typically used to call up this web service operation from a remote system.

Description: Operation one description.

Mapping for incoming request data: Test

The request data will be processed by this mapping, to transform it to the kind of data OTRS expects.

Operation backend: Test::Test

This OTRS operation backend module will be called internally to process the request, generating data for the response.

Mapping for outgoing response data: Test

The response data will be processed by this mapping, to transform it to the kind of data the remote system expects.

Save Save and finish or Cancel

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Top of page

Figure: Web service operation.

## Web Service Provider Transport

The network transport configuration for the requester is similar to the configuration for the provider. For the Requester "HTTP::SOAP" network transport there are more fields to be set.

Apart from the "Endpoint" (URI of the Remote System web service interface to accept requests) and "Namespace" which are required fields, you can also specify:

- Encoding (such as utf-8, latin1, iso-8859-1, cp1250, etc) for the SOAP message.
- SOAPAction Header: you can use this to send an empty or filled SOAPAction header. Set to "No" and the SOAPAction header on the SOAP message will be an empty string, or set to "Yes" to send the soap action in Namespace#Action format and define the separator (typically "/" for .Net web services and "#" for the rest).
- Authentication: to set the authentication mechanism, set to "-" to not use any authentication or select one from the list and the detail fields will appear.

## Note

Currently only the "BasicAuth" (HTTP) authentication mechanism is implemented. You can decide whether or not to use it depending on the Remote System configuration. If used, you must provide the User Name and the Password to access the remote system.

## Warning

If you supply a password for authentication and after you export the web service to a YAML file this password will be revealed and will be written into a plain text string inside the YAML file. Be aware of it and take precautions if needed.

GenericInterface Transport HTTP::SOAP for Web Service Test

» Web Services » Test » Requester Transport HTTP::SOAP

Actions

Go back to web service

Network transport

Properties

Type: HTTP::SOAP

\* Endpoint: EndpointOne  
URI to indicate a specific location for accessing a service.  
e.g. http://local.otrs.com:8000/Webservice/Example

\* Name space: Name Space  
URI to give SOAP methods a context, reducing ambiguities.  
e.g urn:otrs-com:soap:functions or http://www.otrs.com/GenericInterface/actions

Encoding:   
The character encoding for the SOAP message contents.  
e.g utf-8, latin1, iso-8859-1, cp1250, Etc.

SOAPAction: Yes  
Set to "Yes" to send a filled SOAPAction header.  
Set to "No" to send an empty SOAPAction header.

SOAPAction separator: #  
Character to use as separator between name space and SOAP method.  
Usually .Net web services uses a "/" as separator.

Authentication: BasicAuth  
The authentication mechanism to access the remote system.  
A "-" value means no authentication.

\* User: root@localhost  
The user name to be used to access the remote system.

Password:   
The password for the privileged user.

Save Save and finish or Cancel

Figure: Web service requester network transport.

## Web Service Invoker

The actions that can be performed when you are using OTRS as a requester are called "Invokers". Each invoker belongs to a controller (controllers are collections of operations or

invokers), normally invokers from the same controller need similar settings and share the same configuration dialogs. Each invoker can have independent configuration dialogs if needed.

Name, Description, Backend, and Mappings are fields that normally appear on every invoker, as well as the list of event triggers other special fields can appear on non default configuration dialogs like the Remote System GUID field in SolMan Controller invokers.

Normally there are two mapping configuration sections for each invoker, one for the incoming data and another one for the outgoing data. You can choose different mapping types (backends) for each mapping direction, since their configuration is independent from each other and also independent from the invoker backend. The normal and most common practice is that the invoker uses the same mapping type in both cases, with inverted configuration. The complete mapping configuration is done in a separate screen, which depends on the mapping type.

The invoker backend is pre-filled and is not editable. You will see this parameter when you choose the invoker on the web service edit screen. The field is only informative. informative.

Event triggers are events within OTRS such as "TicketCreate", "ArticleSend", etc. These can act as triggers to execute the invoker. Each invoker needs to have at least one event trigger registered, or the invoker will be useless, because it will never be called. The asynchronous property of the event triggers define if the OTRS process will handle the invoker or if it will be delegated to the Scheduler.

## Note

The OTRS Scheduler is a separated process that executes tasks in the background. Using this the OTRS process itself will not be affected if the Remote System takes a long time to respond, if it is not available or if there are network problems. If you don't use the scheduler using web services can make OTRS slow or non-responsive. Therefore it is highly recommend to use asynchronous event triggers as often as possible.

To add an Event trigger first select the event family from the first list, then the event name from the second list, then set the asynchronous property (if unchecked means that the event trigger will not be asynchronous) and then click on the plus button. A new event trigger will be created and it will be listed on the invoker "Event Triggers" list.

To delete an Event trigger, simply locate the event trigger to be deleted in the "Event Triggers" list and click on the trash icon at the end of the row. This will open a dialog that ask you if you are sure to delete the event trigger. Click "Delete" to remove the event trigger from the list, or "Cancel" to close the dialog.

In the left part of the screen on the action column you have the options: "Go back to web service" (discarding all changes since the last save) and "Delete". If you click on the last one, a dialog will emerge and ask you if you like to remove the invoker. Click on the "Delete" button to confirm the removal of the invoker and its configuration or "Cancel" to close the delete dialog.

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**OTRS**

**DASHBOARD** **TICKETS** **STATISTICS** **CUSTOMERS** **ADMIN**

**Change Invoker Invoker one of Web Service Test**

» **Web Services** » **Test** » Change invoker Invoker one

**Actions**

[Go back to web service](#)

[Delete](#)

**Invoker Details**

**\* Name:**

The name is typically used to call up an operation of a remote web service.

**Description:**

**Invoker backend:**

This OTRS invoker backend module will be called to prepare the data to be sent to the remote system, and to process response data.

**Mapping for outgoing request data:**  [Configure](#)

The data from the invoker of OTRS will be processed by this mapping, to transform it to the kind of data the remote system expects.

**Mapping for incoming response data:**  [Configure](#)

The response data will be processed by this mapping, to transform it to the kind of data the invoker of OTRS expects.

**Event Triggers:**

| EVENT      | ASYNCHRONOUS | DELETE                 |
|------------|--------------|------------------------|
| HistoryAdd | Yes          | <a href="#">Delete</a> |

This invoker will be triggered by the configured events.

**Add Event Trigger:**   ☒ **Asynchronous** [+](#)

To add a new event select the event object and event name and click on the '+' button.

Asynchronous event triggers are handled by the OTRS Scheduler in background (recommended). Synchronous event triggers would be processed directly during the web request.

[Save](#) [Save and finish](#) or [Cancel](#)

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Figure: Web service invoker.

## Web Service Mapping

There are cases where you need to transform the data from one format to another (map or change data structure), because normally a web service is used to interact with a Remote System, that is highly probable that is not another OTRS system and / or could not understand the OTRS data structures and values. In these cases some or all values has to be changed, and sometimes even the names of the values (keys) or sometimes the complete structure, in order to match with the expected data on the other end. To accomplish this task the the Generic Interface Mapping Layer exists.

Each Remote System has its own data structures and it is possible to create new mapping modules for each case (e.g. there is a customized mapping module for SAP Solution Manager shipped with OTRS), but it is not always necessary. The module Mapping::Simple should cover most of the mapping needs.

## Note

When Mapping::Simple does not cover all mapping needs for a web service a new mapping module should be created. To learn more about how to create new mapping modules please consult the OTRS Development Manual.

This module gives you the opportunity to set default values to map for each key or value for the whole communication data.

At the beginning of the screen you will see a general section where you can set the default rules that will apply for all the unmapped keys and values. there are three options available, these options are listed below:

- Keep (leave unchanged): doesn't touch the keys or values in any way.
- Ignore (drop key/value pair): when this is applied to the key it deletes the key and value, because when a key is deleted then in consequence it associated value is deleted too. When this is applied to the value, only the value is deleted, keeping the key, that now will be associated to an empty value.
- MapTo (use provided key or value as default): all keys and / or values without a defined map rule, will use this as default, when you select this option a new text field will appear to set this default.

Clicking on the "+" button for new key map, will display a new box for a single mapping configuration. You can add as many key mappings as needed. Just click on the "+" button again and a new mapping box will appear below the existing one. From this mapping boxes you can define a map for a single key, with the next options:

- Exact value(s): the old key string will be changed to a new one if the old key matches exactly.
- Regular expression: The key string will be replaced following a regular expression rule.

Pressing the new value map "+" button will display a new row for a value map. Here also is possible to define rules for each value to be mapped with the same options as for the key map (Exact value and Regular expression). You can add as many values to map as needed, and if you want to delete one of them, just click on the "-" button for each mapping value row.

Deleting the complete key mapping section (box) is possible, just push on the "-" button located on the up right corner of each box that you want to delete.

If you need to delete a complete mapping configuration: go back to the corresponding operation or invoker screen, look for the mapping direction that you select before and set its value to "-", and save the configuration to apply changes.

GenericInterface Mapping Simple for Web Service Test

» Web Services » Test » Operation Operation one » Simple Mapping for Incoming Data

Actions

Go back to operation

Mapping Simple

Default rule for unmapped keys: MapTo (use provided value as default) default\_value

This rule will apply for all keys with no mapping rule.

Default rule for unmapped values: Keep (leave unchanged)

This rule will apply for all values with no mapping rule.

New key map: +

▼ Mapping for Key KeyNew

Key mapping:

\*Map key: KeyOne matching the: Exact value(s) \*to new key: KeyNew

Value mapping:

\*Map value: MapOne matching the: Exact value(s) \*to new value: MapNewOne

\*Map value: MapTwo matching the: Regular expression \*to new value:

New value map: +

Save Save and finish or Cancel

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Top of page

Figure: Web service mapping.

## Web Service Command Line Interface

The Command Line Interface (CLI) is fast way to work with the web services. It consists of a set of tools can be use to perform basic operations like:

- Create, Update, Read, List and Delete web services based on YAML files.
- Read the Debugger log, with filter options.

### Note

You don't need to use the CLI to work with web services. Integrated into the Admin interface there is a complete set of screens to interact with every part of the web services. Please read the web service GUI section included in this manual.

## Web Service Configuration

The "WebserviceConfig.pl" was developed in order to create basic, but fast and powerful tool to work with web service configurations. It gives you the ability to perform the following actions:

- Add: to create web services using a YAML file as the configuration source.
- Update: to change an existing web service, the configuration can be changed using a different or modified YAML file.



- Read: to get the current web service configuration displayed on the screen.
- List: to get a complete list of all the web services registered in system.
- Delete: to delete a web service from the system. Be careful when you use it, because this action can't be undone.

## Warning

A web service READ operation will display all the configuration as plain text on the screen, including any stored passwords. Please be aware of this and take the needed precautions!

Example: Creating a new web service configuration:

```
shell> OTRS_HOME/bin/otrs.WebserviceConfig.pl -a write  
-n <webservice_name> -f /path/to/yaml/file
```

Also you can use 'otrs.WebserviceConfig.pl' with following options:

- **-a read -i <webservice\_id>** - To read a stored configuration.
- **-a write -n <webservice\_name> -f /path/to/yaml/file** - To create a new web service.
- **-a write -i <webservice\_id> -f /path/to/yaml/file** - To update a web service.
- **-a list** - To list available web services.
- **-a delete -i <webservice\_id>** - To delete a web service.

## Web Service Debugger

Another available tool on the command line is the "otrs.GenericInterfaceDebugRead.pl" script, which is an interface to search for web service debugger log entries.

Example: Searching for debugger log entries:

```
shell> bin/otrs.GenericInterfaceDebugRead.pl
```

Optional parameters can be used for the "otrs.GenericInterfaceDebugRead.pl" script:

- **-c** - to filter by Communication ID (md5sum format).
- **-t** - to filter by CommunicationType ('Provider' or 'Requester').
- **-a** - to filter by date (At or After a date).
- **-b** - to filter by date (At or Before a date).
- **-i** - to filter by IP Address (must be valid IPv4 or IPv6 address).

- **-w** - to filter by Web Service ID.
- **-d** - to include detailed communication data.

Example: Searching for debugger log entries with all parameters:

```
shell> ./otrs.GenericInterfaceDebugRead.pl -c
a7cc4d9f5c70387a9bfbe1351bc88966 -t Provider -a '2011-07-22 00:00:00'
-b '2011-07-26 00:00:00' -i 127.0.0.1 -w 123 -d 1
```

## Note

It is highly recommended to include at least one of the filter options listed above, and even more if the "-d" option is selected, because *a lot of* information can be retrieved from the data base and displayed on the screen, this could result in slow response times and much more information than what you really needed.

# Web Service Configuration

From its design the web services were conceived to be portable from one OTRS system to another, e.g. from a test or development environment to a production system. Therefore it was needed to have an easy way to extract the web service configuration from the database, and import it to another. To accomplish this task Generic Interface uses YAML files as the web services configuration basis.

Why YAML? YAML is a markup language designed to be human friendly to read and write (it is easier to understand than JSON), it does not have some of the limitations of XML like numeric tags, it is open, standardized, and is complete enough to store the whole web service configuration.

## Note

To learn more about YAML please visit <http://www.yaml.org/>.

The following is a web service configuration file example in YAML format:

```
---
Debugger:
  DebugThreshold: debug
Description: This an example of a web service configuration
Provider:
  Operation:
    CloseIncident:
      Description: This is a SolMan test operation
      MappingInbound: {}
      MappingOutbound: {}
      RemoteSystemGuid: ''
      Type: SolMan::CloseIncident
  Test:
    Description: This is a test operation
```

```
MappingInbound:
  Config:
    KeyMapDefault:
      MapTo: ''
      MapType: Keep
    KeyMapExact:
      Prio: Priority
    ValueMap:
      Priority:
        ValueMapExact:
          Critical: 5 Very High
          Information: 1 Vely Low
          Warning: 3 Normal
      ValueMapDefault:
        MapTo: 3 Normal
        MapType: MapTo
    Type: Simple
MappingOutbound:
  Config:
    KeyMapDefault:
      MapTo: ''
      MapType: Ignore
    KeyMapExact:
      Priority: Prio
    ValueMap:
      Prio:
        ValueMapExact:
          1 Very Low: Information
          3 Normal: Warning
          5 Very High: Critical
      ValueMapDefault:
        MapTo: ''
        MapType: Ignore
    Type: Simple
  Type: Test::Test
Transport:
  Config:
    MaxLength: 10000000
    Namespace: http://www.example.com/actions
  Type: HTTP::SOAP
RemoteSystem: remote.system.description.example.com
Requester:
  Invoker:
    Test:
      Description: This is a test invoker
      Events:
        - Asynchronous: 1
          Event: TicketCreate
        - Asynchronous: 0
          Event: ArticleUpdate
      MappingInbound:
        Type: Simple
      MappingOutbound:
        Type: Simple
```

```
Type: Test::Test
Transport:
Config:
  Authentication:
    Password: '*****'
    Type: BasicAuth
    User: otrs
  Encoding: utf-8
  Endpoint: http://www.example.com:8080/endpoint
  Namespace: http://www.example.com/actions
  SOAPAction: Yes
  SOAPActionSeparator: '#'
Type: HTTP::SOAP
```

## Configuration Details

### General

- Description: a short text that describes the web service.
- RemoteSystem: a short description of the Remote System.
- Debugger: a container for the debugger settings.
- Provider: a container for the provider settings.
- Requester: a container for the requester settings.

### Debugger

- DebugThreshold: the debugger level

#### Possible Values

- debug: all logs are stored in the database.
- info: info, notice and error level logs are stored in the database.
- notice: notice and error level logs are stored in the database.
- error: only error level logs are stored in the database.

### Provider

- Operation: a container for each operation settings.
- Transport: a container for provider network transport settings.

### Operation

- <OperationName>: Unique name for the operation, container for its own operation settings (cardinality 0..n, but not duplicate).

**<OperationName>**

This section is based on operations from type "Test::Test" other operations might contain more or different settings.

- Description: a short text that describes the operation.
- MappingInbound: a container for the mapping settings for the incoming request data.
- MappingOutbound: a container for the mapping settings for the outgoing response data.
- Type: the operation backend, in Controller::Operation format.

**MappingInbound**

This section is based on mappings from type "Simple". Other mappings might contain more or different settings.

- Config: a container for this mapping settings.
- Type: the mapping backend.

**Config**

- KeyMapDefault: a container for all non mapped keys settings.
- ValueMapDefault: a container for all non mapped values settings.
- KeyMapExact: a container for all exact key mappings (cardinality 0 .. 1).
- KeyMapRegEx: a container for all regular expression key mappings (cardinality 0 .. 1).
- ValueMap: a container for all value mappings (cardinality 0 .. 1).

**KeyMapDefault**

- MapTo: the new value to be used (only applicable if MapType is set to MapTo).
- MapType: the rule for the mapping.

**Possible Values**

- Keep: leave unchanged.
- Ignore: drop.
- MapTo: change to the MapTo value.

**ValueMapDefault**

Similar to KeyMapDefault.

**KeyMapExact**

- <oldkey>: <newkey> (cardinality 0 .. n but not duplicate).

**KeyMapRegEx**

- <oldkey(RegEx)>: <newkey> ( cardinality 0 .. n but no duplicates).

## ValueMap

- <newkey>: a container for value mappings for this new key (cardinality depends on the new keys from KeyMapExact and KeyMapRegEx).

### <newkey>

- ValueMapExact: a container for all exact value mappings (cardinality 0 .. 1).
- ValueMapRegEx: a container for all regular expression value mappings (cardinality 0 .. 1).

## valueMapExact

- <oldvalue>: <newvalue> ( cardinality 0 .. n but not duplicate).

## ValueMapRegEx

- <oldvalue(RegEx)>: <newvalue> ( cardinality 0 .. n but not duplicate).

## MappingOutbound

Same as MappingInbound.

## Transport

This section is based on the provider network transport HTTP::SOAP, other transports might contain more or different settings.

- Config: a container for the specific network transport configuration settings.
- Type: the provider network transport backend.

## Config

- MaxLength: the maximum length in bytes to be read in a SOAP message by OTRS.
- NameSpace: an URI that gives a context to all operations that belongs to this web service.

## Requester

- Invoker: a container for each invokers' settings.
- Transport: a container for requester network transport settings.

## Invoker

- <InvokerName>: Unique name for the invoker, container for its own invoker settings (cardinality 0..n, but not duplicate).

### <InvokerName>

This section is based on invokers from type "Test::Test" other invokers might contain more or different settings.

- Description: a short text that describes the invoker

- Events: a container for a unnamed list of event trigger settings.
- MappingInbound: a container for the mapping settings for the incoming response data.
- MappingOutbound: a container for the mapping settings for the outgoing request data.
- Type: the invoker backend, in Controller::Invoker format.

## Events

- *List Element*: (cardinality 0 .. n)
- Asynchronous: to set if the invoker execution will be delegated to the Scheduler

### Possible Values

- 0: not handled by the Scheduler.
- 1: handled by the Scheduler.
- Event: the name of the event trigger.

### Possible Values (for ticket events)

- TicketCreate
- TicketDelete
- TicketTitleUpdate
- TicketUnlockTimeoutUpdate
- TicketQueueUpdate
- TicketTypeUpdate
- TicketServiceUpdate
- TicketSLAUpdate
- TicketCustomerUpdate
- TicketFreeTextUpdate
- TicketFreeTimeUpdate
- TicketPendingTimeUpdate
- TicketLockUpdate
- TicketArchiveFlagUpdate
- TicketStateUpdate
- TicketOwnerUpdate

- 
- TicketResponsibleUpdate

- TicketPriorityUpdate
- HistoryAdd
- HistoryDelete
- TicketAccountTime
- TicketMerge
- TicketSubscribe
- TicketUnsubscribe
- TicketFlagSet
- TicketFlagDelete
- TicketSlaveLinkAdd
- TicketSlaveLinkDelete
- TicketMasterLinkDelete

### **Possible Values (for article events)**

- Article Events
- ArticleCreate
- ArticleFreeTextUpdate
- ArticleUpdate
- ArticleSend
- ArticleBounce
- ArticleAgentNotification
- ArticleCustomerNotification
- ArticleAutoResponse
- ArticleFlagSet
- ArticleFlagDelete
- ArticleAgentNotification
- ArticleCustomerNotification

### **MappingInbound**

Same as Operation MappingInbound



## **MappingOutbound**

Same as Operation MappingInbound.

## **Transport**

This section is based on the requester network transport HTTP::SOAP, other transports might contain more or different settings.

- Config: a container for the specific network transport configuration settings.
- Type: the requester network transport backend.

## **Config**

- Authentication: a container for authentication settings.
- Encoding: the SOAP Message request encoding
- Endpoint: the URI of the Remote Server web service to accept OTRS requests
- Namespace: an URI that gives a context to all invokers that belongs to this web service.
- SOAPAction: to send an empty or filled SOAPAction header in the SOAP Message (in "<Namespace> <Separator> <Action>" format).

### **Possible Values**

- YES: to send a filled SOAPAction header.
- No: to send an empty SOAPAction header.
- SOAPActionSeparator: to set the <Separator> of a filled SOAPAction header.

### **Possible Values**

- '/': used for .net web services.
- '#': used for all the rest web services.

## **Authentication**

- User: the privileged user name that has access to the remote web service.
- Password: the password for privileged user in plain text.
- Type: the type of authentication.

---

# Chapter 21. OTRS Scheduler

The OTRS Scheduler is an independent system process that execute tasks in background. this kind of processes are know as Daemons in Unix / Linux systems or as Services on Windows environments. To be independent doesn't mean that the Scheduler do all alone, it is fully integrated to OTRS and can use any OTRS module as needed to complete each task.

Currently OTRS Scheduler is only able to handle Generic Interface tasks, this kind of tasks executes invokers that sends requests to Remote Systems. Other handlers for different tasks will be added on further OTRS versions.

For sanity reasons the Scheduler process needs to be restarted from time to time, this is done automatically by the scheduler process itself once a day, but it can be adjusted as needed using the SysConfig by editing the "Scheduler::RestartAfterSeconds" setting.

OTRS Scheduler is a set it and forget it process, the only needed human interaction is to check its status and start or stop it as needed.

## Note

If Scheduler is stopped for any reason all left tasks and new tasks registered when the Scheduler is stopped, are going to be executed ASAP when the Scheduler starts again (unless the tasks are programmed to be executed in the future).

## Scheduler Graphical Interface

Scheduler is not visible in the OTRS Graphical User Interface unless it stops running when it should be running.

## Scheduler Not Running Notification

There are two notifications if the system does not detect that scheduler is running this detection in based on the Scheduler process update frequency, if the difference between current time and the last process update time is 2X the process update frequency a warning message will be displayed in the OTRS notification area. If it over pass 4X the process frequency then an alert will be displayed.

The Scheduler process update time can be configured via the SysConfig in the "Scheduler::PIDUpdateTime" setting.

For a warning message it is not always necessary to take an action, but is highly recommended to check if the scheduler process is running. If the alert came then is highly probable that the scheduler is not running and should be started.

By default the Scheduler not running notification is enabled (if there is a valid web service registered in the database) and is only displayed to the users in the "admin" group.

To disable the notification (not recommended) or to change or add the notification groups, please edit the "Frontend::NotifyModule###800-Scheduler-Check" setting in the SysConfig.



Figure: Scheduler notification.

## Start Scheduler

By clicking on the Scheduler not running notification link (either warning or alert) a dialog box will open to let you start the Scheduler process again. The Scheduler can be started normally or forced to start, by clicking on the appropriate check box in the dialog.

### Note

A forced Scheduler start is only necessary if previous Scheduler process was terminated abnormally and the Process ID is still registered on the database.

To have full control of the Scheduler process and to check its real status please use the command line tools described below.

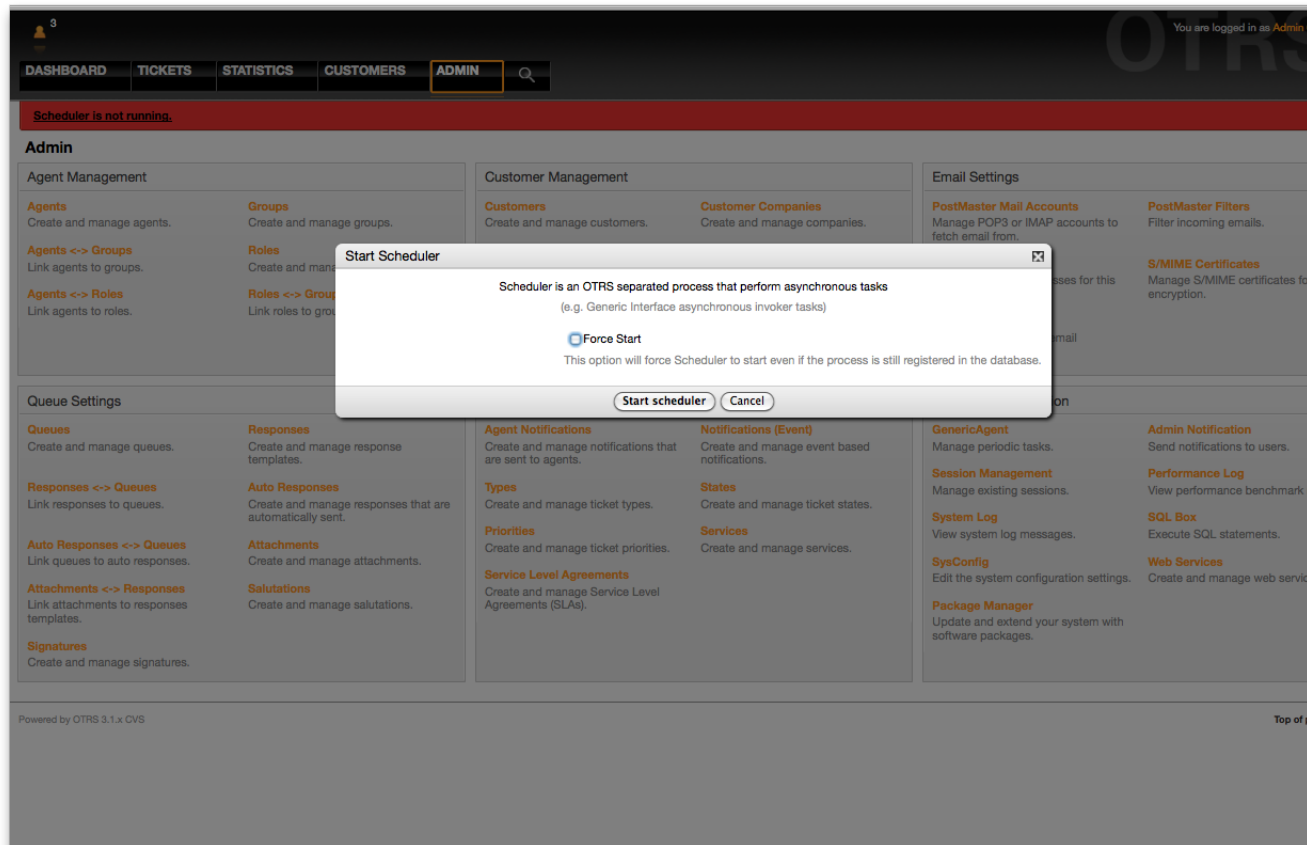


Figure: Start Scheduler.

## Scheduler Command Line Interface

The Scheduler command line tools let you control the Scheduler process (Start / Stop) or query its status. There are also tools to register the process to be controlled by the operating system.

Included with OTRS there are two sets of CLI tools, one for Unix / Linux OS and another for MS Windows OS.

## Unix / Linux

### Scheduler Init.d Files

Init.d files are special scripts that are called by the operating system at startup and shutdown (or restart) times.

OTRS provide init.d scripts to start / stop the OTRS Scheduler process automatically by the operating system, this scripts are located under OTRS\_HOME/scripts.

Init.d scripts needs to be copied to the correct location for your operating system, they need to had the proper permissions and some internal variables needs to be set to work properly.

#### Init.d Script Internal Variables

- **OTRS\_HOME** - the path of your OTRS installation.
- **User** - the apache process user name.
- **Group** - the apache process user's group name.

#### Note

Currently there are only init.d scripts for Linux platforms.

**Table 21.1. List of Init Scripts And Supported Operating Systems**

| Init Script  | Supported OS   |
|--|--|
| otrs-scheduler-linux                                       | RedHat, Fedora, CentOS, SuSE, OpenSuSE, Debian, Ubuntu |
| otrs-scheduler-gentoo-init.d, otrs-scheduler-gentoo-conf.d | Gentoo   |

#### Example 21.1. Example To Start The OTRS Scheduler Form An Init.d Script

```
shell> /etc/init.d/otrs-scheduler-linux  
start
```

#### Available Actions

- **start** to start the OTRS Scheduler process.
- **stop** to stop the OTRS Scheduler process.
- **restart** to restart the OTRS Scheduler process.
- **status** to query the OTRS Scheduler process status.

Scheduler needs the database to be available to register it Process ID, for this reason is necessary to:

- Execute the Scheduler init.d script to *start* the Scheduler process after the database process is up and running.
- Execute the Scheduler init.d script to *stop* the Scheduler before the database process shuts down.

## Note

If you want that Scheduler runs at system startup, please read the documentation of the operating system for the right location to place the init.d scripts, how to configure them to run automatically and its run order.

## Scheduler Daemon File

This is the part of the Scheduler that stays running in the background checking for tasks to execute. It also provides the main functions to control the process.

All Unix / Linux uses the file **OTRS\_HOME/bin/otrs.Scheduler.pl**.

### Example 21.2. Example To Start The OTRS Scheduler

```
shell> OTRS_HOME/bin/otrs.Scheduler.pl -a  
start
```

## Available Options

- **-a** action.

### Possible Values

- **start**- to start the Scheduler process.
- **stop**- to stop the Scheduler process.
- **status**- to query Scheduler process status.
- **-f** to force the start or stop of the Scheduler process.

### Example 21.3. Example To Force Stop The OTRS Scheduler

```
shell> OTRS_HOME/bin/otrs.Scheduler.pl -a  
stop -f 1
```

## Note

Force stop the Scheduler is used remove the process ID from the database when scheduler is not running and the process is still registered.

Force start the Scheduler is used to start the Scheduler process if the scheduler is not running and the process is registered.

Force start or stop are only necessary if the start of the process is needed to be done before the process update time expires. Otherwise an expired entry in the database is discarded by normal start.

## Windows

### Scheduler Service Installer

The integration of the services into the MS Windows Operating System is done in the Windows Service Control Manager (SCM). In order to make the OTRS Scheduler process to be controlled by the SCM is necessary to register it.

OTRS provides the script **OTRS\_HOME/bin/otrs.Scheduler4WinInstaller.pl** to register or unregister the OTRS Scheduler into the SCM.

#### Example 21.4. Example To Register The OTRS Scheduler Into the Widows SCM

```
shell> OTRS_HOME/bin/
otrs.Scheduler4WinInstaller.pl -a install
```

#### Available Options

- **-a** action.

#### Possible Values

- **install**- to install the Scheduler process into the Windows SCM.
- **remove**- to remove the Scheduler process from the Windows SCM.

After installed into the Widows SCM The OTRS Scheduler process can be used as any other service in Windows, it can be started, stopped and restarted and can be configured to be started manually or automatic.

#### Note

To learn more about Windows Services and the Windows SCM please read the Windows documentation, and Microsoft online help.

### Scheduler Service File

This is the part of the Scheduler that stays running in the background checking for tasks to execute. It also provides the main functions to control the process.

Windows Operating System uses the file **OTRS\_HOME/bin/otrs.Scheduler4Win.pl**.

#### Example 21.5. Example To Start The OTRS Scheduler

```
shell> OTRS_HOME/bin/otrs.Scheduler4Win.pl
-a start
```

## Available Options

- **-a** action.

## Possible Values

- **start**- to start the Scheduler process.
- **stop**- to stop the Scheduler process.
- **status**- to query Scheduler process status.
- **-f** to force the start or stop of the Scheduler process.

## Example 21.6. Example To Force Stop The OTRS Scheduler

```
shell> OTRS_HOME/bin/otrs.Scheduler4Win.pl  
-a stop -f 1
```

## Note

Force stop the Scheduler is used remove the process ID from the database when scheduler is not running and the process is still registered.

Force start the Scheduler is used to start the Scheduler process if the scheduler is not running and the process is registered.

Force start or stop are only necessary if the start of the process is needed to be done before the process update time expires. Otherwise an expired entry in the database is discarded by normal start.

---

# Chapter 22. Additional applications

You can install additional application packages to extend the functionality of the OTRS framework. This can be done via the package manager from the Admin page, which downloads the applications from an online repository and manages package dependencies. It is also possible to install packages from local files.

## FAQ

The FAQ is the Knowledge Base component. It supports editing and viewing of FAQ articles. Articles can be viewed and restricted to agents, customer users or anonymous users. They can also be structured in groups, and be in different languages.



---

# Chapter 23. Performance Tuning

Presented below is a list of performance enhancing techniques for your OTRS installation, covering configuration, coding, memory use and more.

## OTRS

There are several options to improve OTRS performance.

### TicketIndexModule

There are two backend modules for the ticket index:

- Using `Kernel::System::Ticket::IndexAccelerator::RuntimeDB` (default), generate each queue view on the fly from the ticket table. You will not have performance trouble until you have about 60,000 open tickets in your system.
- `Kernel::System::Ticket::IndexAccelerator::StaticDB`, the most powerful module, should be used when you have above 80,000 open tickets. It uses an extra `ticket_index` table, which works like a view. Use `bin/otrs.RebuildTicketIndex.pl` for generating an initial index build after switching backends.

You can change the `IndexAccelerator` via `SysConfig`.

### TicketStorageModule

There are two different backend modules for the ticket/article storage:

- Configure `Kernel::System::Ticket::ArticleStorageDB` (default) to store attachments, etc. in the database. Note: Don't use it with large set ups.

Pro: If your webserver user isn't the 'otrs' user, use this module to avoid file permission problems.

Con: It is not advisable to store attachments in your database. Take care that your database is able to store large objects. E.g. Configure MySQL with "set-variable = max\_allowed\_packet=8M" to store 8 MB objects (the default is 2M).

- Configure `Kernel::System::Ticket::ArticleStorageFS` to store attachments etc. on the local file system. Note: Recommended for large setups.

Pro: It is fast!

Con: Your web server user should be the 'otrs' user. Also, if you have multiple front-end servers, you should make sure the filesystem is shared between the servers. So place it on an NFS share or preferably a SAN or similar solution.

Note: you can switch from one back-end to the other on the fly. You can switch the backend in the `SysConfig`, and then run the command line utility `otrs.ArticleStorageSwitch.pl` to put the articles from the database onto the filesystem or the other way around. You can use the `-s` and `-d` options to specify the source and destination back-ends. Please note that the whole

process can take considerable time to run, depending on the number of articles you have and the available CPU power and/or network capacity.

```
shell> bin/otrs.ArticleStorageSwitch.pl -s ArticleStorageDB -d
ArticleStorageFS
```

*Script: Switching storage back-ends from database to filesystem.*

## Archiving Tickets

As OTRS can be used as an audit-proof system, deleting closed tickets may not be a good idea. Therefore we implemented a feature that allows you to archive tickets.

Tickets that match certain criteria can be marked as "archived". These tickets are not accessed if you do a regular ticket search or run a Generic Agent job. The system itself does not have to deal with a huge amount of tickets any longer as only the "latest" tickets are taken into consideration when using OTRS. This can mean a huge performance gain on large systems.

To use the archive feature simply follow these steps:

### 1. Activate the archive system in SysConfig

In the Admin page, go to SysConfig and select the group `Ticket`. In `Core::Ticket` you find the option `Ticket::ArchiveSystem` which is set to "no" by default. Change this setting to "yes" and save this change.

### 2. Define a GenericAgent job

On the Admin page, select GenericAgent and add a new job there.

#### a. Job Settings

Provide a name for the archiving job, and select proper options to schedule this job.

#### b. Ticket Filter

The ticket filter is searches for tickets that match the selected criteria. It might be a good idea to only archive those tickets in a closed state that have been closed a few months before.

#### c. Ticket Action

In this section, set the field labeled "Archive selected tickets" to "archive tickets".

#### d. Save the job

At the end of the page you will find an option to save the job.

#### e. Affected tickets

The system will display all tickets which will be archived when executing the Generic Agent job.

### 3. Ticket Search

When you search for tickets, the system default is to search tickets which are not archived. If you want to search through archived tickets also, simply add "archive search" while defining search criteria.

## Database

DB issues vary by the database being used. Study the documentation for your database or check with your database administrator.

### MySQL

If you use the MySQL table type MyISAM (which is the default), and have deleted a large part of a table or if you have made many changes to a table with variable-length rows (tables that have VARCHAR, BLOB or TEXT columns), you need to defragment the datafile (tables) with the "optimize" command.

You should try this if the mysqld daemon needs a lot of your CPU time. Optimize the tables - ticket, ticket\_history and article (see Script below).

```
shell$ mysql -u user -p database
mysql$ optimize table ticket;
mysql$ optimize table ticket_history;
mysql$ optimize table article;
```

*Script: Optimizing data base tables.*

### PostgreSQL

PostgreSQL is best tuned by modifying the postgresql.conf file in your PostgreSQL data directory. For advice on how to do this, see these articles:

- <http://www.revsys.com/writings/postgresql-performance.html> [http://www.revsys.com/writings/postgresql-performance.html]
- <http://varlena.com/GeneralBits/Tidbits/perf.html> [http://varlena.com/GeneralBits/Tidbits/perf.html]
- [http://varlena.com/GeneralBits/Tidbits/annotated\\_conf\\_e.html](http://varlena.com/GeneralBits/Tidbits/annotated_conf_e.html) [http://varlena.com/GeneralBits/Tidbits/annotated\_conf\_e.html]

If performance is still not satisfactory, we suggest that you join the PostgreSQL Performance mailing list ( <http://www.postgresql.org/community/lists/> ), and ask questions there. The folks on the PostgreSQL list are very friendly and can probably help.

## Webserver

Of course you should use mod\_perl 2.0 ( <http://perl.apache.org/> ). It's much faster (~ \* 100) than pure cgi. But it needs more RAM.

### Pre-established database connections

You can have the database connections pre-established on startup of the web server. This saves time (see README.webserver).

## Preloaded modules - startup.pl

Use the startup script `scripts/apache2-perl-startup.pl` for preloaded/precompiled Perl modules on your `mod_perl` webserver to be faster, with a smaller memory footprint (see `README.webserver`).

## Reload Perl modules when updated on disk

By default Apache::Reload is used in `scripts/apache2-httpd.include.conf`. Disable it and you will get 8% more speed. But remember to restart the web server if you install any modules via the OTRS Package Manager, or any values in your `SysConfig` or in `Kernel/Config.pm`. Important: this would also mean you can't use the OTRS Package Manager via the web interface, you need to use the command line variant - `bin/otrs.PackageManager.pl`.

## Choosing the Right Strategy

If you have a larger installation, say over 1,000 new tickets per day and over 40 agents, it is a good idea to read the chapters on Performance of the `mod_perl` User's Guide ( <http://perl.apache.org/docs/2.0/user/index.html> ).

## mod\_gzip/mod\_deflate

If your bandwidth is small, use `mod_deflate` for Apache2. If you have an html page with 45k, `mod_gzip/mod_deflate` compresses it to about 7k. The drawback is that this increases the load on the server side.

---

# Chapter 24. Backing up the system

This chapter describes the backup and restore of the OTRS data.

## Backup

There are two types of data to backup: application files (e.g. the files in `/opt/otrs`), and the data stored in the database.

To simplify backups, the script `scripts/backup.pl` is included with every OTRS installation. It can be run to backup all important data (see Script below).

```
linux:/opt/otrs# cd scripts/
linux:/opt/otrs/scripts# ./backup.pl --help
backup.pl <Revision 1.1> - backup script
Copyright (c) 2001-2005 Martin Edenhofer <martin@otrs.org>
usage: backup.pl -d /data_backup/ [-c bzip2|gzip] [-r 30] [-t
    nofullbackup]
linux:/opt/otrs/scripts#
```

*Script: Getting help about the OTRS backup mechanism.*

Execute the command specified in the script below to create a backup:

```
linux:/opt/otrs/scripts# ./backup.pl -d /backup/
Backup /backup//2010-09-07_14-28/Config.tar.gz ... done
Backup /backup//2010-09-07_14-28/Application.tar.gz ... done
Dump MySQL rdbms ... done
Compress SQL-file... done
linux:/opt/otrs/scripts#
```

*Script: Creating a backup.*

All data was stored in the directory `/backup/2010-09-07_14-28/` (see Script below). Additionally, the data was saved into a `.tar.gz` file.

```
linux:/opt/otrs/scripts# ls /backup/2010-09-07_14-28/
Application.tar.gz Config.tar.gz DatabaseBackup.sql.gz
linux:/opt/otrs/scripts#
```

*Script: Checking the backup files.*

## Restore

To restore a backup, the saved application data has to be written back into the installation directory, e.g. `/opt/otrs`. Also the database has to be restored.

A script `scripts/restore.pl` (see Script below), which simplifies the restore process, is shipped with every OTRS installation. It supports MySQL and PostgreSQL.

```
linux:/opt/otrs/scripts# ./restore.pl --help
restore.pl <Revision 1.1> - restore script
Copyright (c) 2001-2005 Martin Edenhofer <martin@otrs.org>
usage: restore.pl -b /data_backup/<TIME>/ -d /opt/otrs/
linux:/opt/otrs/scripts#
```

*Script: Getting help about the restore mechanism.*

Data that is stored, for example, in the directory `/backup/2010-09-07_14-28/`, can be restored with the command specified in the script below, assuming the OTRS installation is at `/opt/otrs`.

```
linux:/opt/otrs/scripts# ./restore.pl -b /backup/2010-09-07_14-28 -d /
opt/otrs/
Restore /backup/2010-09-07_14-28//Config.tar.gz ...
Restore /backup/2010-09-07_14-28//Application.tar.gz ...
create MySQL
decompresses SQL-file ...
cat SQL-file into MySQL database
compress SQL-file...
linux:/opt/otrs/scripts#
```

*Script: Restoring OTRS data.*

# Appendix A. Additional Resources

We try to support you with the very latest information about OTRS. We also give you a good way to provide us with your feedback.

## Homepage OTRS.org

You can find our project homepage at <http://www.otrs.org/> (see Figure A-1 below).

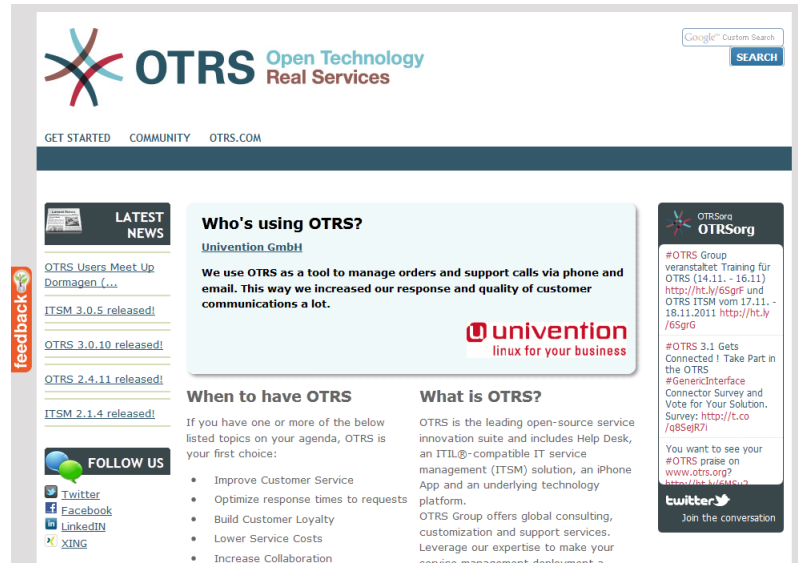


Figure: OTRS Homepage.

## Mailing lists

The Table A-1 shows you our different community mailing lists.

Table A.1. Mailinglists

| Name   | Description   | Homepage  |
|--|---|---|
| <a href="mailto:announce@otrs.org">announce@otrs.org</a> | Low traffic list, in English, for announcements of new OTRS releases and security issues.                           | <a href="http://lists.otrs.org/cgi-bin/listinfo/announce">http://lists.otrs.org/cgi-bin/listinfo/announce</a> [ <a href="http://lists.otrs.org/cgi-bin/listinfo/announce">http://lists.otrs.org/cgi-bin/listinfo/announce</a> ] |
| <a href="mailto:otrs@otrs.org">otrs@otrs.org</a>         | Medium to high traffic list, in English, where you can find all sorts of questions on, and support for the product. | <a href="http://lists.otrs.org/cgi-bin/listinfo/otrs">http://lists.otrs.org/cgi-bin/listinfo/otrs</a> [ <a href="http://lists.otrs.org/cgi-bin/listinfo/otrs">http://lists.otrs.org/cgi-bin/listinfo/otrs</a> ]                 |
| <a href="mailto:otrs-de@otrs.org">otrs-de@otrs.org</a>   | Medium to high traffic list, in German, where you can find all sorts of questions on, and support for, the product. | <a href="http://lists.otrs.org/cgi-bin/listinfo/otrs-de">http://lists.otrs.org/cgi-bin/listinfo/otrs-de</a> [ <a href="http://lists.otrs.org/cgi-bin/listinfo/otrs-de">http://lists.otrs.org/cgi-bin/listinfo/otrs-de</a> ]     |

| Name              | Description   | Homepage  |
|-------------------|---|---|
| dev@otrs.org      | Medium traffic list, in English, where the OTRS developers discuss various design and implementation issues.  | <a href="http://lists.otrs.org/cgi-bin/listinfo/dev">http://lists.otrs.org/cgi-bin/listinfo/dev</a> [ <a href="http://lists.otrs.org/cgi-bin/listinfo/dev">http://lists.otrs.org/cgi-bin/listinfo/dev</a> ]                 |
| doc-de@otrs.org   | Low traffic list, in German, with all sorts of questions on the documentation of the product.   | <a href="http://lists.otrs.org/cgi-bin/listinfo/doc-de">http://lists.otrs.org/cgi-bin/listinfo/doc-de</a> [ <a href="http://lists.otrs.org/cgi-bin/listinfo/doc-de">http://lists.otrs.org/cgi-bin/listinfo/doc-de</a> ]     |
| i18n@otrs.org     | Low traffic list, in English, for internationalization and localization questions. If you are or want to become a translator of the OTRS project or have any problems with one of our applications in an international environment, this is where you should connect. | <a href="http://lists.otrs.org/cgi-bin/listinfo/i18n">http://lists.otrs.org/cgi-bin/listinfo/i18n</a> [ <a href="http://lists.otrs.org/cgi-bin/listinfo/i18n">http://lists.otrs.org/cgi-bin/listinfo/i18n</a> ]             |
| cvcs-log@otrs.org | Very high traffic list of CVS commit notifications.   | <a href="http://lists.otrs.org/cgi-bin/listinfo/cvs-log">http://lists.otrs.org/cgi-bin/listinfo/cvs-log</a> [ <a href="http://lists.otrs.org/cgi-bin/listinfo/cvs-log">http://lists.otrs.org/cgi-bin/listinfo/cvs-log</a> ] |

To subscribe to any of this lists, visit the following link: <http://lists.otrs.org/>.

## Bug tracking

To submit bugs visit <http://bugs.otrs.org/> (see Figure below). Please take note of the difference between a bug and a configuration issue. Configuration issues are problems that you encounter when setting a system, or general questions on the use of OTRS. Bug reports should only be used for issues with the source code of OTRS itself, or to file enhancements for OTRS. All your bug reports and enhancement requests are very welcome in the bug tracker.



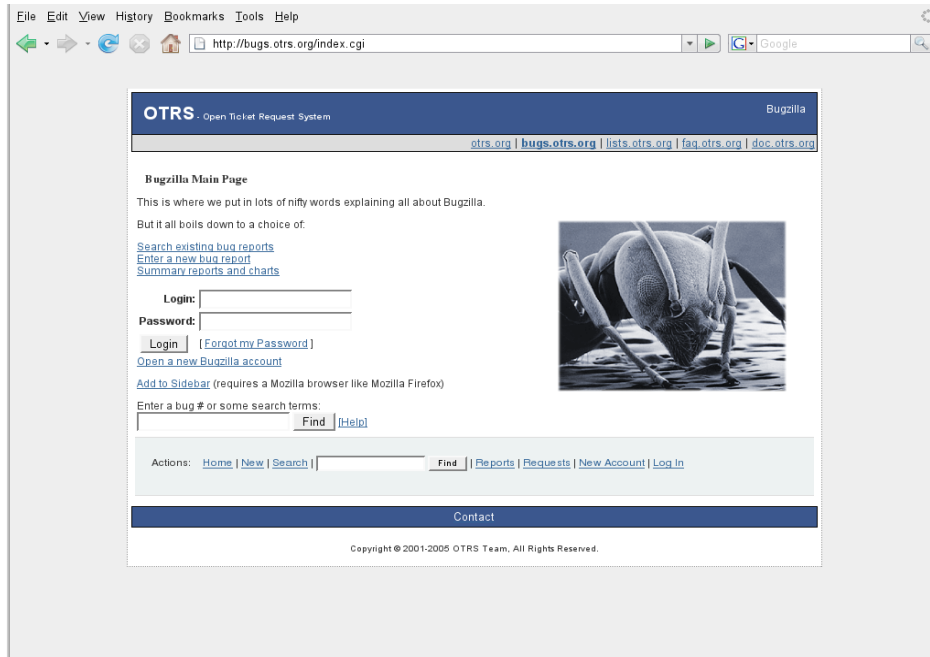


Figure: Bug tracker.

For configuration issues, you should either use the *commercial support*, available from *OTRS.com* [<http://www.otrs.com/en/support/>], or the public mailing lists.

You help us improve the product by reporting bugs. We appreciate your input!

## Commercial Support

For services (support, consulting, development, and training) you can contact the company behind OTRS, OTRS AG. They have offices in Germany, USA, Mexico, the Netherlands and other countries. Look at their website for contact information: <http://www.otrs.com/en/corporate-navigation/contact/>

---

# Appendix B. Configuration Options Reference

## Framework

### Core

#### SecureMode

| Description     | Value   |
|-----------------|---|
| Description:    | Disables the web installer ( <a href="http://yourhost.example.com/otrs/installer.pl">http://yourhost.example.com/otrs/installer.pl</a> ), to prevent the system from being hijacked. If set to "No", the system can be reinstalled and the current basic configuration will be used to pre-populate the questions within the installer script. If not active, it also disables the GenericAgent, PackageManager and SQL Box (to avoid the use of destructive queries, such as DROP DATABASE, and also to steal user passwords). |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SecureMode'} = '0';</code>   |

#### Frontend::DebugMode

| Description     | Value  |
|-----------------|--|
| Description:    | Enables or disable the debug mode over frontend interface. |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::DebugMode'} = '0';</code>     |

#### ConfigLevel

| Description  | Value  |
|--------------|--|
| Description: | Sets the configuration level of the administrator. Depending on the config level, some sysconfig options will be not shown. The config levels are in in ascending order: Expert, Advanced, Beginner. The higher the config level is (e.g. Beginner is the highest), the less likely is it that the user can accidentally configure the system in a way that it is not usable any more. |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'ConfigLevel'} = '100';</code> |

## ProductName

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the name of the application, shown in the web interface, tabs and title bar of the web browser. |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'ProductName'} = 'OTRS';</code>   |

## SystemID

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the system identifier. Every ticket number and http session string contain this ID. This ensures that only tickets which belong to your system will be processed as follow-ups (useful when communicating between two instances of OTRS). |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SystemID'} = '10';</code>  |

## FQDN

| Description  | Value   |
|--------------|---|
| Description: | Defines the fully qualified domain name of the system. This setting is used as a variable, OTRS_CONFIG_FQDN which is found in all forms of messaging used by the application, to build links to the tickets within your system. |
| Group:       | Framework   |
| SubGroup:    | Core  |
| Valid:       | 1   |
| Required:    | 1   |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <code>\$Self-&gt;{'FQDN'} = 'yourhost.example.com';</code> |

## HttpType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the type of protocol, used by the web server, to serve the application. If https protocol will be used instead of plain http, it must be specified it here. Since this has no effect on the web server's settings or behavior, it will not change the method of access to the application and, if it is wrong, it will not prevent you from logging into the application. This setting is used as a variable, <code>OTRS_CONFIG_HttpType</code> which is found in all forms of messaging used by the application, to build links to the tickets within your system. |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'HttpType'} = 'http';</code>  |

## ScriptAlias

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the prefix to the scripts folder on the server, as configured on the web server. This setting is used as a variable, <code>OTRS_CONFIG_ScriptAlias</code> which is found in all forms of messaging used by the application, to build links to the tickets within the system. |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'ScriptAlias'} = 'otrs/';</code>  |

## AdminEmail

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the system administrator's email address. It will be displayed in the error screens of the application. |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: |   |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'AdminEmail'} = 'admin@example.com';</code> |

## Organization

| Description     | Value  |
|-----------------|--|
| Description:    | Company name for the customer web interface. Will also be included in emails as an X-Header. |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Organization'} = 'Example Company';</code>                                |

## DefaultLanguage

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default front-end language. All the possible values are determined by the available language files on the system (see the next setting). |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'DefaultLanguage'} = 'en';</code>  |

## DefaultUsedLanguages

| Description     | Value  |
|-----------------|--|
| Description:    | Defines all the languages that are available to the application. The Key/Content pair links the front-end display name to the appropriate language PM file. The "Key" value should be the base-name of the PM file (i.e. de.pm is the file, then de is the "Key" value). The "Content" value should be the display name for the front-end. Specify any own-defined language here (see the developer documentation <a href="http://doc.otrs.org/">http://doc.otrs.org/</a> for more information). Please remember to use the HTML equivalents for non-ASCII characters (i.e. for the German oe = o umlaut, it is necessary to use the &ouml; symbol). |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'DefaultUsedLanguages'} = {<br/>    'ar_SA' =&gt; 'Arabic (Saudi Arabia)',</code>  |

| Description | Value  |
|-------------|--|
|             | <pre> 'bg' =&gt; 'Bulgarian (&amp;#x0411;&amp;#x044a;&amp;#x043b;&amp;#x0433;&amp;#x0430;&amp;#x0440;&amp;#x0441;&amp;#x043 'cs' =&gt; 'Czech (&amp;#x010c;esky)', 'ct' =&gt; 'Catal&amp;grave;', 'da' =&gt; 'Dansk', 'de' =&gt; 'Deutsch', 'el' =&gt; 'Greek (&amp;#x0395;&amp;#x03bb;&amp;#x03b7;&amp;#x03bd;&amp;#x03b9;&amp;#x03ba;&amp;#x03a 'en' =&gt; 'English (United States)', 'en_CA' =&gt; 'English (Canada)', 'en_GB' =&gt; 'English (United Kingdom)', 'es' =&gt; 'Espa&amp;ntilde;ol', 'es_MX' =&gt; 'Espa&amp;ntilde;ol (M&amp;eacute;xico)', 'et' =&gt; 'Eesti', 'fa' =&gt; 'Persian (&amp;#x0641;&amp;#x0627;&amp;#x0631;&amp;#x0633;&amp;#x0649;)', 'fi' =&gt; 'Suomi', 'fr' =&gt; 'Fran&amp;ccedil;ais', 'hi' =&gt; 'Hindi', 'hr' =&gt; 'Hrvatski', 'hu' =&gt; 'Magyar', 'it' =&gt; 'Italiano', 'ja' =&gt; 'Japanese (&amp;#x65e5;&amp;#x672c;&amp;#x8a9e)', 'lt' =&gt; "Lietuvi\{173} kalba", 'lv' =&gt; 'Latvijas', 'nb_NO' =&gt; 'Norsk bokm&amp;aring;l', 'nl' =&gt; 'Nederlands', 'pl' =&gt; 'Polski', 'pt' =&gt; 'Portugu&amp;ecirc;s', 'pt_BR' =&gt; 'Portugu&amp;ecirc;s Brasileiro', 'ru' =&gt; 'Russian (&amp;#x0420;&amp;#x0443;&amp;#x0441;&amp;#x0430;&amp;#x0438;&amp;#x0439;)', 'sk_SK' =&gt; 'Slovak (Sloven&amp;#x010d;ina)', 'sr_Cyrl' =&gt; "Serbian Cyrillic (\{441\}\{440\}\{43f\}\{441\}\{43a\}\{438\})", 'sr_Latn' =&gt; 'Serbian Latin (Srpski)', 'sv' =&gt; 'Svenska', 'tr' =&gt; 'T&amp;uuml;rkc&amp;ccedil;e', 'uk' =&gt; 'Ukrainian (&amp;#x0423;&amp;#x0430;&amp;#x0440;&amp;#x0430;&amp;#x0457;&amp;#x043d;&amp;#x0441;&amp;#x044 'vi_VN' =&gt; 'Vietnam (Vi&amp;#x0246;t Nam)', 'zh_CN' =&gt; 'Chinese (Sim.) (&amp;#x7b80;&amp;#x4f53;&amp;#x4e2d;&amp;#x6587;)', 'zh_TW' =&gt; 'Chinese (Tradi.) (&amp;#x6b63;&amp;#x9ad4;&amp;#x4e2d;&amp;#x6587;)' }; </pre> |

## DefaultTheme

| Description  | Value   |
|--------------|---|
| Description: | Defines the default front-end (HTML) theme to be used by the agents and customers. The default themes are Standard and Lite. If you like, |

| Description     | Value  |
|-----------------|--|
|                 | you can add your own theme. Please refer the administrator manual located at <a href="http://doc.otros.org/">http://doc.otros.org/</a> . |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'DefaultTheme'} = 'Standard';</code>   |

## DefaultTheme::HostBased

| Description     | Value   |
|-----------------|---|
| Description:    | It is possible to configure different themes, for example to distinguish between agents and customers, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a valid theme on your system. Please see the example entries for the proper form of the regex. |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'DefaultTheme::HostBased'} = {<br/>    'host1\\.example\\.com' =&gt; 'SomeTheme1',<br/>    'host2\\.example\\.com' =&gt; 'SomeTheme2'<br/>};</code>   |

## CheckMXRecord

| Description     | Value   |
|-----------------|---|
| Description:    | Makes the application check the MX record of email addresses before sending an email or submitting a telephone or email ticket. |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'CheckMXRecord'} = '1';</code>  |

## CheckMXRecord::Nameserver

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the address of a dedicated DNS server, if necessary, for the "CheckMXRecord" look-ups. |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CheckMXRecord::Nameserver'} =<br/>'ns.example.com';</pre>                    |

## CheckEmailAddresses

| Description     | Value  |
|-----------------|--|
| Description:    | Makes the application check the syntax of email addresses. |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'CheckEmailAddresses'} = '1';</pre>       |

## CheckEmailValidAddress

| Description     | Value  |
|-----------------|--|
| Description:    | Defines a regular expression that excludes some addresses from the syntax check (if "CheckEmailAddresses" is set to "Yes"). Please enter a regex in this field for email addresses, that aren't syntactically valid, but are necessary for the system (i.e. "root@localhost"). |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'CheckEmailValidAddress'} =<br/>'^(root@localhost admin@localhost)\$';</pre>  |

## CheckEmailInvalidAddress

| Description  | Value   |
|--------------|---|
| Description: | Defines a regular expression that filters all email addresses that should not be used in the application. |
| Group:       | Framework   |



| Description     | Value  |
|-----------------|--|
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'CheckEmailInvalidAddress'} = '@(example)\.\(.. ...\)\$';</code> |

## CGILogPrefix

| Description     | Value   |
|-----------------|---|
| Description:    | Specifies the text that should appear in the log file to denote a CGI script entry. |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'CGILogPrefix'} = 'OTRS-CGI';</code>                              |

## DemoSystem

| Description     | Value  |
|-----------------|--|
| Description:    | Runs the system in "Demo" mode. If set to "Yes", agents can change preferences, such as selection of language and theme via the agent web interface. These changes are only valid for the current session. It will not be possible for agents to change their passwords. |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'DemoSystem'} = '0';</code>  |

## SwitchToUser

| Description     | Value  |
|-----------------|--|
| Description:    | Allows the administrators to login as other users, via the users administration panel. |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'SwitchToUser'} = '0';</code> |

## NotificationSenderName

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the name that should be used by the application when sending notifications. The sender name is used to build the complete display name for the notification master (i.e. "OTRS Notification Master" otrs@your.example.com). Notifications are messages such as en::Customer::QueueUpdate or en::Agent::Move. |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'NotificationSenderName'} = 'OTRS Notification Master';</code>   |

## NotificationSenderEmail

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the email address that should be used by the application when sending notifications. The email address is used to build the complete display name for the notification master (i.e. "OTRS Notification Master" otrs@your.example.com). You can use the OTRS_CONFIG_FQDN variable as set in your configuration, or choose another email address. Notifications are messages such as en::Customer::QueueUpdate or en::Agent::Move. |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'NotificationSenderEmail'} = 'otrs@&lt;OTRS_CONFIG_FQDN&gt;';</code>   |

## System::Customer::Permission

| Description  | Value   |
|--------------|---|
| Description: | Defines the standard permissions available for customers within the application. If more permissions are needed, you can enter them here. Permissions must be hard coded to be effective. Please ensure, when adding any of the afore mentioned permissions, that the "rw" permission remains the last entry. |
| Group:       | Framework   |
| SubGroup:    | Core  |

| Description     | Value  |
|-----------------|--|
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'System::Customer::Permission'} = [     'ro',     'rw' ];</pre> |

## LanguageDebug

| Description     | Value  |
|-----------------|--|
| Description:    | Debugs the translation set. If this is set to "Yes" all strings (text) without translations are written to STDERR. This can be helpful when you are creating a new translation file. Otherwise, this option should remain set to "No". |
| Group:          | Framework  |
| SubGroup:       | Core   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'LanguageDebug'} = '0';</pre>   |

## Secure::DisableBanner

| Description     | Value   |
|-----------------|---|
| Description:    | If enabled, the OTRS version tag will be removed from the HTTP headers. |
| Group:          | Framework   |
| SubGroup:       | Core  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Secure::DisableBanner'} = '0';</pre>                  |

## StandardResponse2QueueByCreating

| Description  | Value   |
|--------------|---|
| Description: | List of default StandardResponses which are assigned automatically to new Queues upon creation. |
| Group:       | Framework   |
| SubGroup:    | Core  |
| Valid:       | 0   |
| Required:    | 0   |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self-&gt;{'StandardResponse2QueueByCreating'} = [     '' ];</pre> |

## Core::LinkObject

### LinkObject::ViewMode

| Description     | Value  |
|-----------------|--|
| Description:    | Determines the way the linked objects are displayed in each zoom mask. |
| Group:          | Framework  |
| SubGroup:       | Core::LinkObject   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'LinkObject::ViewMode'} = 'Simple';</pre>             |

### LinkObject::Type###Normal

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the link type 'Normal'. If the source name and the target name contain the same value, the resulting link is a non-directional one; otherwise, the result is a directional link. |
| Group:          | Framework  |
| SubGroup:       | Core::LinkObject   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'LinkObject::Type'}-&gt;{'Normal'} = {     'SourceName' =&gt; 'Normal',     'TargetName' =&gt; 'Normal' };</pre>  |

### LinkObject::Type###ParentChild

| Description  | Value   |
|--------------|---|
| Description: | Defines the link type 'ParentChild'. If the source name and the target name contain the same value, the resulting link is a non-directional one; otherwise, the result is a directional link. |
| Group:       | Framework   |
| SubGroup:    | Core::LinkObject  |
| Valid:       | 1   |

| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'LinkObject::Type'}-&gt;{'ParentChild'} = {     'SourceName' =&gt; 'Parent',     'TargetName' =&gt; 'Child' };</pre> |

## LinkObject::TypeGroup###0001

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the link type groups. The link types of the same group cancel one another. Example: If ticket A is linked per a 'Normal' link with ticket B, then these tickets could not be additionally linked with link of a 'ParentChild' relationship. |
| Group:          | Framework   |
| SubGroup:       | Core::LinkObject  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'LinkObject::TypeGroup'}-&gt;{'0001'} = [     'Normal',     'ParentChild' ];</pre>   |

## Core::Log

### LogModule

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the log module for the system. "File" writes all messages in a given logfile, "SysLog" uses the syslog daemon of the system, e.g. syslogd. |
| Group:          | Framework  |
| SubGroup:       | Core::Log  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'LogModule'} =     'Kernel::System::Log::SysLog';</pre>   |

### LogModule::SysLog::Facility

| Description  | Value  |
|--------------|--|
| Description: | If "SysLog" was selected for LogModule, a special log facility can be specified. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Core::Log   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'LogModule::SysLog::Facility'} = 'user';</code> |

## LogModule::SysLog::LogSock

| Description     | Value  |
|-----------------|--|
| Description:    | If "SysLog" was selected for LogModule, a special log sock can be specified (on solaris you may need to use 'stream'). |
| Group:          | Framework  |
| SubGroup:       | Core::Log  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'LogModule::SysLog::LogSock'} = 'unix';</code>   |

## LogModule::SysLog::Charset

| Description     | Value   |
|-----------------|---|
| Description:    | If "SysLog" was selected for LogModule, the charset that should be used for logging can be specified. |
| Group:          | Framework   |
| SubGroup:       | Core::Log   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'LogModule::SysLog::Charset'} = 'iso-8859-1';</code>                                |

## LogModule::LogFile

| Description     | Value   |
|-----------------|---|
| Description:    | If "file" was selected for LogModule, a logfile must be specified. If the file doesn't exist, it will be created by the system. |
| Group:          | Framework   |
| SubGroup:       | Core::Log   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'LogModule::LogFile'} = '/tmp/otrs.log';</code>   |

## LogModule::LogFile::Date

| Description     | Value   |
|-----------------|---|
| Description:    | Adds a suffix with the actual year and month to the OTRS log file. A logfile for every month will be created. |
| Group:          | Framework   |
| SubGroup:       | Core::Log   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'LogModule::LogFile::Date'} = '0';</code>   |

## Core::MIME-Viewer

### MIME-Viewer###application/excel

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the path to the converter that allows the view of Microsoft Excel files, in the web interface. |
| Group:          | Framework  |
| SubGroup:       | Core::MIME-Viewer  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'MIME-Viewer'}-&gt;{'application/excel'} = 'xlhtml';</code>                            |

### MIME-Viewer###application/msword

| Description     | Value   |
|-----------------|---|
| Description:    | Specifies the path to the converter that allows the view of Microsoft Word files, in the web interface. |
| Group:          | Framework   |
| SubGroup:       | Core::MIME-Viewer   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'MIME-Viewer'}-&gt;{'application/msword'} = 'wvWare';</code>                          |

### MIME-Viewer###application/pdf

| Description  | Value  |
|--------------|--|
| Description: | Specifies the path to the converter that allows the view of PDF documents, in the web interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Core::MIME-Viewer   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'MIME-Viewer'}-&gt;{'application/pdf'} =<br/>'pdftohtml -stdout -i';</pre> |

## MIME-Viewer###text/xml

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the path to the converter that allows the view of XML files, in the web interface.                       |
| Group:          | Framework  |
| SubGroup:       | Core::MIME-Viewer  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'MIME-Viewer'}-&gt;{'text/xml'} =<br/>'&lt;OTRS_CONFIG_Home&gt;/scripts/tools/xml2html.pl';</pre> |

## Core::MirrorDB

### Core::MirrorDB::DSN

| Description     | Value   |
|-----------------|---|
| Description:    | If you want to use a mirror database for agent ticket fulltext search or to generate stats, specify the DSN to this database. |
| Group:          | Framework   |
| SubGroup:       | Core::MirrorDB  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Core::MirrorDB::DSN'} =<br/>'DBI:mysql:database=mirrordb;host=mirrordbhost';</pre>                          |

### Core::MirrorDB::User

| Description  | Value   |
|--------------|---|
| Description: | If you want to use a mirror database for agent ticket fulltext search or to generate stats, the user to authenticate to this database can be specified. |



| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Core::MirrorDB  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Core::MirrorDB::User'} = 'some_user';</code> |

## Core::MirrorDB::Password

| Description     | Value   |
|-----------------|---|
| Description:    | If you want to use a mirror database for agent ticket fulltext search or to generate stats, the password to authenticate to this database can be specified. |
| Group:          | Framework   |
| SubGroup:       | Core::MirrorDB  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Core::MirrorDB::Password'} = 'some_password';</code>   |

## Core::PDF

### PDF

| Description     | Value   |
|-----------------|---|
| Description:    | Enables PDF output. The CPAN module PDF::API2 is required, if not installed, PDF output will be disabled. |
| Group:          | Framework   |
| SubGroup:       | Core::PDF   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PDF'} = '1';</code>  |

### PDF::LogoFile

| Description  | Value  |
|--------------|--|
| Description: | Specifies the path of the file for the logo in the page header (gif jpg png, 700 x 100 pixel). |
| Group:       | Framework  |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Core::PDF   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'PDF::LogoFile'} = '&lt;OTRS_CONFIG_Home&gt;/var/logo-otrs.png';</pre> |

## PDF::PageSize

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the standard size of PDF pages.         |
| Group:          | Framework                                       |
| SubGroup:       | Core::PDF                                       |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'PDF::PageSize'} = 'a4';</pre> |

## PDF::MaxPages

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the maximum number of pages per PDF file. |
| Group:          | Framework   |
| SubGroup:       | Core::PDF   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'PDF::MaxPages'} = '100';</pre>  |

## PDF::TTFontFile###Proportional

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the path and TTF-File to handle proportional font in PDF documents.        |
| Group:          | Framework  |
| SubGroup:       | Core::PDF  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'PDF::TTFontFile'}-&gt;{'Proportional'} = 'DejaVuSans.ttf';</pre> |

**PDF::TTFontFile###ProportionalBold**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the path and TTF-File to handle bold proportional font in PDF documents.              |
| Group:          | Framework   |
| SubGroup:       | Core::PDF   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PDF::TTFontFile'}-&gt;{'ProportionalBold'} = 'DejaVuSans-Bold.ttf';</code> |

**PDF::TTFontFile###ProportionalItalic**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the path and TTF-File to handle italic proportional font in PDF documents.                 |
| Group:          | Framework  |
| SubGroup:       | Core::PDF  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'PDF::TTFontFile'}-&gt;{'ProportionalItalic'} = 'DejaVuSans-Oblique.ttf';</code> |

**PDF::TTFontFile###ProportionalBoldItalic**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the path and TTF-File to handle bold italic proportional font in PDF documents.                    |
| Group:          | Framework  |
| SubGroup:       | Core::PDF  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PDF::TTFontFile'}-&gt;{'ProportionalBoldItalic'} = 'DejaVuSans-BoldOblique.ttf';</code> |

**PDF::TTFontFile###Monospaced**

| Description  | Value   |
|--------------|---|
| Description: | Defines the path and TTF-File to handle monospaced font in PDF documents. |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Core::PDF  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PDF::TTFontFile'}-&gt;{'Monospaced'} = 'DejaVuSansMono.ttf';</code> |

## PDF::TTFontFile###MonospacedBold

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the path and TTF-File to handle bold monospaced font in PDF documents.                  |
| Group:          | Framework   |
| SubGroup:       | Core::PDF   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'PDF::TTFontFile'}-&gt;{'MonospacedBold'} = 'DejaVuSansMono-Bold.ttf';</code> |

## PDF::TTFontFile###MonospacedItalic

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the path and TTF-File to handle italic monospaced font in PDF documents.                     |
| Group:          | Framework  |
| SubGroup:       | Core::PDF  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'PDF::TTFontFile'}-&gt;{'MonospacedItalic'} = 'DejaVuSansMono-Oblique.ttf';</code> |

## PDF::TTFontFile###MonospacedBoldItalic

| Description  | Value   |
|--------------|---|
| Description: | Defines the path and TTF-File to handle bold italic monospaced font in PDF documents. |
| Group:       | Framework   |
| SubGroup:    | Core::PDF   |
| Valid:       | 0   |

| Description     | Value  |
|-----------------|--|
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'PDF::TTFontFile'}-<br/>&gt;{'MonospacedBoldItalic'} = 'DejaVuSansMono-<br/>BoldOblique.ttf';</pre> |

## Core::Package

### Package::FileUpload

| Description     | Value  |
|-----------------|--|
| Description:    | Enables file upload in the package manager frontend. |
| Group:          | Framework  |
| SubGroup:       | Core::Package  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Package::FileUpload'} = '1';</pre> |

### Package::RepositoryRoot

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the location to get online repository list for additional packages. The first available result will be used.  |
| Group:          | Framework   |
| SubGroup:       | Core::Package   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Package::RepositoryRoot'} = [<br/>  'http://ftp.otrs.org/pub/otrs/misc/packages/<br/>repository.xml',<br/>  'http://otrs.org/repository.xml'<br/>];</pre> |

### Package::RepositoryList

| Description  | Value   |
|--------------|---|
| Description: | Defines the list of online repositories. Another installations can be used as repository, for example: Key="http://example.com/otrs/public.pl?Action=PublicRepository;File=" and Content="Some Name". |
| Group:       | Framework   |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Core::Package   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Package::RepositoryList'} = {   'ftp://ftp.example.com/pub/otrs/misc/packages/' =&gt; '[Example] ftp://ftp.example.com/' };</pre> |

## Package::RepositoryAccessRegExp

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the IP regular expression for accessing the local repository. You need to enable this to have access to your local repository and the package::RepositoryList is required on the remote host. |
| Group:          | Framework   |
| SubGroup:       | Core::Package   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Package::RepositoryAccessRegExp'} = '127\\\.0\\\.0\\\.1';</pre>   |

## Package::Timeout

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the timeout (in seconds) for package downloads. Overwrites "WebUserAgent::Timeout". |
| Group:          | Framework  |
| SubGroup:       | Core::Package  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Package::Timeout'} = '15';</pre>                                       |

## Package::Proxy

| Description  | Value   |
|--------------|---|
| Description: | Fetches packages via proxy. Overwrites "WebUserAgent::Proxy". |
| Group:       | Framework   |
| SubGroup:    | Core::Package   |
| Valid:       | 0   |

| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Package::Proxy'} = 'http://<br/>proxy.sn.no:8001/';</pre> |

## Core::PerformanceLog

### PerformanceLog

| Description     | Value   |
|-----------------|---|
| Description:    | Enables performance log (to log the page response time). It will affect the system performance. Frontend::Module###AdminPerformanceLog must be enabled. |
| Group:          | Framework   |
| SubGroup:       | Core::PerformanceLog  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PerformanceLog'} = '0';</pre>   |

### PerformanceLog::File

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the path of the file for the performance log.  |
| Group:          | Framework  |
| SubGroup:       | Core::PerformanceLog   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'PerformanceLog::File'} =<br/>'&lt;OTRS_CONFIG_Home&gt;/var/log/Performance.log';</pre> |

### PerformanceLog::FileMax

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the maximum size (in MB) of the log file. |
| Group:          | Framework   |
| SubGroup:       | Core::PerformanceLog                              |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: |   |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'PerformanceLog::FileMax'} = '25';</code> |

## Core::ReferenceData

### ReferenceData::OwnCountryList

| Description     | Value  |
|-----------------|--|
| Description:    | This setting allows you to override the built-in country list with your own list of countries. This is particularly handy if you just want to use a small select group of countries. |
| Group:          | Framework  |
| SubGroup:       | Core::ReferenceData  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'ReferenceData::OwnCountryList'} = {     'AT' =&gt; 'Austria',     'CH' =&gt; 'Switzerland',     'DE' =&gt; 'Germany' };</pre>                                      |

## Core::SOAP

### SOAP::User

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the username to access the SOAP handle (bin/cgi-bin/rpc.pl). |
| Group:          | Framework  |
| SubGroup:       | Core::SOAP   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'SOAP::User'} = 'some_user';</pre>                  |

### SOAP::Password

| Description  | Value  |
|--------------|--|
| Description: | Defines the password to access the SOAP handle (bin/cgi-bin/rpc.pl). |
| Group:       | Framework  |
| SubGroup:    | Core::SOAP   |
| Valid:       | 0  |
| Required:    | 0  |



| Description     | Value   |
|-----------------|---|
| Config-Setting: | <code>\$Self-&gt;{'SOAP::Password'} = 'some_pass';</code> |

## Core::Sendmail

### SendmailModule

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the module to send emails. "Sendmail" directly uses the sendmail binary of your operating system. Any of the "SMTP" mechanisms use a specified (external) mailserver. "DoNotSendEmail" doesn't send emails and it is useful for test systems. |
| Group:          | Framework   |
| SubGroup:       | Core::Sendmail  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SendmailModule'} = 'Kernel::System::Email::Sendmail';</code>   |

### SendmailModule::CMD

| Description     | Value   |
|-----------------|---|
| Description:    | If "Sendmail" was selected as SendmailModule, the location of the sendmail binary and the needed options must be specified. |
| Group:          | Framework   |
| SubGroup:       | Core::Sendmail  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SendmailModule::CMD'} = '/usr/sbin/sendmail -i -f';</code>   |

### SendmailModule::Host

| Description     | Value  |
|-----------------|--|
| Description:    | If any of the "SMTP" mechanisms was selected as SendmailModule, the mailhost that sends out the mails must be specified. |
| Group:          | Framework  |
| SubGroup:       | Core::Sendmail   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'SendmailModule::Host'} =<br/>'mail.example.com';</code> |

## SendmailModule::Port

| Description     | Value   |
|-----------------|---|
| Description:    | If any of the "SMTP" mechanisms was selected as SendmailModule, the port where your mailserver is listening for incoming connections must be specified. |
| Group:          | Framework   |
| SubGroup:       | Core::Sendmail  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'SendmailModule::Port'} = '25';</code>  |

## SendmailModule::AuthUser

| Description     | Value   |
|-----------------|---|
| Description:    | If any of the "SMTP" mechanisms was selected as SendmailModule, and authentication to the mail server is needed, an username must be specified. |
| Group:          | Framework   |
| SubGroup:       | Core::Sendmail  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'SendmailModule::AuthUser'} =<br/>'MailserverLogin';</code>   |

## SendmailModule::AuthPassword

| Description     | Value  |
|-----------------|--|
| Description:    | If any of the "SMTP" mechanisms was selected as SendmailModule, and authentication to the mail server is needed, a password must be specified. |
| Group:          | Framework  |
| SubGroup:       | Core::Sendmail   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'SendmailModule::AuthPassword'} =<br/>'MailserverPassword';</code>   |

## SendmailBcc

| Description     | Value   |
|-----------------|---|
| Description:    | Sends all outgoing email via bcc to the specified address. Please use this only for backup reasons. |
| Group:          | Framework   |
| SubGroup:       | Core::Sendmail  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'SendmailBcc'} = '';</code>   |

## SendmailNotificationEnvelopeFrom

| Description     | Value  |
|-----------------|--|
| Description:    | If set, this address is used as envelope from header in outgoing notifications. If no address is specified, the envelope from header is empty. |
| Group:          | Framework  |
| SubGroup:       | Core::Sendmail   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'SendmailNotificationEnvelopeFrom'} = '';</code>   |

## SendmailEncodingForce

| Description     | Value   |
|-----------------|---|
| Description:    | Forces encoding of outgoing emails (7bit 8bit quoted-printable base64). |
| Group:          | Framework   |
| SubGroup:       | Core::Sendmail  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'SendmailEncodingForce'} = 'base64';</code>           |

## Core::Session

### SessionModule

| Description  | Value  |
|--------------|--|
| Description: | Defines the module used to store the session data. With "DB" the frontend server can be splitted from the db server. "FS" is faster. |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Core::Session  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'SessionModule'} =<br/>'Kernel::System::AuthSession::DB';</pre> |

## SessionName

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the name of the session key. E.g. Session, SessionID or OTRS. |
| Group:          | Framework   |
| SubGroup:       | Core::Session   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'SessionName'} = 'Session';</pre>                    |

## SessionCheckRemoteIP

| Description     | Value  |
|-----------------|--|
| Description:    | Turns on the remote ip address check. It should be set to "No" if the application is used, for example, via a proxy farm or a dialup connection, because the remote ip address is mostly different for the requests. |
| Group:          | Framework  |
| SubGroup:       | Core::Session  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'SessionCheckRemoteIP'} = '1';</pre>  |

## SessionDeleteIfNotRemoteID

| Description     | Value  |
|-----------------|--|
| Description:    | Deletes a session if the session id is used with an invalid remote IP address. |
| Group:          | Framework  |
| SubGroup:       | Core::Session  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'SessionDeleteIfNotRemoteID'} = '1';</code> |

## SessionMaxTime

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the maximal valid time (in seconds) for a session id. |
| Group:          | Framework   |
| SubGroup:       | Core::Session   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SessionMaxTime'} = '57600';</code>         |

## SessionMaxIdleTime

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the inactivity time (in seconds) to pass before a session is killed and a user is logged out. |
| Group:          | Framework  |
| SubGroup:       | Core::Session  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'SessionMaxIdleTime'} = '21600';</code>  |

## SessionDeleteIfTimeToOld

| Description     | Value   |
|-----------------|---|
| Description:    | Deletes requested sessions if they have timed out.          |
| Group:          | Framework   |
| SubGroup:       | Core::Session   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SessionDeleteIfTimeToOld'} = '1';</code> |

## SessionUseCookie

| Description  | Value  |
|--------------|--|
| Description: | Makes the session management use html cookies. If html cookies are disabled or if the client browser disabled html cookies, then the system will work as usual and append the session id to the links. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Core::Session                                       |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SessionUseCookie'} = '1';</code> |

## SessionUseCookieAfterBrowserClose

| Description     | Value  |
|-----------------|--|
| Description:    | Stores cookies after the browser has been closed.                    |
| Group:          | Framework  |
| SubGroup:       | Core::Session  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'SessionUseCookieAfterBrowserClose'} = '0';</code> |

## SessionCSRFProtection

| Description     | Value   |
|-----------------|---|
| Description:    | Protection against CSRF (Cross Site Request Forgery) exploits (for more info see <a href="http://en.wikipedia.org/wiki/Cross-site_request_forgery">http://en.wikipedia.org/wiki/Cross-site_request_forgery</a> ). |
| Group:          | Framework   |
| SubGroup:       | Core::Session   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SessionCSRFProtection'} = '1';</code>  |

## SessionDir

| Description     | Value  |
|-----------------|--|
| Description:    | If "FS" was selected for SessionModule, a directory where the session data will be stored must be specified. |
| Group:          | Framework  |
| SubGroup:       | Core::Session  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'SessionDir'} = '&lt;OTRS_CONFIG_Home&gt;/var/sessions';</code> |

## SessionTable

| Description     | Value  |
|-----------------|--|
| Description:    | If "DB" was selected for SessionModule, a table in database where session data will be stored must be specified. |
| Group:          | Framework  |
| SubGroup:       | Core::Session  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'SessionTable'} = 'sessions';</code>   |

## SessionTableID

| Description     | Value  |
|-----------------|--|
| Description:    | If "DB" was selected for SessionModule, a column for the identifiers in session table must be specified. |
| Group:          | Framework  |
| SubGroup:       | Core::Session  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'SessionTableID'} = 'session_id';</code>   |

## SessionTableValue

| Description     | Value   |
|-----------------|---|
| Description:    | If "DB" was selected for SessionModule, a column for the values in session table must be specified. |
| Group:          | Framework   |
| SubGroup:       | Core::Session   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SessionTableValue'} = 'session_value';</code>                                    |

## SessionSaveLoginPasswd

| Description  | Value  |
|--------------|--|
| Description: | Saves the login and password on the session table in the database, if "DB" was selected for SessionModule. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Core::Session   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SessionSaveLoginPasswd'} = '0';</code> |

## CustomerPanelSessionName

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the name of the key for customer sessions.             |
| Group:          | Framework  |
| SubGroup:       | Core::Session  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'CustomerPanelSessionName'} = 'CSID';</code> |

## Core::SpellChecker

### SpellChecker

| Description     | Value   |
|-----------------|---|
| Description:    | Enables spell checker support.                  |
| Group:          | Framework                                       |
| SubGroup:       | Core::SpellChecker                              |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'SpellChecker'} = '0';</code> |

### SpellCheckerBin

| Description     | Value  |
|-----------------|--|
| Description:    | Install ispell or aspell on the system, if you want to use a spell checker. Please specify the path to the aspell or ispell binary on your operating system. |
| Group:          | Framework  |
| SubGroup:       | Core::SpellChecker   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |



| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'SpellCheckerBin'} = '/usr/bin/ispell';</code> |

## SpellCheckerDictDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default spell checker dictionary.                    |
| Group:          | Framework  |
| SubGroup:       | Core::SpellChecker   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'SpellCheckerDictDefault'} = 'english';</code> |

## SpellCheckerIgnore

| Description     | Value  |
|-----------------|--|
| Description:    | Defines a default list of words, that are ignored by the spell checker.  |
| Group:          | Framework  |
| SubGroup:       | Core::SpellChecker   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'SpellCheckerIgnore'} = [     'www',     'webmail',     'https',     'http',     'html',     'rfc'   ];</code> |

## Core::Stats

### Stats::StatsHook

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the stats hook.                                    |
| Group:          | Framework   |
| SubGroup:       | Core::Stats   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::StatsHook'} = 'Stat#';</code> |

## Stats::StatsStartNumber

| Description     | Value  |
|-----------------|--|
| Description:    | Start number for statistics counting. Every new stat increments this number. |
| Group:          | Framework  |
| SubGroup:       | Core::Stats  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::StatsStartNumber'} = '10000';</code>               |

## Stats::MaxXaxisAttributes

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default maximum number of X-axis attributes for the time scale. |
| Group:          | Framework   |
| SubGroup:       | Core::Stats   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::MaxXaxisAttributes'} = '1000';</code>             |

## Core::Stats::Graph

### Stats::Graph::t\_margin

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the top margin of the chart.                     |
| Group:          | Framework  |
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::t_margin'} = '10';</code> |

### Stats::Graph::l\_margin

| Description  | Value                                   |
|--------------|---|
| Description: | Specifies the left margin of the chart. |
| Group:       | Framework                               |
| SubGroup:    | Core::Stats::Graph                      |
| Valid:       | 1                                       |

| Description     | Value  |
|-----------------|--|
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::l_margin'} = '10';</code> |

## Stats::Graph::b\_margin

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the bottom margin of the chart.                  |
| Group:          | Framework  |
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::b_margin'} = '10';</code> |

## Stats::Graph::r\_margin

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the right margin of the chart.                   |
| Group:          | Framework  |
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::r_margin'} = '20';</code> |

## Stats::Graph::bgclr

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the background color of the picture.             |
| Group:          | Framework  |
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::bgclr'} = 'white';</code> |

## Stats::Graph::transparent

| Description  | Value                          |
|--------------|--------------------------------|
| Description: | Makes the picture transparent. |
| Group:       | Framework                      |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::transparent'} = '0';</code> |

## Stats::Graph::fgclr

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the border color of the chart.                   |
| Group:          | Framework  |
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::fgclr'} = 'black';</code> |

## Stats::Graph::boxclr

| Description     | Value   |
|-----------------|---|
| Description:    | Specifies the background color of the chart.                |
| Group:          | Framework   |
| SubGroup:       | Core::Stats::Graph  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::boxclr'} = 'white';</code> |

## Stats::Graph::accentclr

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the border color of the legend.                      |
| Group:          | Framework  |
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::accentclr'} = 'black';</code> |

## Stats::Graph::legendclr

| Description  | Value                                   |
|--------------|---|
| Description: | Specifies the text color of the legend. |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::legendclr'} = 'black';</code> |

## Stats::Graph::textclr

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the text color of the chart (e. g. caption).       |
| Group:          | Framework  |
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::textclr'} = 'black';</code> |

## Stats::Graph::dclrs

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the colors for the graphs.   |
| Group:          | Framework  |
| SubGroup:       | Core::Stats::Graph   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::dclrs'} = [     'red',     'green',     'blue',     'yellow',     'black',     'purple',     'orange',     'pink',     'marine',     'cyan',     'lgray',     'lblue',     'lyellow',     'lgreen',     'lred',     'lpurple',     'lorange', </code> |

| Description | Value                                    |
|-------------|--|
|             | <code>'lbrown'</code><br><code>];</code> |

## Stats::Graph::line\_width

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the boldness of the line drawn by the graph.        |
| Group:          | Framework   |
| SubGroup:       | Core::Stats::Graph  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::line_width'} = '1';</code> |

## Stats::Graph::legend\_placement

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the placement of the legend. This should be a two letter key of the form: 'B[LCR]]R[TCB]'. The first letter indicates the placement (Bottom or Right), and the second letter the alignment (Left, Right, Center, Top, or Bottom). |
| Group:          | Framework   |
| SubGroup:       | Core::Stats::Graph  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::legend_placement'} = 'BC';</code>  |

## Stats::Graph::legend\_spacing

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the spacing of the legends.                             |
| Group:          | Framework   |
| SubGroup:       | Core::Stats::Graph  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::legend_spacing'} = '4';</code> |

## Stats::Graph::legend\_marker\_width

| Description  | Value                            |
|--------------|----------------------------------|
| Description: | Defines the width of the legend. |
| Group:       | Framework                        |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Core::Stats::Graph  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::legend_marker_width'} = '12';</code> |

## Stats::Graph::legend\_marker\_height

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the height of the legend.                                     |
| Group:          | Framework   |
| SubGroup:       | Core::Stats::Graph  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::Graph::legend_marker_height'} = '8';</code> |

## Core::Time

### TimeInputFormat

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the date input format used in forms (option or input fields). |
| Group:          | Framework   |
| SubGroup:       | Core::Time  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'TimeInputFormat'} = 'Option';</code>               |

### TimeShowAlwaysLong

| Description     | Value  |
|-----------------|--|
| Description:    | Shows time in long format (days, hours, minutes), if set to "Yes"; or in short format (days, hours), if set to "No". |
| Group:          | Framework  |
| SubGroup:       | Core::Time   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'TimeShowAlwaysLong'} = '0';</code>  |

## TimeZone

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the system time zone (required a system with UTC as system time). Otherwise this is a diff time to the local time. |
| Group:          | Framework   |
| SubGroup:       | Core::Time  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'TimeZone'} = '+0';</code>  |

## TimeZoneUser

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the user time zone per user (required a system with UTC as system time and UTC under TimeZone). Otherwise this is a diff time to the local time. |
| Group:          | Framework   |
| SubGroup:       | Core::Time  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'TimeZoneUser'} = '0';</code>   |

## TimeZoneUserBrowserAutoOffset

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the user time zone per user based on java script / browser time zone offset feature at login time. |
| Group:          | Framework   |
| SubGroup:       | Core::Time  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'TimeZoneUserBrowserAutoOffset'} = '1';</code>  |

## CalendarWeekDayStart

| Description  | Value   |
|--------------|---|
| Description: | Define the start day of the week for the date picker. |
| Group:       | Framework   |
| SubGroup:    | Core::Time  |
| Valid:       | 1   |



| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'CalendarWeekDayStart'} = '1';</code> |

## TimeVacationDays

| Description     | Value  |
|-----------------|--|
| Description:    | Adds the permanent vacation days. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).  |
| Group:          | Framework  |
| SubGroup:       | Core::Time   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'TimeVacationDays'} = {     '1' =&gt; {         '1' =&gt; 'New Year\'s Day'     },     '12' =&gt; {         '24' =&gt; 'Christmas Eve',         '25' =&gt; 'First Christmas Day',         '26' =&gt; 'Second Christmas Day',         '31' =&gt; 'New Year\'s Eve'     },     '5' =&gt; {         '1' =&gt; 'International Workers\' Day'     } }; </pre> |

## TimeVacationDaysOneTime

| Description     | Value  |
|-----------------|--|
| Description:    | Adds the one time vacation days. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).                                 |
| Group:          | Framework  |
| SubGroup:       | Core::Time   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'TimeVacationDaysOneTime'} = {     '2004' =&gt; {         '1' =&gt; {             '1' =&gt; 'test'         }     } }; </pre> |

## TimeWorkingHours

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the hours and week days to count the working time.   |
| Group:          | Framework  |
| SubGroup:       | Core::Time   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'TimeWorkingHours'} = {   'Fri' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ],   'Mon' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ],   'Sat' =&gt; [],   'Sun' =&gt; [],   'Thu' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> '16', '17', '18', '19', '20' ], 'Tue' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ], 'Wed' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ] ]; </pre> |

## TimeShowCompleteDescription

| Description     | Value  |
|-----------------|--|
| Description:    | Shows time use complete description (days, hours, minutes), if set to "Yes"; or just first letter (d, h, m), if set to "No". |
| Group:          | Framework  |
| SubGroup:       | Core::Time   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'TimeShowCompleteDescription'} = '0';</code>   |

## Core::Time::Calendar1

### TimeZone::Calendar1Name

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the name of the indicated calendar.                            |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar1  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'TimeZone::Calendar1Name'} = 'Calendar Name 1';</pre> |

### TimeZone::Calendar1

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar1   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeZone::Calendar1'} = '0';</pre>  |

### TimeVacationDays::Calendar1

| Description     | Value  |
|-----------------|--|
| Description:    | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).   |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar1  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDays::Calendar1'} = {   '1' =&gt; {     '1' =&gt; 'New Year\'s Day'   },   '12' =&gt; {     '24' =&gt; 'Christmas Eve',     '25' =&gt; 'First Christmas Day',     '26' =&gt; 'Second Christmas Day',     '31' =&gt; 'New Year\'s Eve'   },   '5' =&gt; {</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'1' =&gt; 'International Workers\' Day' } };</pre> |

## TimeVacationDaysOneTime::Calendar1

| Description     | Value   |
|-----------------|---|
| Description:    | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar1   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDaysOneTime::Calendar1'} = {   '2004' =&gt; {     '1' =&gt; {       '1' =&gt; 'test'     }   } } };</pre>   |

## TimeWorkingHours::Calendar1

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the hours and week days of the indicated calendar, to count the working time.   |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar1   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeWorkingHours::Calendar1'} = {   'Fri' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ], }</pre> |

| Description | Value  |
|-------------|--|
|             | <pre> 'Mon' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Sat' =&gt; [], 'Sun' =&gt; [], 'Thu' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Tue' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Wed' =&gt; [     '8',     '9',     '10',     '11', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> '12', '13', '14', '15', '16', '17', '18', '19', '20' ] }; </pre> |

## Core::Time::Calendar2

### TimeZone::Calendar2Name

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the name of the indicated calendar.                              |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar2  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'TimeZone::Calendar2Name'} = 'Calendar Name 2'; </pre> |

### TimeZone::Calendar2

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar2   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'TimeZone::Calendar2'} = '0'; </pre>  |

### TimeVacationDays::Calendar2

| Description  | Value  |
|--------------|--|
| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group:       | Framework  |
| SubGroup:    | Core::Time::Calendar2  |
| Valid:       | 1  |

| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDays::Calendar2'} = {     '1' =&gt; {         '1' =&gt; 'New Year\'s Day'     },     '12' =&gt; {         '24' =&gt; 'Christmas Eve',         '25' =&gt; 'First Christmas Day',         '26' =&gt; 'Second Christmas Day',         '31' =&gt; 'New Year\'s Eve'     },     '5' =&gt; {         '1' =&gt; 'International Workers\' Day'     } };</pre> |

## TimeVacationDaysOneTime::Calendar2

| Description     | Value   |
|-----------------|---|
| Description:    | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).               |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar2   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDaysOneTime::Calendar2'} = {     '2004' =&gt; {         '1' =&gt; {             '1' =&gt; 'test'         }     } };</pre> |

## TimeWorkingHours::Calendar2

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the hours and week days of the indicated calendar, to count the working time. |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar2   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeWorkingHours::Calendar2'} = {     'Fri' =&gt; [</pre>           |



| Description | Value  |
|-------------|--|
|             | <pre> '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ], 'Mon' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ], 'Sat' =&gt; [], 'Sun' =&gt; [], 'Thu' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ], 'Tue' =&gt; [ '8', '9', '10', '11', '12', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> '13', '14', '15', '16', '17', '18', '19', '20' ], 'Wed' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ] }; </pre> |

## Core::Time::Calendar3

### TimeZone::Calendar3Name

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the name of the indicated calendar.                              |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar3  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$self-&gt;{'TimeZone::Calendar3Name'} = 'Calendar Name 3'; </pre> |

### TimeZone::Calendar3

| Description  | Value   |
|--------------|---|
| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group:       | Framework   |
| SubGroup:    | Core::Time::Calendar3   |
| Valid:       | 1   |

| Description     | Value  |
|-----------------|--|
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'TimeZone::Calendar3'} = '0';</code> |

## TimeVacationDays::Calendar3

| Description     | Value   |
|-----------------|---|
| Description:    | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).  |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar3   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'TimeVacationDays::Calendar3'} = {     '1' =&gt; {         '1' =&gt; 'New Year\'s Day'     },     '12' =&gt; {         '24' =&gt; 'Christmas Eve',         '25' =&gt; 'First Christmas Day',         '26' =&gt; 'Second Christmas Day',         '31' =&gt; 'New Year\'s Eve'     },     '5' =&gt; {         '1' =&gt; 'International Workers\' Day'     } }; </pre> |

## TimeVacationDaysOneTime::Calendar3

| Description     | Value   |
|-----------------|---|
| Description:    | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).                 |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar3   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'TimeVacationDaysOneTime::Calendar3'} = {     '2004' =&gt; {         '1' =&gt; {             '1' =&gt; 'test'         }     } }; </pre> |

## TimeWorkingHours::Calendar3

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the hours and week days of the indicated calendar, to count the working time.   |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar3   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'TimeWorkingHours::Calendar3'} = {   'Fri' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ],   'Mon' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ],   'Sat' =&gt; [],   'Sun' =&gt; [],   'Thu' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> '15', '16', '17', '18', '19', '20' ], 'Tue' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ], 'Wed' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ] ]; </pre> |

## Core::Time::Calendar4

### TimeZone::Calendar4Name

| Description     | Value                                       |
|-----------------|---|
| Description:    | Defines the name of the indicated calendar. |
| Group:          | Framework                                   |
| SubGroup:       | Core::Time::Calendar4                       |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: |   |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'TimeZone::Calendar4Name'} = 'Calendar Name 4';</code> |

## TimeZone::Calendar4

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar4   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'TimeZone::Calendar4'} = '0';</code>  |

## TimeVacationDays::Calendar4

| Description     | Value  |
|-----------------|--|
| Description:    | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).   |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar4  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'TimeVacationDays::Calendar4'} = {<br/> '1' =&gt; {<br/> '1' =&gt; 'New Year\'s Day'<br/> },<br/> '12' =&gt; {<br/> '24' =&gt; 'Christmas Eve',<br/> '25' =&gt; 'First Christmas Day',<br/> '26' =&gt; 'Second Christmas Day',<br/> '31' =&gt; 'New Year\'s Eve'<br/> },<br/> '5' =&gt; {<br/> '1' =&gt; 'International Workers\' Day'<br/> }<br/> };</code> |

## TimeVacationDaysOneTime::Calendar4

| Description  | Value   |
|--------------|---|
| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group:       | Framework   |
| SubGroup:    | Core::Time::Calendar4   |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDaysOneTime::Calendar4'} = {   '2004' =&gt; {     '1' =&gt; {       '1' =&gt; 'test'     }   } };</pre> |

## TimeWorkingHours::Calendar4

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the hours and week days of the indicated calendar, to count the working time.   |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar4   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeWorkingHours::Calendar4'} = {   'Fri' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ],   'Mon' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',</pre> |

| Description | Value  |
|-------------|--|
|             | <pre> '19', '20' ], 'Sat' =&gt; [], 'Sun' =&gt; [], 'Thu' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Tue' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Wed' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ] ]; </pre> |



## Core::Time::Calendar5

### TimeZone::Calendar5Name

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the name of the indicated calendar.                              |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar5  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'TimeZone::Calendar5Name'} = 'Calendar Name 5';</code> |

### TimeZone::Calendar5

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar5   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'TimeZone::Calendar5'} = '0';</code>  |

### TimeVacationDays::Calendar5

| Description     | Value  |
|-----------------|--|
| Description:    | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).   |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar5  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'TimeVacationDays::Calendar5'} = {<br/>  '1' =&gt; {<br/>    '1' =&gt; 'New Year\'s Day'<br/>  },<br/>  '12' =&gt; {<br/>    '24' =&gt; 'Christmas Eve',<br/>    '25' =&gt; 'First Christmas Day',<br/>    '26' =&gt; 'Second Christmas Day',<br/>    '31' =&gt; 'New Year\'s Eve'<br/>  },<br/>  '5' =&gt; {</code> |

| Description | Value   |
|-------------|---|
|             | <pre>'1' =&gt; 'International Workers\' Day' } };</pre> |

## TimeVacationDaysOneTime::Calendar5

| Description     | Value   |
|-----------------|---|
| Description:    | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar5   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDaysOneTime::Calendar5'} = {   '2004' =&gt; {     '1' =&gt; {       '1' =&gt; 'test'     }   } } };</pre>   |

## TimeWorkingHours::Calendar5

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the hours and week days of the indicated calendar, to count the working time.   |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar5   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeWorkingHours::Calendar5'} = {   'Fri' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ], }</pre> |

| Description | Value  |
|-------------|--|
|             | <pre> 'Mon' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Sat' =&gt; [], 'Sun' =&gt; [], 'Thu' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Tue' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Wed' =&gt; [     '8',     '9',     '10',     '11', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> '12', '13', '14', '15', '16', '17', '18', '19', '20' ] }; </pre> |

## Core::Time::Calendar6

### TimeZone::Calendar6Name

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the name of the indicated calendar.                              |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar6  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'TimeZone::Calendar6Name'} = 'Calendar Name 6'; </pre> |

### TimeZone::Calendar6

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar6   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'TimeZone::Calendar6'} = '0'; </pre>  |

### TimeVacationDays::Calendar6

| Description  | Value  |
|--------------|--|
| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group:       | Framework  |
| SubGroup:    | Core::Time::Calendar6  |
| Valid:       | 1  |

| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDays::Calendar6'} = {     '1' =&gt; {         '1' =&gt; 'New Year\'s Day'     },     '12' =&gt; {         '24' =&gt; 'Christmas Eve',         '25' =&gt; 'First Christmas Day',         '26' =&gt; 'Second Christmas Day',         '31' =&gt; 'New Year\'s Eve'     },     '5' =&gt; {         '1' =&gt; 'International Workers\' Day'     } };</pre> |

## TimeVacationDaysOneTime::Calendar6

| Description     | Value   |
|-----------------|---|
| Description:    | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).               |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar6   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDaysOneTime::Calendar6'} = {     '2004' =&gt; {         '1' =&gt; {             '1' =&gt; 'test'         }     } };</pre> |

## TimeWorkingHours::Calendar6

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the hours and week days of the indicated calendar, to count the working time. |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar6   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeWorkingHours::Calendar6'} = {     'Fri' =&gt; [</pre>           |

| Description | Value  |
|-------------|--|
|             | <pre> '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ], 'Mon' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ], 'Sat' =&gt; [], 'Sun' =&gt; [], 'Thu' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ], 'Tue' =&gt; [ '8', '9', '10', '11', '12', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> '13', '14', '15', '16', '17', '18', '19', '20' ], 'Wed' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ] }; </pre> |

## Core::Time::Calendar7

### TimeZone::Calendar7Name

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the name of the indicated calendar.                              |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar7  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$self-&gt;{'TimeZone::Calendar7Name'} = 'Calendar Name 7'; </pre> |

### TimeZone::Calendar7

| Description  | Value   |
|--------------|---|
| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group:       | Framework   |
| SubGroup:    | Core::Time::Calendar7   |
| Valid:       | 1   |

| Description     | Value  |
|-----------------|--|
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'TimeZone::Calendar7'} = '0';</code> |

## TimeVacationDays::Calendar7

| Description     | Value   |
|-----------------|---|
| Description:    | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).  |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar7   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDays::Calendar7'} = {     '1' =&gt; {         '1' =&gt; 'New Year\'s Day'     },     '12' =&gt; {         '24' =&gt; 'Christmas Eve',         '25' =&gt; 'First Christmas Day',         '26' =&gt; 'Second Christmas Day',         '31' =&gt; 'New Year\'s Eve'     },     '5' =&gt; {         '1' =&gt; 'International Workers\' Day'     } };</pre> |

## TimeVacationDaysOneTime::Calendar7

| Description     | Value   |
|-----------------|---|
| Description:    | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).               |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar7   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDaysOneTime::Calendar7'} = {     '2004' =&gt; {         '1' =&gt; {             '1' =&gt; 'test'         }     } };</pre> |



## TimeWorkingHours::Calendar7

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the hours and week days of the indicated calendar, to count the working time.   |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar7   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'TimeWorkingHours::Calendar7'} = {   'Fri' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ],   'Mon' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ],   'Sat' =&gt; [],   'Sun' =&gt; [],   'Thu' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> '15', '16', '17', '18', '19', '20' ], 'Tue' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ], 'Wed' =&gt; [ '8', '9', '10', '11', '12', '13', '14', '15', '16', '17', '18', '19', '20' ] ]; </pre> |

## Core::Time::Calendar8

### TimeZone::Calendar8Name

| Description     | Value                                       |
|-----------------|---|
| Description:    | Defines the name of the indicated calendar. |
| Group:          | Framework                                   |
| SubGroup:       | Core::Time::Calendar8                       |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: |   |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'TimeZone::Calendar8Name'} = 'Calendar Name 8';</code> |

## TimeZone::Calendar8

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar8   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'TimeZone::Calendar8'} = '0';</code>  |

## TimeVacationDays::Calendar8

| Description     | Value  |
|-----------------|--|
| Description:    | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).   |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar8  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'TimeVacationDays::Calendar8'} = {<br/> '1' =&gt; {<br/> '1' =&gt; 'New Year\'s Day'<br/> },<br/> '12' =&gt; {<br/> '24' =&gt; 'Christmas Eve',<br/> '25' =&gt; 'First Christmas Day',<br/> '26' =&gt; 'Second Christmas Day',<br/> '31' =&gt; 'New Year\'s Eve'<br/> },<br/> '5' =&gt; {<br/> '1' =&gt; 'International Workers\' Day'<br/> }<br/> };</code> |

## TimeVacationDaysOneTime::Calendar8

| Description  | Value   |
|--------------|---|
| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group:       | Framework   |
| SubGroup:    | Core::Time::Calendar8   |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDaysOneTime::Calendar8'} = {   '2004' =&gt; {     '1' =&gt; {       '1' =&gt; 'test'     }   } };</pre> |

## TimeWorkingHours::Calendar8

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the hours and week days of the indicated calendar, to count the working time.   |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar8   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeWorkingHours::Calendar8'} = {   'Fri' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ],   'Mon' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>         '19',         '20'     ],     'Sat' =&gt; [],     'Sun' =&gt; [],     'Thu' =&gt; [         '8',         '9',         '10',         '11',         '12',         '13',         '14',         '15',         '16',         '17',         '18',         '19',         '20'     ],     'Tue' =&gt; [         '8',         '9',         '10',         '11',         '12',         '13',         '14',         '15',         '16',         '17',         '18',         '19',         '20'     ],     'Wed' =&gt; [         '8',         '9',         '10',         '11',         '12',         '13',         '14',         '15',         '16',         '17',         '18',         '19',         '20'     ] } </pre> |

## Core::Time::Calendar9

### TimeZone::Calendar9Name

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the name of the indicated calendar.                                |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar9  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'TimeZone::Calendar9Name'} = 'Calendar<br/>Name 9';</pre> |

### TimeZone::Calendar9

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar9   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeZone::Calendar9'} = '0';</pre>  |

### TimeVacationDays::Calendar9

| Description     | Value  |
|-----------------|--|
| Description:    | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).   |
| Group:          | Framework  |
| SubGroup:       | Core::Time::Calendar9  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDays::Calendar9'} = {<br/>  '1' =&gt; {<br/>    '1' =&gt; 'New Year\'s Day'<br/>  },<br/>  '12' =&gt; {<br/>    '24' =&gt; 'Christmas Eve',<br/>    '25' =&gt; 'First Christmas Day',<br/>    '26' =&gt; 'Second Christmas Day',<br/>    '31' =&gt; 'New Year\'s Eve'<br/>  },<br/>  '5' =&gt; {</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'1' =&gt; 'International Workers\' Day' } };</pre> |

## TimeVacationDaysOneTime::Calendar9

| Description     | Value   |
|-----------------|---|
| Description:    | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar9   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeVacationDaysOneTime::Calendar9'} = {   '2004' =&gt; {     '1' =&gt; {       '1' =&gt; 'test'     }   } } };</pre>   |

## TimeWorkingHours::Calendar9

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the hours and week days of the indicated calendar, to count the working time.   |
| Group:          | Framework   |
| SubGroup:       | Core::Time::Calendar9   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'TimeWorkingHours::Calendar9'} = {   'Fri' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20'   ], }</pre> |

| Description | Value  |
|-------------|--|
|             | <pre> 'Mon' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Sat' =&gt; [], 'Sun' =&gt; [], 'Thu' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Tue' =&gt; [     '8',     '9',     '10',     '11',     '12',     '13',     '14',     '15',     '16',     '17',     '18',     '19',     '20' ], 'Wed' =&gt; [     '8',     '9',     '10',     '11', </pre> |



| Description | Value  |
|-------------|--|
|             | <pre> '12', '13', '14', '15', '16', '17', '18', '19', '20' ] }; </pre> |

## Core::Web

### Frontend::WebPath

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the URL base path of icons, CSS and Java Script.      |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::WebPath'} = '/otrs-web/'; </pre> |

### Frontend::ImagePath

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the URL image path of icons for navigation.   |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::ImagePath'} = '&lt;OTRS_CONFIG_Frontend::WebPath&gt;skins/Agent/ default/img/'; </pre> |

### Frontend::CSSPath

| Description  | Value                     |
|--------------|---------------------------|
| Description: | Defines the URL CSS path. |
| Group:       | Framework                 |
| SubGroup:    | Core::Web                 |

| Description     | Value  |
|-----------------|--|
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::CSSPath'} =<br/>'&lt;OTRS_CONFIG_Frontend::WebPath&gt;css/';</code> |

## Frontend::JavaScriptPath

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the URL java script path.  |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::JavaScriptPath'} =<br/>'&lt;OTRS_CONFIG_Frontend::WebPath&gt;js/';</code> |

## Frontend::RichText

| Description     | Value   |
|-----------------|---|
| Description:    | Uses richtext for viewing and editing: articles, salutations, signatures, standard responses, auto responses and notifications. |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::RichText'} = '1';</code>   |

## Frontend::RichTextPath

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the URL rich text editor path.  |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::RichTextPath'} =<br/>'&lt;OTRS_CONFIG_Frontend::WebPath&gt;js/thirdparty/<br/>ckeditor-3.6.2/';</code> |

## Frontend::RichTextWidth

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the width for the rich text editor component. Enter number (pixels) or percent value (relative). |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::RichTextWidth'} = '620';</code>   |

## Frontend::RichTextHeight

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the =hHeight for the rich text editor component. Enter number (pixels) or percent value (relative). |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::RichTextHeight'} = '320';</code>   |

## Frontend::RichText::DefaultCSS

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default CSS used in rich text editors.  |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::RichText::DefaultCSS'} =<br/>'font-family:Geneva,Helvetica,Arial,sans-serif;<br/>font-size: 12px;';</code> |

## DefaultViewNewLine

| Description  | Value  |
|--------------|--|
| Description: | Automated line break in text messages after x number of chars. |
| Group:       | Framework  |
| SubGroup:    | Core::Web  |
| Valid:       | 1  |

| Description     | Value  |
|-----------------|--|
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'DefaultViewNewLine'} = '90';</code> |

## DefaultViewLines

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the number of lines that are displayed in text messages (e.g. ticket lines in the QueueZoom). |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'DefaultViewLines'} = '6000';</code>   |

## Frontend::AnimationEnabled

| Description     | Value  |
|-----------------|--|
| Description:    | Turns on the animations used in the GUI. If you have problems with these animations (e.g. performance issues), you can turn them off here. |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::AnimationEnabled'} = '1';</code>  |

## AttachmentDownloadType

| Description     | Value  |
|-----------------|--|
| Description:    | Allows choosing between showing the attachments of a ticket in the browser (inline) or just make them downloadable (attachment). |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'AttachmentDownloadType'} = 'attachment';</code>   |

## WebMaxFileUpload

| Description  | Value   |
|--------------|---|
| Description: | Defines the maximal size (in bytes) for file uploads via the browser. |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'WebMaxFileUpload'} = '16777216';</code> |

## WebUploadCacheModule

| Description     | Value   |
|-----------------|---|
| Description:    | Selects the module to handle uploads via the web interface. "DB" stores all uploads in the database, "FS" uses the file system. |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'WebUploadCacheModule'} = 'Kernel::System::Web::UploadCache::DB';</code>                                      |

## Frontend::Output::FilterText###AAAURL

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the filter that processes the text in the articles, in order to highlight URLs.   |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::Output::FilterText'}-&gt;{'AAAURL'} = {<br/>    'Module' =&gt;<br/>    'Kernel::Output::HTML::OutputFilterTextURL'<br/>};</code> |

## Frontend::Themes

| Description  | Value   |
|--------------|---|
| Description: | Activates the available themes on the system. Value 1 means active, 0 means inactive. |
| Group:       | Framework   |
| SubGroup:    | Core::Web   |
| Valid:       | 1   |

| Description     | Value  |
|-----------------|--|
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Themes'} = {   'Lite' =&gt; '0',   'Standard' =&gt; '1' };</pre> |

## Frontend::Output::FilterText###OutputFilterTextAutoLink

| Description     | Value   |
|-----------------|---|
| Description:    | Defines a filter to process the text in the articles, in order to highlight predefined keywords.  |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Output::FilterText'}- &gt;{'OutputFilterTextAutoLink'} = {   'Module' =&gt;   'Kernel::Output::HTML::OutputFilterTextAutoLink' };</pre> |

## Frontend::Output::OutputFilterTextAutoLink###CVE

| Description     | Value  |
|-----------------|--|
| Description:    | Defines a filter for html output to add links behind CVE numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.   |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Frontend::Output::OutputFilterTextAutoLink'}- &gt;{'CVE'} = {   'RegExp' =&gt; [     '(CVE CAN)\\-(\\d{3,4})\\-(\\d{2,6})'   ],   'URL1' =&gt; {     'Description' =&gt; 'Mitre',     'Image' =&gt; 'http://cve.mitre.org/favicon.ico',     'Target' =&gt; '_blank',     'URL' =&gt; 'http://cve.mitre.org/cgi-bin/ cvename.cgi?name=&lt;MATCH1&gt;-&lt;MATCH2&gt;-&lt;MATCH3&gt;'   } };</pre> |

| Description | Value  |
|-------------|--|
|             | <pre> }, 'URL2' =&gt; {   'Description' =&gt; 'Google',   'Image' =&gt; 'http://www.google.de/favicon.ico',   'Target' =&gt; '_blank',   'URL' =&gt; 'http://google.com/search?q=&lt;MATCH1&gt;-&lt;MATCH2&gt;-&lt;MATCH3&gt;' }, 'URL3' =&gt; {   'Description' =&gt; 'US-CERT NVD',   'Image' =&gt; 'http://nvd.nist.gov/favicon.ico',   'Target' =&gt; '_blank',   'URL' =&gt; 'http://nvd.nist.gov/nvd.cfm?cvename=&lt;MATCH1&gt;-&lt;MATCH2&gt;-&lt;MATCH3&gt;' } }; </pre> |

## Frontend::Output::OutputFilterTextAutoLink###Bugtraq

| Description     | Value   |
|-----------------|---|
| Description:    | Defines a filter for html output to add links behind bugtraq numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.  |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self- &gt;{'Frontend::Output::OutputFilterTextAutoLink'}- &gt;{'Bugtraq'} = {   'RegExp' =&gt; [     'Bugtraq[\\s\\w\\t]*?ID[\\s\\w\\t]*?:[\\s\\w\\t]*?(\\d{2,8})',     'Bugtraq[\\s\\w\\t]*?ID[\\s\\w\\t]*?(\\d{2,8})',     'Bugtraq[\\s\\w\\t]*?:[\\s\\w\\t]*?(\\d{2,8})',     'Bugtraq[\\s\\w\\t]*?(\\d{2,8})',     'BID[\\s\\w\\t]*?:[\\s\\w\\t]*?(\\d{2,8})',     'BID[\\s\\w\\t]*?(\\d{2,8})'   ],   'URL1' =&gt; {     'Description' =&gt; 'Security Focus',     'Image' =&gt; 'http://www.securityfocus.com/favicon.ico',     'Target' =&gt; '_blank',     'URL' =&gt; 'http://www.securityfocus.com/bid/&lt;MATCH1&gt;/info'   }, </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'URL2' =&gt; {   'Description' =&gt; 'Google',   'Image' =&gt; 'http://www.google.de/favicon.ico',   'Target' =&gt; '_blank',   'URL' =&gt; 'http://google.com/search?q=&lt;MATCH&gt;' } };</pre> |

## Frontend::Output::OutputFilterTextAutoLink###MSBulletins

| Description     | Value  |
|-----------------|--|
| Description:    | Defines a filter for html output to add links behind MSBulletin numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.  |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Frontend::Output::OutputFilterTextAutoLink'}- &gt;{'MSBulletins'} = {   'RegExp' =&gt; [     'MS[^\A-Za-z]{0,5}(\d\d)?(\d{2,4})'   ],   'URL1' =&gt; {     'Description' =&gt; 'Microsoft Technet',     'Image' =&gt; 'http://www.microsoft.com/favicon.ico',     'Target' =&gt; '_blank',     'URL' =&gt; 'http://www.microsoft.com/technet/security/bulletin/MS&lt;MATCH1&gt;-&lt;MATCH2&gt;.mspx'   },   'URL2' =&gt; {     'Description' =&gt; 'Google',     'Image' =&gt; 'http://www.google.de/favicon.ico',     'Target' =&gt; '_blank',     'URL' =&gt; 'http://google.com/search?q=MS&lt;MATCH1&gt;-&lt;MATCH2&gt;'   } };</pre> |

## Frontend::Output::OutputFilterTextAutoLink###Setting1

| Description  | Value  |
|--------------|--|
| Description: | Define a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image |



| Description     | Value  |
|-----------------|--|
|                 | (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.  |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self- &gt;{'Frontend::Output::OutputFilterTextAutoLink'}- &gt;{'Setting1'} = {   'RegExp' =&gt; [     'RegExp'   ],   'URL1' =&gt; {     'Description' =&gt; 'Description',     'Image' =&gt; 'right-small.png',     'Target' =&gt; '_blank',     'URL' =&gt; 'URL'   },   'URL2' =&gt; {     'Description' =&gt; 'Description',     'Image' =&gt; 'Image',     'Target' =&gt; '_blank',     'URL' =&gt; 'URL'   } }; </pre> |

## Frontend::Output::OutputFilterTextAutoLink###Setting2

| Description     | Value   |
|-----------------|---|
| Description:    | Defines a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image. |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self- &gt;{'Frontend::Output::OutputFilterTextAutoLink'}- &gt;{'Setting2'} = {   'RegExp' =&gt; [     'RegExp'   ],   'URL1' =&gt; {     'Description' =&gt; 'Description',     'Image' =&gt; 'right-small.png', </pre>   |

| Description | Value  |
|-------------|--|
|             | <pre>         'Target' =&gt; '_blank',         'URL' =&gt; 'URL'       },       'URL2' =&gt; {         'Description' =&gt; 'Description',         'Image' =&gt; 'Image',         'Target' =&gt; '_blank',         'URL' =&gt; 'URL'       },       'URL3' =&gt; {         'Description' =&gt; 'Description',         'Image' =&gt; 'Image',         'Target' =&gt; '_blank',         'URL' =&gt; 'URL'       }     }   }; </pre> |

## Loader::Enabled::CSS

| Description     | Value  |
|-----------------|--|
| Description:    | If enabled, OTRS will deliver all CSS files in minified form. WARNING: If you turn this off, there will likely be problems in IE 7, because it cannot load more than 32 CSS files. |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Loader::Enabled::CSS'} = '1';</code>  |

## Loader::Enabled::JS

| Description     | Value  |
|-----------------|--|
| Description:    | If enabled, OTRS will deliver all JavaScript files in minified form. |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Loader::Enabled::JS'} = '1';</code>               |

## Loader::Agent::CommonCSS###000-Framework

| Description  | Value  |
|--------------|--|
| Description: | List of CSS files to always be loaded for the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'Loader::Agent::CommonCSS'}-&gt;{'000-Framework'} = [     'Core.Reset.css',     'Core.Default.css',     'Core.Header.css',     'Core.OverviewControl.css',     'Core.OverviewSmall.css',     'Core.OverviewMedium.css',     'Core.OverviewLarge.css',     'Core.Footer.css',     'Core.PageLayout.css',     'Core.Form.css',     'Core.Table.css',     'Core.Widget.css',     'Core.WidgetMenu.css',     'Core.TicketDetail.css',     'Core.Tooltip.css',     'Core.Dialog.css',     'Core.Print.css' ]; </pre> |

## Loader::Agent::CommonCSS::IE7###000-Framework

| Description     | Value   |
|-----------------|---|
| Description:    | List of IE7-specific CSS files to always be loaded for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'Loader::Agent::CommonCSS::IE7'}-&gt;{'000-Framework'} = [     'Core.Default.IE7.css',     'Core.Header.IE7.css',     'Core.OverviewControl.IE7.css',     'Core.OverviewSmall.IE7.css',     'Core.OverviewMedium.IE7.css',     'Core.OverviewLarge.IE7.css',     'Core.PageLayout.IE7.css',     'Core.Form.IE7.css',     'Core.Widget.IE7.css',     'Core.WidgetMenu.IE7.css',     'Core.Tooltip.IE7.css', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Core.Dialog.IE7.css', 'Core.TicketDetail.IE7.css', 'Core.Table.IE7.css' ];</pre> |

## Loader::Agent::CommonCSS::IE8###000-Framework

| Description     | Value   |
|-----------------|---|
| Description:    | List of IE8-specific CSS files to always be loaded for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Loader::Agent::CommonCSS::IE8'}-&gt;{'000-Framework'} = [     'Core.OverviewSmall.IE8.css' ];</pre> |

## Loader::Agent::CommonJS###000-Framework

| Description     | Value   |
|-----------------|---|
| Description:    | List of JS files to always be loaded for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Loader::Agent::CommonJS'}-&gt;{'000-Framework'} = [     'thirdparty/json/json2.js',     'thirdparty/jquery-1.6.4/jquery.js',     'thirdparty/jquery-ui-1.8.16/jquery-ui.js',     'thirdparty/jquery-validate-1.9/ jquery.validate.js',     'thirdparty/stacktrace-0.3/stacktrace.js',     'Core.JavaScriptEnhancements.js',     'Core.Debug.js',     'Core.Data.js',     'Core.Config.js',     'Core.Exception.js',     'Core.JSON.js',     'Core.AJAX.js',     'Core.UI.js',     'Core.UI.IE7Fixes.js',     'Core.UI.Accordion.js',     'Core.UI.Datepicker.js',</pre> |

| Description | Value   |
|-------------|---|
|             | <pre> 'Core.UI.Resizable.js', 'Core.UI.Table.js', 'Core.UI.Accessibility.js', 'Core.UI.RichTextEditor.js', 'Core.UI.Dialog.js', 'Core.UI.ActionRow.js', 'Core.UI.Popup.js', 'Core.Form.js', 'Core.Form.ErrorTooltips.js', 'Core.Form.Validate.js', 'Core.App.js', 'Core.Agent.js', 'Core.Agent.Search.js' ]; </pre> |

## Loader::Customer::CommonCSS###000-Framework

| Description     | Value  |
|-----------------|--|
| Description:    | List of CSS files to always be loaded for the customer interface.  |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'Loader::Customer::CommonCSS'}-&gt;{'000-Framework'} = [     'Core.Reset.css',     'Core.Default.css',     'Core.Form.css',     'Core.Dialog.css',     'Core.Tooltip.css',     'Core.Login.css',     'Core.Control.css',     'Core.Table.css',     'Core.TicketZoom.css',     'Core.Print.css' ]; </pre> |

## Loader::Customer::CommonCSS::IE6###000-Framework

| Description  | Value  |
|--------------|--|
| Description: | List of IE6-specific CSS files to always be loaded for the customer interface. |
| Group:       | Framework  |
| SubGroup:    | Core::Web  |
| Valid:       | 1  |
| Required:    | 1  |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre>\$Self-&gt;{'Loader::Customer::CommonCSS::IE6'}- &gt;{'000-Framework'} = [     'Core.IE6.css',     'Core.Tooltip.IE6.css' ];</pre> |

## Loader::Customer::CommonCSS::IE7###000-Framework

| Description     | Value  |
|-----------------|--|
| Description:    | List of IE7-specific CSS files to always be loaded for the customer interface.   |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Loader::Customer::CommonCSS::IE7'}- &gt;{'000-Framework'} = [     'Core.IE7.css',     'Core.Tooltip.IE7.css',     'Core.Dialog.IE7.css' ];</pre> |

## Loader::Customer::CommonCSS::IE8###000-Framework

| Description     | Value   |
|-----------------|---|
| Description:    | List of IE8-specific CSS files to always be loaded for the customer interface.          |
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Loader::Customer::CommonCSS::IE8'}- &gt;{'000-Framework'} = [];</pre> |

## Loader::Customer::CommonJS###000-Framework

| Description  | Value  |
|--------------|--|
| Description: | List of JS files to always be loaded for the customer interface. |
| Group:       | Framework  |
| SubGroup:    | Core::Web  |
| Valid:       | 1  |
| Required:    | 1  |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre> \$Self-&gt;{'Loader::Customer::CommonJS'}-&gt;{'000-Framework'} = [     'thirdparty/jquery-1.6.4/jquery.js',     'thirdparty/jquery-validate-1.9/jquery.validate.js',     'thirdparty/jquery-ui-1.8.16/jquery-ui.js',     'thirdparty/stacktrace-0.3/stacktrace.js',     'Core.Debug.js',     'Core.Data.js',     'Core.Exception.js',     'Core.App.js',     'Core.JavaScriptEnhancements.js',     'Core.Config.js',     'Core.UI.js',     'Core.UI.IE7Fixes.js',     'Core.UI.Accessibility.js',     'Core.UI.Dialog.js',     'Core.UI.RichTextEditor.js',     'Core.UI.Datepicker.js',     'Core.UI.Popup.js',     'Core.Form.js',     'Core.Form.ErrorTooltips.js',     'Core.Form.Validate.js',     'Core.Customer.js' ]; </pre> |

## Loader::Agent::DefaultSelectedSkin

| Description     | Value  |
|-----------------|--|
| Description:    | The agent skin's InternalName which should be used in the agent interface. Please check the available skins in Frontend::Agent::Skins. |
| Group:          | Framework  |
| SubGroup:       | Core::Web  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'Loader::Agent::DefaultSelectedSkin'} = 'default'; </pre>  |

## Loader::Customer::SelectedSkin::HostBased

| Description  | Value  |
|--------------|--|
| Description: | It is possible to configure different skins, for example to distinguish between different customers, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a valid skin on your system. Please see the example entries for the proper form of the regex. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Core::Web   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Loader::Customer::SelectedSkin::HostBased'} = {     'host1\\.example\\.com' =&gt; 'Someskin1',     'host2\\.example\\.com' =&gt; 'Someskin2' };</pre> |

## Core::WebUserAgent

### WebUserAgent::Timeout

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the timeout (in seconds) for http/ftp downloads.   |
| Group:          | Framework   |
| SubGroup:       | Core::WebUserAgent                                      |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'WebUserAgent::Timeout'} = '15';</pre> |

### WebUserAgent::Proxy

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the connections for http/ftp, via a proxy.                           |
| Group:          | Framework  |
| SubGroup:       | Core::WebUserAgent   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'WebUserAgent::Proxy'} = 'http:// proxy.sn.no:8001/';</pre> |

## Crypt::PGP

### PGP

| Description  | Value   |
|--------------|---|
| Description: | Enables PGP support. When PGP support is enabled for signing and securing mail, it is HIGHLY recommended that the web server be run |



| Description     | Value   |
|-----------------|---|
|                 | as the OTRS user. Otherwise, there will be problems with the privileges when accessing .gnupg folder. |
| Group:          | Framework   |
| SubGroup:       | Crypt::PGP  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PGP'} = '0';</code>  |

## PGP::Bin

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the path to PGP binary.                        |
| Group:          | Framework  |
| SubGroup:       | Crypt::PGP   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PGP::Bin'} = '/usr/bin/gpg';</code> |

## PGP::Options

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the options for PGP binary.   |
| Group:          | Framework  |
| SubGroup:       | Crypt::PGP   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PGP::Options'} = '--homedir /opt/otrs/.gnupg/ --batch --no-tty --yes';</code> |

## PGP::Key::Password

| Description  | Value                                  |
|--------------|--|
| Description: | Sets the password for private PGP key. |
| Group:       | Framework                              |
| SubGroup:    | Crypt::PGP                             |
| Valid:       | 1                                      |
| Required:    | 1                                      |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self-&gt;{'PGP::Key::Password'} = {     '488A0B8F' =&gt; 'SomePassword',     'D2DF79FA' =&gt; 'SomePassword' };</pre> |

## PGP::TrustedNetwork

| Description     | Value  |
|-----------------|--|
| Description:    | Set this to yes if you trust in all your public and private pgp keys, even if they are not certified with a trusted signature. |
| Group:          | Framework  |
| SubGroup:       | Crypt::PGP   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'PGP::TrustedNetwork'} = '0';</pre>   |

## PGP::Log

| Description     | Value   |
|-----------------|---|
| Description:    | Configure your own log text for PGP.  |
| Group:          | Framework   |
| SubGroup:       | Crypt::PGP  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'PGP::Log'} = {     'BADSIG' =&gt; 'The PGP signature with the keyid has not been verified successfully.',     'ERRSIG' =&gt; 'It was not possible to check the PGP signature, this may be caused by a missing public key or an unsupported algorithm.',     'EXPKEYSIG' =&gt; 'The PGP signature was made by an expired key.',     'GOODSIG' =&gt; 'Good PGP signature.',     'KEYREVOKED' =&gt; 'The PGP signature was made by a revoked key, this could mean that the signature is forged.',     'NODATA' =&gt; 'No valid OpenPGP data found.',     'NO_PUBKEY' =&gt; 'No public key found.',     'REVKEYSIG' =&gt; 'The PGP signature was made by a revoked key, this could mean that the signature is forged.',     'SIGEXPIRED' =&gt; 'The PGP signature is expired.',     'SIG_ID' =&gt; 'Signature data.',</pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'TRUST_UNDEFINED' =&gt; 'This key is not certified with a trusted signature!.', 'VALIDSIG' =&gt; 'The PGP signature with the keyid is good.' };</pre> |

## Crypt::SMIME

### SMIME

| Description     | Value                                  |
|-----------------|--|
| Description:    | Enables S/MIME support.                |
| Group:          | Framework                              |
| SubGroup:       | Crypt::SMIME                           |
| Valid:          | 1                                      |
| Required:       | 1                                      |
| Config-Setting: | <pre>\$Self-&gt;{'SMIME'} = '0';</pre> |

### SMIME::Bin

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the path to open ssl binary. It may need a HOME env (\$ENV{HOME} = '/var/lib/wwwrun';). |
| Group:          | Framework   |
| SubGroup:       | Crypt::SMIME  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'SMIME::Bin'} = '/usr/bin/openssl';</pre>                                      |

### SMIME::CertPath

| Description     | Value   |
|-----------------|---|
| Description:    | Specifies the directory where SSL certificates are stored.    |
| Group:          | Framework   |
| SubGroup:       | Crypt::SMIME  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'SMIME::CertPath'} = '/etc/ssl/certs';</pre> |

## SMIME::PrivatePath

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the directory where private SSL certificates are stored. |
| Group:          | Framework  |
| SubGroup:       | Crypt::SMIME   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'SMIME::PrivatePath'} = '/etc/ssl/private';</pre> |

## Frontend::Admin::AdminCustomerUser

### AdminCustomerUser::RunInitialWildcardSearch

| Description     | Value   |
|-----------------|---|
| Description:    | Runs an initial wildcard search of the existing customer users when accessing the AdminCustomerUser module. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::AdminCustomerUser  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'AdminCustomerUser::RunInitialWildcardSearch'} = '1';</pre>                                |

## Frontend::Admin::ModuleRegistration

### Frontend::Module###Admin

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'Admin'} = {   'Description' =&gt; 'Admin-Area',   'Group' =&gt; [</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>       'admin'     ],     'Loader' =&gt; {       'CSS' =&gt; [         'Core.Agent.Admin.css'       ],       'CSS_IE7' =&gt; [         'Core.Agent.AdminIE7.css'       ],       'JavaScript' =&gt; [         'Core.Agent.Admin.SysConfig.js'       ]     },     'NavBar' =&gt; [       {         'AccessKey' =&gt; 'a',         'Block' =&gt; 'ItemArea',         'Description' =&gt; '',         'Link' =&gt; 'Action=Admin',         'LinkOption' =&gt; '',         'Name' =&gt; 'Admin',         'NavBar' =&gt; 'Admin',         'Prio' =&gt; '10000',         'Type' =&gt; 'Menu'       }     ],     'NavBarModule' =&gt; {       'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin'     },     'NavBarName' =&gt; 'Admin',     'Title' =&gt; ''   }; </pre> |

## Frontend::Module###AdminInit

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminInit'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarName' =&gt; '',   'Title' =&gt; 'Init' } </pre> |

| Description | Value           |
|-------------|-----------------|
|             | <code>};</code> |

## Frontend::Module###AdminUser

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminUser'} = {   'Description' =&gt; 'Create and manage agents.',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Agent',     'Description' =&gt; 'Create and manage agents.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Agents',     'Prio' =&gt; '100'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Agents' }; </pre> |

## Frontend::Module###AdminGroup

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminGroup'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Agent',     'Description' =&gt; 'Create and manage groups.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin', </pre> |

| Description | Value   |
|-------------|---|
|             | <pre>         'Name' =&gt; 'Groups',         'Prio' =&gt; '150'     },     'NavBarName' =&gt; 'Admin',     'Title' =&gt; 'Groups' }; </pre> |

## Frontend::Module###AdminUserGroup

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminUserGroup'} = {     'Description' =&gt; 'Admin',     'Group' =&gt; [         'admin'     ],     'NavBarModule' =&gt; {         'Block' =&gt; 'Agent',         'Description' =&gt; 'Link agents to groups.',         'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',         'Name' =&gt; 'Agents &lt;-&gt; Groups',         'Prio' =&gt; '200'     },     'NavBarName' =&gt; 'Admin',     'Title' =&gt; 'Agents &lt;-&gt; Groups' }; </pre> |

## Frontend::Module###AdminCustomerUser

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminCustomerUser'} = {     'Description' =&gt; 'Edit Customers',     'Group' =&gt; [ </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>       'admin',       'users'     ],     'GroupRo' =&gt; [       ''     ],     'Loader' =&gt; {       'JavaScript' =&gt; [         'Core.Agent.TicketAction.js'       ]     },     'NavBar' =&gt; [       {         'AccessKey' =&gt; 'c',         'Block' =&gt; 'ItemArea',         'Description' =&gt; '',         'Link' =&gt;         'Action=AdminCustomerUser;Nav=Agent',         'LinkOption' =&gt; '',         'Name' =&gt; 'Customers',         'NavBar' =&gt; 'Customers',         'Prio' =&gt; '9000',         'Type' =&gt; 'Menu'       }     ],     'NavBarModule' =&gt; {       'Block' =&gt; 'Customer',       'Description' =&gt; 'Create and manage customers.',       'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',       'Name' =&gt; 'Customers',       'Prio' =&gt; '300'     },     'NavBarName' =&gt; 'Customers',     'Title' =&gt; 'Customers'   }; </pre> |

## Frontend::Module###AdminCustomerCompany

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminCustomerCompany'} = {   'Description' =&gt; 'Admin', </pre> |



| Description | Value   |
|-------------|---|
|             | <pre> 'Group' =&gt; [     'admin',     'users' ], 'GroupRo' =&gt; [     '' ], 'NavBar' =&gt; [     {         'AccessKey' =&gt; 'c',         'Block' =&gt; 'ItemArea',         'Description' =&gt; '',         'Link' =&gt; 'Action=AdminCustomerCompany;Nav=Agent',         'LinkOption' =&gt; '',         'Name' =&gt; 'Companies',         'NavBar' =&gt; 'Companies',         'Prio' =&gt; '9100',         'Type' =&gt; 'Menu'     } ], 'NavBarModule' =&gt; {     'Block' =&gt; 'Customer',     'Description' =&gt; 'Create and manage companies.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Customer Companies',     'Prio' =&gt; '310' }, 'NavBarName' =&gt; 'Admin', 'Title' =&gt; 'Customer Companies' }; </pre> |

## Frontend::Module###AdminCustomerUserGroup

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminCustomerUserGroup'} = {     'Description' =&gt; 'Admin',     'Group' =&gt; [         'admin'     ],     'NavBarModule' =&gt; { </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> 'Block' =&gt; 'Customer', 'Description' =&gt; 'Link customers to groups.', 'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin', 'Name' =&gt; 'Customers &lt;-&gt; Groups', 'Prio' =&gt; '400' }, 'NavBarName' =&gt; 'Admin', 'Title' =&gt; 'Customers &lt;-&gt; Groups' }; </pre> |

## Frontend::Module###AdminCustomerUserService

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminCustomerUserService'} = { 'Description' =&gt; 'Admin', 'Group' =&gt; [ 'admin' ], 'NavBarModule' =&gt; { 'Block' =&gt; 'Customer', 'Description' =&gt; 'Link customers to services.', 'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin', 'Name' =&gt; 'Customers &lt;-&gt; Services', 'Prio' =&gt; '500' }, 'NavBarName' =&gt; 'Admin', 'Title' =&gt; 'Customers &lt;-&gt; Services' }; </pre> |

## Frontend::Module###AdminRole

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration                   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: |   |

| Description | Value   |
|-------------|---|
|             | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminRole'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Agent',     'Description' =&gt; 'Create and manage roles.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Roles',     'Prio' =&gt; '600'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Roles' }; </pre> |

## Frontend::Module###AdminRoleUser

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminRoleUser'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Agent',     'Description' =&gt; 'Link agents to roles.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Agents &lt;-&gt; Roles',     'Prio' =&gt; '700'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Agents &lt;-&gt; Roles' }; </pre> |

## Frontend::Module###AdminRoleGroup

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminRoleGroup'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Agent',     'Description' =&gt; 'Link roles to groups.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Roles &lt;-&gt; Groups',     'Prio' =&gt; '800'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Roles &lt;-&gt; Groups' }; </pre> |

## Frontend::Module###AdminSMIME

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminSMIME'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Email',     'Description' =&gt; 'Manage S/MIME certificates for email encryption.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'S/MIME Certificates',     'Prio' =&gt; '1100'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'S/MIME Management' }; </pre> |

| Description | Value           |
|-------------|-----------------|
|             | <code>};</code> |

## Frontend::Module###AdminPGP

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AdminPGP'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Email',     'Description' =&gt; 'Manage PGP keys for email encryption.',     'Module' =&gt;       'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'PGP Keys',     'Prio' =&gt; '1200'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'PGP Key Management' };</pre> |

## Frontend::Module###AdminMailAccount

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AdminMailAccount'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Email',</pre> |

| Description | Value   |
|-------------|---|
|             | <pre> 'Description' =&gt; 'Manage POP3 or IMAP accounts to fetch email from.', 'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin', 'Name' =&gt; 'PostMaster Mail Accounts', 'Prio' =&gt; '100' }, 'NavBarName' =&gt; 'Admin', 'Title' =&gt; 'Mail Accounts' }; </pre> |

## Frontend::Module###AdminPostMasterFilter

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminPostMasterFilter'} = { 'Description' =&gt; 'Admin', 'Group' =&gt; [ 'admin' ], 'NavBarModule' =&gt; { 'Block' =&gt; 'Email', 'Description' =&gt; 'Filter incoming emails.', 'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin', 'Name' =&gt; 'PostMaster Filters', 'Prio' =&gt; '200' }, 'NavBarName' =&gt; 'Admin', 'Title' =&gt; 'PostMaster Filters' }; </pre> |

## Frontend::Module###AdminEmail

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration                   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: |   |

| Description | Value   |
|-------------|---|
|             | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminEmail'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'System',     'Description' =&gt; 'Send notifications to users.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Admin Notification',     'Prio' =&gt; '400'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Admin Notification' }; </pre> |

## Frontend::Module###AdminSession

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminSession'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'System',     'Description' =&gt; 'Manage existing sessions.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Session Management',     'Prio' =&gt; '500'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Session Management' }; </pre> |

## Frontend::Module###AdminPerformanceLog

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminPerformanceLog'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'Loader' =&gt; {     'CSS' =&gt; [       'Core.Agent.Admin.PerformanceLog.css'     ]   },   'NavBarModule' =&gt; {     'Block' =&gt; 'System',     'Description' =&gt; 'View performance benchmark results.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Performance Log',     'Prio' =&gt; '550'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Performance Log' }; </pre> |

## Frontend::Module###AdminLog

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminLog'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'System',     'Description' =&gt; 'View system log messages.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin', </pre> |



| Description | Value   |
|-------------|---|
|             | <pre>       'Name' =&gt; 'System Log',       'Prio' =&gt; '600'     },     'NavBarName' =&gt; 'Admin',     'Title' =&gt; 'System Log'   }; </pre> |

## Frontend::Module###AdminSelectBox

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminSelectBox'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'System',     'Description' =&gt; 'Execute SQL statements.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'SQL Box',     'Prio' =&gt; '700'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'SQL Box' }; </pre> |

## Frontend::Module###AdminPackageManager

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminPackageManager'} = {   'Description' =&gt; 'Software Package Manager',   'Group' =&gt; [ </pre> |

| Description | Value   |
|-------------|---|
|             | <pre>       'admin'     ],     'NavBarModule' =&gt; {       'Block' =&gt; 'System',       'Description' =&gt; 'Update and extend your system with software packages.',       'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',       'Name' =&gt; 'Package Manager',       'Prio' =&gt; '1000'     },     'NavBarName' =&gt; 'Admin',     'Title' =&gt; 'Package Manager'   }; </pre> |

## Frontend::Module###AdminGenericInterfaceDebugger

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminGenericInterfaceDebugger'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'Loader' =&gt; {     'CSS' =&gt; [       'Core.Agent.Admin.GenericInterface.css'     ],     'CSS_IE7' =&gt; [       'Core.Agent.Admin.GenericInterface.IE7.css'     ],     'JavaScript' =&gt; [       'Core.Agent.Admin.GenericInterfaceDebugger.js'     ]   },   'Title' =&gt; 'GenericInterface Debugger GUI' }; </pre> |

## Frontend::Module###AdminGenericInterfaceWebservice

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminGenericInterfaceWebservice'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'Loader' =&gt; {     'CSS' =&gt; [       'Core.Agent.Admin.GenericInterface.css'     ],     'JavaScript' =&gt; [       'Core.Agent.Admin.GenericInterfaceWebservice.js'     ]   },   'NavBarModule' =&gt; {     'Block' =&gt; 'System',     'Description' =&gt; 'Create and manage web services.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Web Services',     'Prio' =&gt; '1000'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'GenericInterface Web Service GUI' }; </pre> |

## Frontend::Module###AdminGenericInterfaceTransportHTTPSOAP

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminGenericInterfaceTransportHTTPSOAP'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ], </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> 'Loader' =&gt; {   'CSS' =&gt; [     'Core.Agent.Admin.GenericInterface.css'   ],   'Title' =&gt; 'GenericInterface TransportHTTPSOAP GUI' }; </pre> |

## Frontend::Module###AdminGenericInterfaceWebserviceHistory

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminGenericInterfaceWebserviceHistory'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'Loader' =&gt; {     'CSS' =&gt; [       'Core.Agent.Admin.GenericInterface.css'     ],     'JavaScript' =&gt; [       'Core.Agent.Admin.GenericInterfaceWebserviceHistory.js'     ]   },   'Title' =&gt; 'GenericInterface Webservice History GUI' }; </pre> |

## Frontend::Module###AdminGenericInterfaceOperationDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration                   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: |   |

| Description | Value   |
|-------------|---|
|             | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminGenericInterfaceOperationDefault'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'Loader' =&gt; {     'CSS' =&gt; [       'Core.Agent.Admin.GenericInterface.css'     ],     'JavaScript' =&gt; [       'Core.Agent.Admin.GenericInterfaceOperation.js'     ]   },   'Title' =&gt; 'GenericInterface Operation GUI' }; </pre> |

## Frontend::Module###AdminGenericInterfaceInvokerDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminGenericInterfaceInvokerDefault'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'Loader' =&gt; {     'CSS' =&gt; [       'Core.Agent.Admin.GenericInterface.css'     ],     'JavaScript' =&gt; [       'Core.Agent.Admin.GenericInterfaceInvoker.js'     ]   },   'Title' =&gt; 'GenericInterface Invoker GUI' }; </pre> |

## Frontend::Module###AdminGenericInterfaceMappingSimple

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminGenericInterfaceMappingSimple'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'Loader' =&gt; {     'CSS' =&gt; [       'Core.Agent.Admin.GenericInterface.css'     ],     'CSS_IE7' =&gt; [       'Core.Agent.Admin.GenericInterface.IE7.css'     ],     'JavaScript' =&gt; [       'Core.Agent.Admin.GenericInterfaceMappingSimple.js'     ]   },   'Title' =&gt; 'GenericInterface Webservice Mapping GUI' }; </pre> |

## Frontend::Agent

### AgentLogo

| Description     | Value  |
|-----------------|--|
| Description:    | The logo shown in the header of the agent interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'AgentLogo'} = {   'StyleHeight' =&gt; '67px',   'StyleRight' =&gt; '38px',   'StyleTop' =&gt; '-4px',   'StyleWidth' =&gt; '244px',   'URL' =&gt; 'skins/Agent/default/img/logo_bg.png' }; </pre> |

## AgentLoginLogo

| Description     | Value   |
|-----------------|---|
| Description:    | The logo shown on top of the login box of the agent interface. The URL to the image must be relative URL to the skin image directory.         |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'AgentLoginLogo'} = {   'StyleHeight' =&gt; '100px',   'URL' =&gt; 'skins/Agent/default/img/ loginlogo_default.png' };</pre> |

## LoginURL

| Description     | Value   |
|-----------------|---|
| Description:    | Defines an alternate URL, where the login link refers to.                   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'LoginURL'} = 'http://host.example.com/ login.html';</pre> |

## LogoutURL

| Description     | Value  |
|-----------------|--|
| Description:    | Defines an alternate URL, where the logout link refers to.                                   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'LogoutURL'} = 'http://host.example.com/ thanks-for-using-otrs.html';</pre> |

## PreApplicationModule###AgentInfo

| Description  | Value   |
|--------------|---|
| Description: | Defines a useful module to load specific user options or to display news. |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'PreApplicationModule'}-&gt;{'AgentInfo'} = 'Kernel::Modules::AgentInfo';</code> |

## InfoKey

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the key to be checked with Kernel::Modules::AgentInfo module. If this user preferences key is true, the message is accepted by the system. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'InfoKey'} = 'wpt22';</code>   |

## InfoFile

| Description     | Value  |
|-----------------|--|
| Description:    | File that is displayed in the Kernel::Modules::AgentInfo module, if located under Kernel/Output/HTML/Standard/AgentInfo.dtl. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'InfoFile'} = 'AgentInfo';</code>  |

## LostPassword

| Description     | Value   |
|-----------------|---|
| Description:    | Activates lost password feature for agents, in the agent interface. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: |   |



| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'LostPassword'} = '1';</code> |

## ShowMotd

| Description     | Value  |
|-----------------|--|
| Description:    | Shows the message of the day on login screen of the agent interface. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'ShowMotd'} = '0';</code>                          |

## NotificationSubjectLostPasswordToken

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the subject for notification mails sent to agents, with token about new requested password. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'NotificationSubjectLostPasswordToken'} = 'New OTRS password request';</code>     |

## NotificationBodyLostPasswordToken

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the body text for notification mails sent to agents, with token about new requested password (after using this link the new password will be sent).                  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'NotificationBodyLostPasswordToken'} = 'Hi &lt;OTRS_USERFIRSTNAME&gt;,  You or someone impersonating you has requested to change your OTRS password.</pre> |

| Description | Value   |
|-------------|---|
|             | <p>If you want to do this, click on the link below.<br/>You will receive another email containing the password.</p> <p>&lt;OTRS_CONFIG_HttpType&gt;://&lt;OTRS_CONFIG_FQDN&gt;/<br/>&lt;OTRS_CONFIG_ScriptAlias&gt;index.pl?<br/>Action=LostPassword;Token=&lt;OTRS_TOKEN&gt;</p> <p>If you did not request a new password, please ignore this email.</p> <p>';</p> |

## NotificationSubjectLostPassword

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the subject for notification mails sent to agents, about new password.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'NotificationSubjectLostPassword'} = 'New OTRS password';</pre> |

## NotificationBodyLostPassword

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the body text for notification mails sent to agents, about new password (after using this link the new password will be sent).   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'NotificationBodyLostPassword'} = 'Hi &lt;OTRS_USERFIRSTNAME&gt;,  Here\'s your new OTRS password.  New password: &lt;OTRS_NEWPW&gt;  You can log in via the following URL:  &lt;OTRS_CONFIG_HttpType&gt;://&lt;OTRS_CONFIG_FQDN&gt;/ &lt;OTRS_CONFIG_ScriptAlias&gt;index.pl  ';</pre> |

## OpenMainMenuOnHover

| Description     | Value  |
|-----------------|--|
| Description:    | If enabled, the first level of the main menu opens on mouse hover (instead of click only). |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'OpenMainMenuOnHover'} = '0';</code>                                     |

## Loader::Agent::Skin###000-default

| Description     | Value   |
|-----------------|---|
| Description:    | Default skin for interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Loader::Agent::Skin'}-&gt;{'000-default'} = {   'Description' =&gt; 'This is the default orange - black skin.',   'HomePage' =&gt; 'www.otrs.org',   'InternalName' =&gt; 'default',   'VisibleName' =&gt; 'Default' }; </pre> |

## Loader::Agent::Skin###001-ivory

| Description     | Value  |
|-----------------|--|
| Description:    | Balanced white skin by Felix Niklas.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Loader::Agent::Skin'}-&gt;{'001-ivory'} = {   'Description' =&gt; 'Balanced white skin by Felix Niklas',   'HomePage' =&gt; 'www.felixniklas.de',   'InternalName' =&gt; 'ivory',   'VisibleName' =&gt; 'Ivory' }; </pre> |

## Loader::Agent::Skin###001-slim

| Description     | Value  |
|-----------------|--|
| Description:    | Experimental "Slim" skin which tries to save screen space for power users.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Loader::Agent::Skin'}-&gt;{'001-slim'} = {   'Description' =&gt; 'Experimental "Slim" skin which     tries to save screen space for power users.',   'HomePage' =&gt; 'www.otrs.org',   'InternalName' =&gt; 'slim',   'VisibleName' =&gt; 'Slim' };</pre> |

## Loader::Agent::DefaultSelectedSkin::HostBased

| Description     | Value   |
|-----------------|---|
| Description:    | It is possible to configure different skins, for example to distinguish between different agents, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a valid skin on your system. Please see the example entries for the proper form of the regex. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Loader::Agent::DefaultSelectedSkin::HostBased'} = {   'host1\\.example\\.com' =&gt; 'SomeSkin1',   'host2\\.example\\.com' =&gt; 'SomeSkin2' };</pre>  |

## Frontend::Agent::Dashboard

### DashboardBackend###0000-ProductNotify

| Description  | Value   |
|--------------|---|
| Description: | Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). |

| Description     | Value  |
|-----------------|--|
|                 | "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Dashboard   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'DashboardBackend'}-&gt;{'0000-ProductNotify'} = {     'Block' =&gt; 'ContentLarge',     'CacheTTLLocal' =&gt; '1440',     'Default' =&gt; '1',     'Description' =&gt; 'News about OTRS releases!',     'Group' =&gt; 'admin',     'Module' =&gt;     'Kernel::Output::HTML::DashboardProductNotify',     'Title' =&gt; 'Product News',     'URL' =&gt; 'http://otrs.org/product.xml' }; </pre> |

## DashboardBackend###0400-UserOnline

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin.                   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Dashboard   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'DashboardBackend'}-&gt;{'0400-UserOnline'} = {     'Block' =&gt; 'ContentSmall',     'CacheTTLLocal' =&gt; '5',     'Default' =&gt; '0',     'Description' =&gt; '',     'Filter' =&gt; 'Agent',     'Group' =&gt; '',     'IdleMinutes' =&gt; '60',     'Limit' =&gt; '10',     'Module' =&gt;     'Kernel::Output::HTML::DashboardUserOnline',     'ShowEmail' =&gt; '1', }; </pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'SortBy' =&gt; 'UserLastname', 'Title' =&gt; 'Online' };</pre> |

## DashboardBackend###0410-RSS

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Dashboard  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'DashboardBackend'}-&gt;{'0410-RSS'} = {   'Block' =&gt; 'ContentSmall',   'CacheTTL' =&gt; '360',   'Default' =&gt; '1',   'Description' =&gt; '',   'Group' =&gt; '',   'Limit' =&gt; '6',   'Module' =&gt; 'Kernel::Output::HTML::DashboardRSS',   'Title' =&gt; 'OTRS News',   'URL' =&gt; 'http://www.otrs.com/en/rss.xml',   'URL_de' =&gt; 'http://www.otrs.com/de/rss.xml',   'URL_es' =&gt; 'http://www.otrs.com/es/rss.xml' };</pre> |

## DashboardBackend###0200-Image

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Dashboard  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'DashboardBackend'}-&gt;{'0200-Image'} = {</pre>   |

| Description | Value   |
|-------------|---|
|             | <pre> 'Block' =&gt; 'ContentLarge', 'Default' =&gt; '1', 'Description' =&gt; 'Some picture description!', 'Group' =&gt; '', 'Height' =&gt; '140', 'Link' =&gt; 'http://otrs.org/', 'LinkTitle' =&gt; 'http://otrs.org/', 'Module' =&gt; 'Kernel::Output::HTML::DashboardImage', 'Title' =&gt; 'A picture', 'URL' =&gt; 'http://www.otrs.com/uploads/pics/ jointhecommunity_02.jpg', 'Width' =&gt; '198' }; </pre> |

## DashboardBackend###0210-MOTD

| Description     | Value   |
|-----------------|---|
| Description:    | Shows the message of the day (MOTD) in the agent dashboard. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Dashboard  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'DashboardBackend'}-&gt;{'0210-MOTD'} = {   'Block' =&gt; 'ContentLarge',   'Default' =&gt; '1',   'Group' =&gt; '',   'Module' =&gt;   'Kernel::Output::HTML::DashboardMOTD',   'Title' =&gt; 'Message of the Day' }; </pre>       |

## DashboardBackend###0300-IFrame

| Description  | Value   |
|--------------|---|
| Description: | Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. |
| Group:       | Framework   |
| SubGroup:    | Frontend::Agent::Dashboard  |
| Valid:       | 0   |

| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'DashboardBackend'}-&gt;{'0300-IFrame'} = {   'Align' =&gt; 'left',   'Block' =&gt; 'ContentLarge',   'Default' =&gt; '1',   'Description' =&gt; 'Some description!',   'Frameborder' =&gt; '1',   'Group' =&gt; '',   'Height' =&gt; '800',   'Link' =&gt; 'http://otrs.org/',   'LinkTitle' =&gt; 'OTRS.org/',   'Marginheight' =&gt; '5',   'Marginwidth' =&gt; '5',   'Module' =&gt; 'Kernel::Output::HTML::DashboardIFrame',   'Scrolling' =&gt; 'auto',   'Title' =&gt; 'A Website',   'URL' =&gt; 'http://www.otrs.org/',   'Width' =&gt; '1024' }; </pre> |

## Frontend::Agent::LinkObject

### Frontend::AgentLinkObject::WildcardSearch

| Description     | Value  |
|-----------------|--|
| Description:    | Starts a wildcard search of the active object after the link object mask is started. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::LinkObject  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self- &gt;{'Frontend::AgentLinkObject::WildcardSearch'} = '0'; </pre>        |

## Frontend::Agent::ModuleMetaHead

### Frontend::HeaderMetaModule###100-Refresh

| Description  | Value  |
|--------------|--|
| Description: | Defines the module to generate html refresh headers of html sites. |
| Group:       | Framework  |
| SubGroup:    | Frontend::Agent::ModuleMetaHead                                    |



| Description     | Value  |
|-----------------|--|
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::HeaderMetaModule'}-&gt;{'100-Refresh'} = {     'Module' =&gt;     'Kernel::Output::HTML::HeaderMetaRefresh' };</pre> |

## Frontend::Agent::ModuleNotify

### Frontend::NotifyModule###200-UID-Check

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the module to display a notification in the agent interface, if the system is used by the admin user (normally you shouldn't work as admin). |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleNotify  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::NotifyModule'}-&gt;{'200-UID-Check'} = {     'Module' =&gt;     'Kernel::Output::HTML::NotificationUIDCheck' };</pre>    |

### Frontend::NotifyModule###300-ShowAgentOnline

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the module that shows all the currently logged in agents in the agent interface.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::ModuleNotify   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::NotifyModule'}-&gt;{'300-ShowAgentOnline'} = {     'IdleMinutes' =&gt; '60',     'Module' =&gt;     'Kernel::Output::HTML::NotificationAgentOnline',     'ShowEmail' =&gt; '1' };</pre> |

## Frontend::NotifyModule###400-ShowCustomerOnline

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the module that shows all the currently logged in customers in the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::ModuleNotify   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::NotifyModule'}-&gt;{'400-ShowCustomerOnline'} = {   'IdleMinutes' =&gt; '60',   'Module' =&gt;   'Kernel::Output::HTML::NotificationCustomerOnline',   'ShowEmail' =&gt; '1' };</pre> |

## Frontend::NotifyModule###500-OutofOffice-Check

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the module to display a notification in the agent interface, if the agent is logged in while having out-of-office active.                              |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleNotify  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::NotifyModule'}-&gt;{'500-OutofOffice-Check'} = {   'Module' =&gt;   'Kernel::Output::HTML::NotificationOutofOfficeCheck', };</pre> |

## Frontend::NotifyModule###900-Generic

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the module that shows a generic notify in the agent interface.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleNotify  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::NotifyModule'}-&gt;{'900-Generic'} = {   'File' =&gt; '&lt;OTRS_CONFIG_Home&gt;/var/notify.txt',</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'Link' =&gt; 'http://www.otrs.com', 'Module' =&gt; 'Kernel::Output::HTML::NotificationGeneric', 'Priority' =&gt; 'Warning', 'Text' =&gt; 'The OTRS Website' };</pre> |

## Frontend::Agent::ModuleRegistration

### Frontend::Module###Logout

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'Logout'} = {   'Description' =&gt; 'Logout',   'NavBarName' =&gt; '',   'Title' =&gt; '' };</pre> |

### Frontend::Module###AgentDashboard

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentDashboard'} = {   'Description' =&gt; 'Agent Dashboard',   'Loader' =&gt; {     'JavaScript' =&gt; [       'thirdparty/flot-0.7/excanvas.js',       'thirdparty/flot-0.7/jquery.flot.js',       'Core.UI.Chart.js',       'Core.UI.DnD.js',       'Core.Agent.Dashboard.js'     ]   },   'NavBar' =&gt; [</pre> |

| Description | Value  |
|-------------|--|
|             | <pre> {   'AccessKey' =&gt; 'd',   'Block' =&gt; 'ItemArea',   'Description' =&gt; '',   'Link' =&gt; 'Action=AgentDashboard',   'LinkOption' =&gt; '',   'Name' =&gt; 'Dashboard',   'NavBar' =&gt; 'Dashboard',   'Prio' =&gt; '50',   'Type' =&gt; 'Menu' } ], 'NavBarName' =&gt; 'Dashboard', 'Title' =&gt; '' }; </pre> |

## Frontend::Module###AgentPreferences

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentPreferences'} = {   'Description' =&gt; 'Agent Preferences',   'NavBarName' =&gt; 'Preferences',   'Title' =&gt; '' }; </pre> |

## Frontend::Module###PictureUpload

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'PictureUpload'} = {   'Description' =&gt; 'Picture upload module',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Picture-Upload' }; </pre> |

## Frontend::Module###AgentSpelling

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentSpelling'} = {   'Description' =&gt; 'Spell checker',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; '',   'Title' =&gt; 'Spell Checker' };</pre> |

## Frontend::Module###SpellingInline

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'SpellingInline'} = {   'Description' =&gt; 'Spell checker',   'NavBarName' =&gt; '',   'Title' =&gt; 'Spell Checker' };</pre> |

## Frontend::Module###AgentBook

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.            |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleRegistration                              |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentBook'} = {</pre> |

| Description | Value   |
|-------------|---|
|             | <pre> 'Description' =&gt; 'Address book of CustomerUser sources', 'Loader' =&gt; {   'JavaScript' =&gt; [     'Core.Agent.CustomerSearch.js',     'Core.Agent.TicketAction.js'   ] }, 'NavBarName' =&gt; '', 'Title' =&gt; 'Address Book' }; </pre> |

## Frontend::Module###AgentLinkObject

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentLinkObject'} = {   'Description' =&gt; 'Link Object',   'NavBarName' =&gt; '',   'Title' =&gt; 'Link Object' }; </pre> |

## Frontend::Module###AgentInfo

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentInfo'} = {   'Description' =&gt; 'Generic Info module',   'NavBarName' =&gt; '',   'Title' =&gt; 'Info' }; </pre> |

## Frontend::Module###AgentSearch

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentSearch'} = {   'Description' =&gt; 'Global Search Module',   'NavBarName' =&gt; '',   'Title' =&gt; 'Search' };</pre> |

## CustomerFrontend::Module###SpellingInline

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the customer interface.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::Module'}-&gt;{'SpellingInline'} = {   'Description' =&gt; 'Spell checker',   'NavBarName' =&gt; '',   'Title' =&gt; 'Spell Checker' };</pre> |

## Frontend::Module###AgentHTMLReference

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentHTMLReference'} = {   'Description' =&gt; 'HTML Reference',   'Group' =&gt; [     'users'   ],   'GroupRo' =&gt; [     'users'   ], };</pre> |

| Description | Value  |
|-------------|--|
|             | <pre> 'Loader' =&gt; {   'CSS' =&gt; [     'Core.Agent.HTMLReference.css'   ],   'NavBarName' =&gt; '',   'Title' =&gt; 'HTML Reference' }; </pre> |

## Frontend::Module###AgentStats

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentStats'} = {   'Description' =&gt; 'Stats',   'Group' =&gt; [     'stats'   ],   'GroupRo' =&gt; [     'stats'   ],   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.Stats.js'     ]   },   'NavBar' =&gt; [     {       'AccessKey' =&gt; '',       'Block' =&gt; 'ItemArea',       'Description' =&gt; '',       'Link' =&gt; 'Action=AgentStats;Subaction=Overview',       'LinkOption' =&gt; '',       'Name' =&gt; 'Statistics',       'NavBar' =&gt; 'Stats',       'Prio' =&gt; '8500',       'Type' =&gt; 'Menu'     },     {       'AccessKey' =&gt; '',       'Block' =&gt; '',       'Description' =&gt; 'Overview',       'GroupRo' =&gt; [         'stats'       ]     }   ] }; </pre> |



| Description | Value   |
|-------------|---|
|             | <pre> ], 'Link' =&gt; 'Action=AgentStats;Subaction=Overview', 'LinkOption' =&gt; '', 'Name' =&gt; 'Overview', 'NavBar' =&gt; 'Stats', 'Prio' =&gt; '100', 'Type' =&gt; '' }, { 'AccessKey' =&gt; '', 'Block' =&gt; '', 'Description' =&gt; 'New', 'Group' =&gt; [ 'stats' ], 'Link' =&gt; 'Action=AgentStats;Subaction=Add', 'LinkOption' =&gt; '', 'Name' =&gt; 'New', 'NavBar' =&gt; 'Stats', 'Prio' =&gt; '200', 'Type' =&gt; '' }, { 'AccessKey' =&gt; '', 'Block' =&gt; '', 'Description' =&gt; 'Import', 'Group' =&gt; [ 'stats' ], 'Link' =&gt; 'Action=AgentStats;Subaction=Import', 'LinkOption' =&gt; '', 'Name' =&gt; 'Import', 'NavBar' =&gt; 'Stats', 'Prio' =&gt; '300', 'Type' =&gt; '' } ], 'NavBarName' =&gt; 'Stats', 'Title' =&gt; 'Stats' }; </pre> |

## Frontend::Agent::NavBarModule

### Frontend::NavBarModule###6-CustomerCompany

| Description  | Value  |
|--------------|--|
| Description: | Frontend module registration (disable company link if no company feature is used). |
| Group:       | Framework  |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::NavBarModule  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::NavBarModule'}-&gt;{'6-CustomerCompany'} = {     'Module' =&gt;     'Kernel::Output::HTML::NavBarCustomerCompany' };</pre> |

## Frontend::Agent::Preferences

### PreferencesTableValue

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the name of the column to store the data in the preferences table. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesTableValue'} = 'preferences_value';</pre>     |

### PreferencesTableUserID

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the name of the column to store the user identifier in the preferences table. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Preferences  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesTableUserID'} = 'user_id';</pre>                         |

### PreferencesView

| Description  | Value  |
|--------------|--|
| Description: | Sets the display order of the different items in the preferences view. |
| Group:       | Framework  |
| SubGroup:    | Frontend::Agent::Preferences   |
| Valid:       | 1  |

| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesView'} = [     'User Profile',     'Email Settings',     'Other Settings' ];</pre> |

## PreferencesGroups###Password

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the config parameters of this item, to be shown in the preferences view.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Preferences  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesGroups'}-&gt;{'Password'} = {     'Active' =&gt; '1',     'Area' =&gt; 'Agent',     'Column' =&gt; 'User Profile',     'Label' =&gt; 'Change password',     'Module' =&gt; 'Kernel::Output::HTML::PreferencesPassword',     'PasswordMaxLoginFailed' =&gt; '0',     'PasswordMin2Characters' =&gt; '0',     'PasswordMin2Lower2UpperCharacters' =&gt; '0',     'PasswordMinSize' =&gt; '0',     'PasswordNeedDigit' =&gt; '0',     'PasswordRegExp' =&gt; '',     'Prio' =&gt; '0500' };</pre> |

## PreferencesGroups###SpellDict

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the config parameters of this item, to be shown in the preferences view. Take care to maintain the dictionaries installed in the system in the data section. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesGroups'}-&gt;{'SpellDict'} = {</pre>  |

| Description | Value   |
|-------------|---|
|             | <pre> 'Active' =&gt; '1', 'Column' =&gt; 'User Profile', 'Data' =&gt; {     'deutsch' =&gt; 'Deutsch',     'english' =&gt; 'English' }, 'DataSelected' =&gt; 'english', 'Key' =&gt; 'Default spelling dictionary', 'Label' =&gt; 'Spelling Dictionary', 'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric', 'PrefKey' =&gt; 'UserSpellDict', 'Prio' =&gt; '2000' }; </pre> |

## PreferencesGroups###Comment

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the config parameters of this item, to be shown in the preferences view.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Preferences  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}-&gt;{'Comment'} = {     'Active' =&gt; '0',     'Block' =&gt; 'Input',     'Column' =&gt; 'Other Settings',     'Data' =&gt; '\$Env{"UserComment"}',     'Key' =&gt; 'Comment',     'Label' =&gt; 'Comment',     'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric',     'PrefKey' =&gt; 'UserComment',     'Prio' =&gt; '6000' }; </pre> |

## PreferencesGroups###Language

| Description  | Value  |
|--------------|--|
| Description: | Defines the config parameters of this item, to be shown in the preferences view. |
| Group:       | Framework  |
| SubGroup:    | Frontend::Agent::Preferences   |
| Valid:       | 1  |
| Required:    | 0  |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}-&gt;{'Language'} = {   'Active' =&gt; '1',   'Column' =&gt; 'User Profile',   'Key' =&gt; 'Frontend language',   'Label' =&gt; 'Language',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesLanguage',   'PrefKey' =&gt; 'UserLanguage',   'Prio' =&gt; '1000' }; </pre> |

## PreferencesGroups###Skin

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the config parameters of this item, to be shown in the preferences view.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Preferences  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}-&gt;{'Skin'} = {   'Active' =&gt; '1',   'Column' =&gt; 'User Profile',   'Key' =&gt; 'Wear this frontend skin',   'Label' =&gt; 'Skin',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesSkin',   'PrefKey' =&gt; 'UserSkin',   'Prio' =&gt; '2000' }; </pre> |

## PreferencesGroups###Theme

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the config parameters of this item, to be shown in the preferences view.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}-&gt;{'Theme'} = {   'Active' =&gt; '1',   'Column' =&gt; 'User Profile',   'Key' =&gt; 'Frontend theme', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Label' =&gt; 'Theme', 'Module' =&gt; 'Kernel::Output::HTML::PreferencesTheme', 'PrefKey' =&gt; 'UserTheme', 'Prio' =&gt; '3000' };</pre> |

## PreferencesGroups###OutOfOffice

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the config parameters of this item, to be shown in the preferences view.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesGroups'}-&gt;{'OutOfOffice'} = {   'Active' =&gt; '1',   'Block' =&gt; 'OutOfOffice',   'Column' =&gt; 'User Profile',   'Key' =&gt; '',   'Label' =&gt; 'Out Of Office Time',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesOutOfOffice',   'PrefKey' =&gt; 'UserOutOfOffice',   'Prio' =&gt; '4000' };</pre> |

## PreferencesGroups###TimeZone

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the config parameters of this item, to be shown in the preferences view.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesGroups'}-&gt;{'TimeZone'} = {   'Active' =&gt; '1',   'Column' =&gt; 'User Profile',   'Key' =&gt; 'Time Zone',   'Label' =&gt; 'Time Zone',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesTimeZone',   'PrefKey' =&gt; 'UserTimeZone', };</pre> |

| Description | Value                             |
|-------------|-----------------------------------|
|             | <pre>'Prio' =&gt; '5000' };</pre> |

## PreferencesGroups###CSVSeparator

| Description     | Value  |
|-----------------|--|
| Description:    | Gives end users the possibility to override the separator character for CSV files, defined in the translation files.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesGroups'}-&gt;{'CSVSeparator'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Other Settings',   'Data' =&gt; {     ' ' =&gt; ' ',     ', ' =&gt; ', ',     ';' =&gt; '; ',     '\\t' =&gt; 'tab',     ' ' =&gt; ' '   },   'DataSelected' =&gt; '0',   'Desc' =&gt; 'Select the separator character used in CSV files (stats and searches). If you don\'t select a separator here, the default separator for your language will be used.',   'Key' =&gt; 'CSV Separator',   'Label' =&gt; 'CSV Separator',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric',   'PrefKey' =&gt; 'UserCSVSeparator',   'Prio' =&gt; '4000' };</pre> |

## Frontend::Agent::SearchRouter

### Frontend::SearchDefault

| Description  | Value                          |
|--------------|--------------------------------|
| Description: | Search backend default router. |
| Group:       | Framework                      |
| SubGroup:    | Frontend::Agent::SearchRouter  |
| Valid:       | 1                              |
| Required:    | 0                              |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <code>\$Self-&gt;{'Frontend::SearchDefault'} =<br/>'Action=AgentTicketSearch;Subaction=AJAX';</code> |

## Frontend::Agent::Stats

### Stats::SearchPageShown

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default maximum number of search results shown on the overview page. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Stats   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::SearchPageShown'} = '20';</code>                       |

### Stats::DefaultSelectedDynamicObject

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default selection at the drop down menu for dynamic objects (Form: Common Specification). |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Stats  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::DefaultSelectedDynamicObject'} =<br/>'Ticket';</code>                       |

### Stats::DefaultSelectedPermissions

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default selection at the drop down menu for permissions (Form: Common Specification). |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Stats  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Stats::DefaultSelectedPermissions'} = [<br/>  'stats'<br/>];</code>            |



## Stats::DefaultSelectedFormat

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default selection at the drop down menu for stats format (Form: Common Specification). Please insert the format key (see Stats::Format). |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Stats   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::DefaultSelectedFormat'} = [     'Print',     'CSV' ];</pre>   |

## Stats::SearchLimit

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the search limit for the stats.               |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Stats                                |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::SearchLimit'} = '500';</pre> |

## Stats::Format

| Description     | Value   |
|-----------------|---|
| Description:    | Defines all the possible stats output formats.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Stats  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::Format'} = {     'CSV' =&gt; 'CSV',     'GD::Graph::area' =&gt; 'graph-area',     'GD::Graph::bars' =&gt; 'graph-bars',     'GD::Graph::hbars' =&gt; 'graph-hbars',     'GD::Graph::lines' =&gt; 'graph-lines',     'GD::Graph::linespoints' =&gt; 'graph-lines-points',     'GD::Graph::pie' =&gt; 'graph-pie',     'GD::Graph::points' =&gt; 'graph-points',     'Print' =&gt; 'Print' }</pre> |

| Description | Value           |
|-------------|-----------------|
|             | <code>};</code> |

## Stats::GraphSize

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the size of the statistic graph.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Stats  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::GraphSize'} = {     '1200x800' =&gt; '1200x800',     '1600x1200' =&gt; '1600x1200',     '800x600' =&gt; '800x600' };</pre> |

## Stats::TimeType

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the time type which should be shown.               |
| Group:          | Framework   |
| SubGroup:       | Frontend::Agent::Stats                                  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::TimeType'} = 'Extended';</pre> |

## Stats::ExchangeAxis

| Description     | Value  |
|-----------------|--|
| Description:    | Allows agents to exchange the axis of a stat if they generate one. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Stats   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::ExchangeAxis'} = '0';</pre>               |

## Stats::UseAgentElementInStats

| Description  | Value   |
|--------------|---|
| Description: | Allows agents to generate individual-related stats. |
| Group:       | Framework   |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Stats   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::UseAgentElementInStats'} = '0';</code> |

## Stats::CustomerIDAsMultiSelect

| Description     | Value  |
|-----------------|--|
| Description:    | Shows all the customer identifiers in a multi-select field (not useful if you have a lot of customer identifiers). |
| Group:          | Framework  |
| SubGroup:       | Frontend::Agent::Stats   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Stats::CustomerIDAsMultiSelect'} = '1';</code>  |

## Frontend::Customer

### CustomerHeadline

| Description     | Value   |
|-----------------|---|
| Description:    | The headline shown in the customer interface.                             |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'CustomerHeadline'} = 'Example Company Support';</code> |

### CustomerLogo

| Description     | Value   |
|-----------------|---|
| Description:    | The logo shown in the header of the customer interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: |   |

| Description | Value  |
|-------------|--|
|             | <pre>\$Self-&gt;{'CustomerLogo'} = {   'StyleHeight' =&gt; '50px',   'StyleRight' =&gt; '25px',   'StyleTop' =&gt; '2px',   'StyleWidth' =&gt; '135px',   'URL' =&gt; 'skins/Customer/default/img/logo.png' };</pre> |

## CustomerPanelUserID

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the user identifier for the customer panel.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer                                   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelUserID'} = '1';</pre> |

## CustomerGroupSupport

| Description     | Value   |
|-----------------|---|
| Description:    | Activates support for customer groups.                |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer                                    |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerGroupSupport'} = '0';</pre> |

## CustomerGroupAlwaysGroups

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the groups every customer user will be in (if CustomerGroupSupport is enabled and you don't want to manage every user for these groups). |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerGroupAlwaysGroups'} = [   'users' ];</pre>   |

## CustomerPanelLoginURL

| Description     | Value  |
|-----------------|--|
| Description:    | Defines an alternate login URL for the customer panel..  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelLoginURL'} = 'http:// host.example.com/cgi-bin/login.pl';</pre> |

## CustomerPanelLogoutURL

| Description     | Value   |
|-----------------|---|
| Description:    | Defines an alternate logout URL for the customer panel.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelLogoutURL'} = 'http:// host.example.com/cgi-bin/login.pl';</pre> |

## Frontend::CustomerUser::Item###1-GoogleMaps

| Description     | Value   |
|-----------------|---|
| Description:    | Defines a customer item, which generates a google maps icon at the end of a customer info block.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::CustomerUser::Item'}-&gt;{'1- GoogleMaps'} = {   'Attributes' =&gt;     'UserStreet;UserCity;UserCountry;',   'CSS' =&gt;     'Core.Agent.CustomerUser.GoogleMaps.css',   'CSSClass' =&gt; 'GoogleMaps',   'Module' =&gt;     'Kernel::Output::HTML::CustomerUserGeneric',   'Required' =&gt; 'UserStreet;UserCity;',   'Target' =&gt; '_blank',   'Text' =&gt; 'Location',</pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'URL' =&gt; 'http://maps.google.com/maps?z=7&amp;q=' };</pre> |

## Frontend::CustomerUser::Item###2-Google

| Description     | Value   |
|-----------------|---|
| Description:    | Defines a customer item, which generates a google icon at the end of a customer info block.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::CustomerUser::Item'}-&gt;{'2-Google'} = {   'Attributes' =&gt; 'UserFirstname;UserLastname;',   'CSS' =&gt; 'Core.Agent.CustomerUser.Google.css',   'CSSClass' =&gt; 'Google',   'Module' =&gt;   'Kernel::Output::HTML::CustomerUserGeneric',   'Required' =&gt; 'UserFirstname;UserLastname;',   'Target' =&gt; '_blank',   'Text' =&gt; 'Google',   'URL' =&gt; 'http://google.com/search?q=' };</pre> |

## Frontend::CustomerUser::Item###2-LinkedIn

| Description     | Value  |
|-----------------|--|
| Description:    | Defines a customer item, which generates a LinkedIn icon at the end of a customer info block.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::CustomerUser::Item'}-&gt;{'2-LinkedIn'} = {   'Attributes' =&gt; 'UserFirstname;UserLastname;',   'CSS' =&gt; 'Core.Agent.CustomerUser.Linkedin.css',   'CSSClass' =&gt; 'LinkedIn',   'Module' =&gt;   'Kernel::Output::HTML::CustomerUserGeneric',   'Required' =&gt; 'UserFirstname;UserLastname;',   'Target' =&gt; '_blank',   'Text' =&gt; 'LinkedIn',   'URL' =&gt; 'http://www.linkedin.com/commonSearch? type=people&amp;keywords='</pre> |

| Description | Value |
|-------------|-------|
|             | };    |

## Frontend::CustomerUser::Item###3-XING

| Description     | Value   |
|-----------------|---|
| Description:    | Defines a customer item, which generates a XING icon at the end of a customer info block.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::CustomerUser::Item'}-&gt;{'3-XING'} = {     'Attributes' =&gt; 'UserFirstname;UserLastname;',     'CSS' =&gt; 'Core.Agent.CustomerUser.Xing.css',     'CSSClass' =&gt; 'Xing',     'Module' =&gt;     'Kernel::Output::HTML::CustomerUserGeneric',     'Required' =&gt; 'UserFirstname;UserLastname;',     'Target' =&gt; '_blank',     'Text' =&gt; 'XING',     'URL' =&gt; 'https://www.xing.com/app/search?op=search;keywords=' };</pre> |

## CustomerPanelPreApplicationModule###CustomerAccept

| Description     | Value  |
|-----------------|--|
| Description:    | This module and its PreRun() function will be executed, if defined, for every request. This module is useful to check some user options or to display news about new applications. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelPreApplicationModule'}-&gt;{'CustomerAccept'} =     'Kernel::Modules::CustomerAccept';</pre>  |

## CustomerPanel::InfoKey

| Description  | Value   |
|--------------|---|
| Description: | Defines the key to check with CustomerAccept. If this user preferences key is true, then the message is accepted by the system. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'CustomerPanel::InfoKey'} = 'CustomerAccept1';</code> |

## CustomerPanel::InfoFile

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the path of the shown info file, that is located under Kernel/Output/HTML/Standard/CustomerAccept.dtl. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'CustomerPanel::InfoFile'} = 'CustomerAccept';</code>  |

## CustomerPanelLostPassword

| Description     | Value  |
|-----------------|--|
| Description:    | Activates lost password feature for customers.               |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'CustomerPanelLostPassword'} = '1';</code> |

## CustomerPanelCreateAccount

| Description     | Value   |
|-----------------|---|
| Description:    | Enables customers to create their own accounts.               |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'CustomerPanelCreateAccount'} = '1';</code> |



## CustomerPanelSubjectLostPasswordToken

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the subject for notification mails sent to customers, with token about new requested password. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelSubjectLostPasswordToken'} = 'New OTRS password request';</pre>         |

## CustomerPanelBodyLostPasswordToken

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the body text for notification mails sent to customers, with token about new requested password (after using this link the new password will be sent).   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelBodyLostPasswordToken'} = 'Hi &lt;OTRS_USERFIRSTNAME&gt;,  You or someone impersonating you has requested to change your OTRS password.  If you want to do this, click on this link. You will receive another email containing the password.  &lt;OTRS_CONFIG_HttpType&gt;://&lt;OTRS_CONFIG_FQDN&gt;/ &lt;OTRS_CONFIG_ScriptAlias&gt;customer.pl? Action=CustomerLostPassword;Token=&lt;OTRS_TOKEN&gt;  If you did not request a new password, please ignore this email.  ';</pre> |

## CustomerPanelSubjectLostPassword

| Description  | Value   |
|--------------|---|
| Description: | Defines the subject for notification mails sent to customers, about new password. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelSubjectLostPassword'} = 'New OTRS password';</pre> |

## CustomerPanelBodyLostPassword

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the body text for notification mails sent to customers, about new password (after using this link the new password will be sent).   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelBodyLostPassword'} = 'Hi &lt;OTRS_USERFIRSTNAME&gt;,  New password: &lt;OTRS_NEWPW&gt;  &lt;OTRS_CONFIG_HttpType&gt;://&lt;OTRS_CONFIG_FQDN&gt;/ &lt;OTRS_CONFIG_ScriptAlias&gt;customer.pl ';</pre> |

## CustomerPanelSubjectNewAccount

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the subject for notification mails sent to customers, about new account. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelSubjectNewAccount'} = 'New OTRS Account!';</pre>  |

## CustomerPanelBodyNewAccount

| Description  | Value  |
|--------------|--|
| Description: | Defines the body text for notification mails sent to customers, about new account. |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerPanelBodyNewAccount'} = 'Hi &lt;OTRS_USERFIRSTNAME&gt;,  You or someone impersonating you has created a new OTRS account for you.  Full name: &lt;OTRS_USERFIRSTNAME&gt; &lt;OTRS_USERLASTNAME&gt; User name: &lt;OTRS_USERLOGIN&gt; Password : &lt;OTRS_USERPASSWORD&gt;  You can log in via the following URL. We encourage you to change your password via the Preferences button after logging in.  &lt;OTRS_CONFIG_HttpType&gt;://&lt;OTRS_CONFIG_FQDN&gt;/ &lt;OTRS_CONFIG_ScriptAlias&gt;customer.pl '; </pre> |

## Loader::Customer::Skin###000-default

| Description     | Value   |
|-----------------|---|
| Description:    | Default skin for OTRS 3.0 interface.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Loader::Customer::Skin'}-&gt;{'000-default'} = {   'Description' =&gt; 'This is the default orange - black skin for OTRS 3.0.',   'HomePage' =&gt; 'www.otrs.org',   'InternalName' =&gt; 'default',   'VisibleName' =&gt; 'Default' }; </pre> |

## Loader::Customer::SelectedSkin

| Description  | Value   |
|--------------|---|
| Description: | The customer skin's InternalName which should be used in the customer interface. Please check the available skins in Frontend::Customer::Skins. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Loader::Customer::SelectedSkin'} =<br/>'default';</pre> |

## Frontend::Customer::Auth

### Customer::AuthModule

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the module to authenticate customers.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule'} =<br/>'Kernel::System::CustomerAuth::DB';</pre> |

### Customer::AuthModule::DB::CryptType

| Description     | Value   |
|-----------------|---|
| Description:    | If "DB" was selected for Customer::AuthModule, the crypt type of passwords must be specified. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Auth  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::DB::CryptType'} =<br/>'md5';</pre>                    |

### Customer::AuthModule::DB::Table

| Description  | Value   |
|--------------|---|
| Description: | If "DB" was selected for Customer::AuthModule, the name of the table where your customer data should be stored must be specified. |
| Group:       | Framework   |
| SubGroup:    | Frontend::Customer::Auth  |
| Valid:       | 1   |

| Description     | Value  |
|-----------------|--|
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Customer::AuthModule::DB::Table'} = 'customer_user';</code> |

## Customer::AuthModule::DB::CustomerKey

| Description     | Value  |
|-----------------|--|
| Description:    | If "DB" was selected for Customer::AuthModule, the name of the column for the CustomerKey in the customer table must be specified. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Customer::AuthModule::DB::CustomerKey'} = 'login';</code>   |

## Customer::AuthModule::DB::CustomerPassword

| Description     | Value  |
|-----------------|--|
| Description:    | If "DB" was selected for Customer::AuthModule, the column name for the CustomerPassword in the customer table must be specified. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Customer::AuthModule::DB::CustomerPassword'} = 'pw';</code>   |

## Customer::AuthModule::DB::DSN

| Description     | Value  |
|-----------------|--|
| Description:    | If "DB" was selected for Customer::AuthModule, the DSN for the connection to the customer table must be specified. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Customer::AuthModule::DB::DSN'} = 'DBI:mysql:database=customerdb;host=customerdbhost';</code>   |

## Customer::AuthModule::DB::User

| Description     | Value  |
|-----------------|--|
| Description:    | If "DB" was selected for Customer::AuthModule, a username to connect to the customer table can be specified. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::DB::User'} =<br/>'some_user';</pre>                                  |

## Customer::AuthModule::DB::Password

| Description     | Value  |
|-----------------|--|
| Description:    | If "DB" was selected for Customer::AuthModule, a password to connect to the customer table can be specified. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::DB::Password'} =<br/>'some_password';</pre>                          |

## Customer::AuthModule::DB::Type

| Description     | Value   |
|-----------------|---|
| Description:    | If "DB" was selected for Customer::AuthModule, a database driver (normally autodetection is used) can be specified. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Auth  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::DB::Type'} =<br/>'mysql';</pre>   |

## Customer::AuthModule::HTTPBasicAuth::Replace

| Description  | Value  |
|--------------|--|
| Description: | If "HTTPBasicAuth" was selected for Customer::AuthModule, you can specify to strip leading parts of user names (e. g. for domains like example_domain\user to user). |

| Description     | Value  |
|-----------------|--|
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::HTTPBasicAuth::Replace'} = 'example_domain\\\\';</pre> |

## Customer::AuthModule::HTTPBasicAuth::ReplaceRegExp

| Description     | Value   |
|-----------------|---|
| Description:    | If "HTTPBasicAuth" was selected for Customer::AuthModule, you can specify (by using a RegExp) to strip parts of REMOTE_USER (e. g. for to remove trailing domains). RegExp-Note, \$1 will be the new Login. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Auth  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::HTTPBasicAuth::ReplaceRegExp'} = '^(.+?)@.+?\$';</pre>  |

## Customer::AuthModule::LDAP::Host

| Description     | Value  |
|-----------------|--|
| Description:    | If "LDAP" was selected for Customer::AuthModule, the LDAP host can be specified. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::LDAP::Host'} = 'ldap.example.com';</pre> |

## Customer::AuthModule::LDAP::BaseDN

| Description  | Value  |
|--------------|--|
| Description: | If "LDAP" was selected for Customer::AuthModule, the BaseDN must be specified. |
| Group:       | Framework  |
| SubGroup:    | Frontend::Customer::Auth   |

| Description     | Value   |
|-----------------|---|
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Customer::AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';</code> |

## Customer::AuthModule::LDAP::UID

| Description     | Value   |
|-----------------|---|
| Description:    | If "LDAP" was selected for Customer::AuthModule, the user identifier must be specified. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Auth  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Customer::AuthModule::LDAP::UID'} = 'uid';</code>                    |

## Customer::AuthModule::LDAP::GroupDN

| Description     | Value  |
|-----------------|--|
| Description:    | If "LDAP" was selected for Customer::Authmodule, you can check if the user is allowed to authenticate because he is in a posixGroup, e.g. user needs to be in a group xyz to use OTRS. Specify the group, who may access the system. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Customer::AuthModule::LDAP::GroupDN'} = 'cn=otrsallow,ou=posixGroups,dc=example,dc=com';</code>   |

## Customer::AuthModule::LDAP::AccessAttr

| Description     | Value  |
|-----------------|--|
| Description:    | If "LDAP" was selected for Customer::AuthModule, you can specify access attributes here. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: |  |



| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'Customer::AuthModule::LDAP::AccessAttr'} = 'memberUid';</code> |

## Customer::AuthModule::LDAP::UserAttr

| Description     | Value   |
|-----------------|---|
| Description:    | If "LDAP" was selected for Customer::AuthModule, user attributes can be specified. For LDAP posixGroups use UID, for non LDAP posixGroups use full user DN. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Auth  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Customer::AuthModule::LDAP::UserAttr'} = 'UID';</code>   |

## Customer::AuthModule::LDAP::SearchUserDN

| Description     | Value   |
|-----------------|---|
| Description:    | If "LDAP" was selected for Customer::AuthModule and your users have only anonymous access to the LDAP tree, but you want to search through the data, you can do this with a user who has access to the LDAP directory. Specify the username for this special user here. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Auth  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Customer::AuthModule::LDAP::SearchUserDN'} = 'cn=binduser,ou=users,dc=example,dc=com';</code>  |

## Customer::AuthModule::LDAP::SearchUserPw

| Description     | Value   |
|-----------------|---|
| Description:    | If "LDAP" was selected for Customer::AuthModule and your users have only anonymous access to the LDAP tree, but you want to search through the data, you can do this with a user who has access to the LDAP directory. Specify the password for this special user here. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Auth  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: |   |

| Description | Value   |
|-------------|---|
|             | <pre>\$Self-&gt;{'Customer::AuthModule::LDAP::SearchUserPw'} = 'some_password';</pre> |

## Customer::AuthModule::LDAP::AlwaysFilter

| Description     | Value  |
|-----------------|--|
| Description:    | If "LDAP" was selected, you can add a filter to each LDAP query, e.g. (mail=*), (objectclass=user) or (!objectclass=computer). |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::LDAP::AlwaysFilter'} = '(!objectclass=computer)';</pre>                                |

## Customer::AuthModule::LDAP::UserSuffix

| Description     | Value  |
|-----------------|--|
| Description:    | If "LDAP" was selected for Customer::AuthModule and if you want to add a suffix to every customer login name, specify it here, e. g. you just want to write the username user but in your LDAP directory exists user@domain. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::LDAP::UserSuffix'} = '@domain.com';</pre>  |

## Customer::AuthModule::LDAP::Params

| Description     | Value  |
|-----------------|--|
| Description:    | If "LDAP" was selected for Customer::AuthModule and special paramaters are needed for the Net::LDAP perl module, you can specify them here. See "perldoc Net::LDAP" for more information about the parameters. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <pre>\$Self-&gt;{'Customer::AuthModule::LDAP::Params'} = {   'async' =&gt; '0',   'port' =&gt; '389',   'timeout' =&gt; '120',   'version' =&gt; '3' };</pre> |

## Customer::AuthModule::LDAP::Die

| Description     | Value  |
|-----------------|--|
| Description:    | If "LDAP" was selected for Customer::AuthModule, you can specify if the applications will stop if e. g. a connection to a server can't be established due to network problems. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::LDAP::Die'} = '1';</pre>   |

## Customer::AuthModule::Radius::Host

| Description     | Value   |
|-----------------|---|
| Description:    | If "Radius" was selected for Customer::AuthModule, the radius host must be specified. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Auth  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::Radius::Host'} = 'radiushost';</pre>          |

## Customer::AuthModule::Radius::Password

| Description     | Value   |
|-----------------|---|
| Description:    | If "Radius" was selected for Customer::AuthModule, the password to authenticate to the radius host must be specified. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Auth  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::Radius::Password'} = 'radiussecret';</pre>                                    |

## Customer::AuthModule::Radius::Die

| Description     | Value  |
|-----------------|--|
| Description:    | If "Radius" was selected for Customer::AuthModule, you can specify if the applications will stop if e. g. a connection to a server can't be established due to network problems. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Auth   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Customer::AuthModule::Radius::Die'} = '1';</pre>   |

## Frontend::Customer::ModuleMetaHead

### CustomerFrontend::HeaderMetaModule###1-Refresh

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the module to generate html refresh headers of html sites, in the customer interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::ModuleMetaHead   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::HeaderMetaModule'}-&gt;{'1-Refresh'} = {   'Module' =&gt;   'Kernel::Output::HTML::HeaderMetaRefresh' };</pre> |

## Frontend::Customer::ModuleNotify

### CustomerFrontend::NotifyModule###1-ShowAgentOnline

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the module that shows the currently logged in agents in the customer interface. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::ModuleNotify  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::NotifyModule'}-&gt;{'1-ShowAgentOnline'} = {</pre>  |

| Description | Value   |
|-------------|---|
|             | <pre>'IdleMinutes' =&gt; '60', 'Module' =&gt; 'Kernel::Output::HTML::NotificationAgentOnline', 'ShowEmail' =&gt; '1' };</pre> |

## CustomerFrontend::NotifyModule###1-ShowCustomerOnline

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the module that shows the currently logged in customers in the customer interface.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::ModuleNotify  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::NotifyModule'}-&gt;{'1-ShowCustomerOnline'} = {   'Module' =&gt;   'Kernel::Output::HTML::NotificationCustomerOnline',   'ShowEmail' =&gt; '1' };</pre> |

## Frontend::Customer::ModuleRegistration

### CustomerFrontend::Module###Logout

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the customer interface.   |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::ModuleRegistration   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::Module'}-&gt;{'Logout'} = {   'Description' =&gt; 'Logout of customer panel',   'NavBarName' =&gt; '',   'Title' =&gt; '' };</pre> |

### CustomerFrontend::Module###CustomerPreferences

| Description  | Value  |
|--------------|--|
| Description: | Frontend module registration for the customer interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::ModuleRegistration  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'CustomerPreferences'} = {   'Description' =&gt; 'Customer preferences',   'NavBarName' =&gt; '',   'Title' =&gt; 'Preferences' };</pre> |

## CustomerFrontend::Module###CustomerAccept

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the customer interface.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::ModuleRegistration  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'CustomerAccept'} = {   'Description' =&gt; 'To accept login information, such as an EULA or license.',   'NavBarName' =&gt; '',   'Title' =&gt; 'Info' };</pre> |

## CustomerFrontend::Module###PictureUpload

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the customer interface.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::ModuleRegistration  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'PictureUpload'} = {   'Description' =&gt; 'Picture upload module',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Picture-Upload' };</pre> |

## Frontend::Customer::Preferences

### PreferencesTable

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the name of the table, where the customer preferences are stored. |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Preferences   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PreferencesTable'} = 'user_preferences';</code>        |

### PreferencesTableKey

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the column to store the keys for the preferences table.      |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Preferences                                      |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PreferencesTableKey'} = 'preferences_key';</code> |

### CustomerPreferences

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the parameters for the customer preferences table.  |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Preferences   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'CustomerPreferences'} = {<br/>  'Module' =&gt;<br/>  'Kernel::System::CustomerUser::Preferences::DB',<br/>  'Params' =&gt; {<br/>    'Table' =&gt; 'customer_preferences',<br/>    'TableKey' =&gt; 'preferences_key',<br/>    'TableUserID' =&gt; 'user_id',<br/>    'TableValue' =&gt; 'preferences_value'<br/>  }<br/>};</code> |

## CustomerPreferencesView

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the order of the different items in the customer preferences view.                           |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Preferences   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPreferencesView'} = [     'User Profile',     'Other Settings' ];</pre> |

## CustomerPreferencesGroups###Password

| Description     | Value  |
|-----------------|--|
| Description:    | Defines all the parameters for this item in the customer preferences.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Preferences  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPreferencesGroups'}-&gt;{'Password'} = {     'Active' =&gt; '1',     'Area' =&gt; 'Customer',     'Column' =&gt; 'Other Settings',     'Label' =&gt; 'Change password',     'Module' =&gt; 'Kernel::Output::HTML::PreferencesPassword',     'PasswordMin2Characters' =&gt; '0',     'PasswordMin2Lower2UpperCharacters' =&gt; '0',     'PasswordMinSize' =&gt; '0',     'PasswordNeedDigit' =&gt; '0',     'PasswordRegExp' =&gt; '',     'Prio' =&gt; '1000' };</pre> |

## CustomerPreferencesGroups###Language

| Description  | Value   |
|--------------|---|
| Description: | Defines all the parameters for this item in the customer preferences. |
| Group:       | Framework   |
| SubGroup:    | Frontend::Customer::Preferences                                       |
| Valid:       | 1   |
| Required:    | 0   |



| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre> \$Self-&gt;{'CustomerPreferencesGroups'}-&gt;{'Language'} = {   'Active' =&gt; '1',   'Column' =&gt; 'User Profile',   'Key' =&gt; 'Your language',   'Label' =&gt; 'Interface language',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesLanguage',   'PrefKey' =&gt; 'UserLanguage',   'Prio' =&gt; '2000' }; </pre> |

## CustomerPreferencesGroups###Theme

| Description     | Value   |
|-----------------|---|
| Description:    | Defines all the parameters for this item in the customer preferences.   |
| Group:          | Framework   |
| SubGroup:       | Frontend::Customer::Preferences   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerPreferencesGroups'}-&gt;{'Theme'} = {   'Active' =&gt; '0',   'Column' =&gt; 'User Profile',   'Key' =&gt; 'Select your frontend Theme.',   'Label' =&gt; 'Theme',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesTheme',   'PrefKey' =&gt; 'UserTheme',   'Prio' =&gt; '1000' }; </pre> |

## CustomerPreferencesGroups###TimeZone

| Description     | Value  |
|-----------------|--|
| Description:    | Defines all the parameters for this item in the customer preferences.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Preferences  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerPreferencesGroups'}-&gt;{'TimeZone'} = {   'Active' =&gt; '1',   'Column' =&gt; 'User Profile',   'Key' =&gt; 'Time Zone', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Label' =&gt; 'Time Zone', 'Module' =&gt; 'Kernel::Output::HTML::PreferencesTimeZone', 'PrefKey' =&gt; 'UserTimeZone', 'Prio' =&gt; '5000' };</pre> |

## CustomerPreferencesGroups###PGP

| Description     | Value  |
|-----------------|--|
| Description:    | Defines all the parameters for this item in the customer preferences.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Preferences  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPreferencesGroups'}-&gt;{'PGP'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Other Settings',   'Key' =&gt; 'PGP Key Upload',   'Label' =&gt; 'PGP Key',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesPGP',   'PrefKey' =&gt; 'UserPGPKey',   'Prio' =&gt; '10000' };</pre> |

## CustomerPreferencesGroups###SMIME

| Description     | Value  |
|-----------------|--|
| Description:    | Defines all the parameters for this item in the customer preferences.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Customer::Preferences  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPreferencesGroups'}-&gt;{'SMIME'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Other Settings',   'Key' =&gt; 'S/MIME Certificate Upload',   'Label' =&gt; 'S/MIME Certificate',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesSMIME',   'PrefKey' =&gt; 'UserSMIMEKey',   'Prio' =&gt; '11000' };</pre> |

## Frontend::Public

### PublicFrontend::CommonParam###Action

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default value for the action parameter for the public frontend. The action parameter is used in the scripts of the system. |
| Group:          | Framework  |
| SubGroup:       | Frontend::Public   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'PublicFrontend::CommonParam'}-&gt;{'Action'} = 'PublicDefault';</pre>  |

## Frontend::Public::ModuleRegistration

### PublicFrontend::Module###PublicDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Public::ModuleRegistration   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'PublicFrontend::Module'}- &gt;{'PublicDefault'} = {   'Description' =&gt; 'PublicDefault',   'NavBarName' =&gt; '',   'Title' =&gt; 'PublicDefault' };</pre> |

### PublicFrontend::Module###PublicRepository

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Framework  |
| SubGroup:       | Frontend::Public::ModuleRegistration   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'PublicFrontend::Module'}- &gt;{'PublicRepository'} = {   'Description' =&gt; 'PublicRepository',</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'NavBarName' =&gt; '', 'Title' =&gt; 'PublicRepository' };</pre> |

# Ticket

## Core

### OTRSEscalationEvents::DecayTime

| Description     | Value  |
|-----------------|--|
| Description:    | The duration in minutes after emitting an event, in which the new escalation notify and start events are suppressed. |
| Group:          | Ticket   |
| SubGroup:       | Core   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'OTRSEscalationEvents::DecayTime'} = '1440';</pre>  |

## Core::FulltextSearch

### Ticket::SearchIndexModule

| Description     | Value   |
|-----------------|---|
| Description:    | Helps to extend your articles full-text search (From, To, Cc, Subject and Body search). Runtime will do full-text searches on live data (it works fine for up to 50.000 tickets). StaticDB will strip all articles and will build an index after article creation, increasing fulltext searches about 50%. To create an initial index use "bin/otrs.RebuildFulltextIndex.pl". |
| Group:          | Ticket  |
| SubGroup:       | Core::FulltextSearch  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::SearchIndexModule'} = 'Kernel::System::Ticket::ArticleSearchIndex::RuntimeDB';</pre>  |

### Ticket::SearchIndex::Attribute

| Description  | Value  |
|--------------|--|
| Description: | Configures the full-text index. Execute "bin/otrs.RebuildFulltextIndex.pl" in order to generate a new index. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Core::FulltextSearch   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::SearchIndex::Attribute'} = {     'WordCountMax' =&gt; '1000',     'WordLengthMax' =&gt; '30',     'WordLengthMin' =&gt; '3' };</pre> |

## Ticket::EventModulePost###98-ArticleSearchIndex

| Description     | Value  |
|-----------------|--|
| Description:    | Builds an article index right after the article's creation.  |
| Group:          | Ticket   |
| SubGroup:       | Core::FulltextSearch   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'98-ArticleSearchIndex'} = {     'Event' =&gt; '(ArticleCreate ArticleUpdate)',     'Module' =&gt;         'Kernel::System::Ticket::Event::ArticleSearchIndex' };</pre> |

## Core::LinkObject

### LinkObject::PossibleLink###0200

| Description     | Value  |
|-----------------|--|
| Description:    | Links 2 tickets with a "Normal" type link.   |
| Group:          | Ticket   |
| SubGroup:       | Core::LinkObject   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'LinkObject::PossibleLink'}-&gt;{'0200'} = {     'Object1' =&gt; 'Ticket',     'Object2' =&gt; 'Ticket',     'Type' =&gt; 'Normal' };</pre> |

## LinkObject::PossibleLink###0201

| Description     | Value   |
|-----------------|---|
| Description:    | Links 2 tickets with a "ParentChild" type link.   |
| Group:          | Ticket  |
| SubGroup:       | Core::LinkObject  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'LinkObject::PossibleLink'}-&gt;{'0201'} = {   'Object1' =&gt; 'Ticket',   'Object2' =&gt; 'Ticket',   'Type' =&gt; 'ParentChild' };</pre> |

## Core::PostMaster

### PostmasterMaxEmails

| Description     | Value  |
|-----------------|--|
| Description:    | Maximal auto email responses to own email-address a day (Loop-Protection). |
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'PostmasterMaxEmails'} = '40';</pre>                      |

### PostMasterMaxEmailSize

| Description     | Value  |
|-----------------|--|
| Description:    | Maximal size in KBytes for mails that can be fetched via POP3/POP3S/IMAP/IMAPS (KBytes). |
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'PostMasterMaxEmailSize'} = '16384';</pre>                              |

### PostMasterReconnectMessage

| Description  | Value  |
|--------------|--|
| Description: | The "bin/PostMasterMailAccount.pl" will reconnect to POP3/POP3S/IMAP/IMAPS host after the specified count of messages. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PostMasterReconnectMessage'} = '20';</code> |

## LoopProtectionModule

| Description     | Value  |
|-----------------|--|
| Description:    | Default loop protection module.  |
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'LoopProtectionModule'} =<br/>'Kernel::System::PostMaster::LoopProtection::DB';</code> |

## LoopProtectionLog

| Description     | Value  |
|-----------------|--|
| Description:    | Path for the log file (it only applies if "FS" was selected for LoopProtectionModule and it is mandatory). |
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'LoopProtectionLog'} =<br/>'&lt;OTRS_CONFIG_Home&gt;/var/log/LoopProtection';</code>     |

## PostmasterAutoHTML2Text

| Description     | Value  |
|-----------------|--|
| Description:    | Converts HTML mails into text messages.                    |
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterAutoHTML2Text'} = '1';</code> |

## PostmasterFollowUpSearchInReferences

| Description     | Value  |
|-----------------|--|
| Description:    | Executes follow up checks on In-Reply-To or References headers for mails that don't have a ticket number in the subject. |
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterFollowUpSearchInReferences'} = '0';</code>  |

## PostmasterFollowUpSearchInBody

| Description     | Value  |
|-----------------|--|
| Description:    | Executes follow up mail body checks in mails that don't have a ticket number in the subject. |
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterFollowUpSearchInBody'} = '0';</code>                            |

## PostmasterFollowUpSearchInAttachment

| Description     | Value   |
|-----------------|---|
| Description:    | Executes follow up mail attachments checks in mails that don't have a ticket number in the subject. |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterFollowUpSearchInAttachment'} = '0';</code>                             |

## PostmasterFollowUpSearchInRaw

| Description  | Value   |
|--------------|---|
| Description: | Executes follow up plain/raw mail checks in mails that don't have a ticket number in the subject. |
| Group:       | Ticket  |
| SubGroup:    | Core::PostMaster  |



| Description     | Value  |
|-----------------|--|
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterFollowUpSearchInRaw'} = '0';</code> |

## PostmasterUserID

| Description     | Value   |
|-----------------|---|
| Description:    | Specifies user id of the postmaster data base.      |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster                                    |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterUserID'} = '1';</code> |

## PostmasterDefaultQueue

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the postmaster default queue.                       |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterDefaultQueue'} = 'Raw';</code> |

## PostmasterDefaultPriority

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default priority of new tickets.                        |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterDefaultPriority'} = '3 normal';</code> |

## PostmasterDefaultState

| Description  | Value                                     |
|--------------|---|
| Description: | Defines the default state of new tickets. |
| Group:       | Ticket                                    |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Core::PostMaster  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterDefaultState'} = 'new';</code> |

## PostmasterFollowUpState

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the state of a ticket if it gets a follow-up.         |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterFollowUpState'} = 'open';</code> |

## PostmasterFollowUpStateClosed

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the state of a ticket if it gets a follow-up and the ticket was already closed. |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterFollowUpStateClosed'} = 'open';</code>                     |

## PostmasterFollowUpOnUnlockAgentNotifyOnlyToOwner

| Description     | Value  |
|-----------------|--|
| Description:    | Sends agent follow-up notification only to the owner, if a ticket is unlocked (the default is to send the notification to all agents). |
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'PostmasterFollowUpOnUnlockAgentNotifyOnlyToOwner'} = '0';</code>  |

## PostmasterX-Header

| Description     | Value   |
|-----------------|---|
| Description:    | Defines all the X-headers that should be scanned.   |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'PostmasterX-Header'} = [     'From',     'To',     'Cc',     'Reply-To',     'ReplyTo',     'Subject',     'Message-ID',     'Message-Id',     'Resent-To',     'Resent-From',     'Precedence',     'Mailing-List',     'List-Id',     'List-Archive',     'Errors-To',     'References',     'In-Reply-To',     'X-Loop',     'X-Spam-Flag',     'X-Spam-Status',     'X-Spam-Level',     'X-No-Loop',     'X-Priority',     'Importance',     'X-Mailer',     'User-Agent',     'Organization',     'X-Original-To',     'Delivered-To',     'Envelope-To',     'Return-Path',     'X-OTRS-Loop',     'X-OTRS-Info',     'X-OTRS-Priority',     'X-OTRS-Queue',     'X-OTRS-Lock',     'X-OTRS-Ignore',     'X-OTRS-State',     'X-OTRS-State-PendingTime',     'X-OTRS-Type',     'X-OTRS-Service',</pre> |

| Description | Value  |
|-------------|--|
|             | 'X-OTRS-SLA',<br>'X-OTRS-CustomerNo',<br>'X-OTRS-CustomerUser',<br>'X-OTRS-ArticleKey1',<br>'X-OTRS-ArticleKey2',<br>'X-OTRS-ArticleKey3',<br>'X-OTRS-ArticleValue1',<br>'X-OTRS-ArticleValue2',<br>'X-OTRS-ArticleValue3',<br>'X-OTRS-SenderType',<br>'X-OTRS-ArticleType',<br>'X-OTRS-TicketKey1',<br>'X-OTRS-TicketKey2',<br>'X-OTRS-TicketKey3',<br>'X-OTRS-TicketKey4',<br>'X-OTRS-TicketKey5',<br>'X-OTRS-TicketKey6',<br>'X-OTRS-TicketKey7',<br>'X-OTRS-TicketKey8',<br>'X-OTRS-TicketKey9',<br>'X-OTRS-TicketKey10',<br>'X-OTRS-TicketKey11',<br>'X-OTRS-TicketKey12',<br>'X-OTRS-TicketKey13',<br>'X-OTRS-TicketKey14',<br>'X-OTRS-TicketKey15',<br>'X-OTRS-TicketKey16',<br>'X-OTRS-TicketValue1',<br>'X-OTRS-TicketValue2',<br>'X-OTRS-TicketValue3',<br>'X-OTRS-TicketValue4',<br>'X-OTRS-TicketValue5',<br>'X-OTRS-TicketValue6',<br>'X-OTRS-TicketValue7',<br>'X-OTRS-TicketValue8',<br>'X-OTRS-TicketValue9',<br>'X-OTRS-TicketValue10',<br>'X-OTRS-TicketValue11',<br>'X-OTRS-TicketValue12',<br>'X-OTRS-TicketValue13',<br>'X-OTRS-TicketValue14',<br>'X-OTRS-TicketValue15',<br>'X-OTRS-TicketValue16',<br>'X-OTRS-TicketTime1',<br>'X-OTRS-TicketTime2',<br>'X-OTRS-TicketTime3',<br>'X-OTRS-TicketTime4',<br>'X-OTRS-TicketTime5',<br>'X-OTRS-TicketTime6',<br>'X-OTRS-FollowUp-Priority',<br>'X-OTRS-FollowUp-Queue',<br>'X-OTRS-FollowUp-Lock', |

| Description | Value   |
|-------------|---|
|             | <pre> 'X-OTRS-FollowUp-State', 'X-OTRS-FollowUp-State-PendingTime', 'X-OTRS-FollowUp-Type', 'X-OTRS-FollowUp-Service', 'X-OTRS-FollowUp-SLA', 'X-OTRS-FollowUp-ArticleKey1', 'X-OTRS-FollowUp-ArticleKey2', 'X-OTRS-FollowUp-ArticleKey3', 'X-OTRS-FollowUp-ArticleValue1', 'X-OTRS-FollowUp-ArticleValue2', 'X-OTRS-FollowUp-ArticleValue3', 'X-OTRS-FollowUp-SenderType', 'X-OTRS-FollowUp-ArticleType', 'X-OTRS-FollowUp-TicketKey1', 'X-OTRS-FollowUp-TicketKey2', 'X-OTRS-FollowUp-TicketKey3', 'X-OTRS-FollowUp-TicketKey4', 'X-OTRS-FollowUp-TicketKey5', 'X-OTRS-FollowUp-TicketKey6', 'X-OTRS-FollowUp-TicketKey7', 'X-OTRS-FollowUp-TicketKey8', 'X-OTRS-FollowUp-TicketKey9', 'X-OTRS-FollowUp-TicketKey10', 'X-OTRS-FollowUp-TicketKey11', 'X-OTRS-FollowUp-TicketKey12', 'X-OTRS-FollowUp-TicketKey13', 'X-OTRS-FollowUp-TicketKey14', 'X-OTRS-FollowUp-TicketKey15', 'X-OTRS-FollowUp-TicketKey16', 'X-OTRS-FollowUp-TicketValue1', 'X-OTRS-FollowUp-TicketValue2', 'X-OTRS-FollowUp-TicketValue3', 'X-OTRS-FollowUp-TicketValue4', 'X-OTRS-FollowUp-TicketValue5', 'X-OTRS-FollowUp-TicketValue6', 'X-OTRS-FollowUp-TicketValue7', 'X-OTRS-FollowUp-TicketValue8', 'X-OTRS-FollowUp-TicketValue9', 'X-OTRS-FollowUp-TicketValue10', 'X-OTRS-FollowUp-TicketValue11', 'X-OTRS-FollowUp-TicketValue12', 'X-OTRS-FollowUp-TicketValue13', 'X-OTRS-FollowUp-TicketValue14', 'X-OTRS-FollowUp-TicketValue15', 'X-OTRS-FollowUp-TicketValue16', 'X-OTRS-FollowUp-TicketTime1', 'X-OTRS-FollowUp-TicketTime2', 'X-OTRS-FollowUp-TicketTime3', 'X-OTRS-FollowUp-TicketTime4', 'X-OTRS-FollowUp-TicketTime5', 'X-OTRS-FollowUp-TicketTime6' ]; </pre> |

## PostMaster::PreFilterModule###1-Match

| Description     | Value   |
|-----------------|---|
| Description:    | Module to filter and manipulate incoming messages. Block/ignore all spam email with From: noreply@ address.   |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PreFilterModule'}-&gt;{'1-Match'} = {     'Match' =&gt; {         'From' =&gt; 'noreply@'     },     'Module' =&gt;     'Kernel::System::PostMaster::Filter::Match',     'Set' =&gt; {         'X-OTRS-Ignore' =&gt; 'yes'     },     'StopAfterMatch' =&gt; '0' };</pre> |

## PostMaster::PreFilterModule###2-Match

| Description     | Value   |
|-----------------|---|
| Description:    | Module to filter and manipulate incoming messages. Get a 4 digit number to ticket free text, use regex in Match e. g. From => '(.+?)@.+?', and use () as [***] in Set =>.   |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PreFilterModule'}-&gt;{'2-Match'} = {     'Match' =&gt; {         'Subject' =&gt; 'SomeNumber:(\\d\\d\\d\\d)'     },     'Module' =&gt;     'Kernel::System::PostMaster::Filter::Match',     'Set' =&gt; {         'X-OTRS-TicketKey-1' =&gt; 'SomeNumber',         'X-OTRS-TicketValue-1' =&gt; '[***]'     },     'StopAfterMatch' =&gt; '0' };</pre> |

## PostMaster::PreFilterModule###3-NewTicketReject

| Description     | Value   |
|-----------------|---|
| Description:    | Blocks all the incoming emails that do not have a valid ticket number in subject with From: @example.com address.   |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PreFilterModule'}-&gt;{'3-NewTicketReject'} = {   'Match' =&gt; {     'From' =&gt; '@example.com'   },   'Module' =&gt;   'Kernel::System::PostMaster::Filter::NewTicketReject',   'Set' =&gt; {     'X-OTRS-Ignore' =&gt; 'yes'   },   'StopAfterMatch' =&gt; '0' };</pre> |

## PostMaster::PreFilterModule::NewTicketReject::Sender

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the sender for rejected emails.   |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PreFilterModule::NewTicketReject::Sender'} = 'noreply@example.com';</pre> |

## PostMaster::PreFilterModule::NewTicketReject::Subject

| Description     | Value                                    |
|-----------------|--|
| Description:    | Defines the subject for rejected emails. |
| Group:          | Ticket                                   |
| SubGroup:       | Core::PostMaster                         |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <pre>\$Self-&gt;{'PostMaster::PreFilterModule::NewTicketReject::Subject'} = 'Email Rejected';</pre> |

## PostMaster::PreFilterModule::NewTicketReject::Body

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the body text for rejected emails.   |
| Group:          | Ticket   |
| SubGroup:       | Core::PostMaster   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PreFilterModule::NewTicketReject::Body'} = ' Dear Customer,  Unfortunately we could not detect a valid ticket number in your subject, so this email can\'t be processed.  Please create a new ticket via the customer panel.  Thanks for your help!  Your Helpdesk Team ';</pre> |

## PostMaster::PreFilterModule###4-CMD

| Description     | Value   |
|-----------------|---|
| Description:    | CMD example setup. Ignores emails where external CMD returns some output on STDOUT (email will be piped into STDIN of some.bin).  |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PreFilterModule'}-&gt;{'4-CMD'} = {   'CMD' =&gt; '/usr/bin/some.bin',   'Module' =&gt; 'Kernel::System::PostMaster::Filter::CMD',   'Set' =&gt; {     'X-OTRS-Ignore' =&gt; 'yes'   } };</pre> |



## PostMaster::PreFilterModule###5-SpamAssassin

| Description     | Value   |
|-----------------|---|
| Description:    | Spam Assassin example setup. Ignores emails that are marked with SpamAssassin.  |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PreFilterModule'}-&gt;{'5-SpamAssassin'} = {   'CMD' =&gt; '/usr/bin/spamassassin   grep -i "X-Spam-Status: yes"',   'Module' =&gt;     'Kernel::System::PostMaster::Filter::CMD',   'Set' =&gt; {     'X-OTRS-Ignore' =&gt; 'yes'   } };</pre> |

## PostMaster::PreFilterModule###6-SpamAssassin

| Description     | Value   |
|-----------------|---|
| Description:    | Spam Assassin example setup. Moves marked mails to spam queue.  |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PreFilterModule'}-&gt;{'6-SpamAssassin'} = {   'CMD' =&gt; '/usr/bin/spamassassin   grep -i "X-Spam-Status: yes"',   'Module' =&gt;     'Kernel::System::PostMaster::Filter::CMD',   'Set' =&gt; {     'X-OTRS-Queue' =&gt; 'spam'   } };</pre> |

## PostMaster::PreFilterModule###000-MatchDBSource

| Description  | Value                                  |
|--------------|--|
| Description: | Module to use database filter storage. |
| Group:       | Ticket                                 |
| SubGroup:    | Core::PostMaster                       |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PreFilterModule'}-&gt;{'000-MatchDBSource'} = {     'Module' =&gt;     'Kernel::System::PostMaster::Filter::MatchDBSource' };</pre> |

## PostMaster::PostFilterModule###000-FollowUpArticleTypeCheck

| Description     | Value   |
|-----------------|---|
| Description:    | Module to check if arrived emails should be marked as email-internal (because of original forwarded internal email it college). ArticleType and SenderType define the values for the arrived email/article.   |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PostMaster::PostFilterModule'}-&gt;{'000-FollowUpArticleTypeCheck'} = {     'ArticleType' =&gt; 'email-internal',     'Module' =&gt;     'Kernel::System::PostMaster::Filter::FollowUpArticleTypeCheck',     'SenderType' =&gt; 'customer' };</pre> |

## SendNoAutoResponseRegExp

| Description     | Value   |
|-----------------|---|
| Description:    | If this regex matches, no message will be send by the autoresponder.                                |
| Group:          | Ticket  |
| SubGroup:       | Core::PostMaster  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'SendNoAutoResponseRegExp'} = '(MAILER-DAEMON postmaster abuse)@.+?\.\.\.?';</pre> |

## Core::Stats

### Stats::DynamicObjectRegistration###Ticket

| Description  | Value                                 |
|--------------|---------------------------------------|
| Description: | Module to generate ticket statistics. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Core::Stats   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::DynamicObjectRegistration'}- &gt;{'Ticket'} = {   'Module' =&gt;   'Kernel::System::Stats::Dynamic::Ticket' };</pre> |

### Stats::DynamicObjectRegistration###TicketList

| Description     | Value   |
|-----------------|---|
| Description:    | Determines if the statistics module may generate ticket lists.  |
| Group:          | Ticket  |
| SubGroup:       | Core::Stats   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::DynamicObjectRegistration'}- &gt;{'TicketList'} = {   'Module' =&gt;   'Kernel::System::Stats::Dynamic::TicketList' };</pre> |

### Stats::DynamicObjectRegistration###TicketAccountedTime

| Description     | Value   |
|-----------------|---|
| Description:    | Module to generate accounted time ticket statistics.  |
| Group:          | Ticket  |
| SubGroup:       | Core::Stats   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::DynamicObjectRegistration'}- &gt;{'TicketAccountedTime'} = {   'Module' =&gt;   'Kernel::System::Stats::Dynamic::TicketAccountedTime' };</pre> |

### Stats::DynamicObjectRegistration###TicketSolutionResponseTime

| Description  | Value  |
|--------------|--|
| Description: | Module to generate ticket solution and response time statistics. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Core::Stats   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Stats::DynamicObjectRegistration'}- &gt;{'TicketSolutionResponseTime'} = {   'Module' =&gt;     'Kernel::System::Stats::Dynamic::TicketSolutionResponseTime' };</pre> |

## Core::Ticket

### Ticket::Hook

| Description     | Value  |
|-----------------|--|
| Description:    | The identifier for a ticket, e.g. Ticket#, Call#, MyTicket#. The default is Ticket#. |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Hook'} = 'Ticket#';</pre>                                  |

### Ticket::HookDivider

| Description     | Value  |
|-----------------|--|
| Description:    | The divider between TicketHook and ticket number. E.g '!'. |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::HookDivider'} = '!';</pre>       |

### Ticket::SubjectSize

| Description  | Value                                       |
|--------------|---|
| Description: | Max size of the subjects in an email reply. |
| Group:       | Ticket                                      |
| SubGroup:    | Core::Ticket                                |

| Description     | Value  |
|-----------------|--|
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::SubjectSize'} = '100';</code> |

## Ticket::SubjectRe

| Description     | Value   |
|-----------------|---|
| Description:    | The text at the beginning of the subject in an email reply, e.g. RE, AW, or AS. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::SubjectRe'} = 'Re';</code>                           |

## Ticket::SubjectFwd

| Description     | Value   |
|-----------------|---|
| Description:    | The text at the beginning of the subject when an email is forwarded, e.g. FW, Fwd, or WG. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::SubjectFwd'} = 'Fwd';</code>                                   |

## Ticket::SubjectFormat

| Description     | Value   |
|-----------------|---|
| Description:    | The format of the subject. 'Left' means '[TicketHook#:12345] Some Subject', 'Right' means 'Some Subject [TicketHook#:12345]', 'None' means 'Some Subject' and no ticket number. In the last case you should enable PostmasterFollowupSearchInRaw or PostmasterFollowUpSearchInReferences to recognize followups based on email headers and/or body. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: |   |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'Ticket::SubjectFormat'} = 'Left';</code> |

## Ticket::CustomQueue

| Description     | Value   |
|-----------------|---|
| Description:    | Name of custom queue. The custom queue is a queue selection of your preferred queues and can be selected in the preferences settings. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::CustomQueue'} = 'My Queues';</code>  |

## Ticket::NewArticleIgnoreSystemSender

| Description     | Value   |
|-----------------|---|
| Description:    | Ignore article with system sender type for new article feature (e. g. auto responses or email notifications). |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::NewArticleIgnoreSystemSender'} = '0';</code>                                       |

## Ticket::ChangeOwnerToEveryone

| Description     | Value  |
|-----------------|--|
| Description:    | Changes the owner of tickets to everyone (useful for ASP). Normally only agent with rw permissions in the queue of the ticket will be shown. |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::ChangeOwnerToEveryone'} = '0';</code>   |

## Ticket::Responsible

| Description  | Value   |
|--------------|---|
| Description: | Enables ticket responsible feature, to keep track of a specific ticket. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Responsible'} = '0';</code> |

## Ticket::ResponsibleAutoSet

| Description     | Value  |
|-----------------|--|
| Description:    | Automatically sets the owner of a ticket as the responsible for it (if ticket responsible feature is enabled). |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::ResponsibleAutoSet'} = '1';</code>  |

## Ticket::Type

| Description     | Value   |
|-----------------|---|
| Description:    | Allows defining new types for ticket (if ticket type feature is enabled). |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Type'} = '0';</code>                           |

## Ticket::Service

| Description     | Value  |
|-----------------|--|
| Description:    | Allows defining services and SLAs for tickets (e. g. email, desktop, network, ...), and escalation attributes for SLAs (if ticket service/SLA feature is enabled). |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'Ticket::Service'} = '0';</code> |

## Ticket::ArchiveSystem

| Description     | Value  |
|-----------------|--|
| Description:    | Activates the ticket archive system to have a faster system by moving some tickets out of the daily scope. To search for these tickets, the archive flag has to be enabled in the ticket search. |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::ArchiveSystem'} = '0';</code>   |

## Ticket::CustomerArchiveSystem

| Description     | Value   |
|-----------------|---|
| Description:    | Activates the ticket archive system search in the customer interface. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::CustomerArchiveSystem'} = '0';</code>      |

## Ticket::NumberGenerator

| Description  | Value  |
|--------------|--|
| Description: | Selects the ticket number generator module. "AutoIncrement" increments the ticket number, the SystemID and the counter are used with SystemID.counter format (e.g. 1010138, 1010139). With "Date" the ticket numbers will be generated by the current date, the SystemID and the counter. The format looks like Year.Month.Day.SystemID.counter (e.g. 200206231010138, 200206231010139). With "DateChecksum" the counter will be appended as checksum to the string of date and SystemID. The checksum will be rotated on a daily basis. The format looks like Year.Month.Day.SystemID.Counter.CheckSum (e.g. 2002070110101520, 2002070110101535). "Random" generates randomized ticket numbers in the format "SystemID.Random" (e.g. 100057866352, 103745394596). |
| Group:       | Ticket   |
| SubGroup:    | Core::Ticket   |
| Valid:       | 1  |



| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::NumberGenerator'} =<br/>'Kernel::System::Ticket::Number::DateChecksum';</code> |

## Ticket::NumberGenerator::MinCounterSize

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the minimal ticket counter size (if "AutoIncrement" was selected as TicketNumberGenerator). Default is 5, this means the counter starts from 10000. |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::NumberGenerator::MinCounterSize'}<br/>= '5';</code>   |

## Ticket::NumberGenerator::CheckSystemID

| Description     | Value   |
|-----------------|---|
| Description:    | Checks the SystemID in ticket number detection for follow-ups (use "No" if SystemID has been changed after using the system). |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::NumberGenerator::CheckSystemID'}<br/>= '1';</code>   |

## Ticket::CounterLog

| Description     | Value  |
|-----------------|--|
| Description:    | Log file for the ticket counter.   |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::CounterLog'} =<br/>'&lt;OTRS_CONFIG_Home&gt;/var/log/TicketCounter.log';</code> |

## Ticket::IndexModule

| Description     | Value   |
|-----------------|---|
| Description:    | IndexAccelerator: to choose your backend TicketViewAccelerator module. "RuntimeDB" generates each queue view on the fly from ticket table (no performance problems up to approx. 60.000 tickets in total and 6.000 open tickets in the system). "StaticDB" is the most powerful module, it uses an extra ticket-index table that works like a view (recommended if more than 80.000 and 6.000 open tickets are stored in the system). Use the script "bin/otrs.RebuildTicketIndex.pl" for initial index update. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::IndexModule'} =<br/>'Kernel::System::Ticket::IndexAccelerator::RuntimeDB';</pre>  |

## Ticket::StorageModule

| Description     | Value   |
|-----------------|---|
| Description:    | Saves the attachments of articles. "DB" stores all data in the database (not recommended for storing big attachments). "FS" stores the data on the filesystem; this is faster but the webserver should run under the OTRS user. You can switch between the modules even on a system that is already in production without any loss of data. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::StorageModule'} =<br/>'Kernel::System::Ticket::ArticleStorageDB';</pre>   |

## ArticleDir

| Description     | Value   |
|-----------------|---|
| Description:    | Specifies the directory to store the data in, if "FS" was selected for TicketStorageModule. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: |   |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'ArticleDir'} = '&lt;OTRS_CONFIG_Home&gt;/var/article';</code> |

## Ticket::EventModulePost###100-ArchiveRestore

| Description     | Value   |
|-----------------|---|
| Description:    | Restores a ticket from the archive (only if the event is a state change, from closed to any open available state).  |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'100-ArchiveRestore'} = {     'Event' =&gt; 'TicketStateUpdate',     'Module' =&gt;         'Kernel::System::Ticket::Event::ArchiveRestore' };</pre> |

## Ticket::EventModulePost###110-AcceleratorUpdate

| Description     | Value  |
|-----------------|--|
| Description:    | Updates the ticket index accelerator.  |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'110-AcceleratorUpdate'} = {     'Event' =&gt; 'TicketStateUpdate TicketQueueUpdate TicketLockUpdate',     'Module' =&gt;         'Kernel::System::Ticket::Event::TicketAcceleratorUpdate' };</pre> |

## Ticket::EventModulePost###120-ForceOwnerResetOnMove

| Description  | Value  |
|--------------|--|
| Description: | Resets and unlocks the owner of a ticket if it was moved to another queue. |
| Group:       | Ticket   |
| SubGroup:    | Core::Ticket   |

| Description     | Value   |
|-----------------|---|
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'120-ForceOwnerResetOnMove'} = {     'Event' =&gt; 'TicketQueueUpdate',     'Module' =&gt;     'Kernel::System::Ticket::Event::ForceOwnerReset' };</pre> |

## Ticket::EventModulePost###130-ForceStateChangeOnLock

| Description     | Value  |
|-----------------|--|
| Description:    | Forces to choose a different ticket state (from current) after lock action. Define the current state as key, and the next state after lock action as content.  |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'130-ForceStateChangeOnLock'} = {     'Event' =&gt; 'TicketLockUpdate',     'Module' =&gt;     'Kernel::System::Ticket::Event::ForceState',     'new' =&gt; 'open' };</pre> |

## Ticket::EventModulePost###140-ResponsibleAutoSet

| Description     | Value   |
|-----------------|---|
| Description:    | Automatically sets the responsible of a ticket (if it is not set yet) after the first owner update.   |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'140-ResponsibleAutoSet'} = {     'Event' =&gt; 'TicketOwnerUpdate',     'Module' =&gt;     'Kernel::System::Ticket::Event::ResponsibleAutoSet' };</pre> |

**Ticket::EventModulePost###150-TicketPendingTimeReset**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the PendingTime of a ticket to 0 if the state is changed to a non-pending state.   |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'150-TicketPendingTimeReset'} = {     'Event' =&gt; 'TicketStateUpdate',     'Module' =&gt;     'Kernel::System::Ticket::Event::TicketPendingTimeReset' };</pre> |

**Ticket::EventModulePost###500-NotificationEvent**

| Description     | Value   |
|-----------------|---|
| Description:    | Sends the notifications which are configured in the admin interface under "Notification (Event)".   |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'500-NotificationEvent'} = {     'Event' =&gt; '',     'Module' =&gt;     'Kernel::System::Ticket::Event::NotificationEvent',     'Transaction' =&gt; '1' };</pre> |

**Ticket::EventModulePost###900-EscalationIndex**

| Description     | Value   |
|-----------------|---|
| Description:    | Updates the ticket escalation index after a ticket attribute got updated.         |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'900-EscalationIndex'} = {</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'Event' =&gt; 'TicketSLAUpdate TicketQueueUpdate TicketStateUpdate TicketCreate ArticleCreate', 'Module' =&gt; 'Kernel::System::Ticket::Event::TicketEscalationIndex' };</pre> |

## Ticket::EventModulePost###900-EscalationStopEvents

| Description     | Value  |
|-----------------|--|
| Description:    | Ticket event module that triggers the escalation stop events.  |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'900-EscalationStopEvents'} = {     'Event' =&gt; 'TicketSLAUpdate TicketQueueUpdate TicketStateUpdate ArticleCreate',     'Module' =&gt;     'Kernel::System::Ticket::Event::TriggerEscalationStopEvents' };</pre> |

## Ticket::EventModulePost###910-ForceUnlockOnMove

| Description     | Value   |
|-----------------|---|
| Description:    | Forces to unlock tickets after being moved to another queue.  |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'910-ForceUnlockOnMove'} = {     'Event' =&gt; 'TicketQueueUpdate',     'Module' =&gt;     'Kernel::System::Ticket::Event::ForceUnlock' };</pre> |

## Ticket::EventModulePost###920-TicketArticleNewMessageUpdate

| Description  | Value   |
|--------------|---|
| Description: | Update Ticket "Seen" flag if every article got seen or a new Article got created. |
| Group:       | Ticket  |
| SubGroup:    | Core::Ticket  |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}-&gt;{'920-TicketArticleNewMessageUpdate'} = {     'Event' =&gt; 'ArticleCreate ArticleFlagSet',     'Module' =&gt;     'Kernel::System::Ticket::Event::TicketNewMessageUpdate' };</pre> |

## Ticket::CustomModule###001-CustomModule

| Description     | Value   |
|-----------------|---|
| Description:    | Overloads (redefines) existing functions in Kernel::System::Ticket. Used to easily add customizations.      |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::CustomModule'}-&gt;{'001-CustomModule'} = 'Kernel::System::Ticket::Custom';</pre> |

## Ticket::ViewableSenderTypes

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default viewable sender types of a ticket (default: customer).    |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::ViewableSenderTypes'} = [     '\customer\' ];</pre> |

## Ticket::ViewableLocks

| Description  | Value  |
|--------------|--|
| Description: | Defines the viewable locks of a ticket. Default: unlock, tmp_lock. |
| Group:       | Ticket   |
| SubGroup:    | Core::Ticket   |
| Valid:       | 1  |
| Required:    | 1  |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::ViewableLocks'} = [     '\unlock\'',     '\tmp_lock\' ];</pre> |

## Ticket::ViewableStateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the valid state types for a ticket.  |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::ViewableStateType'} = [     'new',     'open',     'pending reminder',     'pending auto' ];</pre> |

## Ticket::UnlockStateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the valid states for unlocked tickets. To unlock tickets the script "bin/otrs.UnlockTickets.pl" can be used. |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::UnlockStateType'} = [     'new',     'open' ];</pre>                                       |

## Ticket::PendingNotificationOnlyToOwner

| Description  | Value   |
|--------------|---|
| Description: | Sends reminder notifications of unlocked ticket after reaching the reminder date (only sent to ticket owner). |
| Group:       | Ticket  |
| SubGroup:    | Core::Ticket  |
| Valid:       | 1   |



| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::PendingNotificationOnlyToOwner'} = '0';</code> |

## Ticket::PendingNotificationNotToResponsible

| Description     | Value   |
|-----------------|---|
| Description:    | Disables sending reminder notifications to the responsible agent of a ticket (Ticket::Responsible needs to be activated). |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::PendingNotificationNotToResponsible'} = '0';</code>  |

## Ticket::PendingReminderStateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the state type of the reminder for pending tickets.                          |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::PendingReminderStateType'} = ['pending reminder'];</code> |

## Ticket::PendingAutoStateType

| Description     | Value  |
|-----------------|--|
| Description:    | Determines the possible states for pending tickets that changed state after reaching time limit. |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::PendingAutoStateType'} = ['pending auto'];</code>                     |

| Description | Value |
|-------------|-------|
|             | ];    |

## Ticket::StateAfterPending

| Description     | Value   |
|-----------------|---|
| Description:    | Defines which states should be set automatically (Content), after the pending time of state (Key) has been reached.   |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::StateAfterPending'} = {     'pending auto close+' =&gt; 'closed successful',     'pending auto close-' =&gt; 'closed unsuccessful' };</pre> |

## System::Permission

| Description     | Value   |
|-----------------|---|
| Description:    | Standard available permissions for agents within the application. If more permissions are needed, they can be entered here. Permissions must be defined to be effective. Some other good permissions have also been provided built-in: note, close, pending, customer, freetext, move, compose, responsible, forward, and bounce. Make sure that "rw" is always the last registered permission. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'System::Permission'} = [     'ro',     'move_into',     'create',     'note',     'owner',     'priority',     'rw' ];</pre>  |

## Ticket::Permission###1-OwnerCheck

| Description  | Value                                  |
|--------------|--|
| Description: | Module to check the owner of a ticket. |
| Group:       | Ticket                                 |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Permission'}-&gt;{'1-OwnerCheck'} = {   'Granted' =&gt; '1',   'Module' =&gt;   'Kernel::System::Ticket::Permission::OwnerCheck',   'Required' =&gt; '0' };</pre> |

## Ticket::Permission###2-ResponsibleCheck

| Description     | Value   |
|-----------------|---|
| Description:    | Module to check the agent responsible of a ticket.  |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Permission'}-&gt;{'2-ResponsibleCheck'} = {   'Granted' =&gt; '1',   'Module' =&gt;   'Kernel::System::Ticket::Permission::ResponsibleCheck',   'Required' =&gt; '0' };</pre> |

## Ticket::Permission###3-GroupCheck

| Description     | Value   |
|-----------------|---|
| Description:    | Module to check if a user is in a special group. Access is granted, if the user is in the specified group and has ro and rw permissions.  |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Permission'}-&gt;{'3-GroupCheck'} = {   'Granted' =&gt; '1',   'Module' =&gt;   'Kernel::System::Ticket::Permission::GroupCheck',   'Required' =&gt; '0' };</pre> |

## Ticket::Permission###4-WatcherCheck

| Description     | Value   |
|-----------------|---|
| Description:    | Module to check the watcher agents of a ticket.   |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Permission'}-&gt;{'4-WatcherCheck'} = {   'Granted' =&gt; '1',   'Module' =&gt;   'Kernel::System::Ticket::Permission::WatcherCheck',   'Required' =&gt; '0' };</pre> |

## CustomerTicket::Permission###1-GroupCheck

| Description     | Value  |
|-----------------|--|
| Description:    | Module to check the group permissions for the access to customer tickets.  |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerTicket::Permission'}-&gt;{'1- GroupCheck'} = {   'Granted' =&gt; '0',   'Module' =&gt;   'Kernel::System::Ticket::CustomerPermission::GroupCheck',   'Required' =&gt; '1' };</pre> |

## CustomerTicket::Permission###2-CustomerUserIDCheck

| Description  | Value   |
|--------------|---|
| Description: | Grants access, if the customer ID of the ticket matches the customer user's ID and the customer user has group permissions on the queue the ticket is in. |
| Group:       | Ticket  |
| SubGroup:    | Core::Ticket  |
| Valid:       | 1   |
| Required:    | 0   |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre>\$Self-&gt;{'CustomerTicket::Permission'}-&gt;{'2-CustomerUserIDCheck'} = {     'Granted' =&gt; '1',     'Module' =&gt;     'Kernel::System::Ticket::CustomerPermission::CustomerUserIDCheck',     'Required' =&gt; '0' };</pre> |

## CustomerTicket::Permission###3-CustomerIDCheck

| Description     | Value   |
|-----------------|---|
| Description:    | Module to check customer permissions.   |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerTicket::Permission'}-&gt;{'3-CustomerIDCheck'} = {     'Granted' =&gt; '1',     'Module' =&gt;     'Kernel::System::Ticket::CustomerPermission::CustomerIDCheck',     'Required' =&gt; '0' };</pre> |

## Ticket::DefineEmailFrom

| Description     | Value  |
|-----------------|--|
| Description:    | Defines how the From field from the emails (sent from answers and email tickets) should look like. |
| Group:          | Ticket   |
| SubGroup:       | Core::Ticket   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::DefineEmailFrom'} =     'SystemAddressName';</pre>                       |

## Ticket::DefineEmailFromSeparator

| Description  | Value   |
|--------------|---|
| Description: | Defines the separator between the agents real name and the given queue email address. |
| Group:       | Ticket  |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::DefineEmailFromSeparator'} = 'via';</code> |

## CustomerNotifyJustToRealCustomer

| Description     | Value   |
|-----------------|---|
| Description:    | Sends customer notifications just to the mapped customer. Normally, if no customer is mapped, the latest customer sender gets the notification. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'CustomerNotifyJustToRealCustomer'} = '0';</code>   |

## AgentSelfNotifyOnAction

| Description     | Value   |
|-----------------|---|
| Description:    | Specifies if an agent should receive email notification of his own actions. |
| Group:          | Ticket  |
| SubGroup:       | Core::Ticket  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'AgentSelfNotifyOnAction'} = '0';</code>                  |

## Core::TicketACL

### Ticket::Acl::Module###1-Ticket::Acl::Module

| Description  | Value  |
|--------------|--|
| Description: | ACL module that allows closing parent tickets only if all its children are already closed ("State" shows which states are not available for the parent ticket until all child tickets are closed). |
| Group:       | Ticket   |
| SubGroup:    | Core::TicketACL  |
| Valid:       | 0  |

| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Acl::Module'}-&gt;{'1-Ticket::Acl::Module'} = {     'Module' =&gt;     'Kernel::System::Ticket::Acl::CloseParentAfterClosedChilds',     'State' =&gt; [         'closed successful',         'closed unsuccessful'     ] };</pre> |

## TicketACL::Default::Action

| Description     | Value  |
|-----------------|--|
| Description:    | Default ACL values for ticket actions.                     |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketACL  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'TicketACL::Default::Action'} = {};</pre> |

## Core::TicketBulkAction

### Ticket::Frontend::BulkFeature

| Description     | Value  |
|-----------------|--|
| Description:    | Enables ticket bulk action feature for the agent frontend to work on more than one ticket at a time. |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketBulkAction   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::BulkFeature'} = '1';</pre>                                       |

### Ticket::Frontend::BulkFeatureGroup

| Description  | Value  |
|--------------|--|
| Description: | Enables ticket bulk action feature only for the listed groups. |
| Group:       | Ticket   |
| SubGroup:    | Core::TicketBulkAction   |
| Valid:       | 0  |

| Description     | Value  |
|-----------------|--|
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::BulkFeatureGroup'} = [     'admin',     'users' ];</pre> |

## Core::TicketDynamicFieldDefault

### Ticket::EventModulePost###TicketDynamicFieldDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Event module registration. For more performance you can define a trigger event (e. g. Event => TicketCreate). This is only possible if all Ticket dynamic fields need the same event.                      |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::EventModulePost'}- &gt;{'TicketDynamicFieldDefault'} = {     'Module' =&gt;     'Kernel::System::Ticket::Event::TicketDynamicFieldDefault',     'Transaction' =&gt; '1' };</pre> |

### Ticket::TicketDynamicFieldDefault###Element1

| Description     | Value  |
|-----------------|--|
| Description:    | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.ots.org/">http://doc.ots.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element1'} = {     'Event' =&gt; 'TicketCreate',     'Name' =&gt; 'Field1',     'Value' =&gt; 'Default' };</pre>  |



**Ticket::TicketDynamicFieldDefault###Element2**

| Description     | Value  |
|-----------------|--|
| Description:    | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otsr.org/">http://doc.otsr.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element2'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre>   |

**Ticket::TicketDynamicFieldDefault###Element3**

| Description     | Value  |
|-----------------|--|
| Description:    | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otsr.org/">http://doc.otsr.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element3'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre>   |

**Ticket::TicketDynamicFieldDefault###Element4**

| Description  | Value  |
|--------------|--|
| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otsr.org/">http://doc.otsr.org/</a> ), chapter "Ticket Event Module". |
| Group:       | Ticket   |
| SubGroup:    | Core::TicketDynamicFieldDefault  |

| Description     | Value  |
|-----------------|--|
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element4'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre> |

## Ticket::TicketDynamicFieldDefault###Element5

| Description     | Value   |
|-----------------|---|
| Description:    | Configures a default TicketDynmicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otrs.org/">http://doc.otrs.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket  |
| SubGroup:       | Core::TicketDynamicFieldDefault   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element5'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre>  |

## Ticket::TicketDynamicFieldDefault###Element6

| Description     | Value   |
|-----------------|---|
| Description:    | Configures a default TicketDynmicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otrs.org/">http://doc.otrs.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket  |
| SubGroup:       | Core::TicketDynamicFieldDefault   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element6'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre>  |

| Description | Value           |
|-------------|-----------------|
|             | <code>};</code> |

## Ticket::TicketDynamicFieldDefault###Element7

| Description     | Value  |
|-----------------|--|
| Description:    | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.ots.org/">http://doc.ots.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element7'} = {     'Event' =&gt; '',     'Name'  =&gt; '',     'Value' =&gt; '' };</pre>  |

## Ticket::TicketDynamicFieldDefault###Element8

| Description     | Value  |
|-----------------|--|
| Description:    | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.ots.org/">http://doc.ots.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element8'} = {     'Event' =&gt; '',     'Name'  =&gt; '',     'Value' =&gt; '' };</pre>  |

## Ticket::TicketDynamicFieldDefault###Element9

| Description  | Value  |
|--------------|--|
| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.ots.org/">http://doc.ots.org/</a> ), chapter "Ticket Event Module". |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element9'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' }; </pre> |

## Ticket::TicketDynamicFieldDefault###Element10

| Description     | Value   |
|-----------------|---|
| Description:    | Configures a default TicketDynmicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.ots.org/">http://doc.ots.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket  |
| SubGroup:       | Core::TicketDynamicFieldDefault   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element10'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' }; </pre>   |

## Ticket::TicketDynamicFieldDefault###Element11

| Description     | Value   |
|-----------------|---|
| Description:    | Configures a default TicketDynmicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.ots.org/">http://doc.ots.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket  |
| SubGroup:       | Core::TicketDynamicFieldDefault   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element11'} = {     'Event' =&gt; '', </pre>  |

| Description | Value   |
|-------------|---|
|             | <pre>'Name' =&gt; '', 'Value' =&gt; '' };</pre> |

## Ticket::TicketDynamicFieldDefault###Element12

| Description     | Value  |
|-----------------|--|
| Description:    | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otsr.org/">http://doc.otsr.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element12'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre>  |

## Ticket::TicketDynamicFieldDefault###Element13

| Description     | Value  |
|-----------------|--|
| Description:    | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otsr.org/">http://doc.otsr.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element13'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre>  |

## Ticket::TicketDynamicFieldDefault###Element14

| Description  | Value  |
|--------------|--|
| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be |

| Description     | Value   |
|-----------------|---|
|                 | set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otsr.org/">http://doc.otsr.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket  |
| SubGroup:       | Core::TicketDynamicFieldDefault   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element14'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre>                     |

## Ticket::TicketDynamicFieldDefault###Element15

| Description     | Value  |
|-----------------|--|
| Description:    | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otsr.org/">http://doc.otsr.org/</a> ), chapter "Ticket Event Module". |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketDynamicFieldDefault  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element15'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre>  |

## Ticket::TicketDynamicFieldDefault###Element16

| Description  | Value  |
|--------------|--|
| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual ( <a href="http://doc.otsr.org/">http://doc.otsr.org/</a> ), chapter "Ticket Event Module". |
| Group:       | Ticket   |
| SubGroup:    | Core::TicketDynamicFieldDefault  |
| Valid:       | 0  |
| Required:    | 0  |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::TicketDynamicFieldDefault'}- &gt;{'Element16'} = {     'Event' =&gt; '',     'Name' =&gt; '',     'Value' =&gt; '' };</pre> |

## Core::TicketWatcher

### Ticket::Watcher

| Description     | Value   |
|-----------------|---|
| Description:    | Enables or disables the ticket watcher feature, to keep track of tickets without being the owner nor the responsible. |
| Group:          | Ticket  |
| SubGroup:       | Core::TicketWatcher   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Watcher'} = '0';</pre>  |

### Ticket::WatcherGroup

| Description     | Value  |
|-----------------|--|
| Description:    | Enables ticket watcher feature only for the listed groups.                     |
| Group:          | Ticket   |
| SubGroup:       | Core::TicketWatcher  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::WatcherGroup'} = [     'admin',     'users' ];</pre> |

## Frontend::Admin::ModuleRegistration

### Frontend::Module###AdminQueue

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminQueue'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Queue',     'Description' =&gt; 'Create and manage queues.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Queues',     'Prio' =&gt; '100'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Queues' }; </pre> |

## Frontend::Module###AdminResponse

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminResponse'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Queue',     'Description' =&gt; 'Create and manage response templates.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Responses',     'Prio' =&gt; '200'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Responses' }; </pre> |



## Frontend::Module###AdminQueueResponses

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminQueueResponses'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Queue',     'Description' =&gt; 'Link responses to queues.',     'Module' =&gt;       'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Responses &lt;-&gt; Queues',     'Prio' =&gt; '300'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Responses &lt;-&gt; Queues' }; </pre> |

## Frontend::Module###AdminAutoResponse

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminAutoResponse'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Queue',     'Description' =&gt; 'Create and manage responses that are automatically sent.',     'Module' =&gt;       'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Auto Responses', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>         'Prio' =&gt; '400'       },       'NavBarName' =&gt; 'Admin',       'Title' =&gt; 'Auto Responses'     }; </pre> |

## Frontend::Module###AdminQueueAutoResponse

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminQueueAutoResponse'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Queue',     'Description' =&gt; 'Link queues to auto responses.',     'Module' =&gt;       'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Auto Responses &lt;-&gt; Queues',     'Prio' =&gt; '500'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Auto Responses &lt;-&gt; Queues' }; </pre> |

## Frontend::Module###AdminAttachment

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminAttachment'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [ </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>       'admin'     ],     'NavBarModule' =&gt; {       'Block' =&gt; 'Queue',       'Description' =&gt; 'Create and manage attachments.',       'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',       'Name' =&gt; 'Attachments',       'Prio' =&gt; '600'     },     'NavBarName' =&gt; 'Admin',     'Title' =&gt; 'Attachments'   }; </pre> |

## Frontend::Module###AdminResponseAttachment

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminResponseAttachment'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Queue',     'Description' =&gt; 'Link attachments to responses templates.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Attachments &lt;-&gt; Responses',     'Prio' =&gt; '700'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Attachments &lt;-&gt; Responses' }; </pre> |

## Frontend::Module###AdminSalutation

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminSalutation'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Queue',     'Description' =&gt; 'Create and manage salutations.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Salutations',     'Prio' =&gt; '800'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Salutations' }; </pre> |

## Frontend::Module###AdminSignature

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminSignature'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Queue',     'Description' =&gt; 'Create and manage signatures.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Signatures',     'Prio' =&gt; '900'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Signatures' }; </pre> |

| Description | Value           |
|-------------|-----------------|
|             | <code>};</code> |

## Frontend::Module###AdminSystemAddress

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt; {'AdminSystemAddress'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Email',     'Description' =&gt; 'Set sender email addresses for this system.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Email Addresses',     'Prio' =&gt; '300'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Email Addresses' }; </pre> |

## Frontend::Module###AdminNotification

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminNotification'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Ticket', </pre> |

| Description | Value   |
|-------------|---|
|             | <pre> 'Description' =&gt; 'Create and manage notifications that are sent to agents.', 'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin', 'Name' =&gt; 'Agent Notifications', 'Prio' =&gt; '400' }, 'NavBarName' =&gt; 'Admin', 'Title' =&gt; 'Agent Notifications' }; </pre> |

## Frontend::Module###AdminNotificationEvent

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AdminNotificationEvent'} = { 'Description' =&gt; 'Admin', 'Group' =&gt; [ 'admin' ], 'NavBarModule' =&gt; { 'Block' =&gt; 'Ticket', 'Description' =&gt; 'Create and manage event based notifications.', 'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin', 'Name' =&gt; 'Notifications (Event)', 'Prio' =&gt; '400' }, 'NavBarName' =&gt; 'Admin', 'Title' =&gt; 'Notifications (Event)' }; </pre> |

## Frontend::Module###AdminService

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Admin::ModuleRegistration                   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: |   |

| Description | Value  |
|-------------|--|
|             | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminService'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Ticket',     'Description' =&gt; 'Create and manage services.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Services',     'Prio' =&gt; '900'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Services' }; </pre> |

## Frontend::Module###AdminSLA

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminSLA'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Ticket',     'Description' =&gt; 'Create and manage Service Level Agreements (SLAs).',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Service Level Agreements',     'Prio' =&gt; '1000'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Service Level Agreements' }; </pre> |

## Frontend::Module###AdminType

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminType'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Ticket',     'Description' =&gt; 'Create and manage ticket types.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Types',     'Prio' =&gt; '700'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Types' }; </pre> |

## Frontend::Module###AdminState

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Admin::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminState'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Ticket',     'Description' =&gt; 'Create and manage ticket states.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'States',     'Prio' =&gt; '800'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'States' }; </pre> |



## Frontend::Module###AdminPriority

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminPriority'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'Ticket',     'Description' =&gt; 'Create and manage ticket priorities.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'Priorities',     'Prio' =&gt; '850'   },   'NavBarName' =&gt; 'Admin',   'Title' =&gt; 'Priorities' }; </pre> |

## Frontend::Module###AdminGenericAgent

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Admin::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AdminGenericAgent'} = {   'Description' =&gt; 'Admin',   'Group' =&gt; [     'admin'   ],   'NavBarModule' =&gt; {     'Block' =&gt; 'System',     'Description' =&gt; 'Manage periodic tasks.',     'Module' =&gt; 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' =&gt; 'GenericAgent', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Prio' =&gt; '300' }, 'NavBarName' =&gt; 'Admin', 'Title' =&gt; 'GenericAgent' };</pre> |

## Frontend::Agent

### Ticket::Frontend::PendingDiffTime

| Description     | Value   |
|-----------------|---|
| Description:    | Time in seconds that gets added to the actual time if setting a pending-state (default: 86400 = 1 day). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::PendingDiffTime'} = '86400';</pre>                                  |

### Ticket::Frontend::ListType

| Description     | Value  |
|-----------------|--|
| Description:    | Shows existing parent/child queue lists in the system in the form of a tree or a list. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ListType'} = 'tree';</pre>                         |

### Ticket::Frontend::TextAreaEmail

| Description     | Value   |
|-----------------|---|
| Description:    | Permitted width for compose email windows.                        |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::TextAreaEmail'} = '82';</pre> |

## Ticket::Frontend::TextAreaNote

| Description     | Value  |
|-----------------|--|
| Description:    | Permitted width for compose note windows.                          |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::TextAreaNote'} = '78';</code> |

## Ticket::Frontend::CustomerInfoCompose

| Description     | Value  |
|-----------------|--|
| Description:    | Shows the customer user information (phone and email) in the compose screen. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::CustomerInfoCompose'} = '1';</code>     |

## Ticket::Frontend::CustomerInfoComposeMaxSize

| Description     | Value   |
|-----------------|---|
| Description:    | Max size (in characters) of the customer information table (phone and email) in the compose screen. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::CustomerInfoComposeMaxSize'} = '22';</code>                    |

## Ticket::Frontend::CustomerInfoZoom

| Description  | Value   |
|--------------|---|
| Description: | Shows the customer user's info in the ticket zoom view. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent   |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::CustomerInfoZoom'} = '1';</code> |

## Ticket::Frontend::CustomerInfoZoomMaxSize

| Description     | Value   |
|-----------------|---|
| Description:    | Maximum size (in characters) of the customer information table in the ticket zoom view. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::CustomerInfoZoomMaxSize'} = '22';</code>           |

## Ticket::Frontend::CustomerInfoQueueMaxSize

| Description     | Value  |
|-----------------|--|
| Description:    | Maximum size (in characters) of the customer info table in the queue view.     |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::CustomerInfoQueueMaxSize'} = '18';</code> |

## Ticket::Frontend::AccountTime

| Description     | Value                      |
|-----------------|----------------------------|
| Description:    | Activates time accounting. |
| Group:          | Ticket                     |
| SubGroup:       | Frontend::Agent            |
| Valid:          | 1                          |
| Required:       | 1                          |
| Config-Setting: |                            |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AccountTime'} = '1';</code> |

## Ticket::Frontend::TimeUnits

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the preferred time units (e.g. work units, hours, minutes).            |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::TimeUnits'} = ' (work units) ';</code> |

## Ticket::Frontend::NeedAccountedTime

| Description     | Value  |
|-----------------|--|
| Description:    | Defines if time accounting is mandatory in the agent interface.        |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::NeedAccountedTime'} = '0';</code> |

## Ticket::Frontend::BulkAccountedTime

| Description     | Value  |
|-----------------|--|
| Description:    | Defines if time accounting must be set to all tickets in bulk action.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::BulkAccountedTime'} = '1';</code> |

## Ticket::Frontend::NeedSpellCheck

| Description  | Value   |
|--------------|---|
| Description: | Defines if composed messages have to be spell checked in the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::NeedSpellCheck'} = '0';</pre> |

## Ticket::Frontend::NewOwnerSelection

| Description     | Value   |
|-----------------|---|
| Description:    | Shows an owner selection in phone and email tickets in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::NewOwnerSelection'} = '1';</pre>        |

## Ticket::Frontend::NewResponsibleSelection

| Description     | Value   |
|-----------------|---|
| Description:    | Show a responsible selection in phone and email tickets in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::NewResponsibleSelection'} = '1';</pre>      |

## Ticket::Frontend::NewQueueSelectionType

| Description  | Value   |
|--------------|---|
| Description: | Defines the receipt target of the phone ticket and the sender of the email ticket ("Queue" shows all queues, "SystemAddress" displays all system addresses) in the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent   |

| Description     | Value  |
|-----------------|--|
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::NewQueueSelectionType'}<br/>= 'Queue';</pre> |

## Ticket::Frontend::NewQueueSelectionString

| Description     | Value   |
|-----------------|---|
| Description:    | Determines the strings that will be shown as receipt (To:) of the phone ticket and as sender (From:) of the email ticket in the agent interface. For Queue as NewQueueSelectionType "<Queue>" shows the names of the queues and for SystemAddress "<Realname> <<Email>>" shows the name and email of the receipt. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::NewQueueSelectionString'} =<br/>'&lt;Queue&gt;';</pre>  |

## Ticket::Frontend::NewQueueOwnSelection

| Description     | Value   |
|-----------------|---|
| Description:    | Determines which options will be valid of the receipt (phone ticket) and the sender (email ticket) in the agent interface.                      |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::NewQueueOwnSelection'}<br/>= {<br/>  '1' =&gt; 'First Queue!',<br/>  '2' =&gt; 'Second Queue!'<br/>};</pre> |

## Ticket::Frontend::ShowCustomerTickets

| Description  | Value   |
|--------------|---|
| Description: | Shows customer history tickets in AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer. |
| Group:       | Ticket  |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::ShowCustomerTickets'} = '1';</code> |

## NewTicketInNewWindow::Enabled

| Description     | Value  |
|-----------------|--|
| Description:    | If enabled, TicketPhone and TicketEmail will be open in new windows. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'NewTicketInNewWindow::Enabled'} = '0';</code>     |

## CustomerDBLink

| Description     | Value   |
|-----------------|---|
| Description:    | Defines an external link to the database of the customer (e.g. 'http://yourhost/customer.php?CID=\$Data{"CustomerID"}' or "). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'CustomerDBLink'} = '\$Env{"CGIHandle"}?Action=AgentTicketCustomer;TicketID=\$Data{"TicketID"}';</code>     |

## CustomerDBLinkTarget

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the target attribute in the link to external customer database. E.g. 'target="cdb"'. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'CustomerDBLinkTarget'} = '';</code>                                       |



## Frontend::CommonObject###QueueObject

| Description     | Value   |
|-----------------|---|
| Description:    | Path of the file that stores all the settings for the QueueObject object for the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::CommonObject'}-&gt;{'QueueObject'} = 'Kernel::System::Queue';</pre>   |

## Frontend::CommonObject###TicketObject

| Description     | Value   |
|-----------------|---|
| Description:    | Path of the file that stores all the settings for the TicketObject for the agent interface.       |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::CommonObject'}-&gt;{'TicketObject'} = 'Kernel::System::Ticket';</pre> |

## Frontend::CommonParam###Action

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default used Frontend-Module if no Action parameter given in the url on the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::CommonParam'}-&gt;{'Action'} = 'AgentDashboard';</pre>                       |

## Frontend::CommonParam###QueueID

| Description  | Value   |
|--------------|---|
| Description: | Default queue ID used by the system in the agent interface. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::CommonParam'}-&gt;{'QueueID'} = '0';</code> |

## Frontend::CommonParam###TicketID

| Description     | Value  |
|-----------------|--|
| Description:    | Default ticket ID used by the system in the agent interface.             |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::CommonParam'}-&gt;{'TicketID'} = '';</code> |

## Frontend::Agent::CustomerSearch

### Ticket::Frontend::CustomerSearchAutoComplete###Active

| Description     | Value  |
|-----------------|--|
| Description:    | Enables or disables the autocomplete feature for the customer search in the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::CustomerSearch  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::CustomerSearchAutoComplete'}-&gt;{'Active'} = '1';</code> |

### Ticket::Frontend::CustomerSearchAutoComplete###MinQueryLength

| Description  | Value  |
|--------------|--|
| Description: | Sets the minimum number of characters before autocomplete query is sent. |
| Group:       | Ticket   |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::CustomerSearch  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerSearchAutoComplete'}- &gt;{'MinQueryLength'} = '2';</pre> |

## Ticket::Frontend::CustomerSearchAutoComplete###QueryDelay

| Description     | Value  |
|-----------------|--|
| Description:    | Delay time between autocomplete queries in milliseconds.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::CustomerSearch  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerSearchAutoComplete'}- &gt;{'QueryDelay'} = '100';</pre> |

## Ticket::Frontend::CustomerSearchAutoComplete###MaxResultsDisplayed

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the number of search results to be displayed for the autocomplete feature.                              |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::CustomerSearch  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerSearchAutoComplete'}- &gt;{'MaxResultsDisplayed'} = '20';</pre> |

## Ticket::Frontend::CustomerSearchAutoComplete::DynamicWidth

| Description  | Value  |
|--------------|--|
| Description: | Determines if the search results container for the autocomplete feature should adjust its width dynamically. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::CustomerSearch  |
| Valid:       | 1  |

| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerSearchAutoComplete::DynamicWidth'} = '1';</pre> |

## Frontend::Agent::Dashboard

### DashboardBackend###0100-TicketPendingReminder

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Dashboard   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'DashboardBackend'}-&gt;{'0100-TicketPendingReminder'} = {   'Attributes' =&gt;   'TicketPendingTimeOlderMinutes=1;StateType=pending reminder;SortBy=PendingTime;OrderBy=Down;',   'Block' =&gt; 'ContentLarge',   'CacheTTLLocal' =&gt; '0.5',   'Default' =&gt; '1',   'Description' =&gt; 'All tickets with a reminder set where the reminder date has been reached',   'Filter' =&gt; 'Locked',   'Group' =&gt; '',   'Limit' =&gt; '10',   'Module' =&gt;   'Kernel::Output::HTML::DashboardTicketGeneric',   'Permission' =&gt; 'rw',   'Time' =&gt; 'UntilTime',   'Title' =&gt; 'Reminder Tickets' };</pre> |

### DashboardBackend###0110-TicketEscalation

| Description  | Value   |
|--------------|---|
| Description: | Parameters for the dashboard backend of the ticket escalation overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: |

| Description     | Value  |
|-----------------|--|
|                 | admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Dashboard   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'DashboardBackend'}-&gt;{'0110-TicketEscalation'} = {   'Attributes' =&gt;   'TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;Order   'Block' =&gt; 'ContentLarge',   'CacheTTLLocal' =&gt; '0.5',   'Default' =&gt; '1',   'Description' =&gt; 'All escalated tickets',   'Filter' =&gt; 'All',   'Group' =&gt; '',   'Limit' =&gt; '10',   'Module' =&gt;   'Kernel::Output::HTML::DashboardTicketGeneric',   'Permission' =&gt; 'rw',   'Time' =&gt; 'EscalationTime',   'Title' =&gt; 'Escalated Tickets' }; </pre> |

## DashboardBackend###0120-TicketNew

| Description     | Value   |
|-----------------|---|
| Description:    | Parameters for the dashboard backend of the new tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Dashboard  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'DashboardBackend'}-&gt;{'0120-TicketNew'} = {   'Attributes' =&gt; 'StateType=new;',   'Block' =&gt; 'ContentLarge',   'CacheTTLLocal' =&gt; '0.5',   'Default' =&gt; '1',   'Description' =&gt; 'All new tickets, these tickets have not been worked on yet', </pre>  |

| Description | Value   |
|-------------|---|
|             | <pre>'Filter' =&gt; 'All', 'Group' =&gt; '', 'Limit' =&gt; '10', 'Module' =&gt; 'Kernel::Output::HTML::DashboardTicketGeneric', 'Permission' =&gt; 'rw', 'Time' =&gt; 'Age', 'Title' =&gt; 'New Tickets' };</pre> |

## DashboardBackend###0130-TicketOpen

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Dashboard   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'DashboardBackend'}-&gt;{'0130-TicketOpen'} = {   'Attributes' =&gt; 'StateType=open;',   'Block' =&gt; 'ContentLarge',   'CacheTTLLocal' =&gt; '0.5',   'Default' =&gt; '1',   'Description' =&gt; 'All open tickets, these tickets have already been worked on, but need a response',   'Filter' =&gt; 'All',   'Group' =&gt; '',   'Limit' =&gt; '10',   'Module' =&gt; 'Kernel::Output::HTML::DashboardTicketGeneric',   'Permission' =&gt; 'rw',   'Time' =&gt; 'Age',   'Title' =&gt; 'Open Tickets / Need to be answered' };</pre> |

## DashboardBackend###0250-TicketStats

| Description  | Value  |
|--------------|--|
| Description: | Parameters for the dashboard backend of the ticket stats of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by |

| Description     | Value  |
|-----------------|--|
|                 | default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Dashboard   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'DashboardBackend'}-&gt;{'0250-TicketStats'} = {   'Block' =&gt; 'ContentSmall',   'CacheTTL' =&gt; '30',   'Closed' =&gt; '1',   'Created' =&gt; '1',   'Default' =&gt; '1',   'Group' =&gt; '',   'Module' =&gt; 'Kernel::Output::HTML::DashboardTicketStatsGeneric',   'Permission' =&gt; 'rw',   'Title' =&gt; '7 Day Stats' }; </pre> |

## DashboardBackend###0260-TicketCalendar

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters for the dashboard backend of the ticket calendar of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Dashboard   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'DashboardBackend'}-&gt;{'0260- TicketCalendar'} = {   'Block' =&gt; 'ContentSmall',   'CacheTTL' =&gt; '2',   'Default' =&gt; '1',   'Group' =&gt; '',   'Limit' =&gt; '6',   'Module' =&gt; 'Kernel::Output::HTML::DashboardCalendar',   'OwnerOnly' =&gt; '',   'Permission' =&gt; 'rw',   'Title' =&gt; 'Upcoming Events' }; </pre>  |

## Frontend::Agent::ModuleMetaHead

### Frontend::HeaderMetaModule###2-TicketSearch

| Description     | Value  |
|-----------------|--|
| Description:    | Module to generate html OpenSearch profile for short ticket search in the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleMetaHead  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::HeaderMetaModule'}-&gt;{'2-TicketSearch'} = {   'Action' =&gt; 'AgentTicketSearch',   'Module' =&gt;     'Kernel::Output::HTML::HeaderMetaTicketSearch' };</pre> |

## Frontend::Agent::ModuleNotify

### Frontend::NotifyModule###5-Ticket::TicketEscalation

| Description     | Value   |
|-----------------|---|
| Description:    | Module to show notifications and escalations (ShownMax: max. shown escalations, EscalationInMinutes: Show ticket which will escalation in, CacheTime: Cache of calculated escalations in seconds).  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleNotify   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::NotifyModule'}-&gt;{'5-Ticket::TicketEscalation'} = {   'CacheTime' =&gt; '40',   'EscalationInMinutes' =&gt; '120',   'Module' =&gt;     'Kernel::Output::HTML::NotificationAgentTicketEscalation',   'ShownMax' =&gt; '25' };</pre> |

## Frontend::Agent::ModuleRegistration

### Frontend::Module###AgentTicketQueue

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |



| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketQueue'} = {   'Description' =&gt; 'Overview of all open Tickets',   'Loader' =&gt; {     'CSS' =&gt; [       'Core.AgentTicketQueue.css'     ]   },   'NavBar' =&gt; [     {       'AccessKey' =&gt; 'o',       'Block' =&gt; '',       'Description' =&gt; 'Overview of all open Tickets',       'Link' =&gt; 'Action=AgentTicketQueue',       'LinkOption' =&gt; '',       'Name' =&gt; 'Queue view',       'NavBar' =&gt; 'Ticket',       'Prio' =&gt; '100',       'Type' =&gt; ''     },     {       'AccessKey' =&gt; 't',       'Block' =&gt; 'ItemArea',       'Description' =&gt; '',       'Link' =&gt; 'Action=AgentTicketQueue',       'LinkOption' =&gt; '',       'Name' =&gt; 'Tickets',       'NavBar' =&gt; 'Ticket',       'Prio' =&gt; '200',       'Type' =&gt; 'Menu'     }   ],   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'QueueView' }; </pre> |

## Frontend::Module###AgentTicketPhone

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::ModuleRegistration                   |
| Valid:       | 1   |

| Description     | Value  |
|-----------------|--|
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketPhone'} = {   'Description' =&gt; 'Create new phone picket',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.CustomerSearch.js',       'Core.Agent.TicketAction.js'     ]   },   'NavBar' =&gt; [     {       'AccessKey' =&gt; 'n',       'Block' =&gt; '',       'Description' =&gt; 'Create new phone ticket (inbound)',       'Link' =&gt; 'Action=AgentTicketPhone',       'LinkOption' =&gt; '',       'Name' =&gt; 'New phone ticket',       'NavBar' =&gt; 'Ticket',       'Prio' =&gt; '200',       'Type' =&gt; ''     }   ],   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'New phone ticket' }; </pre> |

## Frontend::Module###AgentTicketPhoneOutbound

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketPhoneOutbound'} = {   'Description' =&gt; 'Phone Call',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Phone-Ticket' }; </pre> |

## Frontend::Module###AgentTicketPhoneInbound

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketPhoneInbound'} = {   'Description' =&gt; 'Incoming Phone Call',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Phone-Ticket' }; </pre> |

## Frontend::Module###AgentTicketEmail

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketEmail'} = {   'Description' =&gt; 'Create new email ticket',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.CustomerSearch.js',       'Core.Agent.TicketAction.js'     ]   },   'NavBar' =&gt; [     {       'AccessKey' =&gt; 'e',       'Block' =&gt; '',       'Description' =&gt; 'Create new email ticket and send this out (outbound)',       'Link' =&gt; 'Action=AgentTicketEmail',       'LinkOption' =&gt; '',       'Name' =&gt; 'New email ticket',       'NavBar' =&gt; 'Ticket',     }   ] }; </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>         'Prio' =&gt; '210',         'Type' =&gt; ''     } ], 'NavBarName' =&gt; 'Ticket', 'Title' =&gt; 'New email ticket' }; </pre> |

## Frontend::Module###AgentTicketSearch

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketSearch'} = {     'Description' =&gt; 'Search Ticket',     'NavBar' =&gt; [         {             'AccessKey' =&gt; 's',             'Block' =&gt; '',             'Description' =&gt; 'Search Tickets',             'Link' =&gt; 'Action=AgentTicketSearch',             'LinkOption' =&gt;                 'onclick="window.setTimeout(function() {Core.Agent.Search.OpenSearchDialog(\'AgentTicketSearch \');}, 0); return false;"',             'Name' =&gt; 'Search',             'NavBar' =&gt; 'Ticket',             'Prio' =&gt; '300',             'Type' =&gt; ''         }     ],     'NavBarName' =&gt; 'Ticket',     'Title' =&gt; 'Search' }; </pre> |

## Frontend::Module###AgentTicketMailbox

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::ModuleRegistration                   |
| Valid:       | 1   |
| Required:    | 0   |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketMailbox'} = {   'Description' =&gt; 'compat module for AgentTicketMailbox to AgentTicketLockedView',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; '' }; </pre> |

## Frontend::Module###AgentTicketLockedView

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketLockedView'} = {   'Description' =&gt; 'Locked Tickets',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Locked Tickets' }; </pre> |

## Frontend::Module###AgentTicketResponsibleView

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketResponsibleView'} = {   'Description' =&gt; 'Responsible Tickets',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Responsible Tickets' }; </pre> |

## Frontend::Module###AgentTicketWatchView

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketWatchView'} = {   'Description' =&gt; 'Watched Tickets',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Watched Tickets' };</pre> |

## Frontend::Module###AgentCustomerSearch

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}- &gt;{'AgentCustomerSearch'} = {   'Description' =&gt; 'AgentCustomerSearch',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'AgentCustomerSearch' };</pre> |

## Frontend::Module###AgentTicketStatusView

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketStatusView'} = {   'Description' =&gt; 'Overview of all open tickets',   'NavBar' =&gt; [     {       'AccessKey' =&gt; 'v',       'Block' =&gt; '',       'Description' =&gt; 'Overview of all open Tickets.',       'Link' =&gt; 'Action=AgentTicketStatusView',</pre> |

| Description | Value   |
|-------------|---|
|             | <pre> 'LinkOption' =&gt; '', 'Name' =&gt; 'Status view', 'NavBar' =&gt; 'Ticket', 'Prio' =&gt; '110', 'Type' =&gt; ''     }   ],   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Status view' }; </pre> |

## Frontend::Module###AgentTicketEscalationView

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketEscalationView'} = {   'Description' =&gt; 'Overview of all escalated tickets',   'NavBar' =&gt; [     {       'AccessKey' =&gt; 'e',       'Block' =&gt; '',       'Description' =&gt; 'Overview Escalated Tickets',       'Link' =&gt; 'Action=AgentTicketEscalationView',       'LinkOption' =&gt; '',       'Name' =&gt; 'Escalation view',       'NavBar' =&gt; 'Ticket',       'Prio' =&gt; '120',       'Type' =&gt; ''     }   ],   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Escalation view' }; </pre> |

## Frontend::Module###AgentZoom

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::ModuleRegistration                   |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentZoom'} = {   'Description' =&gt; 'compat module for AgentZoom to AgentTicketZoom',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; '' };</pre> |

## Frontend::Module###AgentTicketZoom

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketZoom'} = {   'Description' =&gt; 'Ticket Zoom',   'Loader' =&gt; {     'JavaScript' =&gt; [       'thirdparty/jquery-tablesorter-2.0.5/ jquery.tablesorter.js',       'Core.UI.Table.Sort.js',       'Core.Agent.TicketZoom.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Zoom' };</pre> |

## Frontend::Module###AgentTicketAttachment

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketAttachment'} = {   'Description' =&gt; 'To download attachments',</pre> |



| Description | Value   |
|-------------|---|
|             | <pre>'NavBarName' =&gt; 'Ticket', 'Title' =&gt; '' };</pre> |

## Frontend::Module###AgentTicketPlain

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketPlain'} = {   'Description' =&gt; 'Ticket plain view of an email',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Plain' };</pre> |

## Frontend::Module###AgentTicketNote

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketNote'} = {   'Description' =&gt; 'Ticket Note',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Note' };</pre> |

## Frontend::Module###AgentTicketMerge

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketMerge'} = {   'Description' =&gt; 'Ticket Merge',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Merge' };</pre> |

## Frontend::Module###AgentTicketPending

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketPending'} = {   'Description' =&gt; 'Ticket Pending',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Pending' };</pre> |

## Frontend::Module###AgentTicketWatcher

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketWatcher'} = {   'Description' =&gt; 'A TicketWatcher Module',   'NavBarName' =&gt; 'Ticket-Watcher',   'Title' =&gt; 'Ticket-Watcher'</pre> |

| Description | Value           |
|-------------|-----------------|
|             | <code>};</code> |

## Frontend::Module###AgentTicketPriority

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketPriority'} = {   'Description' =&gt; 'Ticket Priority',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Priority' };</pre> |

## Frontend::Module###AgentTicketLock

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketLock'} = {   'Description' =&gt; 'Ticket Lock',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Lock' };</pre> |

## Frontend::Module###AgentTicketMove

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::ModuleRegistration                   |
| Valid:       | 1   |

| Description     | Value  |
|-----------------|--|
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketMove'} = {   'Description' =&gt; 'Ticket Move',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Move' }; </pre> |

## Frontend::Module###AgentTicketHistory

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketHistory'} = {   'Description' =&gt; 'Ticket History',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'History' }; </pre> |

## Frontend::Module###AgentTicketOwner

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketOwner'} = {   'Description' =&gt; 'Ticket Owner',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   } }; </pre> |

| Description | Value   |
|-------------|---|
|             | <pre> }, 'NavBarName' =&gt; 'Ticket', 'Title' =&gt; 'Owner' }; </pre> |

## Frontend::Module###AgentTicketResponsible

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketResponsible'} = {   'Description' =&gt; 'Ticket Responsible',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Responsible' }; </pre> |

## Frontend::Module###AgentTicketCompose

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketCompose'} = {   'Description' =&gt; 'Ticket Compose email Answer',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.CustomerSearch.js',       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Compose' }; </pre> |

## Frontend::Module###AgentTicketBounce

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketBounce'} = {   'Description' =&gt; 'Ticket Compose Bounce Email',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Bounce' };</pre> |

## Frontend::Module###AgentTicketForward

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketForward'} = {   'Description' =&gt; 'Ticket Forward Email',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.CustomerSearch.js',       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Forward' };</pre> |

## Frontend::Module###AgentTicketCustomer

| Description  | Value   |
|--------------|---|
| Description: | Frontend module registration for the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::ModuleRegistration                   |
| Valid:       | 1   |
| Required:    | 0   |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketCustomer'} = {   'Description' =&gt; 'Ticket Customer',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.CustomerSearch.js',       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Customer' }; </pre> |

## Frontend::Module###AgentTicketClose

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketClose'} = {   'Description' =&gt; 'Ticket Close',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Close' }; </pre> |

## Frontend::Module###AgentTicketFreeText

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.                         |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::Module'}- &gt;{'AgentTicketFreeText'} = { </pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'Description' =&gt; 'Ticket FreeText', 'Loader' =&gt; {   'JavaScript' =&gt; [     'Core.Agent.TicketAction.js'   ] }, 'NavBarName' =&gt; 'Ticket', 'Title' =&gt; 'Free Fields' };</pre> |

## Frontend::Module###AgentTicketPrint

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ModuleRegistration   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketPrint'} = {   'Description' =&gt; 'Ticket Print',   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Print' };</pre> |

## Frontend::Module###AgentTicketBulk

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ModuleRegistration  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Module'}-&gt;{'AgentTicketBulk'} = {   'Description' =&gt; 'Ticket bulk module',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Bulk-Action' };</pre> |



## Frontend::Agent::Preferences

### PreferencesGroups###NewTicketNotify

| Description     | Value   |
|-----------------|---|
| Description:    | Parameters for the NewTicketNotify object in the preferences view of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Preferences  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}-&gt;{'NewTicketNotify'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Email Settings',   'Data' =&gt; {     '0' =&gt; 'No',     '1' =&gt; 'Yes'   },   'DataSelected' =&gt; '0',   'Desc' =&gt; 'Send me a notification if there is a new ticket in "My Queues".',   'Key' =&gt; 'Send new ticket notifications',   'Label' =&gt; 'New ticket notification',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric',   'PrefKey' =&gt; 'UserSendNewTicketNotification',   'Prio' =&gt; '1000' }; </pre> |

### PreferencesGroups###FollowUpNotify

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters for the FollowUpNotify object in the preference view of the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}-&gt;{'FollowUpNotify'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Email Settings',   'Data' =&gt; {     '0' =&gt; 'No',     '1' =&gt; 'Yes'   }, }; </pre> |

| Description | Value   |
|-------------|---|
|             | <pre> 'DataSelected' =&gt; '0', 'Desc' =&gt; 'Send me a notification if a customer sends a follow up and I\'m the owner of the ticket or the ticket is unlocked and is in one of my subscribed queues.', 'Key' =&gt; 'Send ticket follow up notifications', 'Label' =&gt; 'Ticket follow up notification', 'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric', 'PrefKey' =&gt; 'UserSendFollowUpNotification', 'Prio' =&gt; '2000' }; </pre> |

### PreferencesGroups###LockTimeoutNotify

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters for the LockTimeoutNotify object in the preference view of the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}- &gt;{'LockTimeoutNotify'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Email Settings',   'Data' =&gt; {     '0' =&gt; 'No',     '1' =&gt; 'Yes'   },   'DataSelected' =&gt; '0',   'Desc' =&gt; 'Send me a notification if a ticket is unlocked by the system.',   'Key' =&gt; 'Send ticket lock timeout notifications',   'Label' =&gt; 'Ticket lock timeout notification',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric',   'PrefKey' =&gt; 'UserSendLockTimeoutNotification',   'Prio' =&gt; '3000' }; </pre> |

### PreferencesGroups###MoveNotify

| Description  | Value   |
|--------------|---|
| Description: | Parameters for the MoveNotify object in the preference view of the agent interface. |
| Group:       | Ticket  |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}-&gt;{'MoveNotify'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Email Settings',   'Data' =&gt; {     '0' =&gt; 'No',     '1' =&gt; 'Yes'   },   'DataSelected' =&gt; '0',   'Desc' =&gt; 'Send me a notification if a ticket is moved into one of "My Queues".',   'Key' =&gt; 'Send ticket move notifications',   'Label' =&gt; 'Ticket move notification',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric',   'PrefKey' =&gt; 'UserSendMoveNotification',   'Prio' =&gt; '4000' }; </pre> |

## PreferencesGroups###WatcherNotify

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters for the WatcherNotify object in the preference view of the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}-&gt;{'WatcherNotify'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Email Settings',   'Data' =&gt; {     '0' =&gt; 'No',     '1' =&gt; 'Yes'   },   'DataSelected' =&gt; '0',   'Desc' =&gt; 'Send me the same notifications for my watched tickets that the ticket owners will get.',   'Key' =&gt; 'Send ticket watch notifications',   'Label' =&gt; 'Ticket watch notification',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesTicketWatcher',   'PrefKey' =&gt; 'UserSendWatcherNotification',   'Prio' =&gt; '5000' }; </pre> |

| Description | Value           |
|-------------|-----------------|
|             | <code>};</code> |

## PreferencesGroups###CustomQueue

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters for the CustomQueue object in the preference view of the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesGroups'}-&gt;{'CustomQueue'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Other Settings',   'Desc' =&gt; 'Your queue selection of your favorite queues. You also get notified about those queues via email if enabled.',   'Key' =&gt; 'My Queues',   'Label' =&gt; 'My Queues',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesCustomQueue',   'Permission' =&gt; 'ro',   'Prio' =&gt; '1000' };</pre> |

## PreferencesGroups###RefreshTime

| Description     | Value   |
|-----------------|---|
| Description:    | Parameters for the RefreshTime object in the preference view of the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Preferences  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'PreferencesGroups'}-&gt;{'RefreshTime'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Other Settings',   'Data' =&gt; {     '0' =&gt; 'off',     '10' =&gt; '10 minutes',     '15' =&gt; '15 minutes',     '2' =&gt; ' 2 minutes',     '5' =&gt; ' 5 minutes',     '7' =&gt; ' 7 minutes'   }, };</pre> |

| Description | Value   |
|-------------|---|
|             | <pre> 'DataSelected' =&gt; '0', 'Desc' =&gt; 'If enabled, the different overviews (Dashboard, LockedView, QueueView) will automatically refresh after the specified time.', 'Key' =&gt; 'Refresh Overviews after', 'Label' =&gt; 'Overview Refresh Time', 'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric', 'PrefKey' =&gt; 'UserRefreshTime', 'Prio' =&gt; '2000' }; </pre> |

## PreferencesGroups###TicketOverviewSmallPageShown

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters for the pages (in which the tickets are shown) of the small ticket overview.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}- &gt;{'TicketOverviewSmallPageShown'} = {   'Active' =&gt; '0',   'Column' =&gt; 'Other Settings',   'Data' =&gt; {     '10' =&gt; '10',     '15' =&gt; '15',     '20' =&gt; '20',     '25' =&gt; '25',     '30' =&gt; '30',     '35' =&gt; '35'   },   'DataSelected' =&gt; '25',   'Key' =&gt; 'Ticket limit per page for Ticket Overview "Small"',   'Label' =&gt; 'Ticket Overview "Small" Limit',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric',   'PrefKey' =&gt; 'UserTicketOverviewSmallPageShown',   'Prio' =&gt; '8000' }; </pre> |

## PreferencesGroups###TicketOverviewMediumPageShown

| Description  | Value  |
|--------------|--|
| Description: | Parameters for the pages (in which the tickets are shown) of the medium ticket overview. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}- &gt;{'TicketOverviewMediumPageShown'} = {   'Active' =&gt; '0',   'Column' =&gt; 'Other Settings',   'Data' =&gt; {     '10' =&gt; '10',     '15' =&gt; '15',     '20' =&gt; '20',     '25' =&gt; '25',     '30' =&gt; '30',     '35' =&gt; '35'   },   'DataSelected' =&gt; '20',   'Key' =&gt; 'Ticket limit per page for Ticket Overview "Medium"',   'Label' =&gt; 'Ticket Overview "Medium" Limit',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric',   'PrefKey' =&gt; 'UserTicketOverviewMediumPageShown',   'Prio' =&gt; '8100' }; </pre> |

## PreferencesGroups###TicketOverviewPreviewPageShown

| Description     | Value   |
|-----------------|---|
| Description:    | Parameters for the pages (in which the tickets are shown) of the ticket preview overview.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Preferences  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}- &gt;{'TicketOverviewPreviewPageShown'} = {   'Active' =&gt; '0',   'Column' =&gt; 'Other Settings',   'Data' =&gt; {     '10' =&gt; '10',     '15' =&gt; '15',     '20' =&gt; '20',     '25' =&gt; '25',     '30' =&gt; '30',     '35' =&gt; '35'   } }; </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> }, 'DataSelected' =&gt; '15', 'Key' =&gt; 'Ticket limit per page for Ticket Overview "Preview"', 'Label' =&gt; 'Ticket Overview "Preview" Limit', 'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric', 'PrefKey' =&gt; 'UserTicketOverviewPreviewPageShown', 'Prio' =&gt; '8200' }; </pre> |

## PreferencesGroups###CreateNextMask

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters for the CreateNextMask object in the preference view of the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Preferences   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'PreferencesGroups'}-&gt;{'CreateNextMask'} = {   'Active' =&gt; '1',   'Column' =&gt; 'Other Settings',   'Data' =&gt; {     '' =&gt; 'CreateTicket',     'AgentTicketZoom' =&gt; 'TicketZoom'   },   'DataSelected' =&gt; '',   'Key' =&gt; 'Show this screen after I created a new ticket',   'Label' =&gt; 'Screen after new ticket',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric',   'PrefKey' =&gt; 'UserCreateNextMask',   'Prio' =&gt; '3000' }; </pre> |

## Frontend::Agent::SearchRouter

### Frontend::Search###Ticket

| Description  | Value                  |
|--------------|------------------------|
| Description: | Search backend router. |
| Group:       | Ticket                 |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Agent::SearchRouter   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::Search'}-&gt;{'Ticket'} = {   '^AgentTicket' =&gt;   'Action=AgentTicketSearch;Subaction=AJAX' };</pre> |

## Frontend::Agent::Ticket::ArticleAttachmentModule

### Ticket::Frontend::ArticleAttachmentModule###1-Download

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link to download article attachments in the zoom view of the article in the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ArticleAttachmentModule   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::ArticleAttachmentModule'}- &gt;{'1-Download'} = {   'Module' =&gt;   'Kernel::Output::HTML::ArticleAttachmentDownload' };</pre> |

### Ticket::Frontend::ArticleAttachmentModule###2-HTML-Viewer

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link to access article attachments via a html online viewer in the zoom view of the article in the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ArticleAttachmentModule  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::ArticleAttachmentModule'}- &gt;{'2-HTML-Viewer'} = {   'Module' =&gt;   'Kernel::Output::HTML::ArticleAttachmentHTMLViewer' };</pre> |



## Frontend::Agent::Ticket::ArticleComposeModule

### Ticket::Frontend::ArticleComposeModule###1-SignEmail

| Description     | Value   |
|-----------------|---|
| Description:    | Module to compose signed messages (PGP or S/MIME).  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ArticleComposeModule   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ArticleComposeModule'}-&gt;{'1-SignEmail'} = {   'Module' =&gt;   'Kernel::Output::HTML::ArticleComposeSign' };</pre> |

### Ticket::Frontend::ArticleComposeModule###2-CryptEmail

| Description     | Value   |
|-----------------|---|
| Description:    | Module to crypt composed messages (PGP or S/MIME).  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ArticleComposeModule   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ArticleComposeModule'}-&gt;{'2-CryptEmail'} = {   'Module' =&gt;   'Kernel::Output::HTML::ArticleComposeCrypt' };</pre> |

## Frontend::Agent::Ticket::ArticleViewModule

### Ticket::Frontend::ArticleViewModule###1-PGP

| Description     | Value   |
|-----------------|---|
| Description:    | Agent interface article notification module to check PGP.                       |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ArticleViewModule                                      |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ArticleViewModule'}-&gt;{'1-PGP'} = {</pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Module' =&gt; 'Kernel::Output::HTML::ArticleCheckPGP' };</pre> |

## Ticket::Frontend::ArticleViewModule###1-SMIME

| Description     | Value   |
|-----------------|---|
| Description:    | Agent interface module to check incoming emails in the Ticket-Zoom-View if the S/MIME-key is available and true.                                  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ArticleViewModule  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ArticleViewModule'}-&gt;{'1-SMIME'} = {   'Module' =&gt;   'Kernel::Output::HTML::ArticleCheckSMIME' };</pre> |

## Frontend::Agent::Ticket::ArticleViewModulePre

### Ticket::Frontend::ArticlePreViewModule###1-PGP

| Description     | Value  |
|-----------------|--|
| Description:    | Agent interface article notification module to check PGP.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ArticleViewModulePre  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ArticlePreViewModule'}-&gt;{'1-PGP'} = {   'Module' =&gt;   'Kernel::Output::HTML::ArticleCheckPGP' };</pre> |

### Ticket::Frontend::ArticlePreViewModule###1-SMIME

| Description  | Value  |
|--------------|--|
| Description: | Agent interface article notification module to check S/MIME. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ArticleViewModulePre                |
| Valid:       | 1  |
| Required:    | 1  |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ArticlePreViewModule'}-&gt;{'1-SMIME'} = {   'Module' =&gt;     'Kernel::Output::HTML::ArticleCheckSMIME' };</pre> |

## Frontend::Agent::Ticket::MenuModule

### Ticket::Frontend::MenuModule###000-Back

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to go back in the ticket zoom view of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'000-Back'} = {   'Action' =&gt; '',   'Description' =&gt; 'Back',   'Link' =&gt; '\$Env{"LastScreenOverview"};TicketID=\$QData{"TicketID"}',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Back',   'PopupType' =&gt; '',   'Target' =&gt; '' };</pre> |

### Ticket::Frontend::MenuModule###100-Lock

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to lock/unlock tickets in the ticket zoom view of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'100-Lock'} = {   'Action' =&gt; 'AgentTicketLock',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuLock', };</pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Name' =&gt; 'Lock', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###200-History

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link in the menu to access the history of a ticket in the ticket zoom view of the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'200-History'} = {   'Action' =&gt; 'AgentTicketHistory',   'Description' =&gt; 'Shows the ticket history',   'Link' =&gt; 'Action=AgentTicketHistory;TicketID=\$QData{"TicketID"}',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'History',   'PopupType' =&gt; 'TicketHistory',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###210-Print

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to print a ticket or an article in the ticket zoom view of the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'210-Print'} = {   'Action' =&gt; 'AgentTicketPrint',   'Description' =&gt; 'Print this ticket',   'Link' =&gt; 'Action=AgentTicketPrint;TicketID=\$QData{"TicketID"}',   'LinkParam' =&gt; 'target="print"',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuGeneric',</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'Name' =&gt; 'Print', 'PopupType' =&gt; 'TicketAction', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###300-Priority

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to see the priority of a ticket in the ticket zoom view of the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'300-Priority'} = {   'Action' =&gt; 'AgentTicketPriority',   'Description' =&gt; 'Change the ticket priority',   'Link' =&gt; 'Action=AgentTicketPriority;TicketID=\$QData{"TicketID"}',   'Module' =&gt;   'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Priority',   'PopupType' =&gt; 'TicketAction',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###310-FreeText

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to add a free text field in the ticket zoom view of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'310-FreeText'} = {   'Action' =&gt; 'AgentTicketFreeText',   'Description' =&gt; 'Change the free fields for this ticket',   'Link' =&gt; 'Action=AgentTicketFreeText;TicketID=\$QData{"TicketID"}',   'Module' =&gt;   'Kernel::Output::HTML::TicketMenuGeneric',</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'Name' =&gt; 'Free Fields', 'PopupType' =&gt; 'TicketAction', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###320-Link

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu that allows linking a ticket with another object in the ticket zoom view of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'320-Link'} = {   'Action' =&gt; 'AgentLinkObject',   'Description' =&gt; 'Link this ticket to other objects',   'Link' =&gt;     'Action=AgentLinkObject;SourceObject=Ticket;SourceKey=\$QData{"TicketID"}',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Link',   'PopupType' =&gt; 'TicketAction',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###400-Owner

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to see the owner of a ticket in the ticket zoom view of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'400-Owner'} = {   'Action' =&gt; 'AgentTicketOwner',   'Description' =&gt; 'Change the owner for this ticket',   'Link' =&gt; 'Action=AgentTicketOwner;TicketID=\$QData{"TicketID"}', };</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'Module' =&gt; 'Kernel::Output::HTML::TicketMenuGeneric', 'Name' =&gt; 'Owner', 'PopupType' =&gt; 'TicketAction', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###410-Responsible

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link in the menu to see the responsible agent of a ticket in the ticket zoom view of the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'410-Responsible'} = {   'Action' =&gt; 'AgentTicketResponsible',   'Description' =&gt; 'Change the responsible person for this ticket',   'Link' =&gt;   'Action=AgentTicketResponsible;TicketID=\$QData{"TicketID"}',   'Module' =&gt;   'Kernel::Output::HTML::TicketMenuResponsible',   'Name' =&gt; 'Responsible',   'PopupType' =&gt; 'TicketAction',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###420-Customer

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to see the customer who requested the ticket in the ticket zoom view of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'420-Customer'} = {   'Action' =&gt; 'AgentTicketCustomer',   'Description' =&gt; 'Change the customer for this ticket', };</pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Link' =&gt; 'Action=AgentTicketCustomer;TicketID=\$QData{"TicketID"}', 'Module' =&gt; 'Kernel::Output::HTML::TicketMenuGeneric', 'Name' =&gt; 'Customer', 'PopupType' =&gt; 'TicketAction', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###420-Note

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link in the menu to add a note in the ticket zoom view of the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'420-Note'} = {   'Action' =&gt; 'AgentTicketNote',   'Description' =&gt; 'Add a note to this ticket',   'Link' =&gt; 'Action=AgentTicketNote;TicketID=\$QData{"TicketID"}',   'Module' =&gt; 'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Note',   'PopupType' =&gt; 'TicketAction',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###430-Merge

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link in the menu that allows merging tickets in the ticket zoom view of the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'430-Merge'} = {   'Action' =&gt; 'AgentTicketMerge',   'Description' =&gt; 'Merge into a different ticket',</pre> |



| Description | Value  |
|-------------|--|
|             | <pre>'Link' =&gt; 'Action=AgentTicketMerge;TicketID=\$QData{"TicketID"}', 'Module' =&gt; 'Kernel::Output::HTML::TicketMenuGeneric', 'Name' =&gt; 'Merge', 'PopupType' =&gt; 'TicketAction', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###440-Pending

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to set a ticket as pending in the ticket zoom view of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'440-Pending'} = {   'Action' =&gt; 'AgentTicketPending',   'Description' =&gt; 'Set this ticket to pending',   'Link' =&gt; 'Action=AgentTicketPending;TicketID=\$QData{"TicketID"}',   'Module' =&gt; 'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Pending',   'PopupType' =&gt; 'TicketAction',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###448-Watch

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu for subscribing / unsubscribing from a ticket in the ticket zoom view of the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'448-Watch'} = {   'Action' =&gt; 'AgentTicketWatcher',   'Module' =&gt; 'Kernel::Output::HTML::TicketMenuTicketWatcher',</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'Name' =&gt; 'Watch', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###450-Close

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link in the menu to close a ticket in the ticket zoom view of the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'450-Close'} = {   'Action' =&gt; 'AgentTicketClose',   'Description' =&gt; 'Close this ticket',   'Link' =&gt; 'Action=AgentTicketClose;TicketID=\$QData{"TicketID"}',   'Module' =&gt;   'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Close',   'PopupType' =&gt; 'TicketAction',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###460-Delete

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to delete a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'460-Delete'} = {   'Action' =&gt; 'AgentTicketMove',   'Description' =&gt; 'Delete this ticket',   'Link' =&gt; 'Action=AgentTicketMove;TicketID=\$Data{"TicketID"};DestQueue=Delete',   'Module' =&gt;   'Kernel::Output::HTML::TicketMenuGeneric',</pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Name' =&gt; 'Delete', 'PopupType' =&gt; '', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::MenuModule###470-Spam

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link to set a ticket as spam in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::MenuModule  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MenuModule'}-&gt;{'470-Spam'} = {   'Action' =&gt; 'AgentTicketMove',   'Description' =&gt; 'Mark as Spam!',   'Link' =&gt; 'Action=AgentTicketMove;TicketID=\$Data{"TicketID"};DestQueue=Delete',   'Module' =&gt;   'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Spam',   'PopupType' =&gt; '',   'Target' =&gt; '' };</pre> |

## Frontend::Agent::Ticket::MenuModulePre

### Ticket::Frontend::PreMenuModule###100-Lock

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to lock / unlock a ticket in the ticket overviews of the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModulePre  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::PreMenuModule'}-&gt;{'100-Lock'} = {   'Action' =&gt; 'AgentTicketLock',   'Module' =&gt;   'Kernel::Output::HTML::TicketMenuLock',</pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Name' =&gt; 'Lock', 'PopupType' =&gt; '', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::PreMenuModule###200-Zoom

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to zoom a ticket in the ticket overviews of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModulePre  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::PreMenuModule'}-&gt;{'200-Zoom'} = {   'Action' =&gt; 'AgentTicketZoom',   'Description' =&gt; 'Look into a ticket!',   'Link' =&gt; 'Action=AgentTicketZoom;TicketID=\$QData{"TicketID"}',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Zoom',   'PopupType' =&gt; '',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::PreMenuModule###210-History

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link in the menu to see the history of a ticket in every ticket overview of the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::MenuModulePre   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::PreMenuModule'}-&gt;{'210-History'} = {   'Action' =&gt; 'AgentTicketHistory',   'Description' =&gt; 'Shows the ticket history!',   'Link' =&gt; 'Action=AgentTicketHistory;TicketID=\$QData{"TicketID"}',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuGeneric',</pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Name' =&gt; 'History', 'PopupType' =&gt; 'TicketHistory', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::PreMenuModule###300-Priority

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to set the priority of a ticket in every ticket overview of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModulePre  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::PreMenuModule'}-&gt;{'300-Priority'} = {   'Action' =&gt; 'AgentTicketPriority',   'Description' =&gt; 'Change the ticket priority!',   'Link' =&gt; 'Action=AgentTicketPriority;TicketID=\$QData{"TicketID"}',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Priority',   'PopupType' =&gt; 'TicketAction',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::PreMenuModule###420-Note

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to add a note to a ticket in every ticket overview of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModulePre  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::PreMenuModule'}-&gt;{'420-Note'} = {   'Action' =&gt; 'AgentTicketNote',   'Description' =&gt; 'Add a note to this ticket',   'Link' =&gt; 'Action=AgentTicketNote;TicketID=\$QData{"TicketID"}',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuGeneric',</pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'Name' =&gt; 'Note', 'PopupType' =&gt; 'TicketAction', 'Target' =&gt; '' };</pre> |

## Ticket::Frontend::PreMenuModule###440-Close

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to close a ticket in every ticket overview of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModulePre  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::PreMenuModule'}-&gt;{'440-Close'} = {   'Action' =&gt; 'AgentTicketClose',   'Description' =&gt; 'Close this ticket',   'Link' =&gt; 'Action=AgentTicketClose;TicketID=\$QData{"TicketID"}',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Close',   'PopupType' =&gt; 'TicketAction',   'Target' =&gt; '' };</pre> |

## Ticket::Frontend::PreMenuModule###445-Move

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to move a ticket in every ticket overview of the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModulePre  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::PreMenuModule'}-&gt;{'445-Move'} = {   'Action' =&gt; 'AgentTicketMove',   'Description' =&gt; 'Change queue!',   'Module' =&gt;     'Kernel::Output::HTML::TicketMenuMove',   'Name' =&gt; 'Move' };</pre> |

**Ticket::Frontend::PreMenuModule###450-Delete**

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link in the menu to delete a ticket in every ticket overview of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::MenuModulePre   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Ticket::Frontend::PreMenuModule'}-&gt;{'450-Delete'} = {   'Action' =&gt; 'AgentTicketMove',   'Description' =&gt; 'Delete this ticket',   'Link' =&gt; 'Action=AgentTicketMove;TicketID=\$Data{"TicketID"};DestQueue=Delete',   'Module' =&gt;   'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Delete',   'PopupType' =&gt; '',   'Target' =&gt; '' }; </pre> |

**Ticket::Frontend::PreMenuModule###460-Spam**

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a link in the menu to set a ticket as spam in every ticket overview of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::MenuModulePre  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Ticket::Frontend::PreMenuModule'}-&gt;{'460-Spam'} = {   'Action' =&gt; 'AgentTicketMove',   'Description' =&gt; 'Mark as Spam!',   'Link' =&gt; 'Action=AgentTicketMove;TicketID=\$Data{"TicketID"};DestQueue=Delete',   'Module' =&gt;   'Kernel::Output::HTML::TicketMenuGeneric',   'Name' =&gt; 'Spam',   'PopupType' =&gt; '',   'Target' =&gt; '' }; </pre> |

| Description | Value           |
|-------------|-----------------|
|             | <code>};</code> |

## Frontend::Agent::Ticket::ViewBounce

### Ticket::Frontend::AgentTicketBounce###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to use the ticket bounce screen in the agent interface.                   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewBounce  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketBounce'}-&gt;{'Permission'} = 'bounce';</code> |

### Ticket::Frontend::AgentTicketBounce###RequiredLock

| Description     | Value  |
|-----------------|--|
| Description:    | Defines if a ticket lock is required in the ticket bounce screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewBounce  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketBounce'}-&gt;{'RequiredLock'} = '1';</code>  |

### Ticket::Frontend::AgentTicketBounce###StateDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default next state of a ticket after being bounced, in the ticket bounce screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewBounce   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketBounce'}-&gt;{'StateDefault'} = 'closed successful';</code>         |



## Ticket::Frontend::AgentTicketBounce###StateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the next state of a ticket after being bounced, in the ticket bounce screen of the agent interface.      |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewBounce  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBounce'}- &gt;{'StateType'} = [     'open',     'closed' ];</pre> |

## Ticket::Frontend::BounceText

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket bounced notification for customer/sender in the ticket bounce screen of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewBounce   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::BounceText'} = 'Your email with ticket number "&lt;OTRS_TICKET&gt;" is bounced to "&lt;OTRS_BOUNCE_TO&gt;". Contact this address for further information.';</pre> |

## Frontend::Agent::Ticket::ViewBulk

### Ticket::Frontend::AgentTicketBulk###RequiredLock

| Description     | Value  |
|-----------------|--|
| Description:    | Automatically lock and set owner to current Agent after selecting for an Bulk Action.    |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewBulk  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}- &gt;{'RequiredLock'} = '1';</pre> |

**Ticket::Frontend::AgentTicketBulk###TicketType**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the ticket type in the ticket bulk screen of the agent interface.                |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewBulk   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'TicketType'} = '1';</pre> |

**Ticket::Frontend::AgentTicketBulk###Owner**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the ticket owner in the ticket bulk screen of the agent interface.          |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewBulk  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'Owner'} = '1';</pre> |

**Ticket::Frontend::AgentTicketBulk###Responsible**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the responsible agent of the ticket in the ticket bulk screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewBulk  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'Responsible'} = '1';</pre>     |

**Ticket::Frontend::AgentTicketBulk###State**

| Description  | Value  |
|--------------|--|
| Description: | If a note is added by an agent, sets the state of a ticket in the ticket bulk screen of the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewBulk  |

| Description     | Value  |
|-----------------|--|
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'State'} = '1';</pre> |

## Ticket::Frontend::AgentTicketBulk###StateType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the next state of a ticket after adding a note, in the ticket bulk screen of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewBulk   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'StateType'} = [     'open',     'closed',     'pending reminder',     'pending auto' ];</pre> |

## Ticket::Frontend::AgentTicketBulk###StateDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default next state of a ticket after adding a note, in the ticket bulk screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewBulk   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'StateDefault'} = 'open';</pre>                        |

## Ticket::Frontend::AgentTicketBulk###Priority

| Description  | Value   |
|--------------|---|
| Description: | Shows the ticket priority options in the ticket bulk screen of the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewBulk   |
| Valid:       | 1   |

| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'Priority'} = '1';</pre> |

## Ticket::Frontend::AgentTicketBulk###PriorityDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket priority in the ticket bulk screen of the agent interface.             |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewBulk   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'PriorityDefault'} = '3 normal';</pre> |

## Ticket::Frontend::AgentTicketBulk###ArticleTypeDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default type of the note in the ticket bulk screen of the agent interface.                    |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewBulk   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'ArticleTypeDefault'} = 'note-internal';</pre> |

## Ticket::Frontend::AgentTicketBulk###ArticleTypes

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the different note types that will be used in the system.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewBulk  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketBulk'}-&gt;{'ArticleTypes'} = {     'note-external' =&gt; '1',     'note-internal' =&gt; '1', }</pre> |

| Description | Value   |
|-------------|---|
|             | <code>'note-report' =&gt; '0'</code><br><code>};</code> |

## Frontend::Agent::Ticket::ViewClose

### Ticket::Frontend::AgentTicketClose###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to use the close ticket screen in the agent interface.                  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'Permission'} = 'close';</code> |

### Ticket::Frontend::AgentTicketClose###RequiredLock

| Description     | Value   |
|-----------------|---|
| Description:    | Defines if a ticket lock is required in the close ticket screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'RequiredLock'} = '1';</code>  |

### Ticket::Frontend::AgentTicketClose###TicketType

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the ticket type in the close ticket screen of the agent interface (Ticket::Type needs to be activated). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'TicketType'} = '0';</code>                     |

**Ticket::Frontend::AgentTicketClose###Service**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the service in the close ticket screen of the agent interface (Ticket::Service needs to be activated). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'Service'} = '0';</pre>                         |

**Ticket::Frontend::AgentTicketClose###Owner**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the ticket owner in the close ticket screen of the agent interface.          |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'Owner'} = '0';</pre> |

**Ticket::Frontend::AgentTicketClose###OwnerMandatory**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets if ticket owner must be selected by the agent.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'OwnerMandatory'} = '0';</pre> |

**Ticket::Frontend::AgentTicketClose###Responsible**

| Description  | Value   |
|--------------|---|
| Description: | Sets the responsible agent of the ticket in the close ticket screen of the agent interface. |
| Group:       | Ticket  |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}- &gt;{'Responsible'} = '0';</pre> |

## Ticket::Frontend::AgentTicketClose###State

| Description     | Value   |
|-----------------|---|
| Description:    | If a note is added by an agent, sets the state of a ticket in the close ticket screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}- &gt;{'State'} = '1';</pre>                            |

## Ticket::Frontend::AgentTicketClose###StateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the next state of a ticket after adding a note, in the close ticket screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}- &gt;{'StateType'} = [     'closed' ];</pre>        |

## Ticket::Frontend::AgentTicketClose###StateDefault

| Description  | Value  |
|--------------|--|
| Description: | Defines the default next state of a ticket after adding a note, in the close ticket screen of the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewClose   |
| Valid:       | 1  |

| Description     | Value  |
|-----------------|--|
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'StateDefault'} = 'closed successful';</pre> |

## Ticket::Frontend::AgentTicketClose###Note

| Description     | Value  |
|-----------------|--|
| Description:    | Allows adding notes in the close ticket screen of the agent interface.           |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'Note'} = '1';</pre> |

## Ticket::Frontend::AgentTicketClose###Subject

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default subject for notes added in the close ticket screen of the agent interface.       |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'Subject'} = '\$Text{"Close"}';</pre> |

## Ticket::Frontend::AgentTicketClose###Body

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default body text for notes added in the close ticket screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'Body'} = '';</pre>               |



**Ticket::Frontend::AgentTicketClose###InvolvedAgent**

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a list of all the involved agents on this ticket, in the close ticket screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'InvolvedAgent'} = '0';</pre>                  |

**Ticket::Frontend::AgentTicketClose###InformAgent**

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the close ticket screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'InformAgent'} = '0';</pre>  |

**Ticket::Frontend::AgentTicketClose###ArticleTypeDefault**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default type of the note in the close ticket screen of the agent interface.                    |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'ArticleTypeDefault'} = 'note-internal';</pre> |

**Ticket::Frontend::AgentTicketClose###ArticleTypes**

| Description  | Value   |
|--------------|---|
| Description: | Specifies the different note types that will be used in the system. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}- &gt;{'ArticleTypes'} = {     'note-external' =&gt; '0',     'note-internal' =&gt; '1',     'note-report' =&gt; '0' };</pre> |

### Ticket::Frontend::AgentTicketClose###Priority

| Description     | Value   |
|-----------------|---|
| Description:    | Shows the ticket priority options in the close ticket screen of the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}- &gt;{'Priority'} = '0';</pre> |

### Ticket::Frontend::AgentTicketClose###PriorityDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket priority in the close ticket screen of the agent interface.              |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}- &gt;{'PriorityDefault'} = '3 normal';</pre> |

### Ticket::Frontend::AgentTicketClose###Title

| Description  | Value   |
|--------------|---|
| Description: | Shows the title fields in the close ticket screen of the agent interface. |
| Group:       | Ticket  |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'Title'} = '0';</pre> |

## Ticket::Frontend::AgentTicketClose###HistoryType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history type for the close ticket screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'HistoryType'} = 'AddNote';</pre>                           |

## Ticket::Frontend::AgentTicketClose###HistoryComment

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history comment for the close ticket screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewClose   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'HistoryComment'} = '%%Close';</pre>                           |

## Ticket::Frontend::AgentTicketClose###DynamicField

| Description  | Value   |
|--------------|---|
| Description: | Dynamic fields shown in the ticket close screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewClose  |
| Valid:       | 1   |
| Required:    | 0   |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketClose'}-&gt;{'DynamicField'} = {};</code> |

## Frontend::Agent::Ticket::ViewCompose

### Ticket::Frontend::AgentTicketCompose###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to use the ticket compose screen in the agent interface.                    |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewCompose   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketCompose'}-&gt;{'Permission'} = 'compose';</code> |

### Ticket::Frontend::AgentTicketCompose###RequiredLock

| Description     | Value   |
|-----------------|---|
| Description:    | Defines if a ticket lock is required in the ticket compose screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewCompose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketCompose'}-&gt;{'RequiredLock'} = '1';</code>  |

### Ticket::Frontend::AgentTicketCompose###StateDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default next state of a ticket if it is composed / answered in the ticket compose screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewCompose   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketCompose'}-&gt;{'StateDefault'} = 'open';</code> |

## Ticket::Frontend::AgentTicketCompose###StateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the next possible states after composing / answering a ticket in the ticket compose screen of the agent interface.                                   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewCompose   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketCompose'}-&gt;{'StateType'} = [     'open',     'closed',     'pending auto',     'pending reminder' ];</pre> |

## Ticket::Frontend::ResponseFormat

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the format of responses in the ticket compose screen of the agent interface (\$QData{"OrigFrom"} is From 1:1, \$QData{"OrigFromName"} is only realname of From).  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewCompose  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ResponseFormat'} = '\$QData{"Salutation"} \$QData{"StdResponse"} \$QData{"Signature"}  \$TimeShort{"\$QData{"Created"}} - \$QData{"OrigFromName"} \$Text{"wrote"}: \$QData{"Body"} ';</pre> |

## Ticket::Frontend::Quote

| Description  | Value  |
|--------------|--|
| Description: | Defines the used character for email quotes in the ticket compose screen of the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewCompose                          |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::Quote'} = '&gt;';</code> |

## Ticket::Frontend::ComposeAddCustomerAddress

| Description     | Value   |
|-----------------|---|
| Description:    | Adds customers email addresses to recipients in the ticket compose screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewCompose  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::ComposeAddCustomerAddress'} = '1';</code>                    |

## Ticket::Frontend::ComposeReplaceSenderAddress

| Description     | Value   |
|-----------------|---|
| Description:    | Replaces the original sender with current customer's email address on compose answer in the ticket compose screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewCompose  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::ComposeReplaceSenderAddress'} = '0';</code>  |

## Ticket::Frontend::ComposeExcludeCcRecipients

| Description  | Value   |
|--------------|---|
| Description: | Uses Cc recipients in reply Cc list on compose an email answer in the ticket compose screen of the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewCompose  |
| Valid:       | 1   |

| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ComposeExcludeCcRecipients'} = '0';</pre> |

## Ticket::Frontend::AgentTicketCompose###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket compose screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewCompose  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketCompose'}-&gt;{'DynamicField'} = {};</pre>   |

## Frontend::Agent::Ticket::ViewCustomer

### Ticket::Frontend::AgentTicketCustomer###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to change the customer of a ticket in the agent interface.                  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewCustomer  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketCustomer'}-&gt;{'Permission'} = 'customer';</pre> |

### Ticket::Frontend::AgentTicketCustomer###RequiredLock

| Description  | Value   |
|--------------|---|
| Description: | Defines if a ticket lock is required to change the customer of a ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewCustomer   |
| Valid:       | 1   |

| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketCustomer'}-&gt;{'RequiredLock'} = '0';</code> |

## Frontend::Agent::Ticket::ViewEmailNew

### Ticket::Frontend::AgentTicketEmail###Priority

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default priority for new email tickets in the agent interface.                       |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}-&gt;{'Priority'} = '3 normal';</code> |

### Ticket::Frontend::AgentTicketEmail###ArticleType

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default article type for new email tickets in the agent interface.                            |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}-&gt;{'ArticleType'} = 'email-external';</code> |

### Ticket::Frontend::AgentTicketEmail###SenderType

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default sender type for new email tickets in the agent interface.                   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}-&gt;{'SenderType'} = 'agent';</code> |



**Ticket::Frontend::AgentTicketEmail###Subject**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default subject for new email tickets (e.g. 'email Outbound') in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}-&gt;{'Subject'} = '';</pre>             |

**Ticket::Frontend::AgentTicketEmail###Body**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default text for new email tickets in the agent interface.             |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}-&gt;{'Body'} = '';</pre> |

**Ticket::Frontend::AgentTicketEmail###StateDefault**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default next ticket state, after the creation of an email ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}-&gt;{'StateDefault'} = 'open';</pre>       |

**Ticket::Frontend::AgentTicketEmail###StateType**

| Description  | Value  |
|--------------|--|
| Description: | Determines the next possible ticket states, after the creation of a new email ticket in the agent interface. |
| Group:       | Ticket   |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}-&gt;{'StateType'} = [     'open',     'pending auto',     'pending reminder',     'closed' ];</pre> |

## Ticket::Frontend::AgentTicketEmail###HistoryType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history type for the email ticket screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}-&gt;{'HistoryType'} = 'EmailAgent';</pre>                        |

## Ticket::Frontend::AgentTicketEmail###HistoryComment

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history comment for the email ticket screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}-&gt;{'HistoryComment'} = '';</pre>                                  |

## Ticket::Frontend::AgentTicketEmail###DynamicField

| Description  | Value   |
|--------------|---|
| Description: | Dynamic fields shown in the ticket email screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:       | Ticket  |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Ticket::ViewEmailNew  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketEmail'}- &gt;{'DynamicField'} = {};</pre> |

## Frontend::Agent::Ticket::ViewEscalation

### Ticket::Frontend::AgentTicketEscalationView###ViewableTicketsPage

| Description     | Value   |
|-----------------|---|
| Description:    | Shows all open tickets (even if they are locked) in the escalation view of the agent interface.             |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewEscalation   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketEscalationView'}- &gt;{'ViewableTicketsPage'} = '50';</pre> |

### Ticket::Frontend::AgentTicketEscalationView###SortBy::Default

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket attribute for ticket sorting in the escalation view of the agent interface.              |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewEscalation   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketEscalationView'}- &gt;{'SortBy::Default'} = 'EscalationTime';</pre> |

### Ticket::Frontend::AgentTicketEscalationView###Order::Default

| Description  | Value   |
|--------------|---|
| Description: | Defines the default ticket order (after priority sort) in the escalation view of the agent interface. Up: oldest on top. Down: latest on top. |
| Group:       | Ticket  |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Ticket::ViewEscalation  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketEscalationView'}-&gt;{'Order::Default'} = 'Up';</pre> |

## Frontend::Agent::Ticket::ViewForward

### Ticket::Frontend::AgentTicketForward###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to use the ticket forward screen in the agent interface.                  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewForward   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketForward'}-&gt;{'Permission'} = 'forward';</pre> |

### Ticket::Frontend::AgentTicketForward###RequiredLock

| Description     | Value   |
|-----------------|---|
| Description:    | Defines if a ticket lock is required in the ticket forward screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewForward  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketForward'}-&gt;{'RequiredLock'} = '1';</pre>  |

### Ticket::Frontend::AgentTicketForward###StateDefault

| Description  | Value  |
|--------------|--|
| Description: | Defines the default next state of a ticket after being forwarded, in the ticket forward screen of the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewForward   |

| Description     | Value  |
|-----------------|--|
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketForward'}-&gt;{'StateDefault'} = 'closed successful';</pre> |

## Ticket::Frontend::AgentTicketForward###StateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the next possible states after forwarding a ticket in the ticket forward screen of the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewForward   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketForward'}-&gt;{'StateType'} = [     'open',     'closed',     'pending reminder',     'pending auto' ];</pre> |

## Ticket::Frontend::AgentTicketForward###ArticleTypeDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default type of forwarded message in the ticket forward screen of the agent interface.            |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewForward  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketForward'}-&gt;{'ArticleTypeDefault'} = 'email-external';</pre> |

## Ticket::Frontend::AgentTicketForward###ArticleTypes

| Description  | Value  |
|--------------|--|
| Description: | Specifies the different article types that will be used in the system. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewForward                                   |
| Valid:       | 1  |

| Description     | Value  |
|-----------------|--|
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketForward'}- &gt;{'ArticleTypes'} = [     'email-external',     'email-internal' ];</pre> |

## Ticket::Frontend::AgentTicketForward###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket forward screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewForward  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketForward'}- &gt;{'DynamicField'} = {};</pre>  |

## Frontend::Agent::Ticket::ViewFreeText

### Ticket::Frontend::AgentTicketFreeText###Permission

| Description     | Value   |
|-----------------|---|
| Description:    | Required permissions to use the ticket free text screen in the agent interface.             |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}- &gt;{'Permission'} = 'rw';</pre> |

### Ticket::Frontend::AgentTicketFreeText###RequiredLock

| Description  | Value   |
|--------------|---|
| Description: | Defines if a ticket lock is required in the ticket free text screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewFreeText   |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'RequiredLock'} = '0';</code> |

## Ticket::Frontend::AgentTicketFreeText###TicketType

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the ticket type in the ticket free text screen of the agent interface (Ticket::Type needs to be activated). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'TicketType'} = '1';</code>                      |

## Ticket::Frontend::AgentTicketFreeText###Service

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the service in the ticket free text screen of the agent interface (Ticket::Service needs to be activated). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'Service'} = '1';</code>                        |

## Ticket::Frontend::AgentTicketFreeText###Owner

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the ticket owner in the ticket free text screen of the agent interface.           |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'Owner'} = '0';</code> |

**Ticket::Frontend::AgentTicketFreeText###OwnerMandatory**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets if ticket owner must be selected by the agent.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'OwnerMandatory'} = '0';</pre> |

**Ticket::Frontend::AgentTicketFreeText###Responsible**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the responsible agent of the ticket in the ticket free text screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'Responsible'} = '0';</pre>      |

**Ticket::Frontend::AgentTicketFreeText###State**

| Description     | Value   |
|-----------------|---|
| Description:    | If a note is added by an agent, sets the state of a ticket in the ticket free text screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'State'} = '0';</pre>                              |

**Ticket::Frontend::AgentTicketFreeText###StateType**

| Description  | Value  |
|--------------|--|
| Description: | Defines the next state of a ticket after adding a note, in the ticket free text screen of the agent interface. |
| Group:       | Ticket   |



| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'StateType'} = [     'open',     'closed',     'pending reminder',     'pending auto' ];</pre> |

### Ticket::Frontend::AgentTicketFreeText###StateDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default next state of a ticket after adding a note, in the ticket free text screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'StateDefault'} = 'open';</pre>                         |

### Ticket::Frontend::AgentTicketFreeText###Note

| Description     | Value   |
|-----------------|---|
| Description:    | Allows adding notes in the ticket free text screen of the agent interface.          |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'Note'} = '0';</pre> |

### Ticket::Frontend::AgentTicketFreeText###Subject

| Description  | Value  |
|--------------|--|
| Description: | Defines the default subject of a note in the ticket free text screen of the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewFreeText  |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'Subject'} = '\$Text{"Note"}';</code> |

## Ticket::Frontend::AgentTicketFreeText###Body

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default body of a note in the ticket free text screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'Body'} = '';</code>      |

## Ticket::Frontend::AgentTicketFreeText###InvolvedAgent

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a list of all the involved agents on this ticket, in the ticket free text screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'InvolvedAgent'} = '0';</code>                 |

## Ticket::Frontend::AgentTicketFreeText###InformAgent

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket free text screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'InformAgent'} = '0';</code> |

## Ticket::Frontend::AgentTicketFreeText###ArticleTypeDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default type of the note in the ticket free text screen of the agent interface.                     |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'ArticleTypeDefault'} = 'note-internal';</code> |

## Ticket::Frontend::AgentTicketFreeText###ArticleTypes

| Description     | Value   |
|-----------------|---|
| Description:    | Specifies the different note types that will be used in the system.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'ArticleTypes'} = {<br/>    'note-external' =&gt; '1',<br/>    'note-internal' =&gt; '1',<br/>    'note-report' =&gt; '0'<br/>};</code> |

## Ticket::Frontend::AgentTicketFreeText###Priority

| Description     | Value   |
|-----------------|---|
| Description:    | Shows the ticket priority options in the ticket free text screen of the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'Priority'} = '0';</code> |

## Ticket::Frontend::AgentTicketFreeText###PriorityDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket priority in the ticket free text screen of the agent interface.            |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'PriorityDefault'} = '3 normal';</pre> |

## Ticket::Frontend::AgentTicketFreeText###Title

| Description     | Value  |
|-----------------|--|
| Description:    | Shows the title fields in the ticket free text screen of the agent interface.        |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'Title'} = '1';</pre> |

## Ticket::Frontend::AgentTicketFreeText###HistoryType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history type for the ticket free text screen action, which gets used for ticket history. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'HistoryType'} = 'AddNote';</pre>     |

## Ticket::Frontend::AgentTicketFreeText###HistoryComment

| Description  | Value   |
|--------------|---|
| Description: | Defines the history comment for the ticket free text screen action, which gets used for ticket history. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'HistoryComment'} = '%FreeText';</pre> |

## Ticket::Frontend::AgentTicketFreeText###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket free text screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewFreeText   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketFreeText'}-&gt;{'DynamicField'} = {};</pre>  |

## Frontend::Agent::Ticket::ViewHistory

### Ticket::Frontend::HistoryOrder

| Description     | Value  |
|-----------------|--|
| Description:    | Shows the ticket history (reverse ordered) in the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewHistory                                 |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::HistoryOrder'} = 'normal';</pre> |

## Frontend::Agent::Ticket::ViewMailbox

### Ticket::Frontend::AgentTicketLockedView###SortBy::Default

| Description  | Value   |
|--------------|---|
| Description: | Defines the default ticket attribute for ticket sorting in the locked ticket view of the agent interface. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMailbox   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketLockedView'}- &gt;{'SortBy::Default'} = 'Age';</pre> |

### **Ticket::Frontend::AgentTicketLockedView###Order::Default**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default ticket order in the ticket locked view of the agent interface. Up: oldest on top. Down: latest on top. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMailbox   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketLockedView'}- &gt;{'Order::Default'} = 'Up';</pre>                         |

### **Ticket::Frontend::AgentTicketResponsibleView###SortBy::Default**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket attribute for ticket sorting in the responsible view of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewMailbox  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsibleView'}- &gt;{'SortBy::Default'} = 'Age';</pre> |

### **Ticket::Frontend::AgentTicketResponsibleView###Order::Default**

| Description  | Value  |
|--------------|--|
| Description: | Defines the default ticket order in the responsible view of the agent interface. Up: oldest on top. Down: latest on top. |
| Group:       | Ticket   |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Agent::Ticket::ViewMailbox  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsibleView'}- &gt;{'Order::Default'} = 'Up';</pre> |

## Ticket::Frontend::AgentTicketWatchView###SortBy::Default

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default ticket attribute for ticket sorting in the watch view of the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMailbox   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketWatchView'}- &gt;{'SortBy::Default'} = 'Age';</pre> |

## Ticket::Frontend::AgentTicketWatchView###Order::Default

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default ticket order in the watch view of the agent interface. Up: oldest on top. Down: latest on top. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMailbox   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketWatchView'}- &gt;{'Order::Default'} = 'Up';</pre>                   |

## Frontend::Agent::Ticket::ViewMerge

### Ticket::Frontend::AgentTicketMerge###Permission

| Description  | Value  |
|--------------|--|
| Description: | Required permissions to use the ticket merge screen of a zoomed ticket in the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewMerge   |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketMerge'}-&gt;{'Permission'} = 'rw';</pre> |

## Ticket::Frontend::AgentTicketMerge###RequiredLock

| Description     | Value  |
|-----------------|--|
| Description:    | Defines if a ticket lock is required in the ticket merge screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMerge   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketMerge'}-&gt;{'RequiredLock'} = '1';</pre>   |

## Ticket::Frontend::MergeText

| Description     | Value   |
|-----------------|---|
| Description:    | When tickets are merged, the customer can be informed per email by setting the check box "Inform Sender". In this text area, you can define a pre-formatted text which can later be modified by the agents. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewMerge  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MergeText'} = 'Your email with ticket number "&lt;OTRS_TICKET&gt;" is merged to "&lt;OTRS_MERGE_TO_TICKET&gt;".';</pre>   |

## Ticket::Frontend::AutomaticMergeText

| Description  | Value   |
|--------------|---|
| Description: | When tickets are merged, a note will be added automatically to the ticket which is no longer active. In this text area you can define this text (This text cannot be changed by the agent). |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewMerge  |
| Valid:       | 1   |



| Description     | Value  |
|-----------------|--|
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AutomaticMergeText'}<br/>= 'Merged Ticket &lt;OTRS_TICKET&gt; to<br/>&lt;OTRS_MERGE_TO_TICKET&gt;.';</pre> |

## Frontend::Agent::Ticket::ViewMove

### Ticket::Frontend::MoveType

| Description     | Value  |
|-----------------|--|
| Description:    | Determines if the list of possible queues to move to ticket into should be displayed in a dropdown list or in a new window in the agent interface. If "New Window" is set you can add a move note to the ticket. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMove  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::MoveType'} = 'form';</pre>   |

### Ticket::Frontend::AgentTicketMove###State

| Description     | Value   |
|-----------------|---|
| Description:    | Allows to set a new ticket state in the move ticket screen of the agent interface.    |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewMove   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketMove'}-<br/>&gt;{'State'} = '1';</pre> |

### Ticket::DefaultNextMoveStateType

| Description  | Value  |
|--------------|--|
| Description: | Defines the next state of a ticket after being moved to another queue, in the move ticket screen of the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewMove  |
| Valid:       | 1  |
| Required:    | 1  |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::DefaultNextMoveStateType'} = [     'open',     'closed' ];</pre> |

## Ticket::Frontend::AgentTicketMove###Priority

| Description     | Value  |
|-----------------|--|
| Description:    | Shows the ticket priority options in the move ticket screen of the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMove  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketMove'}- &gt;{'Priority'} = '0';</pre> |

## Ticket::Frontend::AgentTicketMove###NextScreen

| Description     | Value   |
|-----------------|---|
| Description:    | Determines the next screen after the ticket is moved. LastScreenOverview will return to search results, queueview, dashboard or the like, LastScreenView will return to TicketZoom. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewMove   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketMove'}- &gt;{'NextScreen'} = 'LastScreenView';</pre>   |

## Ticket::Frontend::AgentTicketMove###Subject

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default subject for notes added in the ticket move screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMove  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketMove'}-&gt;{'Subject'} = '\$Text{"Change Queue"}';</code> |

## Ticket::Frontend::AgentTicketMove###Body

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default body text for notes added in the ticket move screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMove  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketMove'}-&gt;{'Body'} = '';</code>             |

## Ticket::Frontend::AgentTicketMove###DynamicField

| Description     | Value  |
|-----------------|--|
| Description:    | Dynamic fields shown in the ticket move screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewMove  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketMove'}-&gt;{'DynamicField'} = {};</code>   |

## Frontend::Agent::Ticket::ViewNote

### Ticket::Frontend::AgentTicketNote###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to use the ticket note screen in the agent interface.                 |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'Permission'} = 'note';</code> |

## Ticket::Frontend::AgentTicketNote###RequiredLock

| Description     | Value  |
|-----------------|--|
| Description:    | Defines if a ticket lock is required in the ticket note screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'RequiredLock'} = '0';</pre>  |

## Ticket::Frontend::AgentTicketNote###TicketType

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the ticket type in the ticket note screen of the agent interface (Ticket::Type needs to be activated). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'TicketType'} = '0';</pre>                       |

## Ticket::Frontend::AgentTicketNote###Service

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the service in the ticket note screen of the agent interface (Ticket::Service needs to be activated). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'Service'} = '0';</pre>                         |

## Ticket::Frontend::AgentTicketNote###Owner

| Description  | Value   |
|--------------|---|
| Description: | Sets the ticket owner in the ticket note screen of the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}- &gt;{'Owner'} = '0';</pre> |

## Ticket::Frontend::AgentTicketNote###OwnerMandatory

| Description     | Value  |
|-----------------|--|
| Description:    | Sets if ticket owner must be selected by the agent.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}- &gt;{'OwnerMandatory'} = '0';</pre> |

## Ticket::Frontend::AgentTicketNote###Responsible

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the responsible agent of the ticket in the ticket note screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}- &gt;{'Responsible'} = '0';</pre>    |

## Ticket::Frontend::AgentTicketNote###State

| Description     | Value  |
|-----------------|--|
| Description:    | If a note is added by an agent, sets the state of a ticket in the ticket note screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'State'} = '0';</code> |

## Ticket::Frontend::AgentTicketNote###StateType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the next state of a ticket after adding a note, in the ticket note screen of the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'StateType'} = [     'open',     'closed',     'pending reminder',     'pending auto'   ];</code> |

## Ticket::Frontend::AgentTicketNote###StateDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default next state of a ticket after adding a note, in the ticket note screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'StateDefault'} = 'open';</code>                      |

## Ticket::Frontend::AgentTicketNote###Note

| Description     | Value   |
|-----------------|---|
| Description:    | Allows adding notes in the ticket note screen of the agent interface.             |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'Note'} = '1';</code> |

**Ticket::Frontend::AgentTicketNote###Subject**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default subject for notes added in the ticket note screen of the agent interface.      |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'Subject'} = '\$Text{"Note"}';</pre> |

**Ticket::Frontend::AgentTicketNote###Body**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default body text for notes added in the ticket note screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'Body'} = '';</pre>               |

**Ticket::Frontend::AgentTicketNote###InvolvedAgent**

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a list of all the involved agents on this ticket, in the ticket note screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'InvolvedAgent'} = '0';</pre>                  |

**Ticket::Frontend::AgentTicketNote###InformAgent**

| Description  | Value   |
|--------------|---|
| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket note screen of the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}- &gt;{'InformAgent'} = '0';</pre> |

## Ticket::Frontend::AgentTicketNote###ArticleTypeDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default type of the note in the ticket note screen of the agent interface.                     |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}- &gt;{'ArticleTypeDefault'} = 'note-internal';</pre> |

## Ticket::Frontend::AgentTicketNote###ArticleTypes

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the different note types that will be used in the system.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}- &gt;{'ArticleTypes'} = {     'note-external' =&gt; '1',     'note-internal' =&gt; '1',     'note-report' =&gt; '0' };</pre> |

## Ticket::Frontend::AgentTicketNote###Priority

| Description  | Value   |
|--------------|---|
| Description: | Shows the ticket priority options in the ticket note screen of the agent interface. |
| Group:       | Ticket  |



| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}- &gt;{'Priority'} = '0';</pre> |

## **Ticket::Frontend::AgentTicketNote###PriorityDefault**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default ticket priority in the ticket note screen of the agent interface.              |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}- &gt;{'PriorityDefault'} = '3 normal';</pre> |

## **Ticket::Frontend::AgentTicketNote###Title**

| Description     | Value   |
|-----------------|---|
| Description:    | Shows the title fields in the ticket note screen of the agent interface.          |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}- &gt;{'Title'} = '0';</pre> |

## **Ticket::Frontend::AgentTicketNote###HistoryType**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history type for the ticket note screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'HistoryType'} = 'AddNote';</code> |

## Ticket::Frontend::AgentTicketNote###HistoryComment

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history comment for the ticket note screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'HistoryComment'} = '%%Note';</code>                          |

## Ticket::Frontend::AgentTicketNote###DynamicField

| Description     | Value  |
|-----------------|--|
| Description:    | Dynamic fields shown in the ticket note screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewNote  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketNote'}-&gt;{'DynamicField'} = {};</code>   |

## Frontend::Agent::Ticket::ViewOwner

### Ticket::Frontend::AgentTicketOwner###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to use the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'Permission'} = 'owner';</code>   |

**Ticket::Frontend::AgentTicketOwner###RequiredLock**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines if a ticket lock is required in the ticket owner screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'RequiredLock'} = '0';</pre>   |

**Ticket::Frontend::AgentTicketOwner###TicketType**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the ticket type in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'TicketType'} = '0';</pre>  |

**Ticket::Frontend::AgentTicketOwner###Service**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the service in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'Service'} = '0';</pre>  |

**Ticket::Frontend::AgentTicketOwner###Owner**

| Description  | Value   |
|--------------|---|
| Description: | Sets the ticket owner in the ticket owner screen of a zoomed ticket in the agent interface. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}- &gt;{'Owner'} = '1';</pre> |

### **Ticket::Frontend::AgentTicketOwner###OwnerMandatory**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets if ticket owner must be selected by the agent.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}- &gt;{'OwnerMandatory'} = '1';</pre> |

### **Ticket::Frontend::AgentTicketOwner###Responsible**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the responsible agent of the ticket in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}- &gt;{'Responsible'} = '0';</pre>                       |

### **Ticket::Frontend::AgentTicketOwner###State**

| Description     | Value  |
|-----------------|--|
| Description:    | If a note is added by an agent, sets the state of the ticket in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'State'} = '0';</code> |

## Ticket::Frontend::AgentTicketOwner###StateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the next state of a ticket after adding a note, in the ticket owner screen of a zoomed ticket in the agent interface.                    |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'StateType'} = [     'open',     'pending reminder',     'pending auto'   ];</code> |

## Ticket::Frontend::AgentTicketOwner###StateDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default next state of a ticket after adding a note, in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'StateDefault'} = 'open';</code>   |

## Ticket::Frontend::AgentTicketOwner###Note

| Description     | Value   |
|-----------------|---|
| Description:    | Allows adding notes in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'Note'} = '1';</code>        |

## Ticket::Frontend::AgentTicketOwner###Subject

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default subject for notes added in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'Subject'} = '\$Text{"Owner Update"}!';</pre>      |

## Ticket::Frontend::AgentTicketOwner###Body

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default body text for notes added in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'Body'} = '';</pre>                                  |

## Ticket::Frontend::AgentTicketOwner###InvolvedAgent

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a list of all the involved agents on this ticket, in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'InvolvedAgent'} = '0';</pre>                                     |

## Ticket::Frontend::AgentTicketOwner###InformAgent

| Description  | Value   |
|--------------|---|
| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket owner screen of a zoomed ticket in the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'InformAgent'} = '0';</pre> |

## Ticket::Frontend::AgentTicketOwner###ArticleTypeDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default type of the note in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'ArticleTypeDefault'} = 'note-internal';</pre> |

## Ticket::Frontend::AgentTicketOwner###ArticleTypes

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the different note types that will be used in the system.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'ArticleTypes'} = {     'note-external' =&gt; '0',     'note-internal' =&gt; '1',     'note-report' =&gt; '0' };</pre> |

## Ticket::Frontend::AgentTicketOwner###Priority

| Description  | Value   |
|--------------|---|
| Description: | Shows the ticket priority options in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:       | Ticket  |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'Priority'} = '0';</pre> |

### **Ticket::Frontend::AgentTicketOwner###PriorityDefault**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket priority in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'PriorityDefault'} = '3 normal';</pre>        |

### **Ticket::Frontend::AgentTicketOwner###Title**

| Description     | Value  |
|-----------------|--|
| Description:    | Shows the title fields in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'Title'} = '0';</pre>            |

### **Ticket::Frontend::AgentTicketOwner###HistoryType**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history type for the ticket owner screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: |   |



| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'HistoryType'} = 'AddNote';</code> |

## Ticket::Frontend::AgentTicketOwner###HistoryComment

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history comment for the ticket owner screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'HistoryComment'} = '%Owner';</code>                          |

## Ticket::Frontend::AgentTicketOwner###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket owner screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewOwner  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketOwner'}-&gt;{'DynamicField'} = {};</code>   |

## Frontend::Agent::Ticket::ViewPending

### Ticket::Frontend::AgentTicketPending###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to use the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'Permission'} = 'pending';</code> |

## Ticket::Frontend::AgentTicketPending###RequiredLock

| Description     | Value  |
|-----------------|--|
| Description:    | Defines if a ticket lock is required in the ticket pending screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'RequiredLock'} = '1';</pre>   |

## Ticket::Frontend::AgentTicketPending###TicketType

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the ticket type in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'TicketType'} = '0';</pre>  |

## Ticket::Frontend::AgentTicketPending###Service

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the service in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'Service'} = '0';</pre>  |

## Ticket::Frontend::AgentTicketPending###Owner

| Description  | Value   |
|--------------|---|
| Description: | Sets the ticket owner in the ticket pending screen of a zoomed ticket in the agent interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'Owner'} = '0';</pre> |

### **Ticket::Frontend::AgentTicketPending###OwnerMandatory**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets if ticket owner must be selected by the agent.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'OwnerMandatory'} = '0';</pre> |

### **Ticket::Frontend::AgentTicketPending###Responsible**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the responsible agent of the ticket in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'Responsible'} = '0';</pre>                        |

### **Ticket::Frontend::AgentTicketPending###State**

| Description     | Value  |
|-----------------|--|
| Description:    | If a note is added by an agent, sets the state of the ticket in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'State'} = '1';</code> |

## Ticket::Frontend::AgentTicketPending###StateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the next state of a ticket after adding a note, in the ticket pending screen of a zoomed ticket in the agent interface.        |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'StateType'} = [     'pending reminder',     'pending auto'   ];</code> |

## Ticket::Frontend::AgentTicketPending###StateDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default next state of a ticket after adding a note, in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'StateDefault'} = 'pending reminder';</code>                             |

## Ticket::Frontend::AgentTicketPending###Note

| Description     | Value   |
|-----------------|---|
| Description:    | Allows adding notes in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'Note'} = '1';</code>        |

**Ticket::Frontend::AgentTicketPending###Subject**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default subject for notes added in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'Subject'} = '\$Text{"Pending"}!';</pre>           |

**Ticket::Frontend::AgentTicketPending###Body**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default body text for notes added in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'Body'} = '';</pre>                                  |

**Ticket::Frontend::AgentTicketPending###InvolvedAgent**

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a list of all the involved agents on this ticket, in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'InvolvedAgent'} = '0';</pre>                                     |

**Ticket::Frontend::AgentTicketPending###InformAgent**

| Description  | Value   |
|--------------|---|
| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this |

| Description     | Value   |
|-----------------|---|
|                 | note, in the ticket pending screen of a zoomed ticket in the agent interface.             |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'InformAgent'} = '0';</pre> |

### Ticket::Frontend::AgentTicketPending###ArticleTypeDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default type of the note in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'ArticleTypeDefault'} = 'note-internal';</pre> |

### Ticket::Frontend::AgentTicketPending###ArticleTypes

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the different note types that will be used in the system.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'ArticleTypes'} = {     'note-external' =&gt; '0',     'note-internal' =&gt; '1',     'note-report' =&gt; '0' };</pre> |

### Ticket::Frontend::AgentTicketPending###Priority

| Description  | Value   |
|--------------|---|
| Description: | Shows the ticket priority options in the ticket pending screen of a zoomed ticket in the agent interface. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'Priority'} = '0';</pre> |

## Ticket::Frontend::AgentTicketPending###PriorityDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket priority in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'PriorityDefault'} = '3 normal';</pre>        |

## Ticket::Frontend::AgentTicketPending###Title

| Description     | Value  |
|-----------------|--|
| Description:    | Shows the title fields in the ticket pending screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'Title'} = '0';</pre>            |

## Ticket::Frontend::AgentTicketPending###HistoryType

| Description  | Value   |
|--------------|---|
| Description: | Defines the history type for the ticket pending screen action, which gets used for ticket history in the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewPending  |
| Valid:       | 1   |

| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'HistoryType'} = 'AddNote';</pre> |

## Ticket::Frontend::AgentTicketPending###HistoryComment

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history comment for the ticket pending screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'HistoryComment'} = '%%Pending';</pre>                         |

## Ticket::Frontend::AgentTicketPending###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket pending screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPending  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPending'}-&gt;{'DynamicField'} = {};</pre>   |

## Frontend::Agent::Ticket::ViewPhoneInbound

### Ticket::Frontend::AgentTicketPhoneInbound###Permission

| Description  | Value   |
|--------------|---|
| Description: | Required permissions to use the ticket phone inbound screen in the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewPhoneInbound   |
| Valid:       | 1   |
| Required:    | 1   |



| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'Permission'} = 'phone';</pre> |

## Ticket::Frontend::AgentTicketPhoneInbound###RequiredLock

| Description     | Value   |
|-----------------|---|
| Description:    | Defines if a ticket lock is required in the ticket phone inbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'RequiredLock'} = '0';</pre>   |

## Ticket::Frontend::AgentTicketPhoneInbound###ArticleType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default type of the note in the ticket phone inbound screen of the agent interface.      |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'ArticleType'} = 'phone';</pre> |

## Ticket::Frontend::AgentTicketPhoneInbound###SenderType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default sender type for phone tickets in the ticket phone inbound screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value  |
|-------------|--|
|             | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'SenderType'} = 'customer';</pre> |

### **Ticket::Frontend::AgentTicketPhoneInbound###Subject**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default subject for phone tickets in the ticket phone inbound screen of the agent interface.         |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'Subject'} = '\$Text{"Phone call"}!';</pre> |

### **Ticket::Frontend::AgentTicketPhoneInbound###Body**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default note body text for phone tickets in the ticket phone inbound screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'Body'} = '';</pre>                        |

### **Ticket::Frontend::AgentTicketPhoneInbound###State**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default ticket next state after adding a phone note in the ticket phone inbound screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'State'} = 'open';</pre>                              |

**Ticket::Frontend::AgentTicketPhoneInbound###StateType**

| Description     | Value   |
|-----------------|---|
| Description:    | Next possible ticket states after adding a phone note in the ticket phone inbound screen of the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'StateType'} = [     'open',     'pending auto',     'pending reminder',     'closed' ]; </pre> |

**Ticket::Frontend::AgentTicketPhoneInbound###HistoryType**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history type for the ticket phone inbound screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'HistoryType'} = 'PhoneCallCustomer'; </pre>              |

**Ticket::Frontend::AgentTicketPhoneInbound###HistoryComment**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history comment for the ticket phone inbound screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}- &gt;{'HistoryComment'} = ''; </pre>                               |

## Ticket::Frontend::AgentTicketPhoneInbound###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket phone inbound screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneInbound   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhoneInbound'}-&gt;{'DynamicField'} = {};</pre>  |

## Frontend::Agent::Ticket::ViewPhoneNew

### Ticket::Frontend::AgentTicketPhone###Priority

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default priority for new phone tickets in the agent interface.                     |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}-&gt;{'Priority'} = '3 normal';</pre> |

### Ticket::Frontend::AgentTicketPhone###ArticleType

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default article type for new phone tickets in the agent interface.                 |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}-&gt;{'ArticleType'} = 'phone';</pre> |

### Ticket::Frontend::AgentTicketPhone###SenderType

| Description  | Value   |
|--------------|---|
| Description: | Sets the default sender type for new phone ticket in the agent interface. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}- &gt;{'SenderType'} = 'customer';</pre> |

## Ticket::Frontend::AgentTicketPhone###Subject

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default subject for new phone tickets (e.g. 'Phone call') in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}- &gt;{'Subject'} = '';</pre>        |

## Ticket::Frontend::AgentTicketPhone###Body

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default note text for new telephone tickets. E.g 'New ticket via call' in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}- &gt;{'Body'} = '';</pre>                        |

## Ticket::Frontend::AgentTicketPhone###StateDefault

| Description  | Value   |
|--------------|---|
| Description: | Sets the default next state for new phone tickets in the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewPhoneNew                                     |
| Valid:       | 1   |
| Required:    | 1   |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}- &gt;{'StateDefault'} = 'open';</pre> |

## Ticket::Frontend::AgentTicketPhone###StateType

| Description     | Value   |
|-----------------|---|
| Description:    | Determines the next possible ticket states, after the creation of a new phone ticket in the agent interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}- &gt;{'StateType'} = [     'open',     'pending auto',     'pending reminder',     'closed' ];</pre> |

## Ticket::Frontend::AgentTicketPhone###HistoryType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history type for the phone ticket screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}- &gt;{'HistoryType'} = 'PhoneCallCustomer';</pre>                |

## Ticket::Frontend::AgentTicketPhone###HistoryComment

| Description  | Value  |
|--------------|--|
| Description: | Defines the history comment for the phone ticket screen action, which gets used for ticket history in the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewPhoneNew  |
| Valid:       | 1  |
| Required:    | 1  |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}-&gt;{'HistoryComment'} = '';</pre> |

## Ticket::Frontend::AgentTicketPhone###SplitLinkType

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the default link type of splitted tickets in the agent interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneNew  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}-&gt;{'SplitLinkType'} = {     'Direction' =&gt; 'Target',     'LinkType' =&gt; 'ParentChild' };</pre> |

## Ticket::Frontend::AgentTicketPhone###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket phone screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneNew   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhone'}-&gt;{'DynamicField'} = {};</pre>   |

## Frontend::Agent::Ticket::ViewPhoneOutbound

### Ticket::Frontend::AgentTicketPhoneOutbound###Permission

| Description  | Value  |
|--------------|--|
| Description: | Required permissions to use the ticket phone outbound screen in the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewPhoneOutbound   |
| Valid:       | 1  |
| Required:    | 1  |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'Permission'} = 'phone';</pre> |

## Ticket::Frontend::AgentTicketPhoneOutbound###RequiredLock

| Description     | Value  |
|-----------------|--|
| Description:    | Defines if a ticket lock is required in the ticket phone outbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'RequiredLock'} = '1';</pre>   |

## Ticket::Frontend::AgentTicketPhoneOutbound###ArticleType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default type of the note in the ticket phone outbound screen of the agent interface.      |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'ArticleType'} = 'phone';</pre> |

## Ticket::Frontend::AgentTicketPhoneOutbound###SenderType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default sender type for phone tickets in the ticket phone outbound screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: |   |



| Description | Value  |
|-------------|--|
|             | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'SenderType'} = 'agent';</pre> |

### **Ticket::Frontend::AgentTicketPhoneOutbound###Subject**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default subject for phone tickets in the ticket phone outbound screen of the agent interface.         |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'Subject'} = '\$Text{"Phone call"}!';</pre> |

### **Ticket::Frontend::AgentTicketPhoneOutbound###Body**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default note body text for phone tickets in the ticket phone outbound screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'Body'} = '';</pre>                        |

### **Ticket::Frontend::AgentTicketPhoneOutbound###State**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket next state after adding a phone note in the ticket phone outbound screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'State'} = 'closed successful';</pre>                 |

## Ticket::Frontend::AgentTicketPhoneOutbound###StateType

| Description     | Value  |
|-----------------|--|
| Description:    | Next possible ticket states after adding a phone note in the ticket phone outbound screen of the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'StateType'} = [   'open',   'pending auto',   'pending reminder',   'closed' ];</pre> |

## Ticket::Frontend::AgentTicketPhoneOutbound###HistoryType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history type for the ticket phone outbound screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'HistoryType'} = 'PhoneCallAgent';</pre>                   |

## Ticket::Frontend::AgentTicketPhoneOutbound###HistoryComment

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history comment for the ticket phone outbound screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'HistoryComment'} = '';</pre>                                 |

## Ticket::Frontend::AgentTicketPhoneOutbound###DynamicField

| Description     | Value  |
|-----------------|--|
| Description:    | Dynamic fields shown in the ticket phone outbound screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPhoneOutbound   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPhoneOutbound'}- &gt;{'DynamicField'} =  {};</pre>  |

## Frontend::Agent::Ticket::ViewPrint

### Ticket::Frontend::AgentTicketPrint###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket print screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPrint  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPrint'}- &gt;{'DynamicField'} =  {};</pre>                             |

## Frontend::Agent::Ticket::ViewPriority

### Ticket::Frontend::AgentTicketPriority###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to use the ticket priority screen of a zoomed ticket in the agent interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}- &gt;{'Permission'} =  'priority';</pre> |

**Ticket::Frontend::AgentTicketPriority###RequiredLock**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines if a ticket lock is required in the ticket priority screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'RequiredLock'} = '1';</pre>   |

**Ticket::Frontend::AgentTicketPriority###TicketType**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the ticket type in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated). |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'TicketType'} = '0';</pre>  |

**Ticket::Frontend::AgentTicketPriority###Service**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the service in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'Service'} = '0';</pre>  |

**Ticket::Frontend::AgentTicketPriority###Owner**

| Description  | Value  |
|--------------|--|
| Description: | Sets the ticket owner in the ticket priority screen of a zoomed ticket in the agent interface. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'Owner'} = '0';</pre> |

### **Ticket::Frontend::AgentTicketPriority###OwnerMandatory**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets if ticket owner must be selected by the agent.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'OwnerMandatory'} = '0';</pre> |

### **Ticket::Frontend::AgentTicketPriority###Responsible**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the responsible agent of the ticket in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'Responsible'} = '0';</pre>                        |

### **Ticket::Frontend::AgentTicketPriority###State**

| Description     | Value   |
|-----------------|---|
| Description:    | If a note is added by an agent, sets the state of the ticket in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: |   |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'State'} = '0';</code> |

## Ticket::Frontend::AgentTicketPriority###StateType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the next state of a ticket after adding a note, in the ticket priority screen of a zoomed ticket in the agent interface.                  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'StateType'} = [     'open',     'pending reminder',     'pending auto' ];</code> |

## Ticket::Frontend::AgentTicketPriority###StateDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default next state of a ticket after adding a note, in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'StateDefault'} = 'open';</code>   |

## Ticket::Frontend::AgentTicketPriority###Note

| Description     | Value  |
|-----------------|--|
| Description:    | Allows adding notes in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'Note'} = '1';</code>        |

**Ticket::Frontend::AgentTicketPriority###Subject**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default subject for notes added in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'Subject'} = '\$Text{"Priority Update"}!';</pre>   |

**Ticket::Frontend::AgentTicketPriority###Body**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default body text for notes added in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'Body'} = '';</pre>                                  |

**Ticket::Frontend::AgentTicketPriority###InvolvedAgent**

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a list of all the involved agents on this ticket, in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'InvolvedAgent'} = '0';</pre>                                     |

**Ticket::Frontend::AgentTicketPriority###InformAgent**

| Description  | Value   |
|--------------|---|
| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this |

| Description     | Value  |
|-----------------|--|
|                 | note, in the ticket priority screen of a zoomed ticket in the agent interface.             |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'InformAgent'} = '0';</pre> |

## Ticket::Frontend::AgentTicketPriority###ArticleTypeDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default type of the note in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'ArticleTypeDefault'} = 'note-internal';</pre> |

## Ticket::Frontend::AgentTicketPriority###ArticleTypes

| Description     | Value   |
|-----------------|---|
| Description:    | Specifies the different note types that will be used in the system.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'ArticleTypes'} = {     'note-external' =&gt; '0',     'note-internal' =&gt; '1',     'note-report' =&gt; '0' };</pre> |

## Ticket::Frontend::AgentTicketPriority###Priority

| Description  | Value  |
|--------------|--|
| Description: | Shows the ticket priority options in the ticket priority screen of a zoomed ticket in the agent interface. |



| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'Priority'} = '1';</pre> |

### **Ticket::Frontend::AgentTicketPriority###PriorityDefault**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default ticket priority in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'PriorityDefault'} = '3 normal';</pre>        |

### **Ticket::Frontend::AgentTicketPriority###Title**

| Description     | Value   |
|-----------------|---|
| Description:    | Shows the title fields in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'Title'} = '0';</pre>            |

### **Ticket::Frontend::AgentTicketPriority###HistoryType**

| Description  | Value  |
|--------------|--|
| Description: | Defines the history type for the ticket priority screen action, which gets used for ticket history in the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewPriority  |
| Valid:       | 1  |
| Required:    | 0  |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'HistoryType'} = 'AddNote';</pre> |

## Ticket::Frontend::AgentTicketPriority###HistoryComment

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history comment for the ticket priority screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'HistoryComment'} = '%Priority';</pre>                         |

## Ticket::Frontend::AgentTicketPriority###DynamicField

| Description     | Value  |
|-----------------|--|
| Description:    | Dynamic fields shown in the ticket priority screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewPriority  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketPriority'}-&gt;{'DynamicField'} = {};</pre>   |

## Frontend::Agent::Ticket::ViewQueue

### Ticket::Frontend::AgentTicketQueue###StripEmptyLines

| Description     | Value   |
|-----------------|---|
| Description:    | Strips empty lines on the ticket preview in the queue view.                                 |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewQueue  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketQueue'}-&gt;{'StripEmptyLines'} = '0';</pre> |

**Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets**

| Description     | Value  |
|-----------------|--|
| Description:    | Shows all both ro and rw queues in the queue view.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewQueue   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketQueue'}-&gt;{'ViewAllPossibleTickets'} = '0';</pre> |

**Ticket::Frontend::AgentTicketQueue###HighlightAge1**

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the age in minutes (first level) for highlighting queues that contain untouched tickets. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewQueue  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketQueue'}-&gt;{'HighlightAge1'} = '1440';</pre>  |

**Ticket::Frontend::AgentTicketQueue###HighlightAge2**

| Description     | Value  |
|-----------------|--|
| Description:    | Sets the age in minutes (second level) for highlighting queues that contain untouched tickets. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewQueue   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketQueue'}-&gt;{'HighlightAge2'} = '2880';</pre>   |

**Ticket::Frontend::AgentTicketQueue###Blink**

| Description  | Value  |
|--------------|--|
| Description: | Activates a blinking mechanism of the queue that contains the oldest ticket. |
| Group:       | Ticket   |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Agent::Ticket::ViewQueue  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketQueue'}-&gt;{'Blink'} = '1';</pre> |

## Ticket::Frontend::AgentTicketQueue###QueueSort

| Description     | Value   |
|-----------------|---|
| Description:    | Sorts the tickets (ascendingly or descendingly) when a single queue is selected in the queue view and after the tickets are sorted by priority. Values: 0 = ascending (oldest on top, default), 1 = descending (youngest on top). Use the QueueID for the key and 0 or 1 for value. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewQueue  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketQueue'}-&gt;{'QueueSort'} = {     '3' =&gt; '0',     '7' =&gt; '1' };</pre>  |

## Ticket::Frontend::AgentTicketQueue###SortBy::Default

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default sort criteria for all queues displayed in the queue view, after sort by priority is done. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewQueue  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketQueue'}-&gt;{'SortBy::Default'} = 'Age';</pre>                 |

## Ticket::Frontend::AgentTicketQueue###Order::Default

| Description  | Value   |
|--------------|---|
| Description: | Defines the default sort order for all queues in the queue view, after priority sort. |
| Group:       | Ticket  |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Ticket::ViewQueue   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketQueue'}- &gt;{'Order::Default'} = 'Up';</pre> |

## Frontend::Agent::Ticket::ViewResponsible

### Ticket::Frontend::AgentTicketResponsible###Permission

| Description     | Value  |
|-----------------|--|
| Description:    | Required permissions to use the ticket responsible screen in the agent interface.                        |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'Permission'} = 'responsible';</pre> |

### Ticket::Frontend::AgentTicketResponsible###RequiredLock

| Description     | Value   |
|-----------------|---|
| Description:    | Defines if a ticket lock is required in the ticket responsible screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'RequiredLock'} = '0';</pre>  |

### Ticket::Frontend::AgentTicketResponsible###TicketType

| Description  | Value  |
|--------------|--|
| Description: | Sets the ticket type in the ticket responsible screen of the agent interface (Ticket::Type needs to be activated). |
| Group:       | Ticket   |

| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'TicketType'} = '0';</pre> |

## Ticket::Frontend::AgentTicketResponsible###Service

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the service in the ticket responsible screen of the agent interface (Ticket::Service needs to be activated). |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'Service'} = '0';</pre>                       |

## Ticket::Frontend::AgentTicketResponsible###Owner

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the ticket owner in the ticket responsible screen of the agent interface.            |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'Owner'} = '0';</pre> |

## Ticket::Frontend::AgentTicketResponsible###OwnerMandatory

| Description  | Value   |
|--------------|---|
| Description: | Sets if ticket owner must be selected by the agent. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewResponsible            |
| Valid:       | 1   |

| Description     | Value  |
|-----------------|--|
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'OwnerMandatory'} = '0';</pre> |

## Ticket::Frontend::AgentTicketResponsible###Responsible

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the responsible agent of the ticket in the ticket responsible screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'Responsible'} = '1';</pre>   |

## Ticket::Frontend::AgentTicketResponsible###State

| Description     | Value   |
|-----------------|---|
| Description:    | If a note is added by an agent, sets the state of a ticket in the ticket responsible screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'State'} = '0';</pre>                           |

## Ticket::Frontend::AgentTicketResponsible###StateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the next state of a ticket after adding a note, in the ticket responsible screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value  |
|-------------|--|
|             | <pre> \$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'StateType'} = [   'open',   'pending reminder',   'pending auto' ]; </pre> |

## Ticket::Frontend::AgentTicketResponsible###StateDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default next state of a ticket after adding a note, in the ticket responsible screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'StateDefault'} = 'open'; </pre>                    |

## Ticket::Frontend::AgentTicketResponsible###Note

| Description     | Value  |
|-----------------|--|
| Description:    | Allows adding notes in the ticket responsible screen of the agent interface.               |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'Note'} = '1'; </pre> |

## Ticket::Frontend::AgentTicketResponsible###Subject

| Description  | Value   |
|--------------|---|
| Description: | Sets the default subject for notes added in the ticket responsible screen of the agent interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:       | 1   |



| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'Subject'} = '\$Text{"Responsible Update"}!';</pre> |

## Ticket::Frontend::AgentTicketResponsible###Body

| Description     | Value   |
|-----------------|---|
| Description:    | Sets the default body text for notes added in the ticket responsible screen of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'Body'} = '';</pre>             |

## Ticket::Frontend::AgentTicketResponsible###InvolvedAgent

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a list of all the involved agents on this ticket, in the ticket responsible screen of the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'InvolvedAgent'} = '0';</pre>                |

## Ticket::Frontend::AgentTicketResponsible###InformAgent

| Description  | Value  |
|--------------|--|
| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket responsible screen of the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:       | 0  |
| Required:    | 0  |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'InformAgent'} = '0';</pre> |

## **Ticket::Frontend::AgentTicketResponsible###ArticleTypeDefault**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default type of the note in the ticket responsible screen of the agent interface.                      |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'ArticleTypeDefault'} = 'note-internal';</pre> |

## **Ticket::Frontend::AgentTicketResponsible###ArticleTypes**

| Description     | Value  |
|-----------------|--|
| Description:    | Specifies the different note types that will be used in the system.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'ArticleTypes'} = {   'note-external' =&gt; '0',   'note-internal' =&gt; '1',   'note-report' =&gt; '0' };</pre> |

## **Ticket::Frontend::AgentTicketResponsible###Priority**

| Description  | Value  |
|--------------|--|
| Description: | Shows the ticket priority options in the ticket responsible screen of the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:       | 0  |

| Description     | Value  |
|-----------------|--|
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'Priority'} = '0';</pre> |

## Ticket::Frontend::AgentTicketResponsible###PriorityDefault

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default ticket priority in the ticket responsible screen of the agent interface.               |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'PriorityDefault'} = '3 normal';</pre> |

## Ticket::Frontend::AgentTicketResponsible###Title

| Description     | Value   |
|-----------------|---|
| Description:    | Shows the title fields in the ticket responsible screen of the agent interface.           |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'Title'} = '1';</pre> |

## Ticket::Frontend::AgentTicketResponsible###HistoryType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history type for the ticket responsible screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: |   |

| Description | Value   |
|-------------|---|
|             | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'HistoryType'} = 'AddNote';</pre> |

## Ticket::Frontend::AgentTicketResponsible###HistoryComment

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history comment for the ticket responsible screen action, which gets used for ticket history in the agent interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'HistoryComment'} = '%Responsible';</pre>                    |

## Ticket::Frontend::AgentTicketResponsible###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket responsible screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewResponsible  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketResponsible'}- &gt;{'DynamicField'} = {};</pre>   |

## Frontend::Agent::Ticket::ViewSearch

### Ticket::Frontend::AgentTicketSearch###ExtendedSearchCondition

| Description  | Value   |
|--------------|---|
| Description: | Allows extended search conditions in ticket search of the agent interface. With this feature you can search w. g. with this kind of conditions like "(key1&&key2)" or "(key1  key2)". |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewSearch   |
| Valid:       | 1   |

| Description     | Value  |
|-----------------|--|
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'ExtendedSearchCondition'} = '1';</code> |

## Ticket::Frontend::AgentTicketSearch###SearchLimit

| Description     | Value   |
|-----------------|---|
| Description:    | Maximum number of tickets to be displayed in the result of a search in the agent interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'SearchLimit'} = '2000';</code> |

## Ticket::Frontend::AgentTicketSearch###SearchPageShown

| Description     | Value   |
|-----------------|---|
| Description:    | Number of tickets to be displayed in each page of a search result in the agent interface.       |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'SearchPageShown'} = '40';</code> |

## Ticket::Frontend::AgentTicketSearch###SearchViewableTicketLines

| Description     | Value   |
|-----------------|---|
| Description:    | Number of lines (per ticket) that are shown by the search utility in the agent interface.                 |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'SearchViewableTicketLines'} = '10';</code> |

## Ticket::Frontend::AgentTicketSearch###SortBy::Default

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket attribute for ticket sorting of the ticket search result of the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'SortBy::Default'} = 'Age';</pre>              |

## Ticket::Frontend::AgentTicketSearch###Order::Default

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default ticket order in the ticket search result of the agent interface. Up: oldest on top. Down: latest on top. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Order::Default'} = 'Down';</pre>                               |

## Ticket::Frontend::AgentTicketSearch###SearchArticleCSVTree

| Description     | Value   |
|-----------------|---|
| Description:    | Exports the whole article tree in search result (it can affect the system performance).           |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'SearchArticleCSVTree'} = '0';</pre> |

## Ticket::Frontend::AgentTicketSearch###SearchCSVData

| Description  | Value  |
|--------------|--|
| Description: | Data used to export the search result in CSV format. |
| Group:       | Ticket   |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre> \$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}- &gt;{'SearchCSVData'} = [     'TicketNumber',     'Age',     'Created',     'Closed',     'FirstLock',     'FirstResponse',     'State',     'Priority',     'Queue',     'Lock',     'Owner',     'UserFirstname',     'UserLastname',     'CustomerID',     'CustomerName',     'From',     'Subject',     'AccountedTime',     'ArticleTree',     'SolutionInMin',     'SolutionDiffInMin',     'FirstResponseInMin',     'FirstResponseDiffInMin' ]; </pre> |

### Ticket::Frontend::AgentTicketSearch###ArticleCreateTime

| Description     | Value   |
|-----------------|---|
| Description:    | Includes article create times in the ticket search of the agent interface.                        |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}- &gt;{'ArticleCreateTime'} = '0'; </pre> |

### Ticket::Frontend::AgentTicketSearch###Defaults###Fulltext

| Description  | Value   |
|--------------|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'Fulltext'} = '';</pre> |

## Ticket::Frontend::AgentTicketSearch###Defaults###TicketNumber

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.                               |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'TicketNumber'} = '';</pre> |

## Ticket::Frontend::AgentTicketSearch###Defaults###Title

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.                        |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'Title'} = '';</pre> |

## Ticket::Frontend::AgentTicketSearch###Defaults###From

| Description  | Value   |
|--------------|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewSearch   |
| Valid:       | 0   |



| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'From'} = '';</code> |

## **Ticket::Frontend::AgentTicketSearch###Defaults###To**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.                       |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'To'} = '';</code> |

## **Ticket::Frontend::AgentTicketSearch###Defaults###Cc**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.                       |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'Cc'} = '';</code> |

## **Ticket::Frontend::AgentTicketSearch###Defaults###Subject**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.                            |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'Subject'} = '';</code> |

## Ticket::Frontend::AgentTicketSearch###Defaults###Body

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.                         |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'Body'} = '';</code> |

## Ticket::Frontend::AgentTicketSearch###Defaults###CustomerID

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.                               |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'CustomerID'} = '';</code> |

## Ticket::Frontend::AgentTicketSearch###Defaults###CustomerUserLogin

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.                                      |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'CustomerUserLogin'} = '';</code> |

## Ticket::Frontend::AgentTicketSearch###Defaults###StateIDs

| Description  | Value   |
|--------------|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'StateIDs'} = [];</pre> |

## Ticket::Frontend::AgentTicketSearch###Defaults###QueueIds

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.                           |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'QueueIDs'} = [];</pre> |

## Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimePoint

| Description     | Value   |
|-----------------|---|
| Description:    | Default data to use on attribute for ticket search screen. Example: "TicketCreateTimePointFormat=year;TicketCreateTimePointStart=Last;TicketCreateTimePointEnd=Now" |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'TicketCreateTimePoint'} = '';</pre>  |

## Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimeSlot

| Description  | Value   |
|--------------|---|
| Description: | Default data to use on attribute for ticket search screen. Example: "TicketCreateTimeStartYear=2010;TicketCreateTimeStartMonth=10;TicketCreateTimeS |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewSearch   |
| Valid:       | 0   |

| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'TicketCreateTimeSlot'} = '';</code> |

## **Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimePoint**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'TicketChangeTimePoint'} = '';</code> |

## **Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimeSlot**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'TicketChangeTimeSlot'} = '';</code> |

## **Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimePoint**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'TicketCloseTimePoint'} = '';</code> |

**Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimeSlot**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'TicketCloseTimeSlot'} = '';</code> |

**Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimePoint**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'ArticleCreateTimePoint'} = '';</code> |

**Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimeSlot**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default shown ticket search attribute for ticket search screen.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'ArticleCreateTimeSlot'} = '';</code> |

**Ticket::Frontend::AgentTicketSearch###Defaults###SearchInArchive**

| Description  | Value   |
|--------------|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |

| Description     | Value  |
|-----------------|--|
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'SearchInArchive'} = '';</pre> |

## Ticket::Frontend::CustomerTicketSearch###SearchArticleCSVTree

| Description     | Value  |
|-----------------|--|
| Description:    | Exports the whole article tree in search result (it can affect the system performance).              |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketSearch'}-&gt;{'SearchArticleCSVTree'} = '0';</pre> |

## Ticket::Frontend::AgentTicketSearch###DynamicField

| Description     | Value  |
|-----------------|--|
| Description:    | Dynamic fields shown in the ticket search screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'DynamicField'} = {};</pre>                               |

## Ticket::Frontend::AgentTicketSearch###Defaults###DynamicField

| Description  | Value   |
|--------------|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. Example: a text, 1, DynamicField_Field1 StartYear=2002;DynamicField_Field1 StartMonth=12;DynamicField |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::Ticket::ViewSearch   |
| Valid:       | 1   |

| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'Defaults'}-&gt;{'DynamicField'} = {};</pre> |

## Ticket::Frontend::AgentTicketSearch###SearchCSVDynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic Fields used to export the search result in CSV format.                                    |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewSearch   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketSearch'}-&gt;{'SearchCSVDynamicField'} = {};</pre> |

## Frontend::Agent::Ticket::ViewStatus

### Ticket::Frontend::AgentTicketStatusView###ViewableTicketsPage

| Description     | Value   |
|-----------------|---|
| Description:    | Shows all open tickets (even if they are locked) in the status view of the agent interface.           |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewStatus   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::AgentTicketStatusView'}-&gt;{'ViewableTicketsPage'} = '50';</pre> |

### Ticket::Frontend::AgentTicketStatusView###SortBy::Default

| Description  | Value  |
|--------------|--|
| Description: | Defines the default ticket attribute for ticket sorting in the status view of the agent interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewStatus  |
| Valid:       | 1  |
| Required:    | 1  |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketStatusView'}- &gt;{'SortBy::Default'} = 'Age';</pre> |

## Ticket::Frontend::AgentTicketStatusView###Order::Default

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket order (after priority sort) in the status view of the agent interface. Up: oldest on top. Down: latest on top. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewStatus   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::AgentTicketStatusView'}- &gt;{'Order::Default'} = 'Down';</pre>                                      |

## Frontend::Agent::Ticket::ViewZoom

### Ticket::Frontend::PlainView

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a link to see a zoomed email ticket in plain text.     |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewZoom                            |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::PlainView'} = '0';</pre> |

### Ticket::Frontend::ZoomExpand

| Description     | Value   |
|-----------------|---|
| Description:    | Shows all the articles of the ticket (expanded) in the zoom view. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewZoom                                 |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ZoomExpand'} = '0';</pre>     |



## Ticket::Frontend::ZoomExpandSort

| Description     | Value   |
|-----------------|---|
| Description:    | Shows the articles sorted normally or in reverse, under ticket zoom in the agent interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewZoom   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::ZoomExpandSort'} = 'normal';</pre>                      |

## Ticket::ZoomAttachmentDisplayCount

| Description     | Value  |
|-----------------|--|
| Description:    | Shows a count of icons in the ticket zoom, if the article has attachments. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewZoom  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::ZoomAttachmentDisplayCount'} = '20';</pre>       |

## Ticket::ZoomTimeDisplay

| Description     | Value   |
|-----------------|---|
| Description:    | Displays the accounted time for an article in the ticket zoom view. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewZoom                                   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::ZoomTimeDisplay'} = '0';</pre>            |

## Ticket::Frontend::TicketArticleFilter

| Description  | Value  |
|--------------|--|
| Description: | Activates the article filter in the zoom view to specify which articles should be shown. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::Ticket::ViewZoom  |

| Description     | Value  |
|-----------------|--|
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::TicketArticleFilter'} = '0';</code> |

## Ticket::Frontend::HTMLArticleHeightDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Set the default height (in pixels) of inline HTML articles in AgentTicketZoom.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::Ticket::ViewZoom   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::HTMLArticleHeightDefault'} = '100';</code> |

## Ticket::Frontend::HTMLArticleHeightMax

| Description     | Value  |
|-----------------|--|
| Description:    | Set the maximum height (in pixels) of inline HTML articles in AgentTicketZoom. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewZoom  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::HTMLArticleHeightMax'} = '2500';</code>   |

## Ticket::Frontend::ZoomRichTextForce

| Description     | Value  |
|-----------------|--|
| Description:    | Show article as rich text even if rich text writing is disabled. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewZoom                                |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value  |
|-------------|--|
|             | <code>\$Self-&gt;{'Ticket::Frontend::ZoomRichTextForce'} = '0';</code> |

## Ticket::Frontend::AgentTicketZoom###DynamicField

| Description     | Value  |
|-----------------|--|
| Description:    | Dynamic fields shown in the ticket zoom screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::Ticket::ViewZoom  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::AgentTicketZoom'}-&gt;{'DynamicField'} = {};</code>                             |

## Frontend::Agent::TicketOverview

### Ticket::Frontend::Overview###Small

| Description     | Value   |
|-----------------|---|
| Description:    | Allows having a small format ticket overview (CustomerInfo => 1 - shows also the customer information).   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::TicketOverview   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::Overview'}-&gt;{'Small'} = {<br/>  'CustomerInfo' =&gt; '1',<br/>  'Module' =&gt;<br/>  'Kernel::Output::HTML::TicketOverviewSmall',<br/>  'Name' =&gt; 'Small',<br/>  'NameShort' =&gt; 'S'<br/>};</code> |

### Ticket::Frontend::OverviewSmall###ColumnHeader

| Description  | Value  |
|--------------|--|
| Description: | Shows either the last customer article's subject or the ticket title in the small format overview. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Agent::TicketOverview  |
| Valid:       | 1  |

| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::OverviewSmall'}-&gt;{'ColumnHeader'} = 'LastCustomerSubject';</pre> |

## Ticket::Frontend::Overview###Medium

| Description     | Value  |
|-----------------|--|
| Description:    | Allows having a medium format ticket overview (CustomerInfo => 1 - shows also the customer information).   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::TicketOverview  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::Overview'}-&gt;{'Medium'} = {   'CustomerInfo' =&gt; '0',   'Module' =&gt;     'Kernel::Output::HTML::TicketOverviewMedium',   'Name' =&gt; 'Medium',   'NameShort' =&gt; 'M',   'TicketActionsPerTicket' =&gt; '0' };</pre> |

## Ticket::Frontend::Overview###Preview

| Description     | Value   |
|-----------------|---|
| Description:    | Shows a preview of the ticket overview (CustomerInfo => 1 - shows also Customer-Info, CustomerInfoMaxSize max. size in characters of Customer-Info).  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::TicketOverview   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::Overview'}-&gt;{'Preview'} = {   'CustomerInfo' =&gt; '0',   'CustomerInfoMaxSize' =&gt; '18',   'DefaultPreViewLines' =&gt; '25',   'DefaultViewNewLine' =&gt; '90',   'Module' =&gt;     'Kernel::Output::HTML::TicketOverviewPreview',   'Name' =&gt; 'Preview',   'NameShort' =&gt; 'L', };</pre> |

| Description | Value   |
|-------------|---|
|             | <pre>'StripEmptyLines' =&gt; '0', 'TicketActionsPerTicket' =&gt; '0' };</pre> |

## Ticket::Frontend::Overview::PreviewArticleSenderTypes

| Description     | Value   |
|-----------------|---|
| Description:    | Defines which article sender types should be shown in the preview of a ticket.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::TicketOverview   |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::Overview::PreviewArticleSenderTypes'} = {   'agent' =&gt; '1',   'customer' =&gt; '1',   'system' =&gt; '1' };</pre> |

## Ticket::Frontend::Overview::PreviewArticleTypeExpanded

| Description     | Value  |
|-----------------|--|
| Description:    | Defines which article type should be expanded when entering the overview. If nothing defined, latest article will be expanded. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::TicketOverview  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::Overview::PreviewArticleTypeExpanded'} = '';</pre>  |

## Ticket::Frontend::OverviewSmall###DynamicField

| Description  | Value   |
|--------------|---|
| Description: | Dynamic fields shown in the ticket small format overview screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Agent::TicketOverview   |
| Valid:       | 1   |
| Required:    | 0   |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::OverviewSmall'}-&gt;{'DynamicField'} = {};</code> |

## Ticket::Frontend::OverviewMedium###DynamicField

| Description     | Value  |
|-----------------|--|
| Description:    | Dynamic fields shown in the ticket medium format overview screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::TicketOverview  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::OverviewMedium'}-&gt;{'DynamicField'} = {};</code>  |

## Ticket::Frontend::OverviewPreview###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket preview format overview screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::TicketOverview   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Ticket::Frontend::OverviewPreview'}-&gt;{'DynamicField'} = {};</code>  |

## Frontend::Agent::ToolBarModule

### Frontend::ToolBarModule###1-Ticket::AgentTicketQueue

| Description     | Value   |
|-----------------|---|
| Description:    | Toolbar Item for a shortcut.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ToolBarModule  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <code>\$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'1-Ticket::AgentTicketQueue'} = {<br/>    'AccessKey' =&gt; 'q',</code> |

| Description | Value  |
|-------------|--|
|             | <pre>'Action' =&gt; 'AgentTicketQueue', 'CssClass' =&gt; 'QueueView', 'Link' =&gt; 'Action=AgentTicketQueue', 'Module' =&gt; 'Kernel::Output::HTML::ToolBarLink', 'Name' =&gt; 'Queue view', 'Priority' =&gt; '1010010' };</pre> |

## Frontend::ToolBarModule###2-Ticket::AgentTicketStatus

| Description     | Value  |
|-----------------|--|
| Description:    | Toolbar Item for a shortcut.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ToolBarModule   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'2-Ticket::AgentTicketStatus'} = {   'AccessKey' =&gt; 'o',   'Action' =&gt; 'AgentTicketStatusView',   'CssClass' =&gt; 'StatusView',   'Link' =&gt; 'Action=AgentTicketStatusView',   'Module' =&gt; 'Kernel::Output::HTML::ToolBarLink',   'Name' =&gt; 'Status view',   'Priority' =&gt; '1010020' };</pre> |

## Frontend::ToolBarModule###3-Ticket::AgentTicketEscalation

| Description     | Value  |
|-----------------|--|
| Description:    | Toolbar Item for a shortcut.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ToolBarModule   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'3-Ticket::AgentTicketEscalation'} = {   'AccessKey' =&gt; 'w',   'Action' =&gt; 'AgentTicketEscalationView',   'CssClass' =&gt; 'EscalationView',   'Link' =&gt; 'Action=AgentTicketEscalationView',   'Module' =&gt; 'Kernel::Output::HTML::ToolBarLink',   'Name' =&gt; 'Escalation view',   'Priority' =&gt; '1010030' };</pre> |

## Frontend::ToolBarModule###4-Ticket::AgentTicketPhone

| Description     | Value   |
|-----------------|---|
| Description:    | Toolbar Item for a shortcut.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ToolBarModule  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'4-Ticket::AgentTicketPhone'} = {   'AccessKey' =&gt; 'l',   'Action' =&gt; 'AgentTicketPhone',   'CssClass' =&gt; 'PhoneTicket',   'Link' =&gt; 'Action=AgentTicketPhone',   'Module' =&gt; 'Kernel::Output::HTML::ToolBarLink',   'Name' =&gt; 'New phone ticket',   'Priority' =&gt; '1020010' };</pre> |

## Frontend::ToolBarModule###5-Ticket::AgentTicketEmail

| Description     | Value   |
|-----------------|---|
| Description:    | Toolbar Item for a shortcut.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ToolBarModule  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'5-Ticket::AgentTicketEmail'} = {   'AccessKey' =&gt; 'l',   'Action' =&gt; 'AgentTicketEmail',   'CssClass' =&gt; 'EmailTicket',   'Link' =&gt; 'Action=AgentTicketEmail',   'Module' =&gt; 'Kernel::Output::HTML::ToolBarLink',   'Name' =&gt; 'New email ticket',   'Priority' =&gt; '1020020' };</pre> |

## Frontend::ToolBarModule###6-Ticket::TicketResponsible

| Description  | Value   |
|--------------|---|
| Description: | Agent interface notification module to see the number of tickets an agent is responsible for. |
| Group:       | Ticket  |



| Description     | Value  |
|-----------------|--|
| SubGroup:       | Frontend::Agent::ToolBarModule   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'6-Ticket::TicketResponsible'} = {     'CssClass' =&gt; 'Responsible',     'CssClassNew' =&gt; 'Responsible New',     'CssClassReached' =&gt; 'Responsible Reached',     'Module' =&gt;     'Kernel::Output::HTML::ToolBarTicketResponsible',     'Priority' =&gt; '1030010' }; </pre> |

## Frontend::ToolBarModule###7-Ticket::TicketWatcher

| Description     | Value  |
|-----------------|--|
| Description:    | Agent interface notification module to see the number of watched tickets.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ToolBarModule   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'7-Ticket::TicketWatcher'} = {     'CssClass' =&gt; 'Watcher',     'CssClassNew' =&gt; 'Watcher New',     'CssClassReached' =&gt; 'Watcher Reached',     'Module' =&gt;     'Kernel::Output::HTML::ToolBarTicketWatcher',     'Priority' =&gt; '1030020' }; </pre> |

## Frontend::ToolBarModule###8-Ticket::TicketLocked

| Description     | Value   |
|-----------------|---|
| Description:    | Agent interface notification module to check the used charset.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ToolBarModule  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'8-Ticket::TicketLocked'} = {     'CssClass' =&gt; 'Locked', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'CssClassNew' =&gt; 'Locked New', 'CssClassReached' =&gt; 'Locked Reached', 'Module' =&gt; 'Kernel::Output::HTML::ToolBarTicketLocked', 'Priority' =&gt; '1030030' };</pre> |

## Frontend::ToolBarModule###9-Ticket::TicketSearchProfile

| Description     | Value  |
|-----------------|--|
| Description:    | Agent interface module to access search profiles via nav bar.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Agent::ToolBarModule   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'9-Ticket::TicketSearchProfile'} = {   'Block' =&gt; 'ToolBarSearchProfile',   'Description' =&gt; 'Search-Template',   'MaxWidth' =&gt; '40',   'Module' =&gt; 'Kernel::Output::HTML::ToolBarTicketSearchProfile',   'Name' =&gt; 'Search-Template',   'Priority' =&gt; '1990010' };</pre> |

## Frontend::ToolBarModule###10-Ticket::TicketSearchFulltext

| Description     | Value   |
|-----------------|---|
| Description:    | Agent interface module to access fulltext search via nav bar.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Agent::ToolBarModule  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::ToolBarModule'}-&gt;{'10-Ticket::TicketSearchFulltext'} = {   'Block' =&gt; 'ToolBarSearchFulltext',   'CSS' =&gt; 'Core.Agent.Toolbar.FulltextSearch.css',   'Description' =&gt; 'Fulltext-Search',   'Module' =&gt; 'Kernel::Output::HTML::ToolBarTicketSearchFulltext',   'Name' =&gt; 'Fulltext-Search',   'Priority' =&gt; '1990020',   'Size' =&gt; '10' };</pre> |

## Frontend::Customer

### Ticket::Frontend::CustomerTicketOverviewSortable

| Description     | Value  |
|-----------------|--|
| Description:    | Controls if customers have the ability to sort their tickets.                    |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketOverviewSortable'} = '';</pre> |

### Ticket::Frontend::CustomerTicketOverviewCustomEmptyText

| Description     | Value   |
|-----------------|---|
| Description:    | Custom text for the page shown to customers that have no tickets yet.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 0   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketOverviewCustomEmptyText'} = {   'Button' =&gt; 'Create your first ticket',   'Text' =&gt; 'Please click the button below to create your first ticket.',   'Title' =&gt; 'Welcome!' };</pre> |

### Frontend::CustomerUser::Item###9-OpenTickets

| Description     | Value  |
|-----------------|--|
| Description:    | Customer item (icon) which shows the open tickets of this customer as info block.                                      |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Frontend::CustomerUser::Item'}-&gt;{'9-OpenTickets'} = {   'Action' =&gt; 'AgentTicketSearch',</pre> |

| Description | Value  |
|-------------|--|
|             | <pre> 'Attributes' =&gt; 'StateType=Open;', 'CSS' =&gt; 'Core.Agent.CustomerUser.OpenTicket.css', 'CSSClassNoOpenTicket' =&gt; 'NoOpenTicket', 'CSSClassOpenTicket' =&gt; 'OpenTicket', 'Module' =&gt; 'Kernel::Output::HTML::CustomerUserGenericTicket', 'Subaction' =&gt; 'Search', 'Target' =&gt; '_blank', 'Text' =&gt; 'Open Tickets' }; </pre> |

## CustomerFrontend::CommonObject###QueueObject

| Description     | Value  |
|-----------------|--|
| Description:    | Path of the file that stores all the settings for the QueueObject object for the customer interface.       |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerFrontend::CommonObject'}- &gt;{'QueueObject'} = 'Kernel::System::Queue'; </pre> |

## CustomerFrontend::CommonObject###TicketObject

| Description     | Value  |
|-----------------|--|
| Description:    | Path of the file that stores all the settings for the TicketObject for the customer interface.               |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerFrontend::CommonObject'}- &gt;{'TicketObject'} = 'Kernel::System::Ticket'; </pre> |

## CustomerFrontend::CommonParam###Action

| Description  | Value   |
|--------------|---|
| Description: | Defines the default used Frontend-Module if no Action parameter given in the url on the customer interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Customer  |
| Valid:       | 1   |

| Description     | Value   |
|-----------------|---|
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::CommonParam'}- &gt;{'Action'} = 'CustomerTicketOverview';</pre> |

## CustomerFrontend::CommonParam###TicketID

| Description     | Value   |
|-----------------|---|
| Description:    | Default ticket ID used by the system in the customer interface.                 |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::CommonParam'}- &gt;{'TicketID'} = '';</pre> |

## Frontend::Customer::ModuleMetaHead

### CustomerFrontend::HeaderMetaModule###2-TicketSearch

| Description     | Value  |
|-----------------|--|
| Description:    | Module to generate html OpenSearch profile for short ticket search in the customer interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::ModuleMetaHead   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::HeaderMetaModule'}- &gt;{'2-TicketSearch'} = {   'Action' =&gt; 'CustomerTicketSearch',   'Module' =&gt;     'Kernel::Output::HTML::CustomerHeaderMetaTicketSearch' };</pre> |

## Frontend::Customer::ModuleRegistration

### CustomerFrontend::Module###CustomerTicketOverview

| Description  | Value  |
|--------------|--|
| Description: | Frontend module registration for the customer interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Customer::ModuleRegistration                   |

| Description     | Value   |
|-----------------|---|
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'CustomerTicketOverview'} = {   'Description' =&gt; 'Overview of customer tickets',   'NavBar' =&gt; [     {       'AccessKey' =&gt; 'm',       'Block' =&gt; '',       'Description' =&gt; 'My Tickets',       'Link' =&gt;         'Action=CustomerTicketOverview;Subaction=MyTickets',       'LinkOption' =&gt; '',       'Name' =&gt; 'My Tickets',       'NavBar' =&gt; '',       'Prio' =&gt; '110',       'Type' =&gt; ''     },     {       'AccessKey' =&gt; 'c',       'Block' =&gt; '',       'Description' =&gt; 'Company Tickets',       'Link' =&gt;         'Action=CustomerTicketOverview;Subaction=CompanyTickets',       'LinkOption' =&gt; '',       'Name' =&gt; 'Company Tickets',       'NavBar' =&gt; '',       'Prio' =&gt; '120',       'Type' =&gt; ''     }   ],   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Overview' }; </pre> |

## CustomerFrontend::Module###CustomerTicketMessage

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the customer interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::ModuleRegistration   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'CustomerTicketMessage'} = {   'Description' =&gt; 'Create tickets',   'NavBar' =&gt; [ </pre> |

| Description | Value  |
|-------------|--|
|             | <pre> {   'AccessKey' =&gt; 'n',   'Block' =&gt; '',   'Description' =&gt; 'Create new Ticket',   'Link' =&gt; 'Action=CustomerTicketMessage',   'LinkOption' =&gt; '',   'Name' =&gt; 'New Ticket',   'NavBar' =&gt; '',   'Prio' =&gt; '100',   'Type' =&gt; '' } ], 'NavBarName' =&gt; 'Ticket', 'Title' =&gt; 'New Ticket' }; </pre> |

## CustomerFrontend::Module###CustomerTicketZoom

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the customer interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::ModuleRegistration   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'CustomerTicketZoom'} = {   'Description' =&gt; 'Ticket zoom view',   'Loader' =&gt; {     'JavaScript' =&gt; [       'Core.Customer.TicketZoom.js',       'Core.UI.Popup.js'     ]   },   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Zoom' }; </pre> |

## CustomerFrontend::Module###CustomerTicketPrint

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the customer interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::ModuleRegistration                   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <pre>\$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'CustomerTicketPrint'} = {   'Description' =&gt; 'Customer Ticket Print Module',   'NavBarName' =&gt; '',   'Title' =&gt; 'Print' };</pre> |

## CustomerFrontend::Module###CustomerZoom

| Description     | Value   |
|-----------------|---|
| Description:    | Frontend module registration for the customer interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::ModuleRegistration  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'CustomerZoom'} = {   'Description' =&gt; 'compat mod',   'NavBarName' =&gt; '',   'Title' =&gt; '' };</pre> |

## CustomerFrontend::Module###CustomerTicketAttachment

| Description     | Value  |
|-----------------|--|
| Description:    | Frontend module registration for the customer interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::ModuleRegistration   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'CustomerTicketAttachment'} = {   'Description' =&gt; 'To download attachments',   'NavBarName' =&gt; '',   'Title' =&gt; '' };</pre> |

## CustomerFrontend::Module###CustomerTicketSearch

| Description  | Value  |
|--------------|--|
| Description: | Frontend module registration for the customer interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Customer::ModuleRegistration                   |
| Valid:       | 1  |



| Description     | Value   |
|-----------------|---|
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerFrontend::Module'}- &gt;{'CustomerTicketSearch'} = {   'Description' =&gt; 'Customer ticket search',   'NavBar' =&gt; [     {       'AccessKey' =&gt; 's',       'Block' =&gt; '',       'Description' =&gt; 'Search',       'Link' =&gt; 'Action=CustomerTicketSearch',       'LinkOption' =&gt; '',       'Name' =&gt; 'Search',       'NavBar' =&gt; '',       'Prio' =&gt; '300',       'Type' =&gt; ''     }   ],   'NavBarName' =&gt; 'Ticket',   'Title' =&gt; 'Search' }; </pre> |

## Frontend::Customer::Preferences

### CustomerPreferencesGroups###ShownTickets

| Description     | Value  |
|-----------------|--|
| Description:    | Defines all the parameters for the ShownTickets object in the customer preferences of the customer interface.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Preferences  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'CustomerPreferencesGroups'}- &gt;{'ShownTickets'} = {   'Active' =&gt; '1',   'Column' =&gt; 'User Profile',   'Data' =&gt; {     '15' =&gt; '15',     '20' =&gt; '20',     '25' =&gt; '25',     '30' =&gt; '30'   },   'DataSelected' =&gt; '25',   'Key' =&gt; 'Tickets per page',   'Label' =&gt; 'Number of displayed tickets',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric', </pre> |

| Description | Value  |
|-------------|--|
|             | <pre>'PrefKey' =&gt; 'UserShowTickets', 'Prio' =&gt; '4000' };</pre> |

## CustomerPreferencesGroups###RefreshTime

| Description     | Value   |
|-----------------|---|
| Description:    | Defines all the parameters for the RefreshTime object in the customer preferences of the customer interface.  |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Preferences   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPreferencesGroups'}- &gt;{'RefreshTime'} = {   'Active' =&gt; '1',   'Column' =&gt; 'User Profile',   'Data' =&gt; {     '' =&gt; 'off',     '10' =&gt; '10 minutes',     '15' =&gt; '15 minutes',     '2' =&gt; ' 2 minutes',     '5' =&gt; ' 5 minutes',     '7' =&gt; ' 7 minutes'   },   'DataSelected' =&gt; '',   'Key' =&gt; 'Refresh interval',   'Label' =&gt; 'Ticket overview',   'Module' =&gt; 'Kernel::Output::HTML::PreferencesGeneric',   'PrefKey' =&gt; 'UserRefreshTime',   'Prio' =&gt; '4000' };</pre> |

## Frontend::Customer::Ticket::ViewNew

### Ticket::Frontend::CustomerTicketMessage###NextScreenAfterNewTicket

| Description     | Value   |
|-----------------|---|
| Description:    | Determines the next screen after new customer ticket in the customer interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: |   |

| Description | Value  |
|-------------|--|
|             | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'NextScreenAfterNewTicket'} = 'CustomerTicketOverview';</pre> |

## Ticket::Frontend::CustomerTicketMessage###Priority

| Description     | Value   |
|-----------------|---|
| Description:    | Allows customers to set the ticket priority in the customer interface.                      |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'Priority'} = '1';</pre> |

## Ticket::Frontend::CustomerTicketMessage###PriorityDefault

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default priority of new customer tickets in the customer interface.                           |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'PriorityDefault'} = '3 normal';</pre> |

## Ticket::Frontend::CustomerTicketMessage###Queue

| Description     | Value  |
|-----------------|--|
| Description:    | Allows customers to set the ticket queue in the customer interface. If this is set to 'No', QueueDefault should be configured. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'Queue'} = '1';</pre>                                       |

**Ticket::Frontend::CustomerTicketMessage###QueueDefault**

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default queue for new customer tickets in the customer interface.                            |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'QueueDefault'} = 'Postmaster';</pre> |

**Ticket::Frontend::CustomerTicketMessage###Service**

| Description     | Value  |
|-----------------|--|
| Description:    | Allows customers to set the ticket service in the customer interface.                      |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'Service'} = '1';</pre> |

**Ticket::Frontend::CustomerTicketMessage###SLA**

| Description     | Value  |
|-----------------|--|
| Description:    | Allows customers to set the ticket SLA in the customer interface.                      |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'SLA'} = '1';</pre> |

**Ticket::Frontend::CustomerTicketMessage###StateDefault**

| Description  | Value  |
|--------------|--|
| Description: | Defines the default state of new customer tickets in the customer interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'StateDefault'} = 'new';</pre> |

### Ticket::Frontend::CustomerTicketMessage###ArticleType

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default type for article in the customer interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'ArticleType'} = 'webrequest';</pre> |

### Ticket::Frontend::CustomerTicketMessage###SenderType

| Description     | Value  |
|-----------------|--|
| Description:    | Sender type for new tickets from the customer interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'SenderType'} = 'customer';</pre> |

### Ticket::Frontend::CustomerTicketMessage###HistoryType

| Description  | Value   |
|--------------|---|
| Description: | Defines the default history type in the customer interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Customer::Ticket::ViewNew                         |
| Valid:       | 1   |
| Required:    | 1   |

| Description     | Value   |
|-----------------|---|
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'HistoryType'} = 'WebRequestCustomer';</pre> |

## Ticket::Frontend::CustomerTicketMessage###HistoryComment

| Description     | Value  |
|-----------------|--|
| Description:    | Comment for new history entries in the customer interface.                                       |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'HistoryComment'} = '';</pre> |

## CustomerPanelSelectionType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the receipt target of the tickets ("Queue" shows all queues, "SystemAddress" displays all system addresses) in the customer interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew  |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'CustomerPanelSelectionType'} = 'Queue';</pre>  |

## CustomerPanelSelectionString

| Description     | Value  |
|-----------------|--|
| Description:    | Determines the strings that will be shown as receipt (To:) of the ticket in the customer interface. For Queue as CustomerPanelSelectionType, "<Queue>" shows the names of the queues, and for SystemAddress, "<Realname> <<Email>>" shows the name and email of the receipt. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'CustomerPanelSelectionString'} =<br/>'&lt;Queue&gt;';</code> |

## CustomerPanelOwnSelection

| Description     | Value  |
|-----------------|--|
| Description:    | Determines which queues will be valid for ticket's recipients in the customer interface.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew  |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <code>\$Self-&gt;{'CustomerPanelOwnSelection'} = {<br/>  'Junk' =&gt; 'First Queue',<br/>  'Misc' =&gt; 'Second Queue'<br/>};</code> |

## CustomerPanel::NewTicketQueueSelectionModule

| Description     | Value   |
|-----------------|---|
| Description:    | Module for To-selection in new ticket screen in the customer interface.   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew   |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <code>\$Self-&gt;{'CustomerPanel::NewTicketQueueSelectionModule'} =<br/><br/>'Kernel::Output::HTML::CustomerNewTicketQueueSelectionGeneric';</code> |

## Ticket::Frontend::CustomerTicketMessage###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields options shown in the ticket message screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. NOTE. If you want to display these fields also in the ticket zoom of the customer interface, you have to enable them in CustomerTicketZoom###AttributesView. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewNew   |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: |   |

| Description | Value  |
|-------------|--|
|             | <pre>\$Self- &gt;{'Ticket::Frontend::CustomerTicketMessage'}- &gt;{'DynamicField'} = {};</pre> |

## Frontend::Customer::Ticket::ViewPrint

### Ticket::Frontend::CustomerTicketPrint###DynamicField

| Description     | Value  |
|-----------------|--|
| Description:    | Dynamic fields shown in the ticket print screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewPrint  |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketPrint'}- &gt;{'DynamicField'} = {};</pre>                              |

## Frontend::Customer::Ticket::ViewSearch

### Ticket::CustomerTicketSearch::SearchLimit

| Description     | Value  |
|-----------------|--|
| Description:    | Maximum number of tickets to be displayed in the result of a search in the customer interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewSearch   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::CustomerTicketSearch::SearchLimit'} = '5000';</pre>                 |

### Ticket::CustomerTicketSearch::SearchPageShown

| Description  | Value  |
|--------------|--|
| Description: | Number of tickets to be displayed in each page of a search result in the customer interface. |
| Group:       | Ticket   |
| SubGroup:    | Frontend::Customer::Ticket::ViewSearch   |
| Valid:       | 1  |
| Required:    | 1  |



| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::CustomerTicketSearch::SearchPageShown'} = '40';</pre> |

## Ticket::CustomerTicketSearch::SortBy::Default

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default ticket attribute for ticket sorting in a ticket search of the customer interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewSearch  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::CustomerTicketSearch::SortBy::Default'} = 'Age';</pre>                     |

## Ticket::CustomerTicketSearch::Order::Default

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default ticket order of a search result in the customer interface. Up: oldest on top. Down: latest on top. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewSearch   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self- &gt;{'Ticket::CustomerTicketSearch::Order::Default'} = 'Down';</pre>                                      |

## Ticket::Frontend::CustomerTicketSearch###ExtendedSearchCondition

| Description     | Value  |
|-----------------|--|
| Description:    | Allows extended search conditions in ticket search of the customer interface. With this feature you can search w. g. with this kind of conditions like "(key1&&key2)" or "(key1  key2)". |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewSearch   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: |  |

| Description | Value   |
|-------------|---|
|             | <code>\$Self-&gt;{'Ticket::Frontend::CustomerTicketSearch'}-&gt;{'ExtendedSearchCondition'} = '1';</code> |

## Ticket::Frontend::CustomerTicketSearch###SearchCSVData

| Description     | Value  |
|-----------------|--|
| Description:    | Data used to export the search result in CSV format.   |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewSearch   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre> \$Self-&gt;{'Ticket::Frontend::CustomerTicketSearch'}-&gt;{'SearchCSVData'} = [     'TicketNumber',     'Age',     'Created',     'Closed',     'State',     'Priority',     'Lock',     'CustomerID',     'CustomerName',     'From',     'Subject' ]; </pre> |

## Ticket::Frontend::CustomerTicketSearch###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket search screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewSearch  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre> \$Self-&gt;{'Ticket::Frontend::CustomerTicketSearch'}-&gt;{'DynamicField'} = {}; </pre>                             |

## Ticket::Frontend::CustomerTicketSearch###SearchOverviewDynamicField

| Description  | Value  |
|--------------|--|
| Description: | Dynamic fields shown in the ticket search overview results screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:       | Ticket   |

| Description     | Value   |
|-----------------|---|
| SubGroup:       | Frontend::Customer::Ticket::ViewSearch  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketSearch'}-&gt;{'SearchOverviewDynamicField'} = {};</pre> |

## Ticket::Frontend::CustomerTicketSearch###SearchCSVDynamicField

| Description     | Value  |
|-----------------|--|
| Description:    | Dynamic Fields used to export the search result in CSV format.                                       |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewSearch   |
| Valid:          | 1  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketSearch'}-&gt;{'SearchCSVDynamicField'} = {};</pre> |

## Frontend::Customer::Ticket::ViewZoom

### Ticket::Frontend::CustomerTicketZoom###NextScreenAfterFollowUp

| Description     | Value  |
|-----------------|--|
| Description:    | Determines the next screen after the follow up screen of a zoomed ticket in the customer interface.                        |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'NextScreenAfterFollowUp'} = 'CustomerTicketOverview';</pre> |

### Ticket::Frontend::CustomerTicketZoom###ArticleType

| Description  | Value   |
|--------------|---|
| Description: | Defines the default type of the note in the ticket zoom screen of the customer interface. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::Customer::Ticket::ViewZoom  |
| Valid:       | 1   |

| Description     | Value  |
|-----------------|--|
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'ArticleType'} = 'webrequest';</pre> |

## Ticket::Frontend::CustomerTicketZoom###SenderType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the default sender type for tickets in the ticket zoom screen of the customer interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'SenderType'} = 'customer';</pre>  |

## Ticket::Frontend::CustomerTicketZoom###HistoryType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the history type for the ticket zoom action, which gets used for ticket history in the customer interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'HistoryType'} = 'FollowUp';</pre>                   |

## Ticket::Frontend::CustomerTicketZoom###HistoryComment

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the history comment for the ticket zoom action, which gets used for ticket history in the customer interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'HistoryComment'} = '';</pre>                           |

**Ticket::Frontend::CustomerTicketZoom###Priority**

| Description     | Value  |
|-----------------|--|
| Description:    | Allows customers to change the ticket priority in the customer interface.              |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'Priority'} = '1';</pre> |

**Ticket::Frontend::CustomerTicketZoom###PriorityDefault**

| Description     | Value   |
|-----------------|---|
| Description:    | Defines the default priority of follow up customer tickets in the ticket zoom screen in the customer interface. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'PriorityDefault'} = '3 normal';</pre>            |

**Ticket::Frontend::CustomerTicketZoom###State**

| Description     | Value  |
|-----------------|--|
| Description:    | Allows choosing the next compose state for customer tickets in the customer interface. |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'State'} = '1';</pre>    |

**Ticket::Frontend::CustomerTicketZoom###StateDefault**

| Description  | Value   |
|--------------|---|
| Description: | Defines the default next state for a ticket after customer follow up in the customer interface. |

| Description     | Value   |
|-----------------|---|
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'StateDefault'} = 'open';</pre> |

## Ticket::Frontend::CustomerTicketZoom###StateType

| Description     | Value  |
|-----------------|--|
| Description:    | Defines the next possible states for customer tickets in the customer interface.                                 |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom   |
| Valid:          | 1  |
| Required:       | 1  |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'StateType'} = [     'open',     'closed' ];</pre> |

## Ticket::Frontend::CustomerTicketZoom###AttributesView

| Description     | Value   |
|-----------------|---|
| Description:    | Shows the activated ticket attributes in the customer interface (0 = Disabled and 1 = Enabled).   |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom  |
| Valid:          | 1   |
| Required:       | 1   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'AttributesView'} = {     'Owner' =&gt; '0',     'Priority' =&gt; '1',     'Queue' =&gt; '1',     'Responsible' =&gt; '0',     'SLA' =&gt; '0',     'Service' =&gt; '0',     'State' =&gt; '1',     'Type' =&gt; '0' };</pre> |

## Ticket::Frontend::CustomerTicketZoom###DynamicField

| Description     | Value   |
|-----------------|---|
| Description:    | Dynamic fields shown in the ticket zoom screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group:          | Ticket  |
| SubGroup:       | Frontend::Customer::Ticket::ViewZoom  |
| Valid:          | 1   |
| Required:       | 0   |
| Config-Setting: | <pre>\$Self-&gt;{'Ticket::Frontend::CustomerTicketZoom'}-&gt;{'DynamicField'} = {};</pre>                               |

## Frontend::Queue::Preferences

### QueuePreferences###Comment2

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters of the example queue attribute Comment2.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Queue::Preferences   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre>\$Self-&gt;{'QueuePreferences'}-&gt;{'Comment2'} = {   'Block' =&gt; 'TextArea',   'Cols' =&gt; '50',   'Desc' =&gt; 'Define the queue comment 2.',   'Label' =&gt; 'Comment2',   'Module' =&gt;   'Kernel::Output::HTML::QueuePreferencesGeneric',   'PrefKey' =&gt; 'Comment2',   'Rows' =&gt; '5' };</pre> |

## Frontend::SLA::Preferences

### SLAPreferences###Comment2

| Description  | Value   |
|--------------|---|
| Description: | Parameters of the example SLA attribute Comment2. |
| Group:       | Ticket  |
| SubGroup:    | Frontend::SLA::Preferences                        |
| Valid:       | 0   |
| Required:    | 0   |

| Description     | Value  |
|-----------------|--|
| Config-Setting: | <pre> \$Self-&gt;{'SLAPreferences'}-&gt;{'Comment2'} = {   'Block' =&gt; 'TextArea',   'Cols' =&gt; '50',   'Desc' =&gt; 'Define the sla comment 2.',   'Label' =&gt; 'Comment2',   'Module' =&gt; 'Kernel::Output::HTML::SLAPreferencesGeneric',   'PrefKey' =&gt; 'Comment2',   'Rows' =&gt; '5' }; </pre> |

## Frontend::Service::Preferences

### ServicePreferences###Comment2

| Description     | Value  |
|-----------------|--|
| Description:    | Parameters of the example service attribute Comment2.  |
| Group:          | Ticket   |
| SubGroup:       | Frontend::Service::Preferences   |
| Valid:          | 0  |
| Required:       | 0  |
| Config-Setting: | <pre> \$Self-&gt;{'ServicePreferences'}-&gt;{'Comment2'} = {   'Block' =&gt; 'TextArea',   'Cols' =&gt; '50',   'Desc' =&gt; 'Define the service comment 2.',   'Label' =&gt; 'Comment2',   'Module' =&gt; 'Kernel::Output::HTML::ServicePreferencesGeneric',   'PrefKey' =&gt; 'Comment2',   'Rows' =&gt; '5' }; </pre> |



---

# Appendix C. Credits

OTRS is an open source project, and we wish to thank many people for their help and support. The following list is surely incomplete, and we apologize for that! Just drop us a note if you are not on this list.

The following persons have especially pushed the project or are still active supporters:

- Robert Kehl, who created the Win32-installer for the 1.x releases. Thanks a lot, Robert!
- Torsten Werner, who maintains the Debian-installer for OTRS. Thanks a lot, Torsten, by making OTRS also available for the Debian community.
- Nils Jeppe (mirror Hamburg, Germany), Bryan Fullerton (mirror Toronto, Canada), Eberhard Mönkeberg (mirror Göttingen, Germany), Timo Dreger (mirror Düsseldorf, Germany) and Netmonic (mirror Vienna, Austria), who are mirroring our FTP server. Thanks a lot, with your help it is always possible to download OTRS quickly!
- Anja Schneider, who is helping with the translation of this manual and with the correction and revision of the German texts. Many thanks for your help and patience, Anja!
- We receive many ideas via the OTRS mailing lists for system improvements, patches or bugfixes. Great support for all users is always available there. Thanks a lot to all people on the mailing lists for your active assistance!

Also we want to give a big thank you to the following persons:

- Martin Scherbaum
- Carsten Gross
- Harald Müller
- Stefan Schmidt
- Milisav Radmanic
- Uli Hecht
- Norman Walsh
- Heiko Baumann
- Atif Ghaffar
- Pablo Ruiz Garcia
- Dan Rau
- Christoph Kaulich
- Mark Jackson
- Diane Shieh
- Bernard Choppy

- Carl Bailey
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Version 1.1, March 2000

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