



Documentation

OTRSDynamicFieldAttachment

**This package adds dynamic fields of
type attachment. Version 6.0.21 Edition**

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Preface

This package adds the possibility of creating dynamic fields of type attachment, which can store one or many files.

If you have questions regarding this document or if you need further information, please log in to our customer portal at portal.otrs.com with your OTRS ID and create a ticket.

You do not have an OTRS ID yet? [Register here for free.](#)



Chapter 1. Feature List

1. Adding a dynamic field of type attachment

This feature gives a configuration interface for creating or changing dynamic fields of type attachment.

The same way as for other dynamic fields, the admin can create a dynamic field of type attachment visiting the *Dynamic Fields* link in the admin interface.

In there it's choosable if the field should be an *Article* or *Ticket* field.

Article fields can hold attachments for each ticket article. Attachments stored in an *Article* dynamic field of type attachment can just be downloaded, but not deleted or changed.

Ticket fields can hold attachments for each ticket. Attachments stored in a *Ticket* dynamic field of type attachment are stored once for each ticket and can be downloaded and deleted.

As other dynamic fields, the dynamic field of type attachment have to have a unique *Name* consisting of just alphabetic or numeric characters.

The *Label* for the dynamic field of type attachment can be freely chosen and will be shown as field title in the OTRS interface.

The *Field order* allows the admin to set the dynamic field of type attachment displaying position among the other dynamic fields.

Validity has to be set to valid for all fields that are in use. Setting it to invalid will disable the field in all interfaces.

Maximum amount of attachments is mandatory and holds the amount of files that can be stored in the dynamic field of type attachment per ticket or article. Increasing this value enables the agents to add more files to one dynamic field of type attachment. Reducing this amount does not delete attachments already stored in dynamic field of type attachment fields, but reduces the possibility for adding files to the dynamic field of type attachment field up to the configured maximum.

Maximum attachment size is mandatory and holds the maximum file size in megabyte each uploaded file can have. If an agent is uploading a file greater than the here configured file size, the file is accepted initially. As soon as the upload is done, the size is checked and the file gets deleted as well as the user informed that the file was not stored because it exceeded the the maximum attachment size limit.

2. Configuring dynamic field of type attachment to be visible in the agent interface

As well as other dynamic fields, the dynamic field of type attachment have to be added to the parts of the interface where they should be shown.

This can be done by admin users via going to system configuration and choosing any ticket frontend in *Frontend* → *Agent* → *View* navigation group on the left side.

For every frontend the dynamic field of type attachment should show up, the admin has to go into the configuration. Examples:

- *Frontend* → *Agent* → *View* → *TicketZoom* for the regular ticket view.

- *Frontend* → *Agent* → *View* → *TicketPhoneNew* for new phone tickets.
- *Frontend* → *Agent* → *View* → *TicketNote* for the note section.

In each of the frontend configurations there is a configuration option named `Ticket::Frontend::AgentTicketFrontendName###DynamicField`. In there the admin has to add a value by clicking the + icon. Write the name of the dynamic field of type attachment and click on the tick icon. Select from the drop-down whether the field should be enabled (displayed) or not.

3. Usage in Generic Agent

Dynamic fields of type attachment could be used only in *Select Tickets* section in Generic Agent. However, it is not updatable by Generic Agent and this type of dynamic fields are not listed in *Update/Add Ticket Attributes* section.



Chapter 2. System Requirements

1. Framework

The following OTRS Framework is required:

- 6.0.27

2. Packages

The following packages are required:

- None

3. Operating System

This package requires one of the following operating systems:

- None

4. Third Party Software

This third party software is required to use this package:

- None.

Chapter 3. Installation

The following instructions explain how to install the package. There are two possibilities.

1. Admin Interface

Please use the following URL to install the package utilizing the Admin Interface (please note that you need to be in the "admin" group).

<http://localhost/otrs/index.pl?Action=AdminPackageManager>

2. Command Line

Whenever you cannot use the Admin Interface for whatever reason, you may use the following command line tool ("bin/otrs.Console.pl Admin::Package::Install" instead).

```
shell> bin/otrs.Console.pl Admin::Package::Install /path/to/  
OTRSDynamicFieldAttachment-6.0.21.opm
```


Chapter 4. Configuration

The package can be configured via the System Configuration in the Admin Interface. The following configuration options are available:

1. **CustomerFrontend::Module###CustomerDynamicFieldAttachment**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

2. **DynamicFields::Driver###Attachment**

Navigation: Core::DynamicFields::DriverRegistration.

Dynamic field backend registration.

3. **DynamicFields::Extension::Backend###107-Attachment**

Navigation: Core::DynamicFields::ExtensionRegistration.

Dynamic fields extension.

4. **Frontend::Module###AdminDynamicFieldAttachment**

Navigation: Frontend::Admin::ModuleRegistration.

Frontend module registration for the admin interface.

5. **Frontend::Module###AgentDynamicFieldAttachment**

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

6. **Frontend::Module###AjaxDynamicFieldAttachment**

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

7. **Loader::Agent::CommonJS###100-Framework**

Navigation: Frontend::Base::Loader.

List of JS files to always be loaded for the agent interface.

8. **Loader::Customer::CommonJS###100-Framework**

Navigation: Frontend::Base::Loader.

List of JS files to always be loaded for the customer interface.

9. **Loader::Module::AdminDynamicFieldAttachment###002-OTRSDynamicFieldAttachment**

Navigation: Frontend::Admin::ModuleRegistration::Loader.

Loader module registration for the agent interface.

10. Loader::Module::AgentDynamicFieldAttachment###002-OTRS-DynamicFieldAttachment

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.



Chapter 5. Usage

1. Post Installation Notes

If the system where this package is installed uses `mod_perl` it is necessary to restart the web server in order to let `mod_perl` refresh the files and get the updates from this package.

2. Uploading files to a dynamic field of type attachment

As soon as the dynamic field of type attachment is configured in the desired frontends an admin or agent can create a new ticket, and if the dynamic field of type attachment was configured for this interface, a multiple upload section will appear.

Now the admin or agent can add multiple files to the dynamic field of type attachment by clicking the in the uploading area or just dropping the files there.

The file gets uploaded immediately to the server and a new upload field will be displayed as long as the configured maximum amount of attachments has not been reached.

The admin or agent can now delete or add files until the necessary information for the ticket is entered and the *Submit* button is clicked. On submit the files are already uploaded then it will speed up the time needed for processing the form.

If a file has exceeded the maximum attachment size for this dynamic field of type attachment, a message will appear warning the admin or agent the file exceeds the maximum attachment size. In this case the file will not be uploaded and the ticket will be created without problem.

Uploading multiple files with identical names to one dynamic field of type attachment will result in an error notifying the admin or agent that this is not permitted.

3. Downloading files of a dynamic field of type attachment

If a dynamic field of type attachment has been configured to show up in ticket zoom screen, and a file has been uploaded, the dynamic field of type attachment will show up in the ticket zoom view.

For ticket dynamic field of type attachment they regularly show up in the column on the right side. On the right side of the dynamic field of type attachment label there will be an icon showing a document symbol. Clicking on this icon pops up a small *Attachments* screen, showing all filenames as well as their size. Clicking on the filename will download the file.

For article dynamic field of type attachment they will show up in header part of an article in the screen center. On the right side of the dynamic field of type attachment label there will be an icon showing a document symbol. Clicking on this icon pops up a small *Attachments* screen, showing all filenames as well as their size. Clicking on the filename will download the file.

4. Deleting a file from a ticket dynamic field of type attachment

If a ticket dynamic field of type attachment has been configured to show up in free fields, it's containing files will be displayed in the free fields screen.

In there the existing files can be deleted and new files can be added.

File size is checked the same way as described in the *Uploading files to a dynamic field of type attachment* section.

5. Searching for attachments in a dynamic field of type attachment

Dynamic field of type attachment just supports searching for the file names stored in a dynamic field of type attachment.

To searching for a dynamic field of type attachment, this have to be configured for the ticket search mask. To do this, the admin has to visit the system configuration and navigate to *Frontend* → *Agent* → *View* → *TicketSearch* in the navigation tree found on the left side.

In the following screen scroll down to the configuration setting `Ticket::Frontend::AgentTicketSearch###DynamicField`. Here you have to add a line for every dynamic field of type attachment you want to search for by clicking the + icon. Write the name of the dynamic field of type attachment and click on the tick icon, then type *1* in the text box.

As soon as this is done, the configured dynamic field of type attachment can be added in the regular ticket search as well as the searched file name entered in the corresponding input field. Searching for file names you can use the * character as wildcard.



Chapter 6. Technical Implementation Details

This module is mostly encapsulate. It doesn't override any framework file.

This module uses VirtualFS as storage backend for the files in dynamic field of type attachment. Make sure to configure the VirtualFS storage backend of your choice before configuring dynamic field of type attachment.

1. **Kernel/Config/Files/XML/OTRSDynamicFieldAttachment.xml**

New: Configuration file that holds the required settings for the correct functionality of this package.

2. **Kernel/Language/de_OTRSDynamicFieldAttachment.pm**

New: German translation file for this package.

3. **Kernel/Language/hu_OTRSDynamicFieldAttachment.pm**

New: Hungarian translation file for this package.

4. **Kernel/Modules/AdminDynamicFieldAttachment.pm**

New: Front-end module.

5. **Kernel/Modules/AgentDynamicFieldAttachment.pm**

New: Front-end module.

6. **Kernel/Modules/AjaxDynamicFieldAttachment.pm**

New: Front-end module.

7. **Kernel/Modules/CustomDynamicFieldAttachment.pm**

New: Front-end module.

8. **Kernel/Output/HTML/Templates/Standard/AdminDynamicFieldAttachment.tt**

New: HTML template file for ...

9. **Kernel/System/DynamicField/AttachmentBackend.pm**

New: Core module ...

10. **Kernel/System/DynamicField/Driver/Attachment.pm**

New: Core module ...

11. **scripts/test/Selenium/Agent/Admin/DynamicField/AdminDynamicFieldAttachment.t**

New: Test file for ...

12. **scripts/test/Selenium/Agent/AgentDynamicFieldAttachment.t**

New: Test file for ...

13. scripts/test/Selenium/Customer/CustomerDynamicFieldAttachment.t

New: Test file for ...

14. var/httpd/htdocs/js/Core.Agent.DynamicField.Attachment.js

New: JavaScript file that ...



Chapter 7. File List

This list shows all included files and the referring permissions.

- (660) Custom/Kernel/GenericInterface/Operation/Ticket/TicketGet.pm
- (660) Custom/Kernel/GenericInterface/Invoker/Ticket/Common.pm
- (660) Kernel/Config/Files/XML/OTRSDynamicFieldAttachment.xml
- (660) Kernel/Language/de_OTRSDynamicFieldAttachment.pm
- (660) Kernel/Language/hu_OTRSDynamicFieldAttachment.pm
- (660) Kernel/Modules/AdminDynamicFieldAttachment.pm
- (660) Kernel/Modules/AgentDynamicFieldAttachment.pm
- (660) Kernel/Modules/AjaxDynamicFieldAttachment.pm
- (660) Kernel/Modules/CustomDynamicFieldAttachment.pm
- (660) Kernel/Output/HTML/Templates/Standard/AdminDynamicFieldAttachment.tt
- (660) Kernel/System/DynamicField/Driver/Attachment.pm
- (660) Kernel/System/DynamicField/AttachmentBackend.pm
- (660) scripts/test/GenericInterface/Operation/Ticket/TicketGetAttachment.t
- (660) scripts/test/Selenium/Agent/Admin/DynamicField/AdminDynamicFieldAttachment.t
- (660) scripts/test/Selenium/Agent/AgentDynamicFieldAttachment.t
- (660) scripts/test/Selenium/Custom/CustomDynamicFieldAttachment.t
- (660) var/httpd/htdocs/js/Core.Agent.DynamicField.Attachment.js

Chapter 8. Tests

This module has been quality assured according to the current OTRS guidelines.

1. Test Cases

To test this package please follow the examples described in the Usage section.

2. Unit Test

To ensure the quality of the module, several so-called unit tests were created, to test the functionalities of this module. These unit tests can be run via command line.

ATTENTION: Please never run unit tests on a productive system, since the added test data to the system will no longer be removed. Always use a test system.

Run the package specific unit tests

To run only the unit test which will be delivered with this package, use the following command on the command line:

```
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test Selenium/Agent/Admin/DynamicField/
AdminDynamicFieldAttachment
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test Selenium/Agent/
AgentDynamicFieldAttachment
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test Selenium/Customer/
CustomerDynamicFieldAttachment
```

Run all available unit tests

To run all available unit tests, use the following command on the command line:

```
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run
```


Chapter 9. Change Log

6.0.21 / 2020-03-24 14:47:40

- - Updated framework files to OTRS 6.0.27.

6.0.20 / 2020-01-30 18:03:57

- - Removed unnecessary package required OTRSTicketInvoker from .sopm file.

6.0.19 / 2020-01-29 09:08:52

- - Updated framework files to OTRS 6.0.26.

6.0.18 / 2020-01-29 08:40:08

- - Updated copyright.

6.0.17 / 2019-11-11 10:55:52

- - Improved attachment driver to handle attachments from webservice.

6.0.16 / 2019-09-09 13:15:24

- - Remove OCP package from ondemand config.

6.0.15 / 2019-07-25 14:52:07

- - Fixed issue #2019070842000467 - Attachment not downloadable in customer frontend.
- Marked strings as translatable. - Updated German translation.

6.0.14 / 2019-07-04 12:44:08

- - Updated framework files to OTRS 6.0.20.

6.0.13 / 2019-05-27 08:48:37

- - Updated framework files to OTRS 6.0.19.

6.0.12 / 2019-02-14 11:53:02

- - Updated required framework version to 6.0.16.

6.0.11 / 2019-01-22 11:03:15

- - Added feature: When Webservice is used to get dynamic field attachment, return attachment content instead StorageLocation.

6.0.10 / 2019-01-18 14:28:50

- - Updated copyright.

6.0.9 / 2018-12-11 22:33:35

- - Tidied.

6.0.8 / 2018-11-08 08:52:08

- - Selenium stabilization for Marionette FF - Portal.

6.0.7 / 2018-09-17 14:26:54

- - Tidied. - Updated license information. - Modernized input field. - Updated documentation.

6.0.6 / 2018-07-24 09:33:31

- - Updated documentation to note skipping such dynamic filed in Generic Agent. - Updated documentation. - Tidied.

6.0.5 / 2018-07-02 07:38:14

- - Fixed: Shown box to download attachment is incorrect positioned (Ticket#2018062634005036). - Improved wording, added Hungarian translation.

6.0.4 / 2018-05-31 10:02:55

- - Fixed issue with empty field type field in Admin interface (Ticket#2018052534001365). - Fixed issue with not downloadable attachments (Ticket#2018052534001365).

6.0.3 / 2018-03-20 23:42:00

- - Fixed error where not possible to create process tickets in Agent or Customer interface.

6.0.2 / 2017-11-14 16:49:44

- - Remove old XML file. - Re-applied migration to the configuration file.

6.0.1 / 2017-10-26 14:09:31

- First release for OTRS 6.