c.a.p.e. IT OTRS extension "HidePendingTimeInput"

Installation and configuration

c.a.p.e. IT® GmbH

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1 General Remarks

1.1 Document information

1.1.1 Objectives

This document contains all the information to install and configure the c.a.p.e. IT OTRS extension "HidePendingTimeInput".

1.2 Changes

1.2.1 Change history

Version	Date	Changed Sections	Short description	Changed by
1.0.0	2013-04-13	all	document creation	Anna Litvinova
1.1.0	2013-10-15	all	update to framework 3.3.x	Torsten Thau
1.1.1	2013-10-16	all	fixed layout	Torsten Thau
1.2.0	2014-10-10	all	update to framework 4.0.x	Anna Litvinova
1.3.0	2016-09.20	All	Update to framework 5.0.x and KIX	Frank Jacquemin

1.2.2 Authors

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2 Installation

2.1 Requirements

To install and use the OTRS extension "HidePendingTimeInput" your installation environment needs to fulfil the following requirements:

- Release 1.0.x: OTRS 3.1.x

- Release 1.1.x: OTRS 3.2.x

- Release 1.2.x: OTRS 3.3.x

- Release 4.0.x: OTRS 4.0.x

- Release 5.0.x: OTRS 5.0.x

2.2 Package Installation

You can install the package „HidePendingTimeInput" via the Package Management in the OTRS GUI (Admin Area) or by using the command line interface package management tool (otrs.PackageManager.pl or otrs.Console.pl by Framework 5.0.x).

3 Package Description

In standard OTRS there is always a date/time field after a state selection in all masks used for ticket processing. Actually, the date selection is only necessary when a state of state type "pending reminder" or "pending auto" has been selected. This package provides functionality to hide the date/time field and to show it only if a state of these state types has been selected (configuration for further state types is also possible by configuration).

4 Configuration

4.1 SysConfig Options

4.1.1 Frontend::Module::HidePendingTimeInput###StateTypes

Here you can configure state types for which the date/time field should be shown. Default state types are "pending reminder" and "pending auto".

4.1.2 Frontend::Output::FilterElementPost###HidePendingTimeInput

Here you can configure in what masks and ticket actions the functionality should be active. Don't forget to to update this configuration if you add state selection to new ticket actions!