**Please follow the Steps to Setup the plugin SLA-AddOn.**

1. Extract the plugin websiteRootFolder\include\plugins\ SLA-AddOn
2. For your ease I am also providing the updated core files which you can directly replace to make it work. Path is **CoreUpdatedFilesFor-v1.17.2** you just need to replace the files accordingly.  
    **OR  
   You can add changes manually by following the below code steps.**  
   Below are the Core Updates listed, for your records. You can add the changes by yourself also.

**Changes cover the functionality –**

* SLA measurement
* Pausing of SLA measurement
* SLA plan correction
* SLA manual status correction
* SLA reporting
  1. **File name – include/class.list.php   
      Number of Changes - 1  
      Function Name** - function getExtraConfigOptions($source=null) { **After - 'allowreopen'**   
      **1.1**    
      Add code – see file **documentation\class.list.php.txt**
  2. **File name – include/ class.ticket.php  
      Number of Changes – 4  
      Function Name** - function setStatus($status, $comments='', &$errors=array(), $set\_closing\_agent=true, $force\_close=false) { **2.1 Direct Before mentioned Switch loop => switch ($status->getState()) {..}** Add code – see file **documentation\class.ticket.php.txt  
       
      2.2 In - case 'closed': Under case 'closed', Direct before break keyword** Add code – see file **documentation\class.ticket.php.txt  
       
      2.3 In - case 'open ': Put the custom code before existing code starts in case 'open '** Add code – see file **documentation\class.ticket.php.txt**

**2.4 Function Name - function update($vars, &$errors) { : => Go to foreach ($this->dirty as $F=>$old) { => Under the case case 'sla\_id':  
 After this line - $changes[$F] = array($old, $this->{$F});** Add code – see file **documentation\class.ticket.php.txt**

* 1. **File name – include/ class.thread.php  
     3.1 After include statement..**Add the following code – see file **documentation\class.thread.php.txt  
       
     Function Name** **function postEmail($mailinfo, $entry=null) {**

**3.2 Inside default: case , After // TODO: Consider security constraints**

**if (!$vars['thread-type']) {……} loop**

Add the following code – see file **documentation\class.thread.php.txt**

* 1. **File name – scp/tickets.php  
     Function Name**   **- Inside - case 'reply':**

**4.1 Just Before -** **if ($ticket->isClosed())**

* 1. **File name – include/class.forms.php**

**Change 1- line no 21**

**require\_once(INCLUDE\_DIR . 'plugins/SLA-AddOn/constants.php');**

**Change 2- Line number 1410**

**Function Name**   **- function getEditForm($source=null)** { , Add the class.form.php.txt code , before current function code

**Change 2- Line number 1426**

**Function Name**   **- function getEditForm($source=null)** { - Replace $fields array from class.form.php.txt $fields array

* 1. **File name – include\staff\ticket-view.inc.php:**

**Change 1 : Line number- 571**

**Add style="display:none" on <a> tag  
Change 2 : Line number 575**

**Add below span tag after a tag  
 <span id="field\_sla"><?php echo $sla ?: \_\_('None'); ?></span> line after a tag under same if**

**Change 3 :**

**Line number 727**

**In Else section under second <td>, Replace echo $clean; by code**see the ticket-view.inc.php.txt code