

# TicketAttachments

October 17, 2014

## Description

This addon lists all attachments of a ticket in an extra widget. Users with rw permissions for the ticket can – if configured – delete or rename attachments. Appropriate history entries are added then.

## Installation

There are two ways to install the TicketAttachments addon.

## Requirements

### Framework

- OTRS 3.0.x
- OTRS 3.1.x
- OTRS 3.2.x
- OTRS 3.3.x

### Perl Modules

- Archive::Zip
- IO::String

## Admininterface

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>*

## Terminal / Commandline

If you don't want to use the Admin Interface, you can use the following OPM command to install the package with "bin/otrs.PackageManager.pl".

```
shell> bin/otrs.PackageManager.pl -a install \  
      -p /path/to/TicketAttachments-3.3.6.opm
```

## Configuration

### Attachmentlist::CanDelete

If enabled agents with read/write permissions on the ticket can delete single attachments from the ticket.

### Attachmentlist::CanRename

If enabled agents with read/write permissions on the ticket can rename single attachments.

### Attachmentlist::ExcludeFileNames

Attachments that name matches one of the names in this list is not listed in the widget (it's **not** deleted)

### TicketAttachments::Position

- Top: The widget is the first widget in the sidebar
- Bottom: The widget is the last widget in the sidebar

## Delete Attachments

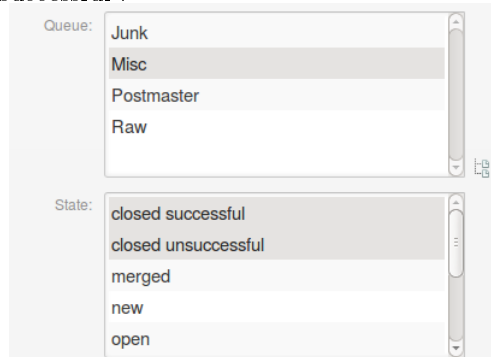
Starting with version 3.3.6, you can delete attachments. There are basically two ways to delete attachments. What's the best way for you, depends on your aims.

### Delete **\*all\*** attachments of a ticket

First use case: For all tickets in queue Misc that are closed since 1 year, you want to delete the attachments to save storage. In this case, you should use the Generic Agent:

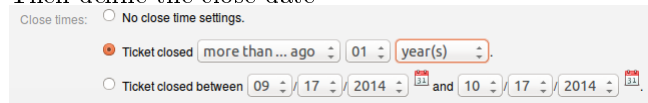
Run it automatically, therefor select all values in the select boxes for "Automatic execution".

Next step is to define the ticket filter. Given the task description above, you have to select the queue Misc and the states “closed successful” and “closed unsuccessful”.



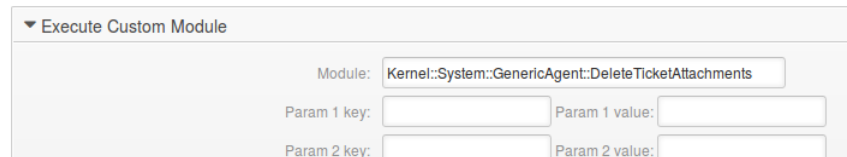
The screenshot shows a configuration interface for ticket filters. It has two main sections: 'Queue' and 'State'. The 'Queue' section has a dropdown menu with four options: 'Junk', 'Misc', 'Postmaster', and 'Raw'. The 'State' section has a dropdown menu with six options: 'closed successful', 'closed unsuccessful', 'merged', 'new', and 'open'. The 'closed successful' and 'closed unsuccessful' options are highlighted in grey, indicating they are selected.

Then define the close date



The screenshot shows a configuration interface for close dates. It has a section titled 'Close times:' with two radio buttons. The first radio button is selected and is labeled 'Ticket closed more than ... ago'. The second radio button is labeled 'Ticket closed between'. The 'more than ... ago' option has a dropdown menu set to '01' and another dropdown menu set to 'year(s)'. The 'Ticket closed between' option has two date pickers: the first is set to '09 / 17 / 2014' and the second is set to '10 / 17 / 2014'.

A custom module for that task already exists, so you only have to tell the GenericAgent to run that module

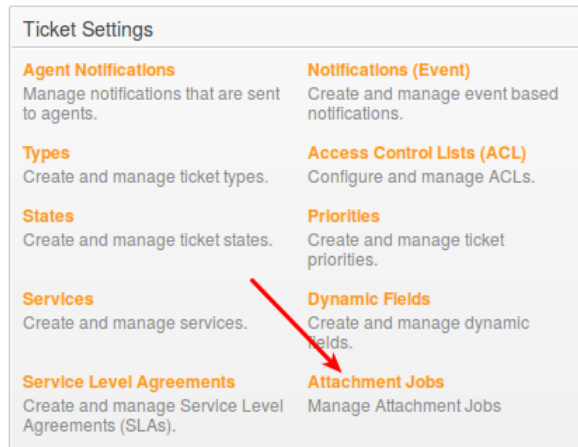


The screenshot shows a configuration interface for executing a custom module. It has a section titled 'Execute Custom Module' with a dropdown arrow. Below this, there is a 'Module:' field with the value 'Kernel::System::GenericAgent::DeleteTicketAttachments'. There are also two pairs of input fields: 'Param 1 key:' and 'Param 1 value:', and 'Param 2 key:' and 'Param 2 value:'. All these input fields are currently empty.

That's it!

## Delete *specific* attachments

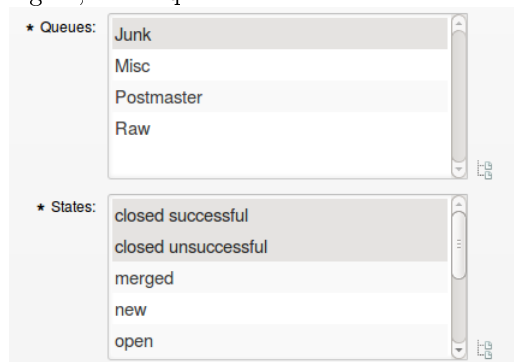
In some cases, you want to keep some attachments, but delete Excel spreadsheets and Word documents. So you can use the Attachment-Jobs. In the admin area you'll find “Attachment Jobs” (block “Ticket Settings”).



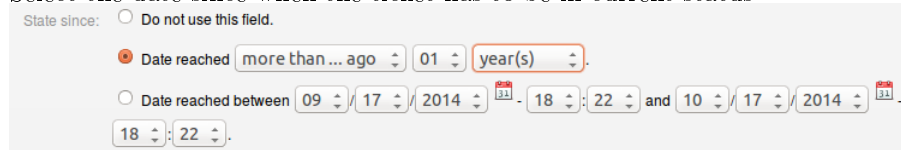
Click “Add Job” in the Overview and you’ll get the form to create a new job. Give it a (unique) name and define the conditions for the deletion of attachments.

In this case we want to delete Excel sheets and word documents that are bigger than 5 Megabytes. And only for tickets in the Raw queue when they are already closed (since 1 year).

Again, select queue and states



Select the date since when the ticket has to be in current status



The last step is to define the attachment filter. Note that those criteria are AND combined

The image shows a user interface for file uploads. At the top, there is a list of 'File suffixes' including 'xls', 'xlsx', 'doc', and 'docx'. Below this is a text input field for 'Filename:'. At the bottom, there is a 'Size:' filter section with a dropdown menu set to 'greater than', a text input field containing the number '5', and a unit dropdown menu set to 'MB'.

So in this case images (.jpg, .png,...) that are bigger than 5 Megabytes are still available.

**Note:** You have to ensure that the cronjobs work. For the first use case, your generic\_agent-database cronjob has to run, for the second use case, the cronjob delete\_ticket\_attachments is used.

## Contact

If you have any further questions, please contact the support team ([otrs\\_support@perl-services.de](mailto:otrs_support@perl-services.de)).