OTRSCloneDB

Version 6.3.1

Table of Contents

1 Requirements

1.1 Framework

The following OTRS framework versions are supported:

- 6.3.x

1.2 Add-ons

These add-ons are required:

- None ## Operating System

These operating systems are required for this add-on:

- None

1.3 Third Party Software

These additional software is required for this package:

- None

2 Installation

The following instructions show how to install the package. There are two possibilities. Either via the admin interface or by using a shell command.

2.1 Admin interface

With the URL http://localhost/otrs/index.pl?Action=AdminPackageManager you access the package manager where the package can be installed and updated. The user who like to perform this needs to be member of the OTRS admin group.

2.2 Shell

As an alternative you can use the OTRS command line package manager to install the package. Please execute this as the OTRS user.

```
shell> bin/otrs.PackageManager.pl -a install -p /path/to/OTRSCloneDB-6.3.1.opm
```

2.3 Remarks

If unexpected problems occur after the installation it is recommended to restart the web server. Using mod_perl sometimes leads to generic loading problems and does not belongs to OTRS in general.

3   Changelog

6.3.1 / 2022-03-31 19:19:34 +0200 Ported to 6.3

6.2.1 / 2021-11-09 11:00:24 +0100 Ported to 6.2

4 Manifest

This is the list of all files from the package with the file system permissions.

- (660) Kernel/Config/Files/XML/OTRSCloneDB.xml

- (660) Kernel/Language/bg_OTRSCloneDB.pm

- (660) Kernel/Language/de_OTRSCloneDB.pm

- (660) Kernel/Language/es_MX_OTRSCloneDB.pm

- (660) Kernel/Language/es_OTRSCloneDB.pm

- (660) Kernel/Language/hu_OTRSCloneDB.pm

- (660) Kernel/Language/it_OTRSCloneDB.pm

- (660) Kernel/Language/ja_OTRSCloneDB.pm

- (660) Kernel/Language/nb_NO_OTRSCloneDB.pm

- (660) Kernel/Language/pl_OTRSCloneDB.pm

- (660) Kernel/Language/pt_BR_OTRSCloneDB.pm

- (660) Kernel/Language/pt_OTRSCloneDB.pm

- (660) Kernel/Language/ru_OTRSCloneDB.pm

- (660) Kernel/Language/sr_Cyrl_OTRSCloneDB.pm

- (660) Kernel/Language/sr_Latn_OTRSCloneDB.pm

- (660) Kernel/Language/zh_CN_OTRSCloneDB.pm

- (660) Kernel/Language/zh_TW_OTRSCloneDB.pm

- (660) Kernel/System/CloneDB/Backend.pm

- (660) Kernel/System/CloneDB/Driver/Base.pm

- (660) Kernel/System/CloneDB/Driver/mysql.pm

- (660) Kernel/System/CloneDB/Driver/postgresql.pm

- (660) Kernel/System/CloneDB/Driver/oracle.pm

- (660) Kernel/System/CloneDB/Driver/mssql.pm

- (660) Kernel/System/Console/Command/Maint/Database/Clone.pm

- (660) scripts/test/Console/Command/Maint/Database/Clone.t

5   Contact

5.1   EMEA

Znuny GmbH
Marienstraße 18
10117 Berlin
Germany
P +49 (0) 30 60 98 54 18-0
F +49 (0) 30 60 98 54 18-8
E info@znuny.com

5.2   AMER

Znuny Inc.
171 C Avenue, Suite C
Coronado, 92118 CA
United States
P: +1 949 431 2599
F: +1 949 431 2477
E info@znuny.com

5.3   Switzerland

Znuny Swiss GmbH
Martinsbruggstrasse 35
9016 St. Gallen
Switzerland
P +41 (0) 71 588 03 39
F +41 (0) 71 588 01 86
E info@znuny.ch