

Sidebar-Modules to use with KIX4OTRS

c.a.p.e. IT® GmbH

Version: 1.2.0 / 52

GNU AFFERO GENERAL PUBLIC LICENSE

Version 3, 19 November 2007

Title: KIXSidebarTools
Topic: Sidebar-Modules to use with KIX4OTRS
Author: c.a.p.e. IT® GmbH
Keywords: OTRS KIX4OTRS Sidebar
Version: KIXSidebarTools1.2.0 / 52
Filename: KIXSidebarTools.odt

Table of Contents

| | |
|---|-----------|
| 1 Document Related Remarks..... | 4 |
| 1.1 Document Information..... | 4 |
| 1.1.1 Intention of this Document..... | 4 |
| 1.1.2 Delimitation..... | 4 |
| 1.1.3 Document History..... | 4 |
| 1.1.4 Authors / Responsible..... | 4 |
| 1.1.5 Document Owner..... | 4 |
| 2 General Remarks and Preconditions..... | 5 |
| 2.1 OTRS-internal Requirements..... | 5 |
| 3 Package Installation..... | 6 |
| 3.1.1 Technical Background..... | 6 |
| 3.1.2 SysConfig Configuration Options..... | 6 |
| 3.1.3 How to Use..... | 6 |
| 4 Basic components..... | 7 |
| 4.1 Technical Background..... | 7 |
| 4.1.1 Related Structures..... | 7 |
| 4.2 SysConfig Configuration Options..... | 7 |
| 5 Common configuration..... | 8 |
| 5.1 Technical Background..... | 8 |
| 5.1.1 Related Structures..... | 8 |
| 5.2 SysConfig Configuration Options..... | 8 |
| 5.3 Configuration-keys..... | 8 |
| 6 Configuration via KIXSidebarTools..... | 10 |
| 6.1 Technical Background..... | 10 |
| 6.1.1 Related Structures..... | 10 |
| 6.2 SysConfig Configuration Options..... | 10 |
| 7 KIXSidebarCI - Search Configuration items..... | 11 |
| 7.1 Technical Background..... | 11 |
| 7.1.1 Related Structures..... | 11 |
| 7.2 SysConfig Configuration Options..... | 11 |
| 7.3 Configuration-keys..... | 12 |
| 8 KIXSidebarCustomer - Search customers..... | 14 |
| 8.1 Technical Background..... | 14 |
| 8.1.1 Related Structures..... | 14 |

| | |
|---|-----------|
| 8.2 SysConfig Configuration Options..... | 14 |
| 8.3 Configuration-keys..... | 14 |
| 9 KIXSidebarDisableSidebar - Disable Sidebars based on attributes..... | 16 |
| 9.1 Technical Background..... | 16 |
| 9.1.1 Related Structures..... | 16 |
| 9.2 SysConfig Configuration Options..... | 16 |
| 9.3 Syntax of rules..... | 17 |
| 10 KIXSidebarFAQ - Related FAQ Items..... | 18 |
| 10.1 Technical Background..... | 18 |
| 10.1.1 Related Structures..... | 18 |
| 10.2 SysConfig Configuration Options..... | 18 |
| 10.3 Configuration-keys..... | 19 |
| 11 KIXSidebarRemoteDB - Search in Remote DB..... | 20 |
| 11.1 Technical Background..... | 20 |
| 11.1.1 Related Structures..... | 20 |
| 11.2 SysConfig Configuration Options..... | 20 |
| 11.3 Configuration-keys..... | 21 |
| 12 KIXSidebarRemoteDBView - Show Records From Remote DB..... | 24 |
| 12.1 Technical Background..... | 24 |
| 12.1.1 Related Structures..... | 24 |
| 12.2 SysConfig Configuration Options..... | 24 |
| 12.3 Configuration-keys..... | 25 |
| 12.4 How to Use..... | 26 |
| 13 KIXSidebarTicket - Related tickets..... | 27 |
| 13.1 Technical Background..... | 27 |
| 13.1.1 Related Structures..... | 27 |
| 13.2 SysConfig Configuration Options..... | 27 |
| 13.3 Configuration-keys..... | 27 |
| 14 KIXSidebarTicketLinkCI - Linked configuration items of related tickets..... | 29 |
| 14.1 Technical Background..... | 29 |
| 14.1.1 Related Structures..... | 29 |
| 14.2 SysConfig Configuration Options..... | 29 |
| 14.3 Configuration-keys..... | 29 |
| 15 Changed default configuration-keys..... | 31 |

1 Document Related Remarks

1.1 Document Information

1.1.1 Intention of this Document

This document describes specific modifications and extensions as they are part of project „KIXSidebarTools“. It contains a short technical description as well as short advisories on how to use this extension.

1.1.2 Delimitation

This document does not claim to be a complete documentation on the administration or configuration of OTRS. For more information on these issues please check the publicly available documentaion of the OTRS-project at <http://www.otrs.org>. More information may be found in the forum area <http://forums.otrs.org>.

Changes and configuration, i.e. in SysConfig or in the file system, which have been performed manually or separately are not subject of this document either.

1.1.3 Document History

| Version | Date | Changed Section | Changed By |
|---------|------------|-------------------------------------|-----------------|
| 0.1.0 | 2013-11-12 | initial creation | Illinger, Mario |
| 0.2.0 | 2014-04-22 | added chapter 9 | Illinger, Mario |
| 0.3.0 | 2014-05-13 | added chapter 5.3 and correction | Reiß, Sebastian |
| 0.4.0 | 2014-06-03 | updated chapter 4, 9 | Illinger, Mario |
| 1.0.0 | 2014-07-17 | final release for OTRS 3.3.x | Torsten Thau |
| 1.0.1 | 2014-08-06 | added missing options to 11.2, 12.2 | Torsten Thau |
| 1.0.2 | 2015-06-29 | updated chapter 11.3, 12.3 | Illinger, Mario |
| 1.1.0 | 2015-12-15 | updated for OTRS 5.0.x | Illinger, Mario |
| 1.2.0 | 2016-05-19 | Updated chapters 11.1, 11.3 | |

1.1.4 Authors / Responsible

| Lastname, Firstname | Organization | Function |
|---------------------|-------------------|---|
| Thau, Torsten | c.a.p.e. IT® GmbH | Head of Project Department |
| Mehlig, Stefan | c.a.p.e. IT® GmbH | SW-Ing. / Consultant Service Management |
| Oberender, Frank | c.a.p.e. IT® GmbH | SW-Ing. / Consultant Service Management |
| Illinger, Mario | c.a.p.e. IT® GmbH | SW-Ing. / Developer |
| Reiß, Sebastian | c.a.p.e. IT® GmbH | Consultant Service Management |
| Jacquemin, Frank | c.a.p.e. IT® GmbH | SW-Ing. / Developer |

1.1.5 Document Owner

| Organization | Address | Contact |
|-------------------|---|---------------------------------------|
| c.a.p.e. IT® GmbH | Schönherrstr. 8, D-09113 Chemnitz Germany | info@cape-it.de +49 371 5347 - 620 |

2 General Remarks and Preconditions

2.1 OTRS-internal Requirements

| Packagename | Ver- sion (≥) | Vendor | Free ¹ | Require- ment ² | Description |
|----------------|------------------|------------------|-------------------|-------------------------------|---|
| OTRS-Framework | 5.0.0 | OTRS AG | X | R | OTRS base functionality |
| KIX4OTRS | 8.0.0 | c.a.p.e. IT GmbH | X | R | extension for OTRS, requirement for sidebar functionality |

Table 1: OTRS-Internal Requirements

¹ package is available for free or provided within project or extension
² R = required; S = suggested/recommended

3 Package Installation

All extensions are delivered as OTRS-extension package „KIXSidebarTools“. They can be installed and updated by using the OTRS package manager.

3.1.1 Technical Background

- install or update files
- automatically perform high level configuration

3.1.1.1 Related Structures

- Filelist
-
- Tablestructures
- -

3.1.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|---------------|-----------|
| n.a. | • n.a. |

3.1.3 How to Use

The installation of OTRS-extension package can be done via the OTRS-GUI: within the package manager within the admin-area. Select the package file and install it by clicking upload. Depending on the package various information may be displayed before the actual installation.

In case you get a notice, that this package is not verified by the OTRS Group, this does not mean that this package contains malware or will affect your OTRS-installation negatively as the notice suggests.

The installation may also be done by the command line interface:

```
OTRSuser@system:/<OTRS_HOME>$ ./bin/otrs.PackageManager.pl -a install -p  
/path/to/KIXSidebarTools-x.y.z.opm
```

Due to the configuration of your OTRS installation it may be necessary to clear the OTRS cache as well as to restart the web server:

```
OTRSuser@system:/<OTRS_HOME>$ ./bin/otrs.DeleteCache.pl  
OTRSuser@system:/<OTRS_HOME>$ ./bin/otrs.RebuildConfig.pl  
root@system:/$ service apache2 restart
```

4 Basic components

Files and configurations needed for basic functions of this extension

4.1 Technical Background

- Needed files and basic configuration for this extension

4.1.1 Related Structures

- **Filelist**
- KIXSidebarTools/Kernel/Config/Files/KIXSidebarTools.xml
- KIXSidebarTools/Kernel/Modules/AgentLinkObject.pm
- KIXSidebarTools/Kernel/Modules/CustomerLinkObject.pm
- KIXSidebarTools/Kernel/Modules/DynamicFieldAJAXHandler.pm
- KIXSidebarTools/Kernel/System/KIXSBRemoteDB.pm
- var/httpd/htdocs/js/KIXSidebarTools.js
- var/httpd/htdocs/skins/Agent/default/css/KIXSidebarTools.css
- var/httpd/htdocs/skins/Customer/default/css/KIXSidebarTools.css
- **Tablestructures**
- -

4.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|--|--|
| Frontend::Module ###DynamicFieldAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in agent interface• Handles updates of values for dynamic fields |
| CustomerFrontend::Module ###DynamicFieldAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in customer interface• Handles updates of values for dynamic fields |
| CustomerFrontend::Module ###CustomerLinkObject | <ul style="list-style-type: none">• Registration for module in customer interface |
| Loader::Agent::CommonJS ###105-KIXSidebarTools | <ul style="list-style-type: none">• List of JS files to always be loaded for the agent interface |
| Loader::Customer::CommonJS- ###105-KIXSidebarTools | <ul style="list-style-type: none">• List of JS files to always be loaded for the customer interface |
| Loader::Agent::CommonCSS ###105-KIXSidebarTools | <ul style="list-style-type: none">• List of CSS files to always be loaded for the agent interface |
| Loader::Customer::CommonCSS ###105-KIXSidebarTools | <ul style="list-style-type: none">• List of CSS files to always be loaded for the customer interface |

5 Common configuration

Every sidebar-module you want to use have to be registered. Next to the module-specific configuration, there is a common one every module needs.

5.1 Technical Background

- Define delivered configuration on the basis of KIX4OTRS-specifications for KIXSidebarBackend

5.1.1 Related Structures

- Filelist
- -
- Tablestructures
- -

5.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|--|--|
| Frontend::KIXSidebarBackend ###[Identifier] | <ul style="list-style-type: none">• Configuration-key for agent frontend with [Identifier] as a placeholder for the identifier of a module• Common entries are Actions, Callback, Description, Group, Identifier, InitialCollapsed, Module, Prio, Title (chapter 5.3). |
| CustomerFrontend:: KIXSidebarBackend###[Identifier] | <ul style="list-style-type: none">• Configuration-key for customer frontend with [Identifier] as a placeholder for the identifier of a module• Common entries are Actions, Callback, Description, Identifier, InitialCollapsed, Module, Prio, Title (chapter 5.3). |
| Frontend::[Action]:: KIXSidebarBackend###[Identifier] | <ul style="list-style-type: none">• Configuration-key for agent frontend with [Action] as placeholder for the relevant action and [Identifier] as a placeholder for the identifier of a module• Common entries are Callback, Description, Group, Identifier, InitialCollapsed, Module, Prio, Title (chapter 5.3). |
| CustomerFrontend::[Action]:: KIXSidebarBackend###[Identifier] | <ul style="list-style-type: none">• Configuration-key for customer frontend with [Action] as placeholder for the relevant action and [Identifier] as a placeholder for the identifier of a module• Common entries are Callback, Description, Identifier, InitialCollapsed, Module, Prio, Title (chapter 5.3). |

5.3 Configuration-keys

| Schlüsselname | Bedeutung |
|------------------|---|
| Actions | <ul style="list-style-type: none">• Example: AgentTicket(Phone Email Zoom) |
| Module | <ul style="list-style-type: none">• Packagename of the module to use for this sidebar |
| Title | <ul style="list-style-type: none">• Text to be displayed in the head of the sidebar |
| Description | <ul style="list-style-type: none">• Explaining text shown on hovering over the title of sidebar |
| Prio | <ul style="list-style-type: none">• Determines default sorting of sidebars. Lower value is nearer to the top |
| InitialCollapsed | <ul style="list-style-type: none">• Regexp to match Actions where this sidebar should be initially collapsed (Optional) |
| Identifier | <ul style="list-style-type: none">• Same as [Identifier] |

| Schlüsselname | Bedeutung |
|---------------|--|
| Group | <ul style="list-style-type: none">A permission-group in OTRS to check if user is allowed to use this sidebar |
| Callback | <ul style="list-style-type: none">Javascript-function to be called after an update of the sidebar (Optional) |

6 Configuration via KIXSidebarTools

An alternative way to configure a sidebar-module is by using a given set of three configuration-keys, allowing to add new sidebars without the need of editing a file on the system.

6.1 Technical Background

- Enable handling of configuration on the basis of KIX4OTRS-specifications for KIXSidebarTools

6.1.1 Related Structures

- Filelist
-
- Tablestructures
- -

6.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|--------------------------------|--|
| KIXSidebarTools###Identifier | <ul style="list-style-type: none">• Provided by KIX4OTRS• List of available identifiers for sidebars |
| KIXSidebarTools###ActionsMatch | <ul style="list-style-type: none">• Provided by KIX4OTRS• Key is a listed identifier• Value is a regexp that can be prefixed by '[regexp]' |
| KIXSidebarTools###Data | <ul style="list-style-type: none">• Provided by KIX4OTRS• Key is build with pattern: [identifier]:::[configuration-key]• Configuration-keys are same as in common configuration• Value is same as in common configuration |

7 KIXSidebarCI - Search Configuration items

Sidebar-module to show items of the CMDB. Items are chosen depending on being linked to the ticket, a text provided in a given sidebar-input-field, and other configurable information.

7.1 Technical Background

- Search for Configuration items
 - Shows linked configuration items
 - Search for relevant entries based on configuration
 - Filter result by number and name
 - Shown attributes can be configured
 - Result is sortable by column via its header
- Direct access to configuration items
- Link entries with ticket
 - Linked entries are shown independent from search-term
 - Linked entries are listed above non-linked

7.1.1 Related Structures

- **Filelist**
- KIXSidebarTools/Kernel/Config/Files/KIXSidebarCI.xml
- KIXSidebarTools/Kernel/Modules/KIXSidebarCISearchAJAXHandler.pm
- KIXSidebarTools/Kernel/Output/HTML/KIXSidebar/CI.pm
- KIXSidebarTools/Kernel/Output/HTML/Templates/Standard/KIXSidebar/CISearch.tt
- KIXSidebarTools/Kernel/System/KIXSidebarCI.pm
- var/httpd/htdocs/js/KIXSidebarTools.KIXSidebarCI.js
- **Tablestructures**
- -

7.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|---|---|
| Frontend::KIXSidebarBackend ###KIXSBCISearch001 ³ | <ul style="list-style-type: none">• Configuration example for agent interface |
| Frontend::KIXSidebarBackend ###KIXSBCISearch002 ³ | <ul style="list-style-type: none">• Configuration example for agent interface |
| Frontend::KIXSidebarBackend ###KIXSBCISearch003 ³ | <ul style="list-style-type: none">• Configuration example for agent interface |
| Frontend::Module ###KIXSidebarCISearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in agent interface |
| CustomerFrontend::Module ###KIXSidebarCISearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in customer interface |
| Loader::Agent::CommonJS ###106-KIXSidebarCI | <ul style="list-style-type: none">• List of JS files to always be loaded for the agent interface |
| Loader::Customer::CommonJS ###106-KIXSidebarCI | <ul style="list-style-type: none">• List of JS files to always be loaded for the customer interface |

³ Customizing key (see chapter 7.3)

7.3 Configuration-keys

| Schlüsselname | Bedeutung |
|---|--|
| AutoSearch | <ul style="list-style-type: none"> Runs a wildcard search on load Value: Regular expression to match relevant actions |
| AutoSelectOne | <ul style="list-style-type: none"> Selects first item in result, if non is selected Value: Regular expression to match relevant actions |
| CustomerDependend | <ul style="list-style-type: none"> Runs search when selected customer is changed Value: Regular expression to match relevant actions |
| LinkType | <ul style="list-style-type: none"> Type of link between configuration item and ticket to use for created links Default value: RelevantTo Value: [Normal RelevantTo] (depends on SysConfig) |
| MaxResultCount | <ul style="list-style-type: none"> Maximum number of results to show in sidebar No limit, if not given Value: positive integer |
| MaxResultDisplay | <ul style="list-style-type: none"> Maximum number of results before a scrollbar is used Default value: 10 Value: positive integer |
| MaxResultSize | <ul style="list-style-type: none"> Maximum length of shown values <ul style="list-style-type: none"> Full value is shown in tooltip No limit, if not given Value: positive integer |
| NoActionWithoutSelection | <ul style="list-style-type: none"> In matched actions, if there is no entry chosen/linked, the submit-button will be disabled Regular expression to match relevant actions |
| QueryDelay | <ul style="list-style-type: none"> Delay in ms before a search is queried Value: positive integer |
| QueryMinLength | <ul style="list-style-type: none"> Minimal count of characters, before a search is queried Value: positive integer |
| RestrictedCustomerData | <ul style="list-style-type: none"> Restricts the result by a given variable of customer data Value: Name of the customer data variable <ul style="list-style-type: none"> Example: 'UserLogin' |
| RestrictedCustomerDataSeparator | <ul style="list-style-type: none"> Separator to split data in multiple values for restriction Value: Separator for the data <ul style="list-style-type: none"> Example: ',' |
| SearchInClass###[CI-Class] | <ul style="list-style-type: none"> Defines a class of configuration items to search in Determines field of definition to use for search Configuration can have multiple entries with different classes [CI-Class]: Name of class for configuration items Value: Key of field from definition of class |
| SearchInputDisabled | <ul style="list-style-type: none"> Hides the search-input to filter result Value: [0 1] |
| SelectionDisabled | <ul style="list-style-type: none"> Hides the checkboxes to link configuration items with tickets Value: [0 1] |
| ShownAttributes###[Priority]:: [Attribute] | <ul style="list-style-type: none"> Defines an attribute of the configuration item to show in result Configuration can have multiple entries [Priority]: Used to determine order of columns [Attribute]: Basic attribute to show Value: Label of the column |

| Schlüsselname | Bedeutung |
|---|---|
| ShownAttributes###[Priority]:: [Attribute]::Link | <ul style="list-style-type: none">• Defines an attribute of the configuration item to show in result with link to corresponding configuration item• Configuration can have multiple entries• [Priority]: Used to determine order of columns• [Attribute]: Basic attribute to show• Value: Label of the column |
| TicketIDSearchMaskRegExp | <ul style="list-style-type: none">• Use TicketID to get search input (customer id of ticket)• Value: Regular expression to match relevant actions |

8 KIXSidebarCustomer - Search customers

Sidebar-module to show customers of configured backends. Customers are chosen based on being linked to the ticket, or a search based on backends configuration

8.1 Technical Background

- Search for customers
 - Shows linked Customers
 - Search for customers based on configuration
 - Result shows data of customer (configurable)
- Link customers with ticket
 - Linked customers are shown independent from search-term
 - Linked customers are listed above non-linked

8.1.1 Related Structures

- **Filelist**
- KIXSidebarTools/Kernel/Config/Files/KIXSidebarCustomer.xml
- KIXSidebarTools/Kernel/Modules/KIXSidebarCustomerSearchAJAXHandler.pm
- KIXSidebarTools/Kernel/Output/HTML/KIXSidebar/Customer.pm
- KIXSidebarTools/Kernel/Output/HTML/Templates/Standard/KIXSidebar/CustomerSearch.tt
- KIXSidebarTools/Kernel/System/KIXSidebarCustomer.pm
- var/httpd/htdocs/js/KIXSidebarTools.KIXSidebarCustomer.js
- **Tablestructures**
- -

8.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|--|---|
| Frontend::KIXSidebarBackend ###KIXSBCustomer ⁴ | <ul style="list-style-type: none">• Configuration example for agent interface |
| CustomerFrontend::KIXSidebarBackend ###KIXSBCustomer ⁴ | <ul style="list-style-type: none">• Configuration example for customer interface |
| Frontend::Module ###KIXSidebarCustomerSearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in agent interface |
| CustomerFrontend::Module ###KIXSidebarCustomerSearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in customer interface |
| Loader::Agent::CommonJS ###107-KIXSidebarCustomer | <ul style="list-style-type: none">• List of JS files to always be loaded for the agent interface |
| Loader::Customer::CommonJS ###107-KIXSidebarCustomer | <ul style="list-style-type: none">• List of JS files to always be loaded for the customer interface |

8.3 Configuration-keys

| Schlüsselname | Bedeutung |
|---------------|--|
| AutoSearch | <ul style="list-style-type: none">• Runs a wildcard search on load• Value: Regular expression to match relevant actions |

⁴ Customizing key (see chapter 8.3)

| Schlüsselname | Bedeutung |
|--------------------------|---|
| AutoSelectOne | <ul style="list-style-type: none"> Selects first item in result, if non is selected Value: Regular expression to match relevant actions |
| CustomerBackends | <ul style="list-style-type: none"> Customer-backends to use for result Value: comma separated list of backends to use |
| LinkType | <ul style="list-style-type: none"> Type of link between customer and ticket to use for created links Default value: 3rdParty Value: [Customer 3rdParty] (depends on SysConfig) |
| MaxResultCount | <ul style="list-style-type: none"> Maximum number of results to show in sidebar No limit, if not given Value: positive integer |
| MaxResultDisplay | <ul style="list-style-type: none"> Maximum number of results before a scrollbar is used Default value: 10 Value: positive integer |
| MaxResultSize | <ul style="list-style-type: none"> Maximum length of shown titles <ul style="list-style-type: none"> Full title is shown in tooltip No limit, if not given Value: positive integer |
| NoActionWithoutSelection | <ul style="list-style-type: none"> In matched actions, if there is no entry chosen/linked, the submit-button will be disabled Regular expression to match relevant actions |
| QueryDelay | <ul style="list-style-type: none"> Delay in ms before a search is queried Value: positive integer |
| QueryMinLength | <ul style="list-style-type: none"> Minimal count of characters, before a search is queried Value: positive integer |
| ShowData | <ul style="list-style-type: none"> Attributes to show for found customers Value: comma separated list of attributes to show (UserFirstname,UserLastname,...) |
| ShowDataHead | <ul style="list-style-type: none"> Labels to show for found customers If number of columns doesnt match number of labels, no label will be shown Value: comma separated list of labels to show |

9 KIXSidebarDisableSidebar - Disable Sidebars based on attributes

Invisible sidebar-module to hide and disable other sidebars. Responds to updates of forms and checks set values to determine sidebars to be hidden.

9.1 Technical Background

- Checks current values of ticketattributes
 - Type
 - Queue
 - Service
 - State
 - Priority
- Disables checks like 'NoActionWithoutSelection'
- Responds to updates of forms

9.1.1 Related Structures

- **Filelist**
- KIXSidebarTools/Kernel/Config/Files/KIXSidebarDisableSidebar.xml
- KIXSidebarTools/Kernel/Modules/KIXSidebarDisableSidebarAJAXHandler.pm
- KIXSidebarTools/Kernel/Output/HTML/KIXSidebar/DisableSidebar.pm
- KIXSidebarTools/Kernel/Output/HTML/Templates/Standard/KIXSidebar/DisableSidebar.tt
- var/httpd/htdocs/js/KIXSidebarTools.KIXSidebarDisableSidebar.js
- var/httpd/htdocs/skins/Agent/default/css/KIXSidebarTools.KIXSidebarDisableSidebar.css
- var/httpd/htdocs/skins/Custom/default/css/KIXSidebarTools.KIXSidebarDisableSidebar.css
- **Tablestructures**
- -

9.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|---|--|
| Frontend::KIXSidebarBackend ###KIXSBDisableSidebar001 ⁵ | <ul style="list-style-type: none">• Configuration example for agent interface |
| Frontend::KIXSidebarBackend::DisabledSidebars | <ul style="list-style-type: none">• Set rules to disable sidebars• See chapter 9.3 for syntax |
| Frontend::Module ###KIXSidebarDisableSidebarAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in agent interface |
| CustomerFrontend::Module ###KIXSidebarDisableSidebarAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in customer interface |
| Loader::Agent::CommonJS ###108-KIXSidebarDisableSidebar | <ul style="list-style-type: none">• List of JS files to always be loaded for the agent interface |
| Loader::Customer::CommonJS ###108-KIXSidebarDisableSidebar | <ul style="list-style-type: none">• List of JS files to always be loaded for the customer interface |
| Loader::Agent::CommonCSS ###108-KIXSidebarDisableSidebar | <ul style="list-style-type: none">• List of CSS files to always be loaded for the agent interface |

⁵ Customizing key (see chapter 5.3)

| Schlüsselname | Bedeutung |
|--|--|
| Loader::Customer::CommonCSS ###108-KIXSidebarDisableSidebar | <ul style="list-style-type: none">List of CSS files to always be loaded for the customer interface |

9.3 Syntax of rules

Each rule is defined by a pair of key and value. The key contains the matching of the rule. The value contains a comma separated list of sidebar-identifiers to be disabled.

At the begin of a rule can be set a specific FrontendModule for which the rule should be considered, followed by '###'. For example 'AgentTicketPhone###...' will only be considered in FrontendModule AgentTicketPhone. Without a FrontendModule, the rule is considered in every action.

To define a match, start with an attribute followed by ':::'. Rules can check following attributes:

- Type
- Queue
- Service
- State
- Priority

The Value to check can be:

- EMPTY - The Value is not set
- [regexp]REGEXP - A regular expression that has to match
- VALUE - A value for exact match

You can combine several values as logical OR by separating them with ';'.

To combine several matches with logical AND separate them with '|||'.

For example 'Type:::EMPTY;Incident|||State:::[regexp].*pending.*' will match if type of ticket is not set or set to 'Incident' and state of ticket contains 'pending'.

10 KIXSidebarFAQ - Related FAQ Items

Sidebar-module to show related entries of the OTRS-FAQ. Entries are chosen depending on being linked to the ticket, a given subject, or a text provided in a given sidebar-input-field.

10.1 Technical Background

- Search for FAQ-entries
 - Shows linked FAQ-entries
 - Search for relevant entries based on configuration
 - Result shows title of found entries
- Direct access to FAQ-entries
 - Show content
 - Compose entry in ticket-action
- Link entries with ticket
 - Linked entries are shown independent from search-term
 - Linked entries are listed above non-linked

10.1.1 Related Structures

- **Filelist**
- KIXSidebarTools/Kernel/Config/Files/KIXSidebarFAQ.xml
- KIXSidebarTools/Kernel/Modules/KIXSidebarFAQSearchAJAXHandler.pm
- KIXSidebarTools/Kernel/Output/HTML/KIXSidebar/FAQ.pm
- KIXSidebarTools/Kernel/Output/HTML/Templates/Standard/KIXSidebar/FAQSearch.tt
- KIXSidebarTools/Kernel/System/KIXSidebarFAQ.pm
- var/httpd/htdocs/js/KIXSidebarTools.KIXSidebarFAQ.js
- **Tablestructures**
- -

10.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|--|---|
| Frontend::KIXSidebarBackend ###KIXSBSimilarFAQ ⁶ | <ul style="list-style-type: none">• Configuration example for agent interface |
| CustomerFrontend::KIXSidebarBackend ###KIXSBSimilarFAQ ⁶ | <ul style="list-style-type: none">• Configuration example for customer interface |
| Frontend::Module ###KIXSidebarFAQSearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in agent interface |
| CustomerFrontend::Module ###KIXSidebarFAQSearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in customer interface |
| Loader::Agent::CommonJS ###109-KIXSidebarFAQ | <ul style="list-style-type: none">• List of JS files to always be loaded for the agent interface |
| Loader::Customer::CommonJS ###109-KIXSidebarFAQ | <ul style="list-style-type: none">• List of JS files to always be loaded for the customer interface |

⁶ Customizing key (see chapter 10.3)

10.3 Configuration-keys

| Schlüsselname | Bedeutung |
|--------------------------|--|
| FAQLink | <ul style="list-style-type: none"> Shows checkboxes to create or delete links between FAQ-entry and ticket Value: [0 1] |
| LinkType | <ul style="list-style-type: none"> Type of link between FAQ-entry and ticket to use for created links Default value: Normal Value: [Normal ParentChild] (depends on SysConfig) |
| MatchAll | <ul style="list-style-type: none"> Determines how the search input should be handled <ul style="list-style-type: none"> 0 - Only match of one word needed 1 - All words have to match Value: [0 1] |
| MaxResultCount | <ul style="list-style-type: none"> Maximum number of results to show in sidebar No limit, if not given Value: positive integer |
| MaxResultDisplay | <ul style="list-style-type: none"> Maximum number of results before a scrollbar is used Default value: 10 Value: positive integer |
| MaxResultSize | <ul style="list-style-type: none"> Maximum length of shown titles <ul style="list-style-type: none"> Full title is shown in tooltip No limit, if not given Value: positive integer |
| NoComposeMaskRegExp | <ul style="list-style-type: none"> Show content of found FAQ-entries without function to compose Value: Regular expression to match relevant actions |
| QueryDelay | <ul style="list-style-type: none"> Delay in ms before a search is queried Value: positive integer |
| QueryMinLength | <ul style="list-style-type: none"> Minimal count of characters, before a search is queried Value: positive integer |
| SearchMode | <ul style="list-style-type: none"> Determines type of search <ul style="list-style-type: none"> Keyword - Search in keywords Title - Search in titles Fulltext - Perform full text search Default value: Fulltext Value: [Keyword Title Fulltext] |
| SearchStateTypes | <ul style="list-style-type: none"> Determines relevant state types of the entries <ul style="list-style-type: none"> internal external public All state types, if not given Value: comma separated list of relevant state types |
| SearchSubject | <ul style="list-style-type: none"> Use form field 'subject' for search input Search starts after blur of form field Value: [0 1] |
| TicketIDSearchMaskRegExp | <ul style="list-style-type: none"> Use TicketID to get search input (title of ticket) Value: Regular expression to match relevant actions |

11 KIXSidebarRemoteDB - Search in Remote DB

Sidebar-module to show multiple records from a (remote) database. Records are chosen depending on a text provided in a given sidebar-input-field, and other configurable information.

11.1 Technical Background

- Search for database records
 - Search in one specified column for given input
 - Restrict results by data of customer, ticket or configuration
 - Result shows all defined columns of the record
 - Result is sortable by column via its header
- Use results in dynamic fields
 - Transfer first column to defined dynamic field
 - Only one record can be chosen
- Provide link for matching ticket numbers
 - If a column contains a ticket number of the system, a link to corresponding ticket can be provided
- Use results in popup of selected ticket
 - Is PopupAttributes not empty , added an info icon to each ticket of the search result.
 - This info icon open a dialog with the information from PopupAttributes.

11.1.1 Related Structures

- **Filelist**
- KIXSidebarTools/Kernel/Config/Files/KIXSidebarRemoteDB.xml
- KIXSidebarTools/Kernel/Modules/KIXSidebarRemoteDBSearchAJAXHandler.pm
- KIXSidebarTools/Kernel/Output/HTML/KIXSidebar/RemoteDB.pm
- KIXSidebarTools/Kernel/Output/HTML/Templates/Standard/KIXSidebar/RemoteDBSearch.tt
- KIXSidebarTools/Kernel/System/KIXSidebarRemoteDB.pm
- var/httpd/htdocs/js/KIXSidebarTools.KIXSidebarRemoteDB.js
- **Tablestructures**
- -

11.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|---|--|
| Frontend::KIXSidebarBackend ###KIXSBRemoteDBList001 ⁷ | <ul style="list-style-type: none">• Configuration example for agent interface |
| Frontend::KIXSidebarBackend ###KIXSBRemoteDBList002 ⁷ | <ul style="list-style-type: none">• Configuration example for agent interface |
| Frontend::KIXSidebarBackend ###KIXSBRemoteDBList003 ⁷ | <ul style="list-style-type: none">• Configuration example for agent interface |
| CustomerFrontend::KIXSidebarBackend ###KIXSBRemoteDBList001 ⁷ | <ul style="list-style-type: none">• Configuration example for customer interface |

⁷ Customizing key (see chapter 11.3)

| Schlüsselname | Bedeutung |
|--|---|
| Frontend::Module ###KIXSidebarRemoteDBSearchAJAXHandler | <ul style="list-style-type: none"> Registration for ajax handler in agent interface |
| CustomerFrontend::Module ###KIXSidebarRemoteDBSearchAJAXHandler | <ul style="list-style-type: none"> Registration for ajax handler in customer interface |
| Loader::Agent::CommonJS ###110-KIXSidebarRemoteDB | <ul style="list-style-type: none"> List of JS files to always be loaded for the agent interface |
| Loader::Customer::CommonJS ###110-KIXSidebarRemoteDB | <ul style="list-style-type: none"> List of JS files to always be loaded for the customer interface |

11.3 Configuration-keys

| Schlüsselname | Bedeutung |
|--------------------------|---|
| AutoSearch | <ul style="list-style-type: none"> Runs a wildcard search on load Value: Regular expression to match relevant actions |
| AutoSelectOne | <ul style="list-style-type: none"> Selects first item in result, if non is selected Value: Regular expression to match relevant actions |
| CustomerDependend | <ul style="list-style-type: none"> Runs search when selected customer is changed Value: Regular expression to match relevant actions |
| DatabaseCacheTTL | <ul style="list-style-type: none"> Time in seconds otrs will store requests to the (remote) database at internal cache Value: positive integer |
| DatabaseDSN | <ul style="list-style-type: none"> DSN to connect to (remote) database Value: DSN-String for database connection |
| DatabasePw | <ul style="list-style-type: none"> Password for authentication at database Value: Password of database user |
| DatabaseTable | <ul style="list-style-type: none"> Table or view containing the records Value: Name of table or view in database |
| DatabaseType | <ul style="list-style-type: none"> Type of (remote) database Needed for ODBC-Connections Value: (mysql postgresql oracle mssql) |
| DatabaseUser | <ul style="list-style-type: none"> Username for authentication at database Value: Name of database user |
| DatabaseCaseSensitive | <ul style="list-style-type: none"> defines if the search for the automatic search restriction or criteria is performed case sensitive or not may be enabled for looking up IDs (no "LOWER" on integer) |
| MaxResultCount | <ul style="list-style-type: none"> Maximum number of results to show in sidebar No limit, if not given Value: positive integer |
| MaxResultDisplay | <ul style="list-style-type: none"> Maximum number of results before a scrollbar is used Default value: 10 Value: positive integer |
| MaxResultSize | <ul style="list-style-type: none"> Maximum length of shown values <ul style="list-style-type: none"> Full value is shown in tooltip No limit, if not given Value: positive integer |
| NoActionWithoutSelection | <ul style="list-style-type: none"> In matched actions, if there is no entry chosen/linked, the submit-button will be disabled Regular expression to match relevant actions |
| QueryDelay | <ul style="list-style-type: none"> Delay in ms before a search is queried Value: positive integer |

| Schlüsselname | Bedeutung |
|--------------------------|--|
| QueryMinLength | <ul style="list-style-type: none"> Minimal count of characters, before a search is queried Value: positive integer |
| RestrictedOTRSObjects | <ul style="list-style-type: none"> Determines the types of attributes to use for restrictions <ul style="list-style-type: none"> Ticket - Gets value for restriction from ticket data CustomerUser - Gets value for restriction from customer data Configuration - Use static value from configuration for restriction Value: comma separated list of [Ticket CustomerUser Configuration] If number of 'RestrictedOTRSObjects', 'RestrictedOTRSAttributes', 'RestrictedDBAttributes' and 'RestrictedMandatory' doesn't match, no search is performed and an entry in error log is generated |
| RestrictedOTRSAttributes | <ul style="list-style-type: none"> Attributes for related restrictions Depends on RestrictedOTRSObjects <ul style="list-style-type: none"> Ticket - Attribute accessible by TicketGet, including dynamic fields and extended data CustomerUser - Attribute accessible by CustomerUserDataGet Configuration - Values are used for restriction, separated by semicolon Value: comma separated list of related restriction attributes |
| RestrictedDBAttributes | <ul style="list-style-type: none"> Value: comma separated list of related column names in table the restricted values have to match |
| RestrictedMandatory | <ul style="list-style-type: none"> if set to true, search is not performed if no value is set for related RestrictedOTRSAttribute Value: comma separated list of [0 1] |
| RestrictedArrayHandling | <ul style="list-style-type: none"> Determines the handling of arraybased values for restrictions <ul style="list-style-type: none"> OR - bind in SQL separated by 'OR' AND - bind in SQL separated by 'AND' FIRST - only use first value LAST - only use last value Value: [OR AND FIRST LAST] if not set, or invalid value, 'OR' is used |
| SearchAttribute | <ul style="list-style-type: none"> Column in table to search input from user Value: Name of column in table |
| SearchInputDisabled | <ul style="list-style-type: none"> Hides the search-input to filter result Value: [0 1] |
| IdentifierAttribute | <ul style="list-style-type: none"> Column in table to identify result row in sidebar. If not given, first value of result is used Value: Name of column in table |
| ShowAttributes | <ul style="list-style-type: none"> Columns to show in sidebar for found records Value: comma separated list of columns to show |
| ShowAttributesHead | <ul style="list-style-type: none"> Labels to show for found records in sidebar If number of attributes in 'ShowAttributes' doesnt match number of labels, no label will be shown Value: comma separated list of labels to show |
| DynamicFields | <ul style="list-style-type: none"> Dynamic fields to fill on selection of entry Value: comma separated list of dynamic field names (internal names) If number of 'DynamicFields' and 'DynamicFieldAttributes' doesn't match, no dynamic field will be filled on selection |
| DynamicFieldAttributes | <ul style="list-style-type: none"> Columns in table used to fill related dynamic fields Value: comma separated list of columns to fill dynamic fields if empty value then is output disabled |

| Schlüsselname | Bedeutung |
|--------------------------|---|
| PopupAttributes | <ul style="list-style-type: none">Columns to show in popup of sidebar for found recordsValue: comma separated list of columns to showif empty value then is output disabled |
| PopupAttributesHead | <ul style="list-style-type: none">Labels to show for found records in popup of sidebarIf number of attributes in 'PopupAttributes' doesnt match number of labels, no label will be shownValue: comma separated list of labels to show |
| TicketIDSearchMaskRegExp | <ul style="list-style-type: none">Use TicketID to get search input (customer id of ticket)Value: Regular expression to match relevant actions |
| TicketLink | <ul style="list-style-type: none">Tries to match found values with ticket numbers from systemProvides link to ticket, if ticket number matchedValue: [0 1] |

12 KIXSidebarRemoteDBView - Show Records From Remote DB

Sidebar-module to show paged records from a (remote) database. Records are chosen depending on the values of a dynamic field. Also provides an additional tab for AgentTicketZoom.

12.1 Technical Background

- Shows database records
 - Records are selected based on values of a dynamic field
 - Shown columns of table based on configuration
 - Can provide a custom link per shown value

12.1.1 Related Structures

- **Filelist**
- KIXSidebarTools/Kernel/Config/Files/AgentTicketZoomTabRemoteDBView.xml
- KIXSidebarTools/Kernel/Config/Files/KIXSidebarRemoteDBView.xml
- KIXSidebarTools/Kernel/Modules/AgentTicketZoomTabRemoteDBView.pm
- KIXSidebarTools/Kernel/Modules/KIXSidebarRemoteDBViewAJAXHandler.pm
- KIXSidebarTools/Kernel/Output/HTML/KIXSidebar/RemoteDBView.pm
- KIXSidebarTools/Kernel/Output/HTML/Templates/Standard/KIXSidebar/RemoteDBView.tt
- KIXSidebarTools/Kernel/System/KIXSidebarRemoteDBView.pm
- var/httpd/htdocs/js/KIXSidebarTools.KIXSidebarRemoteDBView.js
- **Tablestructures**
- -

12.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|---|---|
| Frontend::KIXSidebarBackend ###KIXSBRemoteDBItem001 ⁸ | <ul style="list-style-type: none">• Configuration example for agent interface |
| Frontend::KIXSidebarBackend ###KIXSBRemoteDBItem002 ⁸ | <ul style="list-style-type: none">• Configuration example for agent interface |
| Frontend::KIXSidebarBackend ###KIXSBRemoteDBItem003 ⁸ | <ul style="list-style-type: none">• Configuration example for agent interface |
| CustomerFrontend::KIXSidebarBackend ###KIXSBRemoteDBItem001 ⁸ | <ul style="list-style-type: none">• Configuration example for customer interface |
| Frontend::Module ###KIXSidebarRemoteDBViewAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in agent interface |
| CustomerFrontend::Module ###KIXSidebarRemoteDBViewAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in customer interface |
| Frontend::Module ###AgentTicketZoomTabRemoteDBView | <ul style="list-style-type: none">• Frontend module registration for the agent interface |
| Ticket::Frontend:: AgentTicketZoomTabRemoteDBView ###Permission | <ul style="list-style-type: none">• Required permissions to use the RemoteDB view screen in the agent interface |
| AgentTicketZoomBackend ###0500-CustomerView | <ul style="list-style-type: none">• Defines parameters for the AgentTicketZoomTab "Customer Data" |

⁸ Customizing key (see chapter 12.3)

| | |
|---|---|
| Loader::Agent::CommonJS ###111-KIXSidebarRemoteDBView | <ul style="list-style-type: none"> List of JS files to always be loaded for the agent interface |
| Loader::Customer::CommonJS ###111-KIXSidebarRemoteDBView | <ul style="list-style-type: none"> List of JS files to always be loaded for the customer interface |

12.3 Configuration-keys

| Schlüsselname | Bedeutung |
|--|--|
| DatabaseCacheTTL | <ul style="list-style-type: none"> Time in seconds otrs will store requests to the (remote) database at internal cache Value: positive integer |
| DatabaseDSN | <ul style="list-style-type: none"> DSN to connect to (remote) database Value: DSN-String for database connection |
| DatabaseField::[Priority]::[Column] | <ul style="list-style-type: none"> Defines a column of the record to show in result Configuration can have multiple entries [Priority]: Used to determine order of columns [Column]: Name of column in table Label of the column will be same as [Column] Value: Link that should be created for this column <ul style="list-style-type: none"> Can use \$Data{"Key"} and \$Data{"Value"} as placeholders Blank for no link |
| DatabaseField::[Priority]::[Column]::[Label] | <ul style="list-style-type: none"> Defines a column of the record to show in result Configuration can have multiple entries [Priority]: Used to determine order of columns [Column]: Name of column in table [Label]: Label of the column Value: Link that should be created for this column <ul style="list-style-type: none"> Can use \$Data{"Key"} and \$Data{"Value"} as placeholders Blank for no link |
| DatabaseFieldKey | <ul style="list-style-type: none"> Column in table to search for key Value: Name of column in table |
| DatabasePw | <ul style="list-style-type: none"> Password for authentication at database Value: Password of database user |
| DatabaseTable | <ul style="list-style-type: none"> Table or view containing the records Value: Name of table or view in database |
| DatabaseType | <ul style="list-style-type: none"> Type of (remote) database Needed for ODBC-Connections Value: (mysql postgres oracle mssql) |
| DatabaseUser | <ul style="list-style-type: none"> Username for authentication at database Value: Name of database user |
| DatabaseCaseSensitive | <ul style="list-style-type: none"> defines if the search for the automatic search restriction or criteria is performed case sensitive or not may be enabled for looking up IDs (no "LOWER" on integer) |
| DynamicField | <ul style="list-style-type: none"> Dynamic field that provides key for record Value: Name of dynamic field |
| DynamicFieldArrayHandling | <ul style="list-style-type: none"> Determines the handling of arraybased values of dynamic fields <ul style="list-style-type: none"> OR - bind in SQL separated by 'OR' AND - bind in SQL separated by 'AND' FIRST - only use first value LAST - only use last value Value: [OR AND FIRST LAST] if not set, or invalid value, 'OR' is used |

| | |
|--------------------------|---|
| MaxResultCount | <ul style="list-style-type: none">• Maximum number of results to show in sidebar• No limit, if not given• Value: positive integer |
| MaxResultSize | <ul style="list-style-type: none">• Maximum length of shown values<ul style="list-style-type: none">◦ Full value is shown in tooltip• No limit, if not given• Value: positive integer |
| TicketIDSearchMaskRegExp | <ul style="list-style-type: none">• Use TicketID to get search input (customer id of ticket)• Value: Regular expression to match relevant actions |

12.4 How to Use

To use the AgentTicketZoomTab, it is necessary to configure a sidebar with the needed parameters. The sidebar must not be active in this frontend at the same time!

13 KIXSidebarTicket - Related tickets

Sidebar-module to show related tickets. Tickets are chosen depending on being linked to the actual ticket, a given subject, or a text provided in a given sidebar-input-field. Result contains only tickets the agent or customer has access to.

13.1 Technical Background

- Search for accessible tickets
 - Shows linked tickets
 - Search for relevant tickets based on configuration
 - Result shows all defined columns of the tickets
- Direct access to tickets
- Link tickets with ticket
 - Linked entries are shown independent from search-term
 - Linked entries are listed above non-linked

13.1.1 Related Structures

- **Filelist**
- KIXSidebarTools/Kernel/Config/Files/KIXSidebarTicket.xml
- KIXSidebarTools/Kernel/Modules/KIXSidebarTicketSearchAJAXHandler.pm
- KIXSidebarTools/Kernel/Output/HTML/KIXSidebar/Ticket.pm
- KIXSidebarTools/Kernel/Output/HTML/Templates/Standard/KIXSidebar/TicketSearch.tt
- KIXSidebarTools/Kernel/System/KIXSidebarTicket.pm
- **Tablestructures**
- -

13.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|--|---|
| Frontend::KIXSidebarBackend ###KIXSBSimilarTickets ⁹ | <ul style="list-style-type: none">• Configuration example for agent interface |
| CustomerFrontend::KIXSidebarBackend ###KIXSBSimilarTickets ⁹ | <ul style="list-style-type: none">• Configuration example for customer interface |
| Frontend::Module ###KIXSidebarTicketSearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in agent interface |
| CustomerFrontend::Module ###KIXSidebarTicketSearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in customer interface |

13.3 Configuration-keys

| Schlüsselname | Bedeutung |
|---------------|--|
| LinkType | <ul style="list-style-type: none">• Type of link between tickets and ticket to use for created links• Default value: ParentChild• Value: [Normal ParentChild] (depends on SysConfig) |

⁹ Customizing key (see chapter 13.3)

| Schlüsselname | Bedeutung |
|--------------------------|---|
| MaxResultCount | <ul style="list-style-type: none"> Maximum number of results to show in sidebar No limit, if not given Value: positive integer |
| MaxResultDisplay | <ul style="list-style-type: none"> Maximum number of results before a scrollbar is used Default value: 10 Value: positive integer |
| MaxResultSize | <ul style="list-style-type: none"> Maximum length of shown values <ul style="list-style-type: none"> Full value is shown in tooltip No limit, if not given Value: positive integer |
| QueryDelay | <ul style="list-style-type: none"> Delay in ms before a search is queried Value: positive integer |
| QueryMinLength | <ul style="list-style-type: none"> Minimal count of characters, before a search is queried Value: positive integer |
| SearchCustomer | <ul style="list-style-type: none"> Determines ticket restriction to customer <ul style="list-style-type: none"> 0 - Does not restrict to customer 1 - Restrict to CustomerID 2 - Restrict to CustomerLogin Value: [0 1 2] |
| SearchExtended | <ul style="list-style-type: none"> Determines how the search input should be handled <ul style="list-style-type: none"> 0 - Only match of one word needed 1 - All words have to match Value: [0 1] |
| SearchQueues | <ul style="list-style-type: none"> Determines relevant queues of the tickets Empty value: All queues Value: comma separated list of relevant queues |
| SearchStates | <ul style="list-style-type: none"> Determines relevant states of the tickets Empty value: All states Value: comma separated list of relevant states |
| SearchSubject | <ul style="list-style-type: none"> Use form field 'subject' for search input Search starts after blur of form field Value: [0 1] |
| SearchTypes | <ul style="list-style-type: none"> Determines relevant types of the tickets Empty value: All types Value: comma separated list of relevant types |
| SelectionDisabled | <ul style="list-style-type: none"> Hides the checkboxes to link tickets with ticket Value: [0 1] |
| ShowColumns | <ul style="list-style-type: none"> Attributes to show for found tickets Value: comma separated list of attributes to show |
| TicketIDSearchMaskRegExp | <ul style="list-style-type: none"> Use TicketID to get search input (title of ticket) Value: Regular expression to match relevant actions |

14 KIXSidebarTicketLinkCI - Linked configuration items of related tickets

Sidebar-module to show configuration items linked to relevant tickets. Depends on a KIXSidebarTicket-sidebar, that provides relevant ids of tickets.

14.1 Technical Background

- Shows linked configuration items for relevant tickets
 - Depends on a KIXSidebarTicket-sidebar
 - Result shows all defined attributes of the configuration items
- Direct access to configuration items
- Link configuration items with ticket
 - Linked configuration items are listed above non-linked

14.1.1 Related Structures

- **Filelist**
- KIXSidebarTools/Kernel/Config/Files/KIXSidebarTicketLinkCI.xml
- KIXSidebarTools/Kernel/Modules/KIXSidebarTicketLinkCISearchAJAXHandler.pm
- KIXSidebarTools/Kernel/Output/HTML/KIXSidebar/TicketLinkCI.pm
- KIXSidebarTools/Kernel/Output/HTML/Templates/Standard/KIXSidebar/TicketLinkCISearch.tt
- KIXSidebarTools/Kernel/System/KIXSidebarTicketLinkCI.pm
- **Tablestructures**
- -

14.2 SysConfig Configuration Options

| Schlüsselname | Bedeutung |
|---|---|
| Frontend::KIXSidebarBackend ###KIXSBSimilarTicketLinkedCIs ¹⁰ | <ul style="list-style-type: none">• Configuration example for agent interface |
| Frontend::Module ###KIXSidebarTicketLinkCISearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in agent interface |
| CustomerFrontend::Module ###KIXSidebarTicketLinkCISearchAJAXHandler | <ul style="list-style-type: none">• Registration for ajax handler in customer interface |

14.3 Configuration-keys

| Schlüsselname | Bedeutung |
|----------------|--|
| LinkType | <ul style="list-style-type: none">• Type of link between configuration items and ticket to use for created links• Default value: RelevantTo• Value: [Normal RelevantTo] (depends on SysConfig) |
| MaxResultCount | <ul style="list-style-type: none">• Maximum number of results to show in sidebar• No limit, if not given• Value: positive integer |

¹⁰ Customizing key (see chapter 14.3)

| Schlüsselname | Bedeutung |
|-------------------------|---|
| MaxResultDisplay | <ul style="list-style-type: none">Maximum number of results before a scrollbar is usedDefault value: 10Value: positive integer |
| MaxResultSize | <ul style="list-style-type: none">Maximum length of shown titles<ul style="list-style-type: none">Full title is shown in tooltipNo limit, if not givenValue: positive integer |
| SelectionDisabled | <ul style="list-style-type: none">Hides the checkboxes to link configuration items with ticketValue: [0 1] |
| ShowColumns | <ul style="list-style-type: none">Attributes to show for found configuration itemsValue: comma separated list of attributes to show |
| TicketSidebarIdentifier | <ul style="list-style-type: none">Identifier of the sidebar providing relevant ids of ticketsAutomatic reacts on updates in configured sidebarValue: Identifier of related KIXSidebarTicket-sidebar |

15 Changed default configuration-keys

This section lists SysConfig keys which have been changed within this extensions and which are not mentioned within other sections of this documents. Manually set configuration options are not listed.

| Keyname | New Default Value |
|---------|-------------------|
| | |

List of Figures

List of Tables

| | |
|--|---|
| Table 1: OTRS-Internal Requirements..... | 5 |
|--|---|