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Real Services

Documentation

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OTRS 6 - Admin Manual

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序文

OTRS 管理者向けの冊子です。OTRS 初心者のための参考書としても提供しています。

次の章では、インストール、構成、および OTRS ソフトウェアの管理について説明します。テキストの最初の 3 行で、ソフトウェアの主要な機能について説明しています。一方残りの部分は、構成可能なパラメタの完全なセットへの参照として提供されています。

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第1章 導入

1. トラブル・チケット・システム - 基礎

この章ではトラブル・チケットの主要概念の説明とともにトラブル・チケット・システムの手短な紹介を提供します。例示により手っ取り早くこのようなシステムを使うメリットについて説明します。

1.1. トラブル・チケット・システムとは何でしょうか？ なぜあなたはそれを必要としているのでしょうか？

次の例ではトラブル・チケット・システムとは何か、そしてどのようにあなたが会社でそのようなシステムが役立つかを述べています。

マックス氏は、ビデオレコーダーの製造業者だと想像して下さい。マックス氏は製品サポートを必要とするお客様から多くのメッセージを受け取っています。ある日、彼は速やかに返答することもメッセージを受け入れることもできなくなりました。一部の顧客は対応の遅さに我慢ができず同じ質問をするために2度めのメッセージを送ります。サポート依頼を含むすべてのメッセージは、単一の受信トレイフォルダーに格納されます。サポート依頼はソートされておらず、マックス氏は、通常のEメールプログラムを使用してメッセージに回答します。

マックス氏はすべてのメッセージに対して十分に速やかに返信できないため、彼は開発者のジョー氏とジョン氏に助けられています。ジョー氏とジョン氏は同じメールシステムを使い、同じメールボックスにアクセスします。彼らはマックス氏がしばしば一人の不満を持った顧客から2件の全く同じ要求を受けていることに気づいていません。ときどき彼ら二人は全く同じサポート依頼に対して別々に返答をし、顧客は二つの異なる返答を受信してしまうはめになります。その上、マックス氏は彼らの返信の詳細について知りさえしないのです。また彼は、どの問題がより頻繁に起こっているのかといった顧客の問題やそれらの解決の詳細についても、あるいは、顧客サポートにどれほどの時間やお金が使われているかについても気づいてはいません。

会議にて同僚はマックス氏に対して、トラブル・チケット・システムが、如何にマックスが顧客サポートで抱えている問題を解決可能であるかを伝えました。インターネットで情報を調査したのち、マックス氏は、コンピュータにOTRSをインストールすることに決めました。それは彼の顧客と彼の従業員の両者がウェブからアクセスできるものです。現在では顧客のサポート要求はもうマックス氏の個人メールボックスに送られることはなくOTRS用に使用されるメールアカウントに送信されます。チケットシステムはこのメールボックスに接続しすべての顧客の要求をデータベースに保存します。新しい要求毎に、システムは自動的に解答を生成し、それを顧客に送ります。そのため顧客は要求が受信されて速やかに要求に対し解答されるだろうとわかります。OTRSは明確な参照番号、すなわち、チケット番号を生成し、要求毎に対して与えます。現在では顧客は喜んでいきます。なぜなら顧客の要求は認識され、同じ内容の2度目の要求メッセージを送らなくても良くなったからです。マックス氏、ジョン氏そしてジョー氏は現在では、シンプルにウェブからOTRSにログインして顧客の要求に回答しています。システムは回答中のチケットをロックするので、そのメッセージを同時に他の誰かに編集されることはありません。

スミス氏がマックス・カンパニーにサポート要求をして、彼のメッセージがOTRSで処理されたと想像してみましょう。ジョン氏は彼の要求に短い解答をします。しかしスミス氏は彼の質問に対するジョンの解答に対して引き続き質問をしたいと思っています。ジョン氏は多忙のためマックスがスミス氏のメッセージに解答します。マックス氏は、OTRSの履歴機能によってこの要求に関するコミュニケーションの全ての流れを把握することができます。スミス氏は複数のサービス担当者が彼の要求を解決するためにかかわっていることを知らないのですが、彼はマックス氏の最後の解答が到着しその詳細について大変満足しています。

むろん、これはトラブル・チケット・システムのほんのわずかの可能性と特徴を垣間見たに過ぎません。しかし、もしあなたの会社がEメールと電話を通して大量の顧客要求を処理しなければならないならば、そして、もし異なるサービス担当者が異なる時間に対応する必要があるならば、チケット・システムは大変役立つことができます。むろん、これはトラブル・チケット・システムの

ほんのわずかの可能性と特徴を垣間見たに過ぎません。しかし、あなたの会社がEメールと電話を使って大量の顧客要求を処理しなければならないならば、そして、もし異なるサービス担当者が異なる時間に対応する必要があるならば、チケット・システムは大変役立ちます。またチケット・システムは、ワークフロー・プロセスを合理化する助けとなり、効率化を促進し、全体的に生産性を改善します。チケットシステムは柔軟にサポートやヘルプデスク環境を構築することができます。顧客と2人のサービススタッフ間のコミュニケーションはよりわかりやすくなります。最終的な成果は、サービスの効率性が向上することです。そしてきっとその顧客の満足度は、会社により良い財務実績をもたらすことでしょう。

1.2. トラブル チケットとは？

トラブル チケットは、病院の患者のために作成した医療レポートに似ています。患者が病院を訪れるとまず、すべての必要な個人と医療情報を保持するために医療レポートが作成されます。何度も通院すると、患者は前回と同じあるいは他の医師に診察され、診察医は、患者の健康及び治療中の処置に関する情報を追加しレポートを更新します。こうすることで他のどの医師や看護スタッフがすぐに患者の状態を完全に把握することができます。患者が回復し退院するとき、医療レポートから得られるすべての情報は保存されレポートは閉じられます。

OTRSのようなトラブル・チケット・システムはトラブル・チケットを通常のEメールのように取り扱います。メッセージはシステムに保存されます。顧客が依頼を送信すると、システムは新しいチケットを生成します。そのようなシステムは新しく作成される医療レポートに相当します。新しいチケットへの応答は、医者が医療レポートへの記入することに似ています。チケットは、回答が顧客へ返送された場合あるいは、チケットがシステムによって個別に閉じられた場合に、完了となります。もし顧客がすでに完了したチケットに再度応答すると、そのチケットは、新しい情報を追加された上で、再対応中となります。全てのチケットは格納され、完全な情報でアーカイブされます。チケットは通常のEメールのように取り扱われ、添付ファイルや文脈上の注釈もまた各Eメールに格納されます。さらに、基準日、従業員関係、チケットの解決に要した作業時間などの情報が保存されます。その後いつでも、チケットはソートされ、検索可能であり、さまざまなフィルタリング・メカニズムを使いすべての情報を分析することができます。

2. OTRS ヘルプデスク

この章では、OTRS ヘルプデスク (OTRS) の機能について説明します。OTRSのハードウェアとソフトウェアの要件に関する情報を提供します。さらにこの章では、コミュニティとの連絡方法、そしてもし必要ならOTRSに関する商用サポートを取得する方法を知ることができます。

2.1. 基礎

OTRS ヘルプデスク (OTRS) は、ウェブ サーバーにインストールされるウェブアプリケーションです。したがって ウェブ ブラウザーで使用することができます。

OTRS ヘルプデスク (OTRS) は、ウェブ サーバーにインストールされるウェブアプリケーションです。したがって ウェブ ブラウザーで使用することができます。OTRS はいくつかのコンポーネントに分かれています。主なコンポーネントは、アプリケーションとチケット システムのすべての主要機能を含んでいる OTRS フレームワークです。以下のような追加のアプリケーションをインストールすることが可能です。OTRS::ITSM モジュール、ネットワーク監視ソリューションとの統合、知識ベース (サポート技術情報) (FAQ) など。

2.2. 機能

OTRSには多くの機能があります。OTRS フレームワークに含まれる主な機能の概要を以下に示します。

2.2.1. ユーザ・インターフェイス

- OTRS には、担当者と顧客用に別々の最新のウェブ インターフェイスが付属します。

- モバイルプラットフォーム、ラティナディスプレイ対応、どのモダンブラウザでも利用可能です
- ウェブインターフェイスは、独自のテーマとスキンでカスタマイズできます。
- 強力でカスタマイズ可能な担当者用ダッシュボードは、個人チケット概要とグラフィカルな統計情報のサポートを実装しています。
- 拡張可能なレポート作成エンジンは、様々な統計とレポートのスケジュール・オプションを提供します。
- プロセス管理でチケット・ベースの独自の画面とプロセス (チケット・ワークフロー) を定義することが可能です。
- OTRS は、権限管理システムを内蔵しており、きめ細かいアクセス制御リスト (ACLs) で拡張することができます。
- 30 以上の言語と異なるタイムゾーンをサポートします。

2.2.2. メール・インターフェース

- MIME メール添付ファイル付きのメールをサポートします。
- HTML形式メールをテキスト形式に自動変換します(機密性の高いコンテンツのセキュリティを強化し検索をより高速にします)。
- 受信メールはフィルタリングされ、複雑な規則のある、例えばスパムメッセージまたはキュー配布に対するなどの前処理が可能です。
- キー証明書の管理とメールの処理のための PGP鍵 と S/MIME 準拠のサポート。
- 全てのキューに設定可能な自動応答。
- 新規、フォローアップあるいはロック解除されたチケットに関する担当者へのEメール通知。
- フォローアップ (たとえばコール#、チケット#、あるいはリクエスト#など) を認識するために独自のチケットの識別子を定義することが可能です。さまざまなチケット番号生成器 (日付ベース、ランダムなど) があり、あなたがあなた自身をもそれに統合することができます。フォローアップもまたIn-Reference-To headers (メール参照ヘッダー) または外部チケット番号で認識できます。

2.2.3. チケット

- OTRSは、外部、内部に所属している全てのコミュニケーションを収集するためにチケットを用います。これらのチケットは、キューで整理されます。
- 異なる詳細なレベル(小/中/プレビュー)においてシステム内のチケット (キュー、状態、エスカレーションなど) を閲覧するための多くそして異なる方法が用意されています。
- チケットの履歴は、チケットのあらゆる変更を記録します。
- チケットは、さまざまな方法で変更されます。返信、転送、bouncing、別のキューへの移動、属性 (状態、優先度など) の更新、ロック、稼働時間の計算という方法です。チケットの一括変更も可能です。 (bulk action)
- 保留中時間とエスカレーション時間 /SLA 管理は、チケットに関する時間ベースのスケジュール設定と制限を許可します。
- チケットは他のチケットまたは FAQ エントリなどの他のオブジェクトにリンクできます。
- 自動およびタイムアクションのチケットが「GenericAgent」で利用可能です。

- OTRSは、チケットに関する複雑でフルテキストの検索が可能な強力な検索エンジンとなります。

2.2.4. システム

- OTRSは、多くのオペレーティング・システム(Linux、Solaris、AIX、FreeBSD、OpenBSD、Mac OS 10.x)上で走り、主要なOTRSバックエンド用のいくつかのデータベース・システム(MySQL、PostgreSQL、オラクル、MSSQL)をサポートします。
- コア・システムは、OTRSパッケージのインストールにより拡張することができます。OTRSグループのサービス契約顧客が利用可能な機能追加パッケージと同様に、多くの無料のパッケージも(FAQ、OTRS::ITSM他のような)あります。
- 顧客情報用の外部バックエンドの統合(例えば AD、eDirectoryあるいはOpenLDAP経由)。顧客は、データベース、LDAP、HTTPAuth あるいは Radius によって認証されます。
- 一般インターフェイス(GenericInterface)で、他のウェブサービスにOTRSを接続するのは簡単です。シンプルなウェブサービスによって、プログラムやカスタム拡張による複雑なシナリオなど必要とせずに、統合することができます。OTRSチケット・コネクターは、サードパーティー・アプリケーションのウェブサービスによって、チケットの更新、検索および作成を許可します。

では、次にOTRSの最近のバージョンの変化を見ましょう。

2.2.5. OTRS 5 での新機能

2.2.5.1. 生産性

- OTRSは、さまざまな大きさ・種類のモバイルデバイスで利用できるように最適化されています。
- 単一ないし複数選択可能な入力フィールドは、近代化と高度な検索とフィルタリング機能を備えています(MühlbauerのDusan Vuckovic氏に感謝)。
- WYSIWYG エディタを介してコピー&ペーストやドラッグ&ドロップすることにより、アプリケーションの外からでも画像ファイルを追加・アップロードすることができます(ブラウザ問わず、アドオンも不要です)。
- Improved ticket notification system. It is now possible to configure own ticket notifications with own trigger conditions and recipients. With OTRS Business Solution™, notifications can also be delivered via SMS and/or Notification Web View. The latter is a special screen in OTRS that holds all notifications of the agent; with this OTRS can be used entirely without an email client.
- Statistics received a new graphical user interface which is much better accessible and helps to create great statistics quickly and easily.
- これに加えて、統計機能は新たに四半期ならびに半期をサポートしました。
- It is now possible to group action menu items in the ticket zoom screen. Less often used items can be grouped in a submenu, improving screen usage and clarity.
- Ticket overviews can now display customer company data, thanks to Renée Bäcker.
- The ticket process TransitionAction "TicketCreate" can now create tickets without articles.

2.2.5.2. スケーラビリティ & パフォーマンス

- The new OTRS Daemon handles all asynchronous and periodic tasks and replaces all previous OTRS cron jobs. In a clustered environment the load is automatically distributed over the nodes.

- It is now possible to specify multiple readonly mirror (slave) databases for expensive computations such as statistics or fulltext searches to distribute the load among these database servers.

2.2.5.3. セキュリティ

- 新たにログインセキュリティを向上させる2要素認証レイヤが追加されました。
- 固定ユーザー名とパスワードに加えて、時刻ベースのオープンスタンダードなワンタイムパスワードを入力する必要があります(RfC 6238、通称 Google Authenticator)。
- After having enabled the two-factor authentication, agents and customers can add a shared secret to their preferences and immediately start logging in using one-time passwords created by a compatible method of their choice (e.g. the Android Google Authenticator app).

2.2.5.4. 外部システムとの作業

- A new XSLT based GenericInterface mapping module allows for arbitrarily complex user-defined data mapping.

2.2.5.5. インストールとアドミニストレーション (管理)

- The new OTRS console makes working on the commandline easy and fun. All commands have a consistent interface, useful documentation and provide helpful colored output.
- Administrators can now specify a minimum log level to reduce logging volume, thanks to Renée Bäcker.
- Overview screens in the admin area now show invalid entities in gray, making it easy to focus on active elements.

2.2.6. OTRS 4 での新機能

2.2.6.1. 生産性

- 新しく洗練されたフラットデザインが実装されました。
- 担当者がチケットの注釈に直接返信できるようになりました。オリジナルの注釈が新規注釈の中で引用されます。
- 担当者は すべての画面において内部向けの注釈でテンプレートを利用することが可能です
- Ticket action screens (such as note, owner etc.) now allow to do actions without always creating an article (configurable).
- New ticket overview based on "my services" that an agent can subscribe to. Notification options for new tickets and follow-ups can now be based on "my queues", "my services" or combinations of both.
- OTRSは数千のチケットが表示できるようになりました。
- Customer online list in Dashboard now links directly to CustomerInformationCenter page for the customer.
- 担当者はいつでも各自のメインメニューをドラッグ&ドロップで編集・記憶することができます。
- 担当者と顧客は、添付ファイル名からチケットを検索できるようになりました。
- 実行中プロセスチケットのダッシュボード・ウィジェットが追加されました。

- 新たな検索オプションとして最終更新日時が追加されました。
- Added new screen for outgoing emails on a ticket that are not replies.

2.2.6.2. スケーラビリティ & パフォーマンス

- OTRS 4 can handle more concurrent users/requests on the same hardware, and response times for single requests are shorter as well, especially for pages with lots of data.

2.2.6.3. 外部システムとの作業

- ジェネリックインターフェイスはネットワークトランスポートプロトコルとして新たにHTTP RESTをサポートします。

2.2.6.4. インストールとアドミニストレーション (管理)

- Postmaster filters are no longer limited to 4 match/set fields. They can now have a configurable amount of fields (default 12, up to 99).
- A new configuration option Ticket::MergeDynamicFields makes it possible to specify which dynamic fields should also be merged when a ticket is merged to another ticket.
- Added new options to check dynamic fields of type text on patterns relating to error messages (translated), if they do not match.
- Added new options to restrict dynamic fields of type date/datetime on future or past dates.
- OTRS can be configured to automatically unlock a ticket if articles are added and the owner is out of office.
- Linked tickets of a specific type (e.g. merged or removed) can now be hidden via SysConfig option.
- ACL handling has been improved, made more consistent and easier to debug.
 - Added new ACL option PossibleAdd to add items to a possible list without resetting (like Possible does).
 - Added new ACL value modifiers [Not], [NotRegExp], [Notregexp], for all ACLs parts.
- Process handling has been improved, made more consistent and easier to debug.
 - A new GUID-based entity naming scheme for the OTRS Process configuration makes it possible to safely transfer processes from one system to another without duplicating the entities.
 - Added new Transition Action to create a new ticket.
 - Added possibility to define variable Transition Action attributes based on current process ticket values.
- The possibility to schedule System Maintenance periods is available from the System Administration panel in the Admin interface.
 - A notification about an incoming System Maintenance period will be shown with some (configurable) time in advance.
 - If a System Maintenance is active, a notification about it will be shown on the Agent and Customer interface, and only admin users can log on to the system.

- An overview screen informs admins about active sessions, which can be ended all on one click or one by one.
- Added possibility to disable sysconfig import via configuration.
- Added Apache MD5 as a new password hashing backend, thanks to Norihiro Tanaka.
- Added the possibility to restrict customer self registration by email address whitelist or blacklist, thanks to Renée Bäcker.
- Added new dashboard module that shows the output of an external command, thanks to ib.pl.

2.2.6.5. Development

- Template::Toolkitをベースにした、新しいパワフルなテンプレートエンジン
- A central object manager makes creating and using global objects much easier (thanks to Moritz Lenz @ noris network).
- The OPM package format was extended to signal that a package has been merged into another package, allowing the package manager to correctly handle this situation on package installation or update.
- Caching was centralized in one global cache object which also performs in-memory caching for all data.
- Added cache benchmark script, thanks to ib.pl.

2.2.7. OTRS 3.3の新たな機能

2.2.7.1. 生産性

- Dashboard ticket lists and regular ticket overviews can now be filtered by eligible ticket columns, and the shown columns are configurable.
- チケット・メディアムおよびプレビュー概要が、ソート可能になりました。
- チケットをイベントとして表示することができるダッシュボード用のカレンダー・ウィジェットを追加しました。
- 状態値およびキュー当たりのチケットの数から、表形式で表示する新しいダッシュボード・ウィジェットの追加。
- 担当者は重要な記事をマークすることができるようになりました。
- 新しいツリー選択ウィジェットは、ツリーデータ(キュー、サービスなど)を用いて作業をより速く、より簡単にします。
- 曜日および日付時刻といった動的なフィールドで、相対日付(例えば1か月以上前に)を検索するサポート機能を追加。
- テンプレート(以前は「標準レスポンス」)を指定することができます。新しいチケットの生成および転送のためにも使えます。
- 利用可能なプロセスのリストは、ACLによってフィルターすることができるようになりました。
- カスタマー・インターフェースからのプロセスを始める追加サポート。
- 多くの場合テキストは文字の定数(「Queue1...」...)によって短くはできませんが、利用可能な画面(解像度)によって可能になります。それによって一覧でより多くの情報を見ることができず。

- OTRSがレティナ・ディスプレイ対応となりました。イメージはより高い解像度に適応されています。また、ほとんどのイメージ・アイコンは FontAwesome webfont からのフォント文字と取り替えられました。
- 新機能「管理ダッシュボード」が追加され、ダッシュボード中で統計の図表を表示できるようになりました。ただし、IE8はこの機能をサポートしておりませんのでご留意下さい。

2.2.7.2. 外部システムとの作業

- OTRSは、複数の顧客会社データベースを使用することができるようになりました。(Cyrille@belnet-ictに感謝！)
- OTRSは、顧客ユーザーデータをチケットの動的フィールドに(チケットに永久保存するため)格納するようになりました。これはレポートに役立つ場合があります。
- OTRSは、外部システムから受信したEメールを、チケット番号に基づいて既存のチケットへ、正しく割り当てることができるようになりました。
- OTRSは、POP3/TLS接続経由でEメールを取得(fetch)することができるようになりました。

2.2.7.3. インストールとアドミニストレーション (管理)

- ウェブインストーラーは、MySQLに加えてのPostgreSQL、オラクルおよびSQLサーバー・データベースの上でOTRSをセットアップできるようになりました。
- OTRSは、MySQL 5.6をフルサポートするようになりました。
- 一般の担当者ジョブが、設定されたチケット・イベントのために実行することができるようになりました。
- 新しいグラフィカルなACLエディターはACL編集をより簡単にします。
- ポストマスター・フィルターによっては、無効にされたフィルター条件を使用することができるようになりました。(Renee Backerに感謝！)
- ポストマスター・フィルターは、関連した滞留日と所有者あるいは、受信するEメールデータに基づく新しいチケットに対する責任者を特定するようになりました。
- 顧客と担当者のパスワードは強力なbcryptアルゴリズムを使って暗号化することができるようになりました。bcryptはSHAより良質です。
- 多くのアイコンはアイコン・フォントを使うことができるようになりました。それによりさまざまな基調色でカスタム・スキンを作成することが容易になりました。

2.3. ハードウェアとソフトウェアの必要条件

OTRS can be installed on many different operating systems. OTRS can run on linux and on other unix derivates (e.g. OpenBSD or FreeBSD). OTRS does not have excessive hardware requirements. We recommend using a machine with at least a 2 GHz Xeon or comparable CPU, 2 GB RAM, and a 160 GB hard drive for a small setup.

さらに、OTRSを実行するために、ウェブサーバとデータベース・サーバを使用する必要があります。それとは別に、perlをインストールし、かつ、またはいくつかの追加のperlモジュールをOTRSマシンにインストールするべきです。OTRSと同じマシンにウェブサーバとパールをインストールしなければいけません。データベース・バックエンドは、ローカルにあるいは別のホスト上でインストールしても結構です。

ウェブサーバについては、Apache HTTP Serverの利用をお勧めします。そのモジュールmod_perlがOTRSの性能を非常に改善するためです。それとは別に、OTRSは、Perlスクリプトを実行することができるウェブサーバ上で走らせるべきです。

You can deploy OTRS on different databases. You can choose between MySQL, PostgreSQL or Oracle. If you use MySQL or PostgreSQL you have the advantage that the database and some system settings can be configured during the installation, through a web front-end.

For Perl, you will need some additional modules which can be installed either with the Perl shell and CPAN, or via the package manager of your operating system (rpm, yast, apt-get).

ソフトウェア必要条件

2.3.1. Perlサポート

- Perl 5.10以上

2.3.2. ウェブサーバ・サポート

- Apache2 + mod_perl2、またはそれ以上(推奨)
- CGIサポート(CGIは非推奨)を備えたウェブサーバー

2.3.3. データベース・サポート

- MySQL 5.0以上
- MariaDB
- PostgreSQL 8.4 以上
- Oracle 10g以上

Perl・モジュールのインストールに関するマニュアル中のセクションは、OTRSに必要とされるものをどのようにセット・アップすることができるかをより詳細に説明しています。

If you install a binary package of OTRS, which was built for your operating system (rpm), either the package contains all Perl modules needed or the package manager of your system should take care of the dependencies of the Perl modules needed.

2.3.4. ウェブブラウザ・サポート

OTRSを使用するために、JavaScriptをサポートする最新のブラウザを使用すれば、問題ありません。以下のブラウザはサポートしません:

- Internet Explorer バージョン 10 以前
- Firefox バージョン 10 以前
- Safari バージョン 5 以前

We recommend keeping your browser up-to-date. JavaScript and rendering performance in newer versions is always improved. Dramatic performance issues can be seen in larger systems when using older versions. We are happy to consult you on that matter.

2.4. コミュニティー

OTRS has a large user community. Users and developers discuss OTRS and exchange information on related issues through the mailing-lists. You can use the mailing lists to discuss installation, configuration, usage, localization and development of OTRS. You can report software bugs in our bug tracking system.

OTRSコミュニティのホームページは次のとおりです:<http://www.otrs.com/open-source/> .

2.5. OTRSのためのプロフェッショナル・サービス

Our **OTRS Business Solution™** offers you best professional support from the OTRS team, reliable OTRS security and regular free updates as well as an **exclusive set of additional Business Features** that you can flexibly activate or deactivate according to different deployment scenarios.

OTRSグループ は、様々な国々の特定の**トレーニング・プログラム**を提供します。定期的を開催する私たちの公のOTRS管理者トレーニングのうちの1つに参加するか、あるいは社内の特定の要求をすべてカバーするための社内トレーニングから利益を享受することもできます。



第2章 インストール

This chapter describes the installation and basic configuration of the central OTRS framework. It covers information on installing OTRS from source, or with a binary package such as an RPM.

ここでカバーするトピックは以下を含みます。ウェブおよびデータベース・サーバ、OTRSとデータベースの間のインターフェース、追加のパーラ・モジュールのインストール、OTRSのためのセットする適切なアクセス権、OTRSのためにcronジョブをセット・アップすること、OTRS設定ファイル中のいくつかの基礎的な設定の構成、です。

本章の詳細なステップに従ってOTRSをサーバにインストールしましょう。インストールが完了したらウェブ・インターフェースを使用してシステムにログインし管理することができます。

1. The Simple Way - Installation of Pre-Built Packages

If available for your platform you should use pre-built packages to install OTRS, since it is the simplest and most convenient method. You can find them in the download area at www.otrs.com. The following sections describe the installation of OTRS with a pre-built or binary package on SUSE and Red Hat systems. Only if you are unable to use the pre-built packages for some reason should you follow the manual process.

1.1. SUSE Linuxサーバ上でのRPMのインストール

This section describes the installation of our RPM package on a SUSE Linux server.

1.1.1. OTRS用データベースの準備

You can use OTRS using different database back-ends: MySQL, PostgreSQL or Oracle. The most popular database to deploy OTRS on is MySQL. This chapter shows the steps you need to take to configure MySQL on a SUSE-based server. Of course you can install the database on a dedicated database server if needed for scalability or other purposes.

注記

openSUSE 12.3以上に関する本章に従って、実際にMySQLではなくMariaDB (MySQLコードのMySQL互換フォーク) を代わりにインストールする場合。これは問題ではありません。かえって都合がよく作動するでしょう。(しかもいくつかの点で多少より良いです)

rootとして次のコマンドを実行しMySQLをインストールします :

```
linux:~ # zypper install mysql perl-DBD-mysql
```

This will install MySQL with the default options on your system. You'll need to change the defaults in order to make it suitable for OTRS. With a text editor open the file `/etc/my.cnf` and add following lines under the `[mysqld]` section:

```
max_allowed_packet = 20M
query_cache_size = 32M
innodb_log_file_size = 256M
```

Now execute **systemctl restart mysql.service** to re-start the database server and activate these changes. Then run **/usr/bin/mysql_secure_installation** and follow the

on-screen instructions to set a database root password, remove anonymous access and remove the test database. Lastly, run **systemctl enable mysql.service** in order to make sure MySQL is automatically started at server startup time.

1.1.2. OTRSのインストール

Install OTRS with via the command line using **zypper**. This will also pull in some dependencies such as the Apache web server and some Perl modules. Make sure you copied the OTRS RPM file to the current directory.

```
otrs-sles:~ # zypper install otrs*.rpm
....
Retrieving package otrs-x.x.x-01.noarch (1/26), 17.5 MiB (74.3 MiB unpacked)
Installing: otrs-x.x.x-01 [done]
Additional rpm output:
Check OTRS user ... otrs added.

...
otrs-sles:~ #
```

Now restart Apache with the command **systemctl restart apache2.service** to load the configuration changes for OTRS.

1.1.3. 追加perlモジュールのインストレーション

OTRSは、RPMによってインストールすることができるモジュールよりさらに幾つか多くのモジュールを必要とします。それらを手動で後からインストールすることができます。/opt/otrsディレクトリーにあるbin/otrs.CheckModules.pl スクリプトを実行して、不足しているのがどのモジュールかをチェックすることができます。いくつかのモジュールは、IMAP(S)サーバーかPDF生成とのコミュニケーションのようなオプションの機能性にだけ必要とされます。SLESではシステムにモジュールを必要とするために外部リポジトリをzypper構成に追加すべきです。OSバージョンに必要とされたモジュールをここから選択してください:<http://download.opensuse.org/repositories/devel:/languages:/perl/>。SLE 11 SP2用にこのようにリポジトリを追加します。

```
zypper ar -f -n perl http://download.opensuse.org/repositories/devel:/languages:/perl/
SLE_11_SP2_Perl
```

openSUSE 12.3では、別のリポジトリがMail::IMAPClientモジュールにだけ必要とされます。TLSで安全なIMAPサーバーからメールを集める必要があるときだけ、それを必要とするでしょう。対応する行は以下ご欄ください:

```
zypper ar -f -n perl http://download.opensuse.org/repositories/devel:/languages:/perl/
openSUSE_12.3/ Perl
```

このリポジトリ追加後、はじめてzypperを使用時、そのキーを追加するように促されるでしょう。これで以下のように、不足しているモジュールをインストールすることができます。

```
otrs-sles:/opt/otrs # zypper install -y "perl(YAML::LibYAML)"
Refreshing service 'susecloud'.
Retrieving repository 'perl' metadata [\]

New repository or package signing key received:
Key ID: DCCA98DDDDCEF338C
Key Name: devel:languages:perl OBS Project &lt;devel:languages:perl@build.opensuse.org&gt;
Key Fingerprint: 36F0AC0BCA9D8AF2871703C5DCCA98DDDDCEF338C
Key Created: Wed Oct 10 22:04:18 2012
```

```
Key Expires: Fri Dec 19 22:04:18 2014
Repository: perl

Do you want to reject the key, trust temporarily, or trust always? [r/t/a/?] (r): a
Retrieving repository 'perl' metadata [done]
Building repository 'perl' cache [done]
Loading repository data...
Reading installed packages...
'perl(YAML::LibYAML)' not found in package names. Trying capabilities.
Resolving package dependencies...

The following NEW package is going to be installed:
perl-YAML-LibYAML

The following package is not supported by its vendor:
perl-YAML-LibYAML

Retrieving package perl-YAML-LibYAML-0.38-12.4.x86_64 (1/1), 75.0 KiB (196.0 KiB unpacked)
Retrieving: perl-YAML-LibYAML-0.38-12.4.x86_64.rpm [done (55.7 KiB/s)]
Installing: perl-YAML-LibYAML-0.38-12.4 [done]
```

次のステップではこのセクションで記述されるように、ウェブ・インストーラーを使用して、OTRSを構成します。

Now you can start the OTRS daemon and activate corresponding watchdog cron job (this must be done by the otrs user):

```
shell> /opt/otrs/bin/otrs.Daemon.pl start
shell> /opt/otrs/bin/Cron.sh start
```

That's it, congratulations!

1.2. Red Hat Enterprise Linux あるいは CentOS システムへのOTRSのインストール

This section describes the installation of our RPM package on a Red Hat Enterprise Linux (RHEL) or CentOS server. For OTRS 3.3 and up, RHEL 6 or CentOS 6 is a requirement, version 5 is not supported.

1.2.1. OTRS用データベースの準備

You can use OTRS using different database back-ends: MySQL, PostgreSQL or Oracle. The most popular database to deploy OTRS on is MySQL. This chapter shows the steps you need to take to configure MySQL on a RHEL-based server. Of course you can install the database on a dedicated database server if needed for scalability or other purposes.

rootとして次のコマンドを実行しMySQLをインストールします：

```
[root@otrs-centos6 ~]# yum -y install mysql-server
```

This will install MySQL with the default options on your system. You'll need to change the defaults in order to make it suitable for OTRS. With a text editor open the file `/etc/my.cnf` and add following lines under the `[mysqld]` section:

```
max_allowed_packet = 20M
query_cache_size = 32M
innodb_log_file_size = 256M
```


Now execute **systemctl start mysqld** to re-start the database server and activate these changes. Then run **/usr/bin/mysql_secure_installation** and follow the on-screen instructions to set a database root password, remove anonymous access and remove the test database.

1.2.2. OTRSのインストール

Install OTRS with via the command line using **yum**. This will also pull in some dependencies such as the Apache web server and some Perl modules. Make sure you copied the OTRS RPM file to the current directory.

```
[root@otrs-centos6 ~]# yum install --nogpgcheck otrs-x.x.*.rpm
...
Dependencies Resolved

=====
Package                Arch  Version                Repository              Size
=====
Installing:
otrs                    noarch x.x.x-01                /otrs-x.x.x-01.noarch  74 M
Installing for dependencies:
apr                     x86_64 1.3.9-5.el6_2          updates                 123 k
...
procmail                x86_64 3.22-25.1.el6          base                    163 k
Transaction Summary
=====
Install      26 Package(s)

Total size: 80 M
Total download size: 6.0 M
Installed size: 88 M
Downloading Packages:
(1/25): apr-1.3.9-5.el6_2.x86_64.rpm          | 123 kB    00:00
...
(25/25): procmail-3.22-25.1.el6.x86_64.rpm    | 163 kB    00:00
-----
Total                                          887 kB/s | 6.0 MB    00:06
Running rpm_check_debug
Running Transaction Test
Transaction Test Succeeded
Running Transaction
  Installing : apr-1.3.9-5.el6_2.x86_64      1/26
  ...
  Installing : otrs-x.x.x-01.noarch           26/26
Check OTRS user ... otrs added.

...

[root@otrs-centos6 ~]#
```

Now restart Apache with the command **systemctl restart httpd.service** to load the configuration changes for OTRS.

1.2.3. 追加perlモジュールのインストール

OTRSは、RPMによってインストールすることができるよりさらに幾つかのモジュールを必要とします。それらを手動で後でインストールすることができます。/opt/otrsディレクトリーにあるbin/otrs.CheckModules.plスクリプトを実行して、不足しているのがどのモジュールかをチェックすることができます。いくつかのモジュールは、IMAP(S)サーバーかPDF生成とのコミュニケーションのようなオプションの機能性にのみ必要とされます。Red HatまたはCentOSの上でEPELリポジトリからのこれらのモジュールのインストールを推奨します。そのリポジトリは、RHELとその派生のための高品質パッケージを供給しているFedora projectによって維持管理されています。より詳細な情報は以下を御覧ください。 [the EPELウェブサイト](#)。

RHEL 6あるいはCentOS 6をご利用の場合、EPELのために最新のパッケージを得ることができません。[このサイト](#)から、このページで見つけたRPM URLをコピーして、このコマンドを実行することによって、このリポジトリをyumに追加できます：

```
[root@otrs-centos6 otrs]# yum -y install http://download.fedoraproject.org/pub/epel/6/i386/epel-release-6-8.noarch.rpm
Loaded plugins: security
Setting up Install Process
epel-release-6-8.noarch.rpm | 14 kB 00:00
Examining /var/tmp/yum-root-7jrJef/epel-release-6-8.noarch.rpm: epel-release-6-8.noarch
Marking /var/tmp/yum-root-7jrJef/epel-release-6-8.noarch.rpm to be installed
Resolving Dependencies
--> Running transaction check
---> Package epel-release.noarch 0:6-8 will be installed
--> Finished Dependency Resolution

Dependencies Resolved

=====
Package Arch Version Repository Size
=====
Installing:
epel-release noarch 6-8 /epel-release-6-8.noarch 22 k
Transaction Summary
=====
Install 1 Package(s)

Total size: 22 k
Installed size: 22 k
Downloading Packages:
Running rpm_check_debug
Running Transaction Test
Transaction Test Succeeded
Running Transaction
Installing : epel-release-6-8.noarch 1/1
Verifying : epel-release-6-8.noarch 1/1

Installed:
epel-release.noarch 0:6-8

Complete!
[root@otrs-centos6 otrs]#
```

このリポジトリを追加後、yumの初回使用時、そのキーを加えるように促されます。ここで不足しているモジュールを以下のようにインストールすることができます。

```
[root@otrs-centos6 otrs]# yum -y install "perl(Text::CSV_XS)"
Loaded plugins: security
Setting up Install Process
Resolving Dependencies
--> Running transaction check
---> Package perl-Text-CSV_XS.x86_64 0:0.85-1.el6 will be installed
--> Finished Dependency Resolution

Dependencies Resolved

=====
Package Arch Version Repository Size
=====
Installing:
perl-Text-CSV_XS x86_64 0.85-1.el6 epel 71 k
Transaction Summary
=====
Install 1 Package(s)

Total download size: 71 k
```

```
Installed size: 154 k
Downloading Packages:
perl-Text-CSV_XS-0.85-1.el6.x86_64.rpm | 71 kB 00:00
warning: rpmts_HdrFromFdno: Header V3 RSA/SHA256 Signature, key ID 0608b895: NOKEY
Retrieving key from file:///etc/pki/rpm-gpg/RPM-GPG-KEY-EPEL-6
Importing GPG key 0x0608B895:
  Userid : EPEL (6) &lt;epel@fedoraproject.org&gt;
  Package: epel-release-6-8.noarch (@/epel-release-6-8.noarch)
  From : /etc/pki/rpm-gpg/RPM-GPG-KEY-EPEL-6
Is this ok [y/N]: y
Running rpm_check_debug
Running Transaction Test
Transaction Test Succeeded
Running Transaction
  Installing : perl-Text-CSV_XS-0.85-1.el6.x86_64 1/1
  Verifying : perl-Text-CSV_XS-0.85-1.el6.x86_64 1/1

Installed:
  perl-Text-CSV_XS.x86_64 0:0.85-1.el6

Complete!
[root@otrs-centos6 otrs]#
```

次のステップではこのセクションで記述されるように、ウェブ・インストーラーを使用して、OTRSを構成します。

Now you can start the OTRS daemon and activate corresponding watchdog cron job (this must be done by the otrs user):

```
shell> /opt/otrs/bin/otrs.Daemon.pl start
shell> /opt/otrs/bin/Cron.sh start
```

That's it, congratulations!

1.2.4. Red HatまたはCentOSでのOracleデータベース・ドライバのインストール

Oracleデータベース上のOTRSを展開させたいければ、DBD::Oracleデータベース・ドライバをコンパイルし、インストールする必要があります。これは他のどのパッケージのインストールよりわずかに複雑です;これはオラクルが所有権のあるデータベースであり、Red HatもCentOSもRPMレポジトリにドライバを配布することが許可されないプロジェクトだからという理由だからです。

まず、ドライバーをコンパイルしインストールできるように、gcc, make 及び CPANをインストールする必要があります。以下、CentOSに関するコマンドを見てみましょう;他のバージョンにおいては、それが少し異なっているように見えるかもしれません。

```
[root@otrs-centos6 otrs]# yum -y install gcc make "perl(CPAN)"
```

次のステップは、データベース・クライアントを入手しインストールすることです。これについては、オラクルのウェブサイト¹で無料アカウントのサインアップをする必要があるでしょう。このページからドライバをダウンロードすることができます: <http://www.oracle.com/technetwork/database/features/instant-client/index-097480.html>システムのアーキテクチャーに対応するLinux x86 か x86-64バージョンを選んでください。コマンド**uname -i**でこれをチェックすることができます。それは、x86-64のための「x86_64」あるいはx86のための「i386」のいずれかです。以下のパッケージをダウンロードすべきです: 'Instant Client Package - Basic', 'Instant Client Package - SQL*Plus', and 'Instant Client Package - SDK'。それらをディスクに保存してください。ここで、rootユーザーとして、次のコマンドを使用して、パッケージをインストールすることができます:

```
[root@otrs-centos6 otrs]# yum install oracle-instantclient*
```

この後、2つの環境変数をセットし、DBD::Oracleドライバーをコンパイルするべきです。再び、rootユーザとしてこれらのタスクを行なってください。以下にステップを概説します。コマンドが除去されたことで出力行が数行短くなっていることにお気づき下さい。

```
[root@otrs-centos6 otrs]# export ORACLE_HOME=/usr/lib/oracle/11.2/client64
[root@otrs-centos6 otrs]# export LD_LIBRARY_PATH=$ORACLE_HOME/lib
[root@otrs-centos6 otrs]# cpan
cpan[1]> look DBD::Oracle
...
Fetching with LWP:
  http://www.perl.org/CPAN/authors/id/P/PY/PYTHIAN/CHECKSUMS
Checksum for /root/.cpan/sources/authors/id/P/PY/PYTHIAN/DBD-Oracle-1.62.tar.gz ok
Scanning cache /root/.cpan/build for sizes
DONE
...
Working directory is /root/.cpan/build/DBD-Oracle-1.62-ZH6LNy
[root@localhost DBD-Oracle-1.62-ZH6LNy]# perl Makefile.PL
...
[root@localhost DBD-Oracle-1.62-ZH6LNy]# make
...
[root@localhost DBD-Oracle-1.62-ZH6LNy]# make install
...
cpan[2]> exit
Terminal does not support GetHistory.
Lockfile removed.
```

Now you should edit the file Kernel/Config.pm to provide ORACLE_HOME. The next step is to configure OTRS using the web installer, as described in this section.

1.3. Debian または Ubuntuシステム上でのOTRSのインストール

重要

OTRSはソースからインストールして下さい。Debian/Ubuntuが提供するOTRSパッケージを使用しないで下さい。

The installation of required Perl modules is easier if you use the available packages:

```
apt-get install libapache2-mod-perl2 libdbd-mysql-perl libtimedate-perl libnet-dns-perl
libnet-ldap-perl \
  libio-socket-ssl-perl libpdf-api2-perl libdbd-mysql-perl libsoap-lite-perl libtext-csv-
xs-perl \
  libjson-xs-perl libapache-dbi-perl libxml-libxml-perl libxml-libxslt-perl libyaml-perl \
  libarchive-zip-perl libcrypt-eksblowfish-perl libencode-hanextra-perl libmail-
imapclient-perl \
  libtemplate-perl
```

2. Installation From Source (Linux, Unix)

2.1. ステップ1 : .tar.gzファイルのインストール

If you want to install OTRS from source, first download the source archive as .tar.gz, .tar.bz2, or .zip file from <http://www.otrs.com/try/>

アーカイブをディレクトリー/optへ解凍して(例えば、**tar**を使用して)、ディレクトリーを otrs-x.x.x から otrs へ改名してください(下記のスクリプトを参照)。

```
shell> tar xzf /tmp/otrs-x.x.x.tar.gz
shell> mv otrs-x.x.x /opt/otrs
```

2.2. ステップ2 : Perlモジュールの追加インストール

Use the following script to get an overview of all installed and required CPAN modules.

```
shell> perl /opt/otrs/bin/otrs.CheckModules.pl
o CGI.....ok (v3.60)
o Crypt::PasswdMD5.....ok (v1.3)
o Crypt::SSLeay.....Not installed! (Optional - Required for Generic Interface
SOAP SSL connections.)
o CSS::Minifier.....ok (v0.01)
o Date::Format.....ok (v2.22)
o Date::Pcalc.....ok (v1.2)
...
```

注記

Please note that OTRS requires a working Perl installation with all "core" modules such as the module version. These modules are not explicitly checked by the script. You may need to install a perl-core package on some systems like RHEL that do not install the Perl core packages by default.

To install missing Perl modules, you can:

2.2.1. a) Install the packages via the package manager of your Linux distribution

- For Red Hat, CentOS, Fedora or compatible systems:

```
shell> yum install "perl(Digest::MD5)"
```

- For SUSE Linux Enterprise Server, openSUSE or compatible systems: first determine the name of the package the module is shipped in. Usually the package for My::Module would be called "perl-My-Module".

```
shell> zypper search Digest::MD5
```

Then install:

```
shell> zypper install perl-Digest-MD5
```

- For Debian, Ubuntu or compatible systems first determine the name of the package the module is shipped in. Usually the package for My::Module would be called "libmy-module-perl".

```
shell> apt-cache search Digest::MD5
```

Then install:

```
shell> apt-get install libdigest-md5-perl
```

Please note that it might be that you can't find all modules or their required versions in your distribution repository, in that case you might choose to install those modules via CPAN (see below).

2.2.2. b) Install the required modules via the CPAN shell

Note that when you're on Linux you should run CPAN as your superuser account because the modules should be accessible both by the OTRS account and the account under which the web server is running.

```
shell> perl -MCPAN -e shell;
...
install Digest::MD5
install Crypt::PasswdMD5
...
```

Any optional modules listed by the script should be installed depending on the special requirements of the target system.

2.3. ステップ3 : OTRSユーザーの作成

Create user:

```
shell> useradd -d /opt/otrs/ -c 'OTRS user' otrs
```

Add user to webserver group (if the webserver is not running as the OTRS user):

```
shell> usermod -G www otrs
(SUSE=www, Red Hat/CentOS/Fedora=apache, Debian/Ubuntu=www-data)
```

2.4. ステップ4 : 初期設定ファイルの有効化

There are two OTRS config files bundled in \$OTRS_HOME/Kernel/*.dist and \$OTRS_HOME/Kernel/Config/*.dist. You must activate them by copying them without the ".dist" filename extension.

```
shell> cd /opt/otrs/
shell> cp Kernel/Config.pm.dist Kernel/Config.pm
```

2.5. ステップ5 : 必須モジュールのインストール状況確認

```
shell> perl -cw /opt/otrs/bin/cgi-bin/index.pl
/opt/otrs/bin/cgi-bin/index.pl syntax OK
```

```
shell> perl -cw /opt/otrs/bin/cgi-bin/customer.pl
/opt/otrs/bin/cgi-bin/customer.pl syntax OK

shell> perl -cw /opt/otrs/bin/otrs.Console.pl
/opt/otrs/bin/otrs.Console.pl syntax OK
```

"syntax OK" tells you all mandatory Perl modules are installed.

2.6. ステップ6 : Apache Webサーバーの設定

First of all, you should install the Apache2 web server and mod_perl; you'd typically do this from your systems package manager. Below you'll find the commands needed to set up Apache on the most popular Linux distributions.

```
# rhel / centos:
shell> yum install httpd mod_perl

# suse:
shell> zypper install apache2-mod_perl

# debian/ubuntu:
shell> apt-get install apache2 libapache2-mod-perl2
```

Most Apache installations have a conf.d directory included. On Linux systems you can usually find this directory under /etc/apache or /etc/apache2. Log in as root, change to the conf.d directory and link the appropriate template in /opt/otrs/scripts/apache2-httpd.include.conf to a file called zzz_otrs.conf in the Apache configuration directory (to make sure it is loaded after the other configurations).

OTRS requires a few Apache modules to be active for optimal operation. On most platforms you can make sure they are active via the tool a2enmod.

```
shell> a2enmod perl
shell> a2enmod version
shell> a2enmod deflate
shell> a2enmod filter
shell> a2enmod headers
```

Now you can restart your web server to load the new configuration settings. On most systems you can do that with the command **systemctl restart apache2.service**.

2.7. ステップ7 : ファイル権限

File permissions need to be adjusted to allow OTRS to read and write files:

```
otrs.SetPermissions.pl [ --otrs-user= OTRS user, defaults to 'otrs' ] { --web-group= group
of the web server user }
```

For example:

- Web server which runs as the OTRS user:

```
shell> bin/otrs.SetPermissions.pl --web-user=otrs
```

- Webserver with wwwrun user (e. g. SUSE):

```
shell> bin/otrs.SetPermissions.pl --web-group=wwwrun
```

- Webserver with apache user (e. g. Red Hat, CentOS):

```
shell> bin/otrs.SetPermissions.pl --web-group=apache
```

- Webserver with www-data user (e. g. Debian, Ubuntu):

```
shell> bin/otrs.SetPermissions.pl --web-group=www-data
```

2.8. ステップ8 : データベースのセットアップとシステムの基本設定

Please use the web installer at <http://yourhost/otrs/installer.pl> (replace "yourhost" with your OTRS hostname) to setup your database and basic system settings such as email accounts.

注記

The following configuration settings are recommended for MySQL setups. Please add the following lines to `/etc/my.cnf` under the `[mysqld]` section:

```
max_allowed_packet = 20M
query_cache_size = 32M
innodb_log_file_size = 256M
```

2.9. ステップ9 : はじめてのログイン

Now you are ready to login to your system at <http://yourhost/otrs/index.pl> with the credentials you configured in the web installer (User: root@localhost).

With this step, the basic system setup is finished.

2.10. Step 10: Start the OTRS Daemon

The new OTRS daemon is responsible for handling any asynchronous and recurring tasks in OTRS. What has been in cron file definitions previously is now handled by the OTRS daemon, which is now required to operate OTRS. The daemon also handles all GenericAgent jobs and must be started from the `otrs` user.

```
shell> /opt/otrs/bin/otrs.Daemon.pl start
```

2.11. Step 11: Cron jobs for the OTRS user

There are two default OTRS cron files in `/opt/otrs/var/cron/*.dist`, and their purpose is to make sure that the OTRS Daemon is running. They need to be activated by copying them without the ".dist" filename extension.


```
shell> cd /opt/otrs/var/cron
shell> for foo in *.dist; do cp $foo `basename $foo .dist`; done
```

To schedule these cron jobs on your system, you can use the script `Cron.sh` with the `otrs` user.

```
shell> /opt/otrs/bin/Cron.sh start
```

Stopping the cron jobs is also possible (useful for maintenance):

```
shell> /opt/otrs/bin/Cron.sh stop
```

2.12. Step 12: Setup bash autocompletion (optional)

All regular OTRS commandline operations happen via the `otrs Console` interface `bin/otrs.Console.pl`. This provides an auto completion for the bash shell which makes finding the right command and options much easier.

You can activate the bash autocompletion by installing the package `bash-completion`. It will automatically detect and load the file `/opt/otrs/.bash_completion` for the `otrs` user.

After restarting your shell, you can just type `bin/otrs.Console.pl` followed by `TAB`, and it will list all available commands. If you type a few characters of the command name, `TAB` will show all matching commands. After typing a complete command, all possible options and arguments will be shown by pressing `TAB`.

2.13. Step 13: Further Information

We advise you to read the OTRS performance tuning chapter.

If you encounter problems with the installation, you can send a message to our mailing list `otrs@otrs.org` (<http://lists.otrs.org/>).

You can also ask the OTRS Group to either help you in planning or deploying OTRS, or review your installed OTRS system. Our [professional services](#) are designed to help you deploy OTRS faster and to get the most benefit out of OTRS.

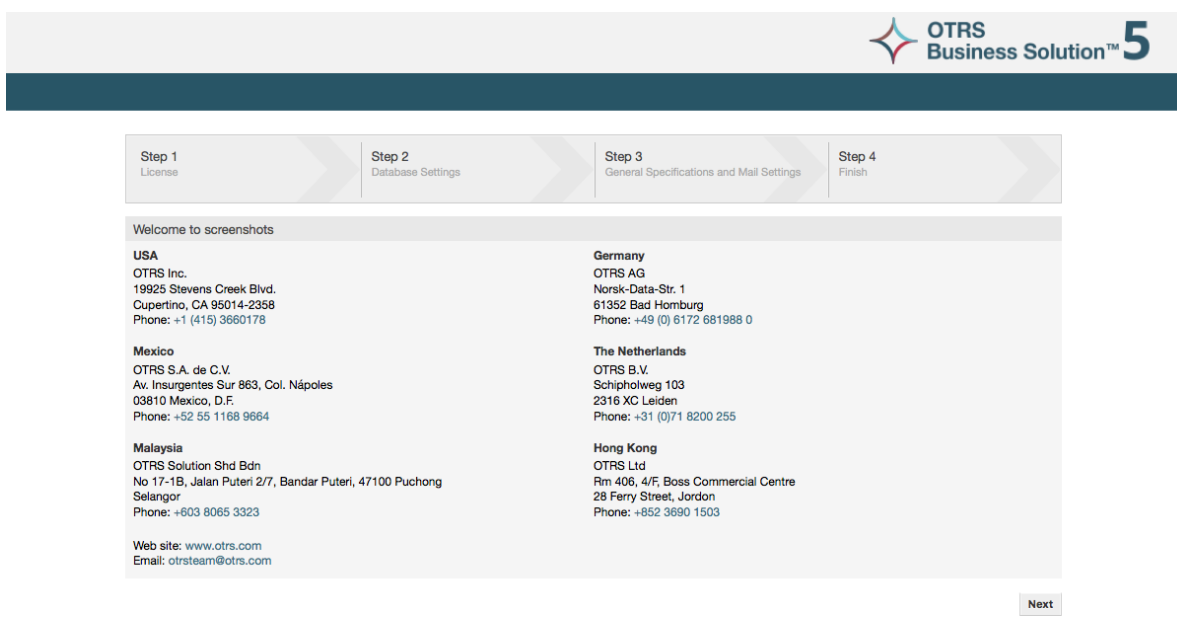
3. ウェブ・インストーラの使用

OTRSデータベースをセット・アップおよび構成するためにOTRSソフトウェアをインストールした後、OTRSウェブ・インストーラを使用することができます。ウェブ・インストーラはブラウザから訪れることができるウェブ・ページです。ウェブ・インストーラ用のURLは<http://localhost/otrs/installer.pl>です。

ウェブ・インストーラが開始したらシステムをセットアップする次のステップにしたがってください。

1. Check out the information about the OTRS offices and click on 'Next' to continue (see figure below).

☒ 2.1 Welcome screen



OTRS Business Solution™ 5

Step 1 License Step 2 Database Settings Step 3 General Specifications and Mail Settings Step 4 Finish

Welcome to screenshots

USA
 OTRS Inc.
 19925 Stevens Creek Blvd.
 Cupertino, CA 95014-2358
 Phone: +1 (415) 3660178

Mexico
 OTRS S.A. de C.V.
 Av. Insurgentes Sur 863, Col. Nápoles
 03810 Mexico, D.F.
 Phone: +52 55 1168 9664

Malaysia
 OTRS Solution Shd Bdn
 No 17-1B, Jalan Puteri 2/7, Bandar Puteri, 47100 Puchong
 Selangor
 Phone: +603 8065 3323

Web site: www.otrs.com
 Email: otrs@otrs.com

Germany
 OTRS AG
 Norsk-Data-Str. 1
 61352 Bad Homburg
 Phone: +49 (0) 6172 681988 0

The Netherlands
 OTRS B.V.
 Schipholweg 103
 2316 XC Leiden
 Phone: +31 (0)71 8200 255

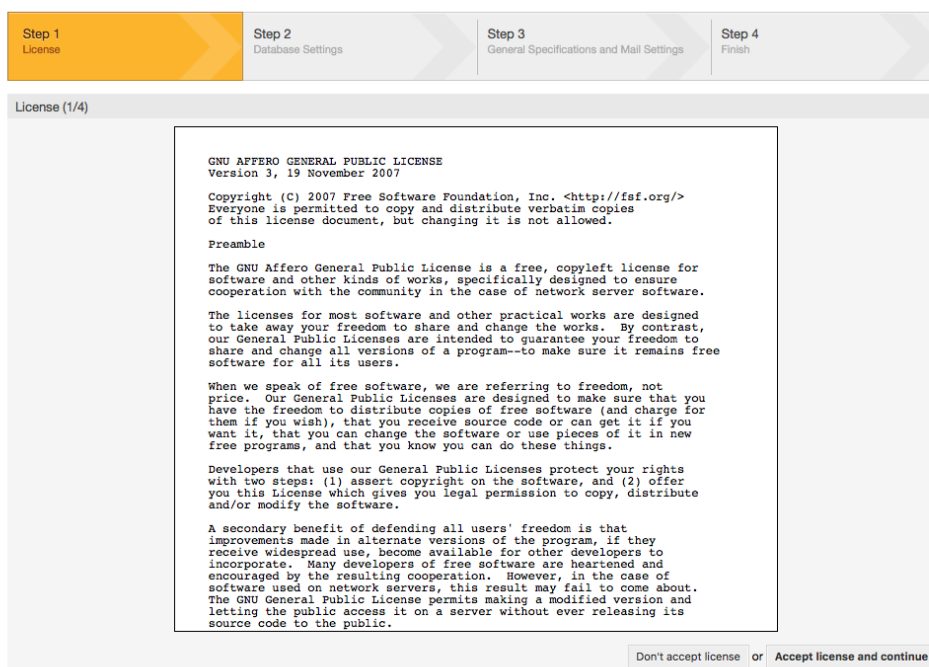
Hong Kong
 OTRS Ltd
 Rm 406, 4/F, Boss Commercial Centre
 28 Ferry Street, Jordan
 Phone: +852 3690 1503

Next

Powered by OTRS 5
 Switch to mobile mode

2. Read the GNU Affero General Public License (see figure below) and accept it, by clicking the corresponding button at the bottom of the page.

☒ 2.2 GNU Affero General Public ライセンス



Step 1 License Step 2 Database Settings Step 3 General Specifications and Mail Settings Step 4 Finish

License (1/4)

```

GNU AFFERO GENERAL PUBLIC LICENSE
Version 3, 19 November 2007

Copyright (C) 2007 Free Software Foundation, Inc. <http://fsf.org/>
Everyone is permitted to copy and distribute verbatim copies
of this license document, but changing it is not allowed.

  Preamble

  The GNU Affero General Public License is a free, copyleft license for
software and other kinds of works, specifically designed to ensure
cooperation with the community in the case of network server software.

  The licenses for most software and other practical works are designed
to take away your freedom to share and change the works.  By contrast,
our General Public Licenses are intended to guarantee your freedom to
share and change all versions of a program--to make sure it remains free
software for all its users.

  When we speak of free software, we are referring to freedom, not
price.  Our General Public Licenses are designed to make sure that you
have the freedom to distribute copies of free software (and charge for
them if you wish), that you receive source code or can get it if you
want it, that you can change the software or use pieces of it in new
free programs, and that you know you can do these things.

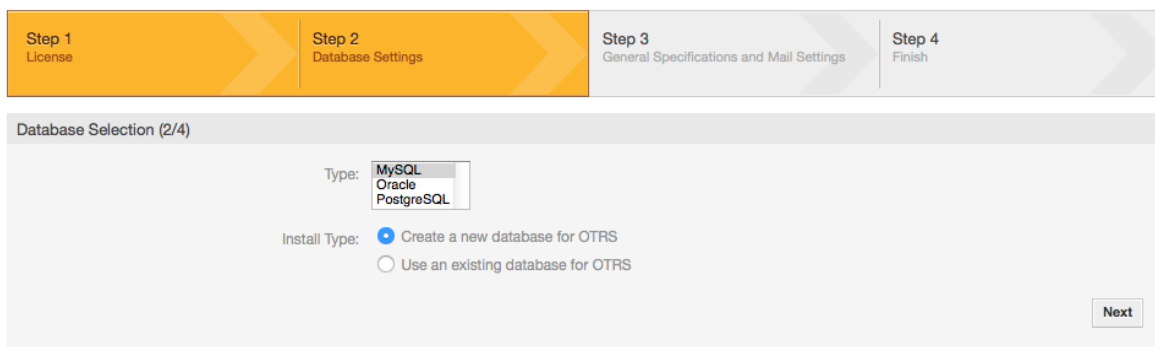
  Developers that use our General Public Licenses protect your rights
with two steps: (1) assert copyright on the software, and (2) offer
you this License which gives you legal permission to copy, distribute
and/or modify the software.

  A secondary benefit of defending all users' freedom is that
improvements made in alternate versions of the program, if they
receive widespread use, become available for other developers to
incorporate.  Many developers of free software are heartened and
encouraged by the resulting cooperation.  However, in the case of
software used on network servers, this result may fail to come about.
The GNU General Public License permits making a modified version and
letting the public access it on a server without ever releasing its
source code to the public.
  
```

Don't accept license or Accept license and continue

3. Choose the database that you want to use with OTRS. If you choose MySQL or PostgreSQL as a database, you can also select here if you want the web installer to create a database for you or if your database administrator has already created an empty database for you that you would like to use. After that, click the 'Next' button (see figure below).

図2.3 データベース選択



Step 1 License

Step 2 Database Settings

Step 3 General Specifications and Mail Settings

Step 4 Finish

Database Selection (2/4)

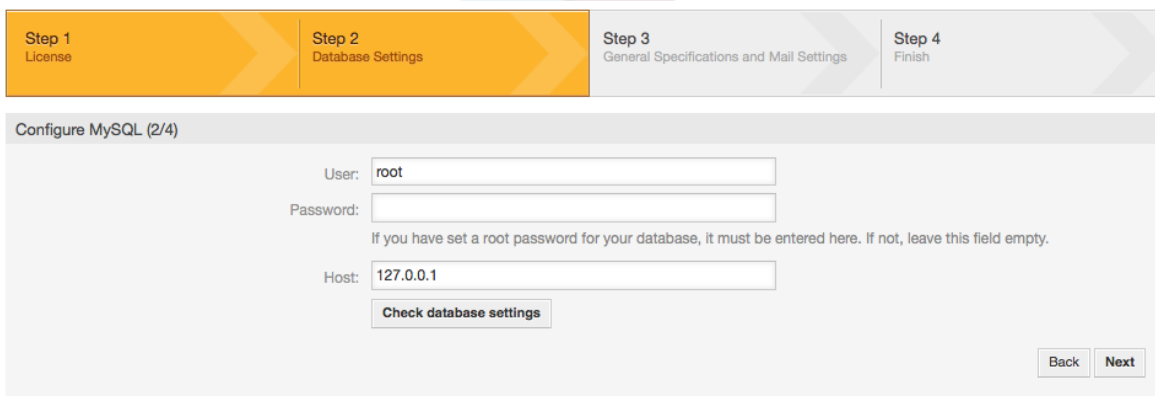
Type: MySQL
Oracle
PostgreSQL

Install Type: Create a new database for OTRS
 Use an existing database for OTRS

Next

4. 選んだデータベースによって、および、データベースを作成するためにウェブ・インストーラを必要とするか、または、前ステップの既存のものを使用するか、によって、この画面は少し異なるかもしれません。この画面でデータベース用に認証情報を入力してください。

図2.4 Database credentials



Step 1 License

Step 2 Database Settings

Step 3 General Specifications and Mail Settings

Step 4 Finish

Configure MySQL (2/4)

User: root

Password:

If you have set a root password for your database, it must be entered here. If not, leave this field empty.

Host: 127.0.0.1

Check database settings

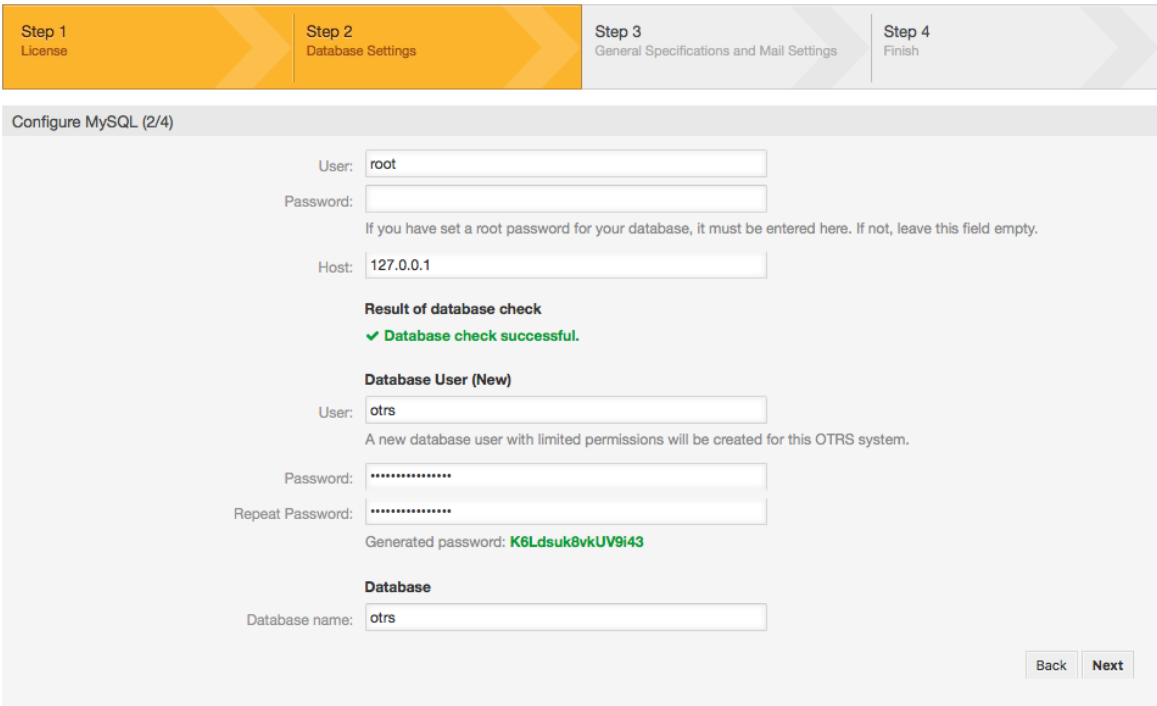
Back Next

5. 新規データベースユーザを作成し、データベース名を選択し、「次へ」をクリックします(下図参照)。

警告

OTRSは、強いパスワードを生成します。望めば自分のパスワードを入力することも可能です。パスワードは構成ファイルKernel/Config.pmに書かれるのでこのパスワードを思い出す必要はありません。

図2.5 データベース設定



Step 1 License

Step 2 Database Settings

Step 3 General Specifications and Mail Settings

Step 4 Finish

Configure MySQL (2/4)

User:

Password:

If you have set a root password for your database, it must be entered here. If not, leave this field empty.

Host:

Result of database check

✓ Database check successful.

Database User (New)

User:

A new database user with limited permissions will be created for this OTRS system.

Password:

Repeat Password:

Generated password: **K6Ldsuk8vkUV9i43**

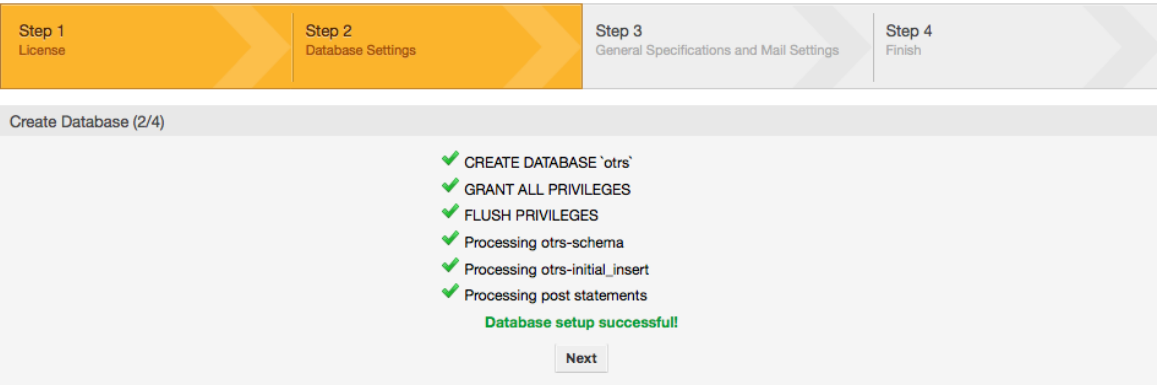
Database

Database name:

Back Next

6. 必要ならデータベースは作成され、この図で示されるように追加されます。次のスクリーンに行くために「次へ」をクリックしてください。

図2.6 Successful database setup



Step 1 License

Step 2 Database Settings

Step 3 General Specifications and Mail Settings

Step 4 Finish

Create Database (2/4)

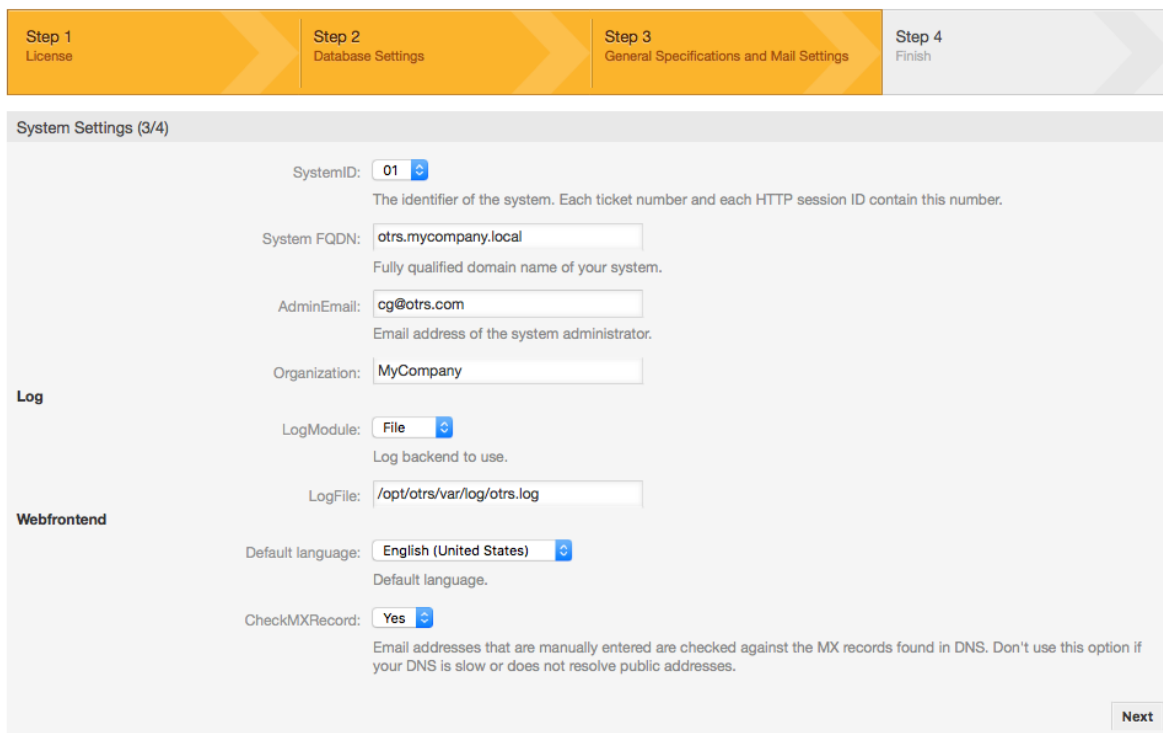
- ✓ CREATE DATABASE `otrs`
- ✓ GRANT ALL PRIVILEGES
- ✓ FLUSH PRIVILEGES
- ✓ Processing otrs-schema
- ✓ Processing otrs-initial_insert
- ✓ Processing post statements

Database setup successful!

Next

システム設定に必要な項目を入力し、「次へ」をクリックします(下図参照)。

図2.7 システム設定



Step 1 License

Step 2 Database Settings

Step 3 General Specifications and Mail Settings

Step 4 Finish

System Settings (3/4)

SystemID:

The identifier of the system. Each ticket number and each HTTP session ID contain this number.

System FQDN:

Fully qualified domain name of your system.

AdminEmail:

Email address of the system administrator.

Organization:

Log

LogModule:

Log backend to use.

LogFile:

Webfrontend

Default language:

Default language.

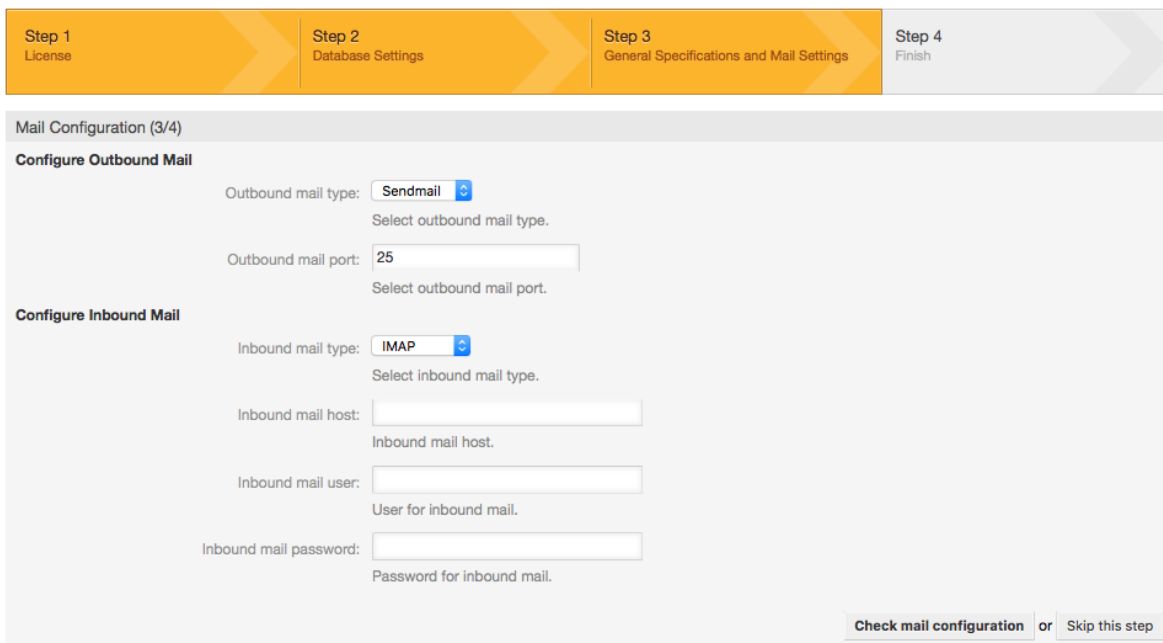
CheckMXRecord:

Email addresses that are manually entered are checked against the MX records found in DNS. Don't use this option if your DNS is slow or does not resolve public addresses.

Next

8. If desired, you can provide the needed data to configure your inbound and outbound mail, or skip this step by pressing the right button at the bottom of the screen (see figure below).

図2.8 メール設定



Step 1 License

Step 2 Database Settings

Step 3 General Specifications and Mail Settings

Step 4 Finish

Mail Configuration (3/4)

Configure Outbound Mail

Outbound mail type:

Select outbound mail type.

Outbound mail port:

Select outbound mail port.

Configure Inbound Mail

Inbound mail type:

Select inbound mail type.

Inbound mail host:

Inbound mail host.

Inbound mail user:

User for inbound mail.

Inbound mail password:

Password for inbound mail.

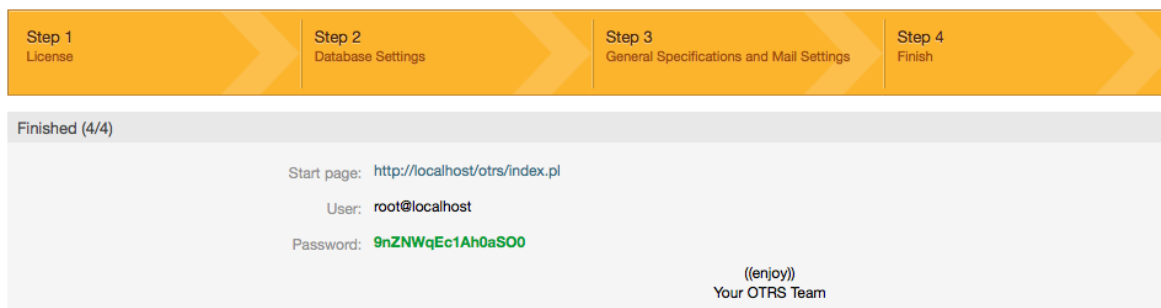
Check mail configuration or Skip this step

9. Congratulations! Now the installation of OTRS is finished and you should be able to work with the system (see figure below). To log into the web interface of OTRS, use the address <http://localhost/otrs/index.pl> from your web browser. Log in as OTRS administrator, using the username 'root@localhost' and the generated password. After that, you can configure the system to meet your needs.

警告

'root@localhost' アカウント用に生成したパスワードを書き留めておいて下さい。

図2.9 Webインストーラ最終画面



4. Windows版のOTRS

OTRS can be run on a wide range of system platforms, including Enterprise Linux Platforms such as Red Hat Enterprise Linux, and SUSE Linux Enterprise Server, as well as a series of other Linux derivatives.

However, when running OTRS on Windows platforms we have encountered repeated performance losses, and despite an exhaustive analysis, it has not been possible to solve these issues to our satisfaction due to technical differences. It is thus with a heavy heart that we have ceased development on our Windows Installer and the OTRS Appliance due to the currently limited availability of necessary third-party components offered by other vendors.

Under these circumstances, we are not able to guarantee the continuing operation of OTRS on Windows platforms, and therefore recommend migrating to one of the Linux platforms mentioned above or recommend using our **OTRS Business Solution™ Managed**.

To make it easier for you to migrate from Windows to Linux and to offer you the best OTRS performance, we have prepared detailed instructions for you here.

4.1. How to migrate existing Windows installations to Linux

4.1.1. Introduction and preparation

If you have a Windows based installation and you would like to change to a Linux based system you will need to setup a Linux server or virtual machine and install OTRS there (see the installation instructions). This will be the target system for the migration.

4.1.2. Get OTRSCloneDB script to clone databases

Please go to the admin menu of the Windows based system and install the newest version of OTRSCloneDB package into your OTRS:

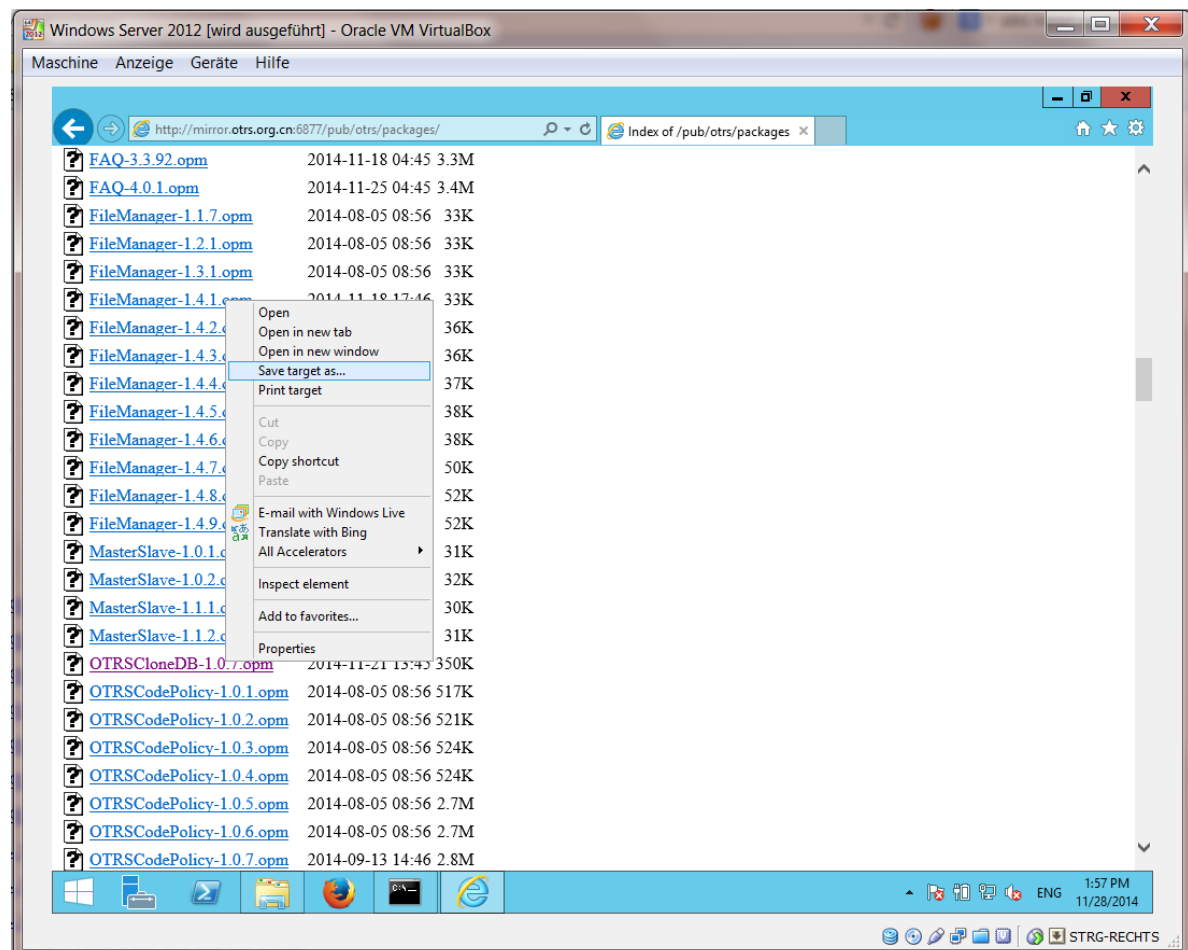
You can install the OTRSCloneDB package directly from the package manager. Select "OTRS Extensions" from the dropdown list on the left and click on the button "Update repository information" below. Then the OTRSCloneDB package will be shown in a list where you can click on "Install".

You could also download the package manually from the OTRS FTP server and install the package manually as described below. <http://ftp.otrs.org/pub/otrs/packages/>

Please download the package with the highest version number:

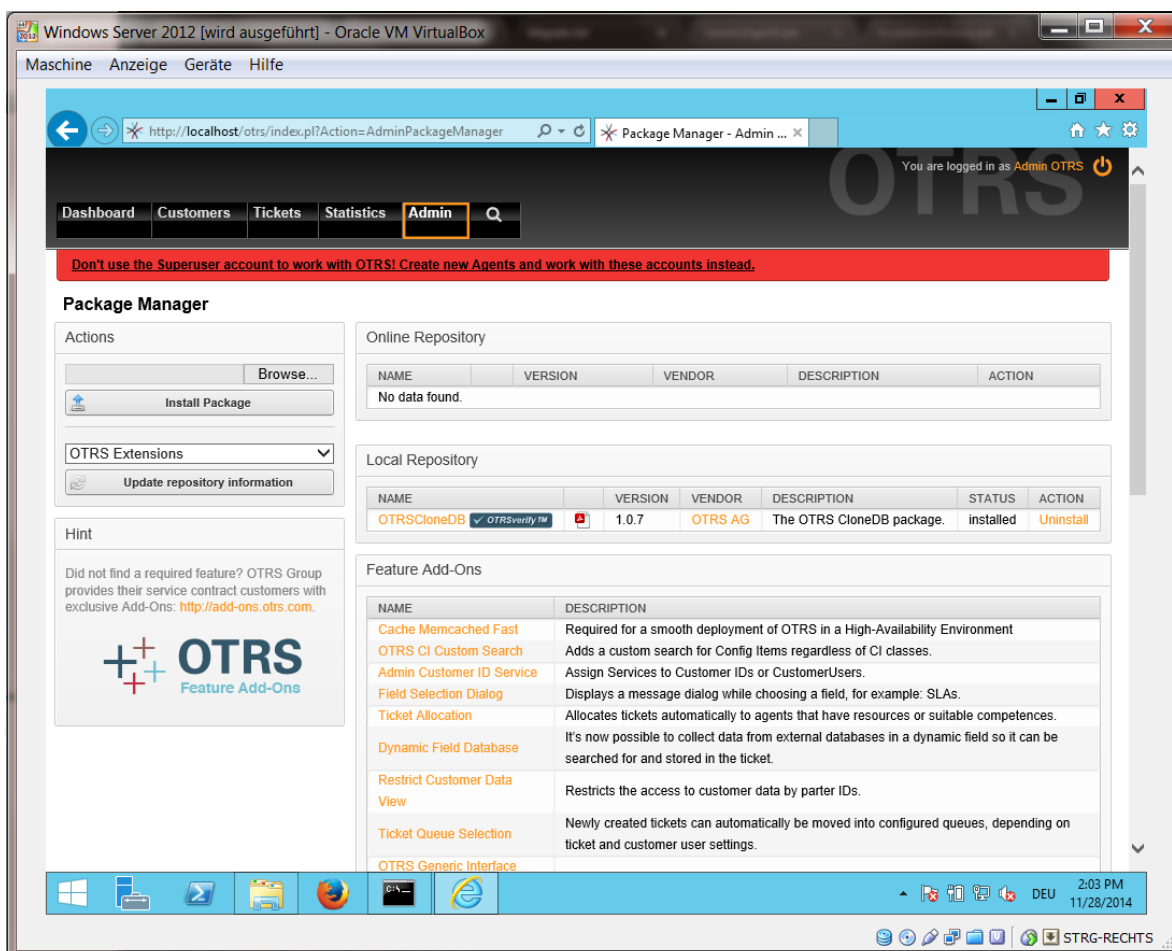
OTRSCloneDB-1.0.13.opm

📄 2.10 Download OTRSCloneDB - screenshot



and install it to your Windows based installation:

☒ 2.11 Install OTRSCloneDB - screenshot



It is also no problem if you have installed some additional features or custom developments on your OTRS. You just need to take care that all of your installed packages are also compatible with Unix based systems. For packages provided by OTRS this is the case.

4.1.3. 外部からのPostgreSQLアクセスを許可する

The OTRSCloneDB script will copy the database data over the network, so we need to enable remote access to the database. The setup is different for the different databases, we will describe opening remote access for a PostgreSQL database here.

対象のシステムにSSH経由でログインしたら、PostgreSQLのディレクトリに移動します。

```
shell> cd /etc/postgresql/9.4/main
shell> vi postgresql.conf
```

次の行をファイルの末尾に追加します。

```
listen_addresses = '*'
```

ファイルを保存します。


```
shell> vi pg_hba.conf
```

次の行をファイルの末尾に追加します。

```
host all all 0.0.0.0/0 md5
```

ファイルを保存します。

PostgreSQL サーバを再起動します。

```
shell> service postgresql restart
```

4.1.4. OTRSサービスを停止する

対象のシステムで稼働中の関連サービスをすべて停止します。

```
shell> service cron stop
shell> service apache2 stop
shell> su - otrs
shell> cd /opt/otrs/
shell> bin/Cron.sh stop
shell> bin/otrs.Daemon.pl -a stop
shell> exit
```

4.1.5. 空のデータベース上にデータを複製するために、対象のシステム上に存在する既存のデータベースを破棄します。

The OTRSCloneDB script will not remove the data in the existing otrs database of the target system, so we need to do this manually:

Change the user to the postgresql user:

```
shell> su - postgres
```

Drop the existing otrs database:

```
shell> dropdb otrs
```

Create a new otrs database for the otrs user:

```
shell> createdb --owner=otrs --encoding=utf8 otrs
```

Go back to root user:

```
shell> exit
```

4.1.6. Get the PostgreSQL password of your database

Change into the OTRS directory of your target system:

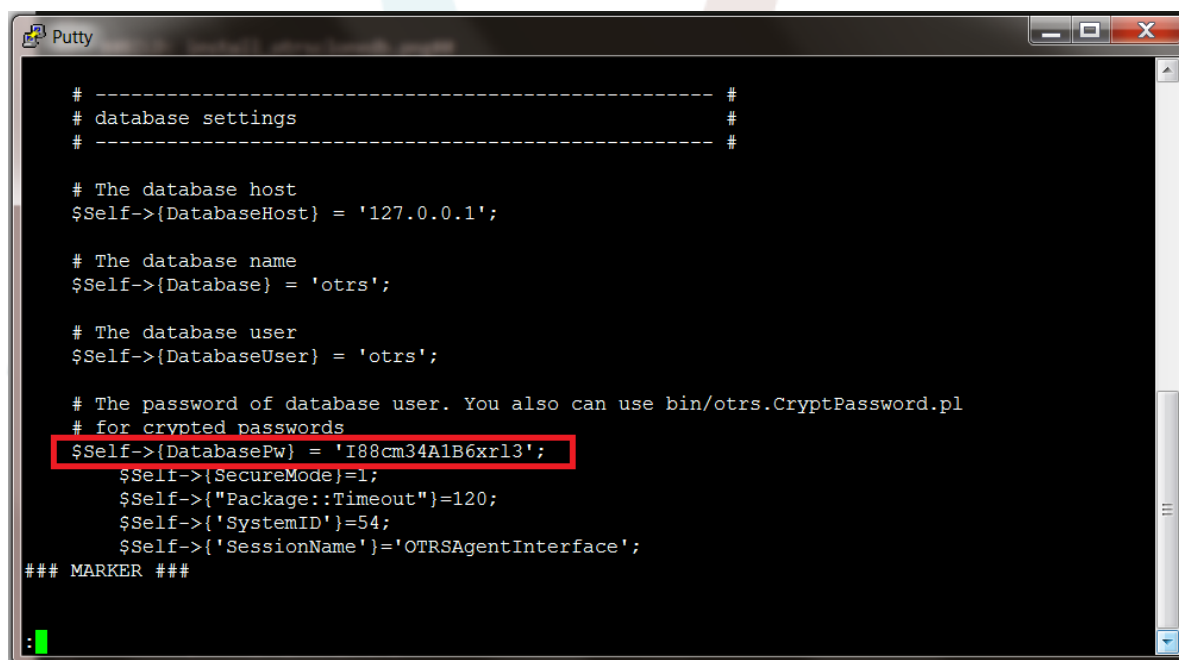
```
shell> cd /opt/otrs
```

and take a look at the configuration file of your target system:

```
shell> less Kernel/Config.pm
```

You will find your database password if you scroll down a bit:

☒ 2.12 Get target database password - screenshot



```
Putty
# ----- #
# database settings #
# ----- #

# The database host
$Self->{DatabaseHost} = '127.0.0.1';

# The database name
$Self->{Database} = 'otrs';

# The database user
$Self->{DatabaseUser} = 'otrs';

# The password of database user. You also can use bin/otrs.CryptPassword.pl
# for crypted passwords
$Self->{DatabasePw} = 'I88cm34A1B6xrl3';
$Self->{SecureMode}=1;
$Self->{"Package::Timeout"}=120;
$Self->{'SystemID'}=54;
$Self->{'SessionName'}='OTRSagentInterface';
### MARKER ###
```

この例では、次の文字列がそうです。

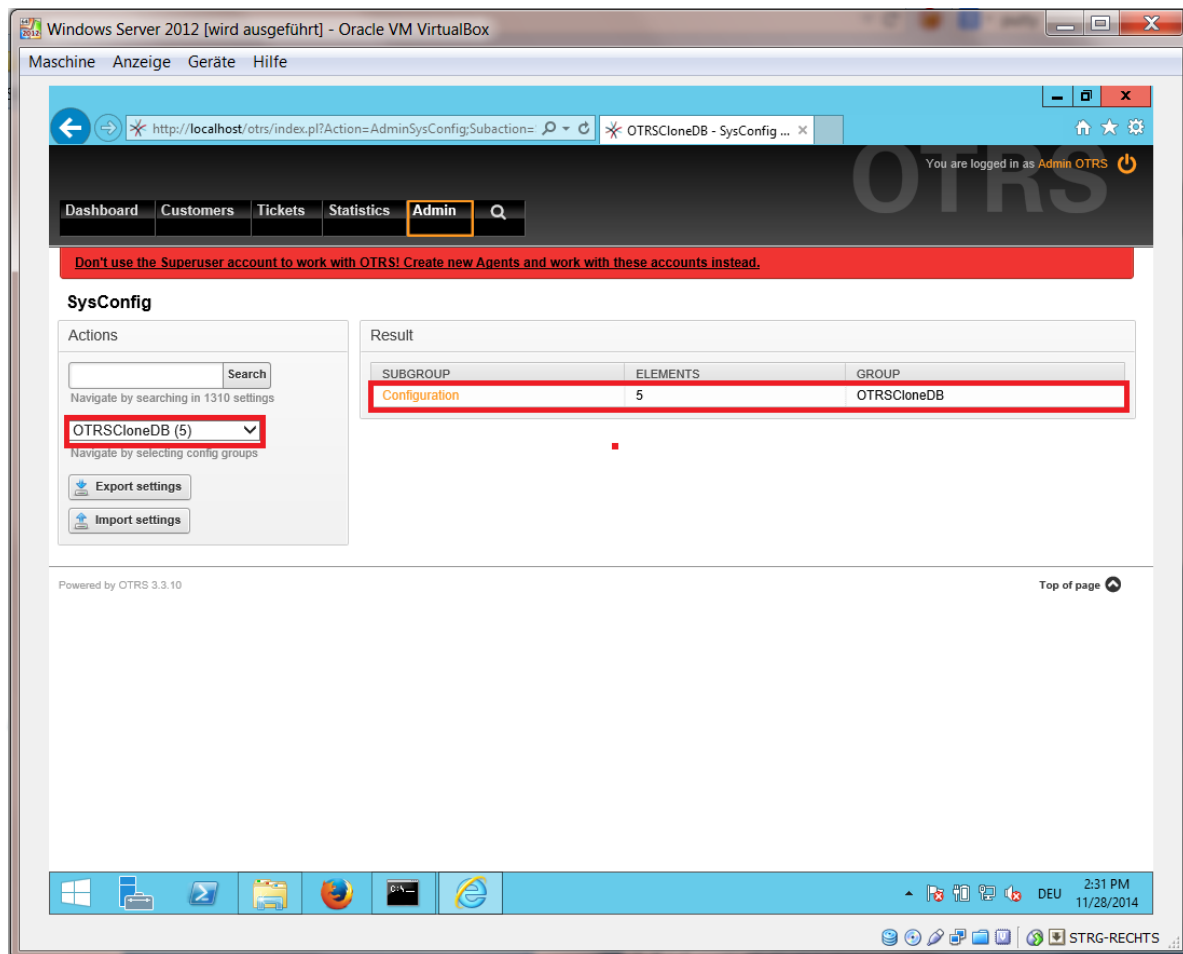
```
I88cm34A1B6xrl3
```

Write the password down on a piece of paper.

4.1.7. Clone your database into the target system

Switch back to your Windows based installation and open the SysConfig admin menu. Please select the group "OTRSCloneDB" and the subgroup "Configuration":

2.13 Configure OTRSCloneDB SysConfig 1 - screenshot

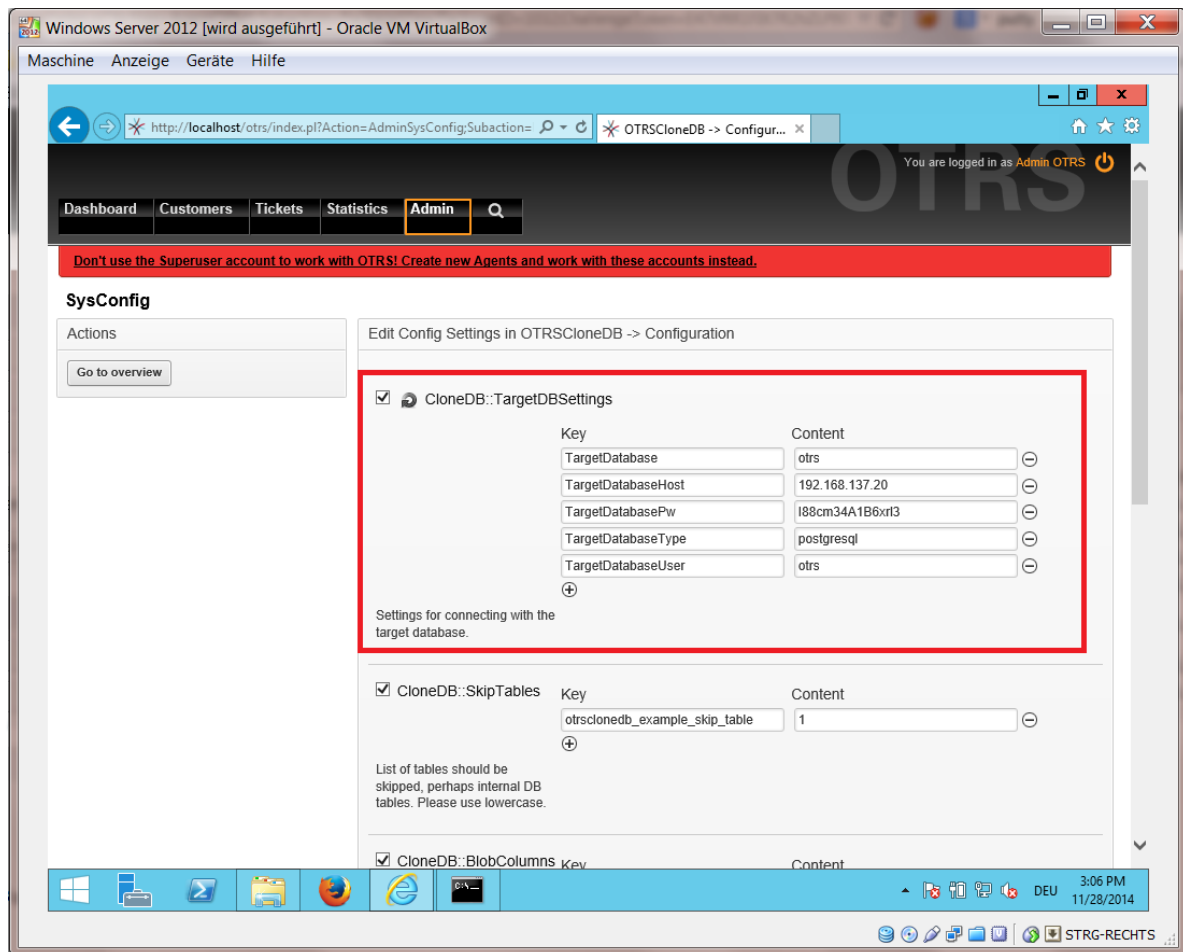


We need to configure the SysConfig option OTRSCloneDB::TargetSettings with the following values:

```

TargetDatabaseHost => 192.168.137.20 (Here you need to enter the ip address of your target
system)
TargetDatabase => otrs
TargetDatabaseUser => otrs
TargetDatabasePw => I88cm34A1B6xrl3 (Here you need to set the password of your target
system)
TargetDatabaseType => postgresql
  
```

2.14 Configure OTRSCloneDB SysConfig 2 - screenshot



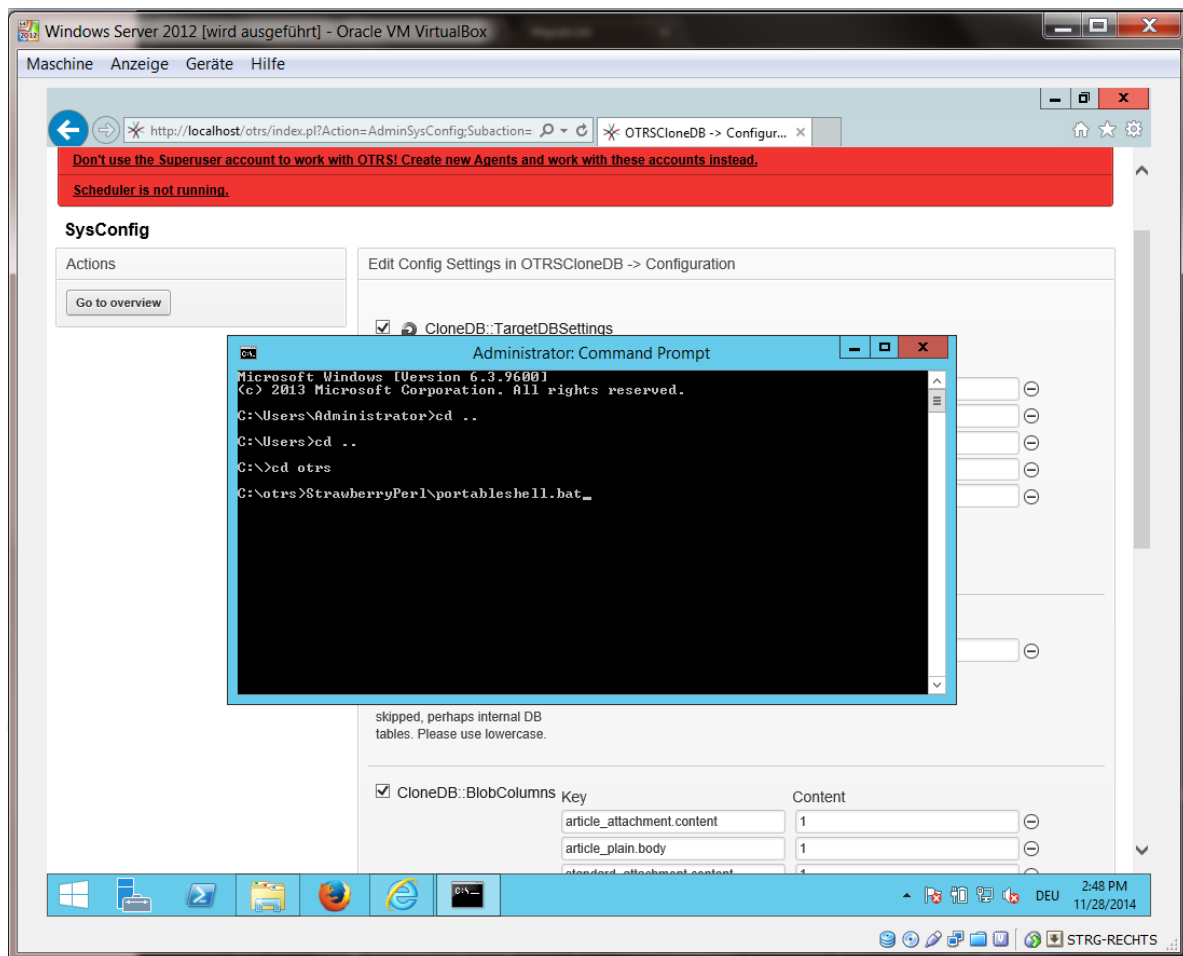
To run the OTRSCloneDB script we need to switch to the command prompt of our Windows based OTRS and to change into the base directory of our OTRS installation:

```
shell> cd "C:\otrs"
```

If you are using StrawberryPerl, then you maybe need to activate your shell for Perl:

```
shell> StrawberryPerl\portableshell.bat
```

2.15 Run OTRSCloneDB script 1 - screenshot



The OTRSCloneDB script is located in the bin directory of the OTRS directory.

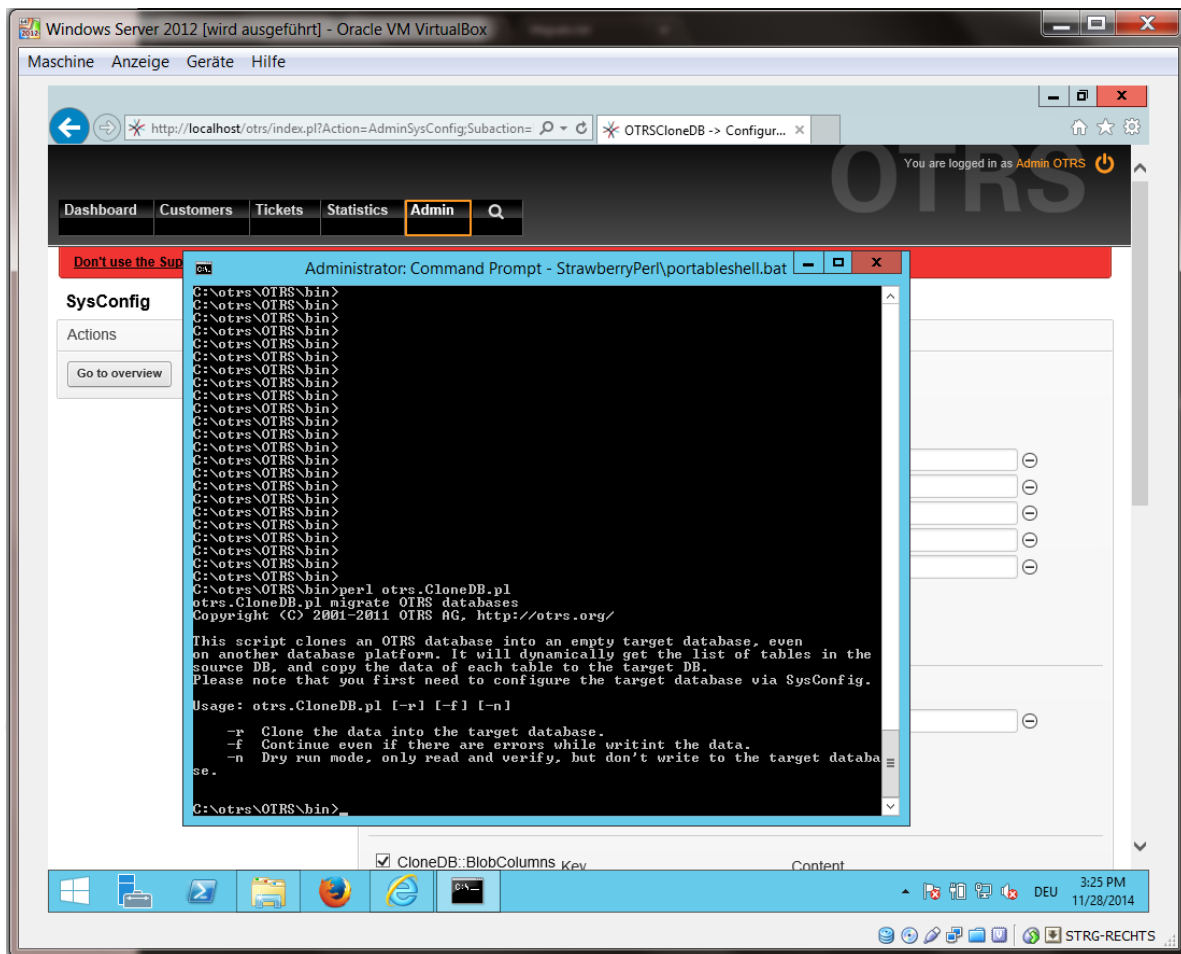
```
shell> cd "OTRS\bin"
```

Run the OTRSCloneDB script:

```
shell> perl otrs.OTRSCloneDB.pl
```

Now you should see some information about the script and its parameters.

2.16 Run OTRSCloneDB script 2 - screenshot

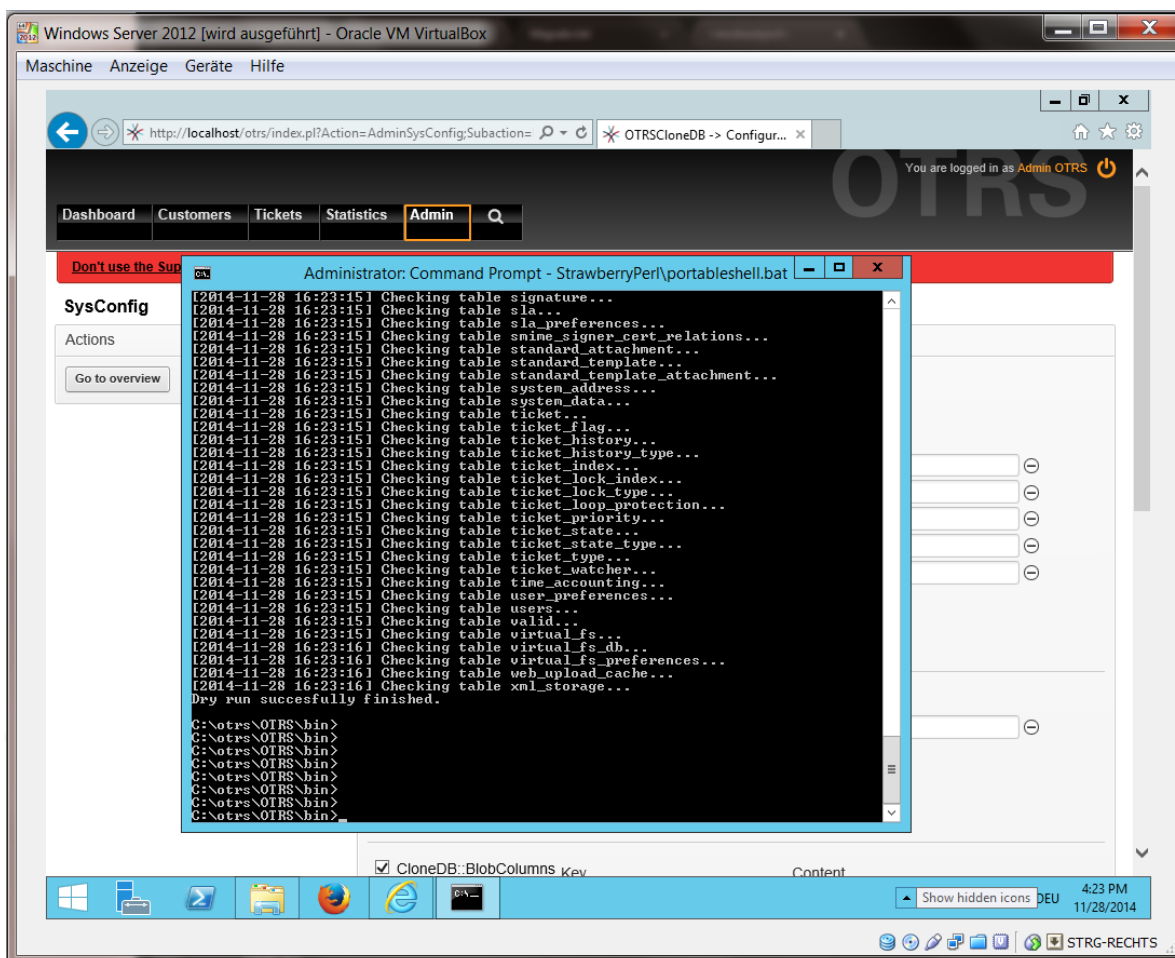


Note... Errors which occur at running without any parameters could relate to wrong login data for the database or problems with the database connection.

If no errors occurred, check if the dry run is successful:

```
shell> perl otrs.OTRSCloneDB.pl -n
```

2.17 Run OTRSCloneDB script 3 - screenshot



Start the cloning of your database and cross your fingers:

```
shell> perl otrs.OTRSCloneDB.pl -r
```

An example of a successfully run look like this:

```
Generating DDL for OTRS.
Generating DDL for package OTRSCloneDB.
Creating structures in target database (phase 1/2)
...
...
Creating structures in target database (phase 2/2)
...
done.
```

4.1.8. Copy the following files from your Windows based system to the target system

You need to copy some files from your Windows based system to the target system. You can do this for example with a free tool like "WinSCP" (just search the internet for "WinSCP"). Copy the following files from your Windows based system:

```
C:\otrs\OTRS\Kernel\Config\GenericAgent.pm
C:\otrs\OTRS\Kernel\Config\Files\ZZZAuto.pm
```

```
C:\otrs\OTRS\var\article\  
C:\otrs\OTRS\var\log\TicketCounter.log
```

to your target system:

```
/opt/otrs/Kernel/Config/GenericAgent.pm  
/opt/otrs/Kernel/Config/Files/ZZZAuto.pm  
/opt/otrs/var/article/*  
/opt/otrs/var/log/TicketCounter.log
```

Open the file `/opt/otrs/Kernel/Config/Files/ZZZAuto.pm` on the target system and replace all paths like `"C:/otrs/OTRS/"` with `"/opt/otrs/"`!

If you have manually changes in your `Kernel/Config.pm` then please copy these changes to the target system's `Kernel/Config.pm`. Don't copy it 1:1 because you will now have different database settings and the file paths on the target system are different from Windows!

4.1.9. パッケージの完全な再インストール

パッケージマネージャーからパッケージの完全な再インストールを行うと、カスタマイズしているファイルも含めてすべて初期状態にもどります。

```
shell> bin/otrs.SetPermissions.pl --otrs-user=otrs --otrs-group=otrs --web-user=www-data --  
web-group=www-data /opt/otrs  
shell> su - otrs  
shell> cd /opt/otrs  
shell> perl bin/otrs.Console.pl Maint::Cache::Delete  
shell> perl bin/otrs.Console.pl Maint::Loader::CacheCleanup  
shell> perl bin/otrs.Console.pl Admin::Package::ReinstallAll  
shell> exit
```

Fix all permissions in your OTRS system again:

```
shell> bin/otrs.SetPermissions.pl --otrs-user=otrs --otrs-group=otrs --web-user=www-data --  
web-group=www-data /opt/otrs
```

4.1.10. Disable remote access for the PostgreSQL database of your target system

Undo all steps you did to enable the remote access for the PostgreSQL database to your target system.

Change into postgresql directory:

```
shell> cd /etc/postgresql/9.4/main  
shell> vi postgresql.conf
```

Remove the following line at the end of the file:

```
listen_addresses = '*'
```

ファイルを保存します。


```
shell> vi pg_hba.conf
```

Remove the following line at the end of the file:

```
host all all 0.0.0.0/0 md5
```

ファイルを保存します。

PostgreSQL サーバを再起動します。

```
shell> service postgresql restart
```

4.1.11. OTRS Daemonを起動する

Start services of your target system:

```
shell> service cron start
shell> service apache2 start
shell> su - otrs
shell> cd /opt/otrs/
shell> bin/Cron.sh start
shell> bin/otrs.Daemon.pl -a start
```

Now you should be able to open the OTRS of your target system in the browser with the imported data of your Windows based system.

5. Upgrading OTRS from 4 to 5

これらの手順は、OTRSを4から5へアップグレード、及び5以降のパッチレベルリリースの5へアップグレードする人々に向けた説明です。RPMとソースコード(tarball)のアップグレードの両方に適用されます。

If you are running a lower version of OTRS you have to follow the upgrade path to 4 first (1.1->1.2->1.3->2.0->2.1->2.2->2.3->2.4->3.0->3.1->3.2->3.3->4)! You need to perform a full upgrade to every version in between, including database changes and the upgrading Perl script.

OTRS2.2またはそれ以前からアップグレードする場合、あなたは**余分なステップ**を取らなければならないことに注意してください。

Within a single minor version you can skip patch level releases if you want to upgrade. For instance you can upgrade directly from OTRS 5 patchlevel 2 to version 5 patchlevel 6. If you need to do such a "patch level upgrade", you should skip steps 6, 10, 11, 14, 17 and 18.

最初に独立した試験機でのテスト・アップデートを実行することを強くお勧めします。

5.1. Step 1: 関連するすべてのサービスを停止します。

Please make sure there are no more running services or cron jobs that try to access OTRS. This will depend on your service configuration, here is an example:

```
shell> /etc/init.d/cron stop
shell> /etc/init.d/postfix stop
shell> /etc/init.d/apache stop
```

Stop OTRS cron jobs and the scheduler or daemon (in this order) depending on the OTRS version you are updating from:

```
shell> cd /opt/otrs/  
shell> bin/Cron.sh stop  
shell> bin/otrs.Scheduler.pl -a stop
```

or

```
shell> cd /opt/otrs/  
shell> bin/Cron.sh stop  
shell> bin/otrs.Daemon.pl stop
```

5.2. Step 2: /opt/otrs/ 配下の全てをバックアップしてください。

- Kernel/Config.pm
- Kernel/Config/GenericAgent.pm (only for reference, this file is not needed any more)
- Kernel/Config/Files/ZZZAuto.pm
- var/*
- データベースも同様に行います。

5.3. Step 3: 全てを確実にバックアップしたことを確認してください。 ;-)

5.4. Step 4: 新しいリリースをインストールします。(tar や RPM)

5.4.1. Step 4.1: tarball を使う場合:

```
shell> cd /opt  
shell> mv otrs otrs-old  
shell> tar -xzf otrs-x.x.x.tar.gz  
shell> mv otrs-x.x.x otrs
```

5.4.1.1. 旧構成ファイルをリストア

- Kernel/Config.pm
- Kernel/Config/Files/ZZZAuto.pm

5.4.1.2. TicketCounter.logをリストア

In order to let OTRS continue with the correct ticket number, restore the TicketCounter.log to /opt/otrs/var/log/. This is especially important if you use incremental ticketnumbers.

5.4.1.3. 記事データのリストア

If you configured OTRS to store article data in the filesystem you have to restore the article folder to /opt/otrs/var/ or the folder specified in the SysConfig.

5.4.1.4. Set file permissions

Please execute

```
shell> cd /opt/otrs/  
shell> bin/otrs.SetPermissions.pl
```

with the permissions needed for your system setup. For example:

- Web server which runs as the OTRS user:

```
shell> bin/otrs.SetPermissions.pl --web-group=otrs
```

- Webserver with wwwrun user (e. g. SUSE):

```
shell> bin/otrs.SetPermissions.pl --web-group=wwwrun
```

- Webserver with apache user (e. g. Red Hat, CentOS):

```
shell> bin/otrs.SetPermissions.pl --web-group=apache
```

- Webserver with www-data user (e. g. Debian, Ubuntu):

```
shell> bin/otrs.SetPermissions.pl --web-group=www-data
```

5.4.2. Step 4.2: With the RPM:

```
shell> rpm -Uvh otrs-x.x.x.-01.rpm
```

In this case the RPM update automatically restores the old configuration files and sets file permissions.

5.5. Step 5: Check needed Perl modules

Verify that all needed Perl modules are installed on your system and install any modules that might be missing.

```
shell> /opt/otrs/bin/otrs.CheckModules.pl
```

5.6. Step 6: Apply the database changes

5.6.1. Step 6.1: Database schema update

5.6.1.1. MySQL:

注記

Note: new tables created in the MySQL UPGRADING process will be created with the default table storage engine set in your MySQL server. In MySQL

5.5 the new default type is InnoDB. If existing tables, e.g. "users", have the table storage engine e.g. MyISAM, then an error will be displayed when creating the foreign key constraints. In this case we recommend to switch all tables to InnoDB with the console command **bin/otrs.Console.pl Maint::Database::MySQL::InnoDBMigration**.

Any problems with regards to the storage engine will be reported by the bin/otrs.Console.pl Maint::Database::Check command, so please run it to check for possible issues.

```
shell> cd /opt/otrs/  
shell> cat scripts/DBUpdate-to-5.mysql.sql | mysql -p -f -u root otrs  
shell> bin/otrs.Console.pl Maint::Database::Check
```

5.6.1.2. PostgreSQL:

```
shell> cd /opt/otrs/  
shell> cat scripts/DBUpdate-to-5.postgresql.sql | psql --set ON_ERROR_STOP=on --single-transaction otrs otrs
```

5.6.2. Step 6.2: Database migration script

Run the migration script (as user otrs, NOT as root):

```
shell> scripts/DBUpdate-to-6.pl
```

The script will ask you to set a time zone for OTRS. It is very important that you set the correct time zone (and keep it), otherwise date and time of data added after the upgrade (tickets, articles, etc.) will be stored with a different time zone than your existing data, leading to inconsistent data. The script will suggest possible time zones based on your previous configuration. In case you are not sure or made a mistake, you can change the OTRS time zone after the upgrade via SysConfig setting OTRSTimeZone.

Do not continue the upgrading process if this script did not work properly for you. Otherwise data loss may occur.

5.7. ステップ7: 設定キャッシュのリフレッシュと削除

Please run (as user otrs, *not* as root):

```
shell> cd /opt/otrs/  
shell> bin/otrs.Console.pl Maint::Config::Rebuild  
shell> bin/otrs.Console.pl Maint::Cache::Delete
```

5.8. ステップ8: サービスの再起動

e. g. (depends on used services):

```
shell> /etc/init.d/apache start  
shell> /etc/init.d/postfix start  
shell> /etc/init.d/cron start
```

Now you can log into your system.

5.9. ステップ9: インストール済みパッケージの確認

注記

OTRS 4用のパッケージ群はOTRS 5用のものと互換性がないので、アップグレードを行う必要があります。

以下のパッケージはアップグレード・プロセス後、自動的にアンインストールされます（先にインストール済ならば）

- OTRSGenericInterfaceMappingXSLT

5.10. ステップ10: ノードIDの設定(マルチフロントエンドによるクラスタ構成でのセットアップ時のみ)

注記

このステップはクラスタを構成するすべてのフロントエンドマシンでセットアップする必要があります。

From OTRS 5 on, every frontend server needs to have its own unique NodeID. This defaults to 1 and thus does not need to be configured for single-frontend setups. If you have more than one machine, each machine needs to have this value set to a unique value between 1 and 999. This configuration needs to be done in the file Kernel/Config.pm:

```
$Self->{'NodeID'} = '2'; # assign a unique value for every frontend server
```

5.11. ステップ11: フォローアップ検出設定の確認

The follow-up detection settings were reorganized. Now OTRS searches by default in email subject and references to detect follow-ups. Please check in AdminSysConfig Ticket -> Core::PostMaster if you need to make any changes to the follow-up detection configuration (for example to search in body, attachments or raw email content).

5.12. ステップ12: OTRSデーモンの起動

The new OTRS daemon is responsible for handling any asynchronous and recurring tasks in OTRS. What has been in cron file definitions previously is now handled by the OTRS daemon, which is now required to operate OTRS. The daemon also handles all GenericAgent jobs and must be started from the otrs user.

```
shell> /opt/otrs/bin/otrs.Daemon.pl start
```

5.13. Step 13: Update and activate cron jobs

There are two default OTRS cron files in /opt/otrs/var/cron/*.dist, and their purpose is to make sure that the OTRS Daemon is running. They need to be activated by copying them without the ".dist" filename extension.

```
shell> cd /opt/otrs/var/cron  
shell> for foo in *.dist; do cp $foo `basename $foo .dist`; done
```

To schedule these cron jobs on your system, you can use the script `Cron.sh` with the `otrs` user.

```
shell> /opt/otrs/bin/Cron.sh start
```

Please note that if you had any custom cron jobs, you should consider moving them to `SysConfig (Daemon -> Daemon::SchedulerCronTaskManager::Task)` to have them executed by the OTRS daemon as well. You might also need to adapt your custom scripts, because now most OTRS commands are managed by `bin/otrs.Console.pl` instead of single scripts.

5.14. ステップ14: チケット通知の見直し

With OTRS 5 ticket notifications are configured differently than in previous versions. They are now part of the "Event Notifications" that were previously available as well (now called just "Ticket Notifications"). Your existing ticket notifications have been migrated into the list of ticket notifications, but deactivated. You have also received the new default ticket notifications, active by default.

In case you did not modify the old ticket notifications you don't have to do anything. If you have made local modifications or translations, you have two choices: a) you can migrate your modifications to the new ticket notifications (recommended) or b) you can deactivate the new notifications and activate the old notifications again.

Please also review the escalation notification recipient settings and see if they match with your expectations (agents who have the ticket in one of their custom queues vs. all agents with read permissions). This was configured via a setting in the file `Kernel/Config/GenericAgent.pm` (now obsolete) previously and can now be controlled via the GUI for each notification separately.

5.15. ステップ15: システム登録の更新(オプション)

If the system is already registered with OTRS Group, it is strongly recommended to update the registration information at this time. This will update the registered version of the system (among other changes) in the OTRS Group records, in order to get much accurate information from the cloud services.

If you don't update the registration information manually, it will be done automatically on a regular basis, but this could happen some hours or days after. During this period it might be possible to get wrong information from cloud services like **OTRS Business Solution™** updates.

```
shell> cd /opt/otrs/  
shell> bin/otrs.Console.pl Maint::Registration::UpdateSend --force  
shell> bin/otrs.Console.pl Maint::Cache::Delete
```

5.16. ステップ16: PerlベースのGenericAgentジョブの移行(オプション)

This is only relevant if you had any custom `GenericAgent` jobs in Perl OTRS 4 configuration files such as `Kernel/Config/GenericAgent.pm` that cannot be handled with the regular ticket notifications. Such jobs now need to be registered as OTRS Daemon cron tasks in

the SysConfig (Daemon -> Daemon::SchedulerCronTaskManager::Task), in order to be executed on a regular basis.

There are 5 settings in the SysConfig prepared for this purpose (Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1 to Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5). If more settings are needed they can be added in a custom SysConfig setting file.

Please replace "<ModuleName>" with the file that contains the custom GenericAgent jobs configuration, e.g. Kernel::Config::GenericAgent for the file: Kernel/Config/GenericAgent.pm, set the schedule to match the periodicity as it was executed before, mark the setting as active and save the changes.

注記

To get more information about other parameters that can be used while running the GenericAgent jobs, please execute:

```
shell> bin/otrs.Console.pl Maint::GenericAgent::Run --help
```

5.17. Step 17: Setup bash autocompletion (optional)

All regular OTRS command line operations now happen via the OTRS Console interface `bin/otrs.Console.pl`. This provides an auto completion for the bash shell which makes finding the right command and options much easier.

You can activate the bash autocompletion by installing the package `bash-completion`. It will automatically detect and load the file `/opt/otrs/.bash_completion` for the `otrs` user.

After restarting your shell, you can just type `bin/otrs.Console.pl` followed by `TAB`, and it will list all available commands. If you type a few characters of the command name, `TAB` will show all matching commands. After typing a complete command, all possible options and arguments will be shown by pressing `TAB`.

5.18. Step 18: Review ticket action screen configurations (optional)

Some ticket action screens like "Note" had default subjects in OTRS 4 (configurable via SysConfig, `Ticket::Frontend::AgentTicketNote###Subject` in this case). These default subjects have been removed to reduce the amount of potentially redundant/meaningless data. You might want to re-add them if they are mandatory for you.

5.19. Step 19: Well done!

6. Additional Applications

OTRSフレームワークの機能性を拡張するために追加出願パッケージをインストールすることができます。これは、管理者ページからのパッケージ・マネージャーによって行うことができます。それはオンライン・リポジトリから適用をダウンロードし、パッケージ依存性を管理します。また、ローカル・ファイルからパッケージをインストールすることも可能です。

6.1. FAQ (よくある質問)

FAQは知識ベース・コンポーネントです。それは、FAQ記事の閲覧と編集をサポートします。記事は閲覧され、担当者、顧客ユーザあるいは匿名ユーザーを制限することができます。これらもグループへ組み立てて、異なる言語で読むことができます。



第3章 First Steps

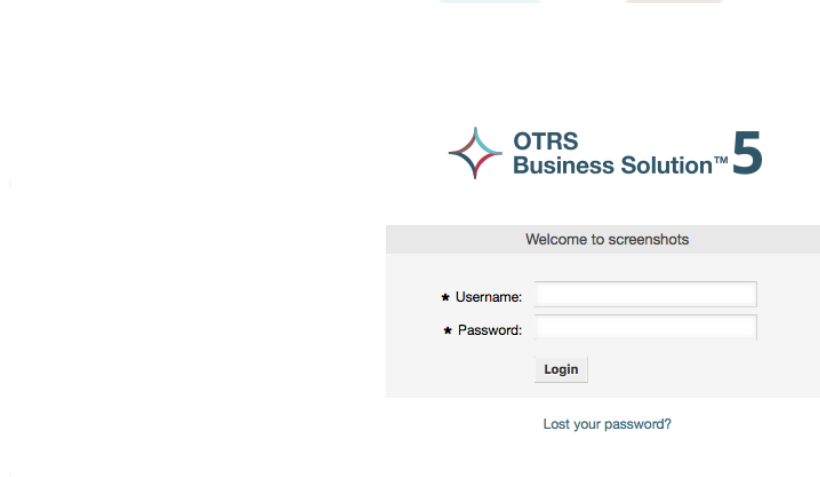
この章の目的は、OTRSの簡潔な概要を提供することです。

1. Agent Web Interface

担当者は、担当者ウェブインターフェイスで顧客のリクエストに答えることができます。顧客のためあるいは他の担当者のために新規チケットを作成し、顧客との通話に関することをチケットに書き、FAQを記入し、顧客データを編集します。

あなたのOTRSホストを<http://www.example.com>と仮定した場合、WebブラウザでURL<http://www.example.com/otrs/index.pl> でOTRSログイン画面にアクセスすることができます(下図参照)。

図3.1 Login screen of the agent interface



2. Customer Web Interface

顧客は、OTRSの別々のウェブインターフェイスを持ち、それを通じて、新規アカウントを作成し、アカウント設定を変更し、チケットを作成、編集し、作成したチケットに関する概要を取得することができます。

Continuing the above example, the customer login screen can be reached by using the URL <http://www.example.com/otrs/customer.pl> with a web browser (see figure below).

図3.2 Login screen of the customer interface

Example Company

Login

Forgot password?

Not yet registered? [Sign up now.](#)


Switch to mobile mode

3. Public Web Interface

担当者と顧客のためのウェブインターフェイスに加えて、OTRSにはさらにFAQモジュールによって利用可能な公開ウェブ・インターフェイスがあります。このモジュールを別々にインストールしている必要があります。それはFAQシステムに公衆アクセスを提供し、特別の認可のないFAQエントリーをビジターに捜させます。

私達のサンプルでは、公開ウェブインターフェイスは次のいずれかのURL : <http://www.example.com/otrs/faq.pl> , <http://www.example.com/otrs/public.pl>に到達できます。

図3.3 公開ウェブインターフェイス

Example Company 

FAQ Explorer

Subcategories

NAME	COMMENT	SUBCATEGORIES	FAQ ARTICLES
Bugzilla	Reporting bugs	0	1
Feature AddOns	FAQs	0	1
OTRS Framework	Questions and answers about OTRS	0	1

FAQ Articles

FAQ#	TITLE	CATEGORY	LANGUAGE
No FAQ articles found.			

Search

Wildcards are allowed.

Latest created FAQ articles RSS

Advanced Escalations

Feature AddOns - en - public (all) - 12/03/2014 00:54

Framework bug

Bugzilla - en - public (all) - 12/03/2014 00:53

Test Uno

OTRS Framework - en - public (all) - 12/03/2014 00:51

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Framework bug

Bugzilla - en - public (all) - 12/03/2014 00:53

Test Uno

OTRS Framework - en - public (all) - 12/03/2014 00:51

Top 10 FAQ articles RSS

4. First Login

セクションAgent web interface に記載のようにログイン画面へアクセスします。ユーザ名とパスワードを入力します。システムはインストールされたばかりでユーザはまだ作成されていないの

で、まず、ユーザ名として'root@localhost' をパスワードとして'root'を使用してOTRS管理者としてログインします。

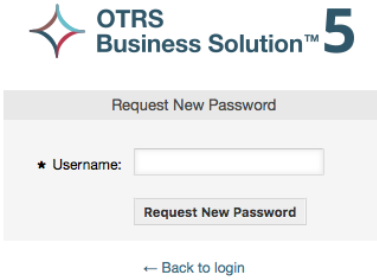
警告

このアカウントデータは
どの新規にインストールされたOTRSシステムでも有効です。OTRS管理者パスワードは
できるだけ早く変更すべきです。OTRS管理者用画面preferencesから実行できます。

OTRS管理者としてログインしたくなければ、あなたの通常の担当者アカウント用のユーザ名とパスワードを入力してもいいです

In case you have forgotten your password, you can request the system for a new password. Simply press the link below the Login button, enter the mail address that is registered for your OTRS account into the input field, and press the Submit button (see figure).

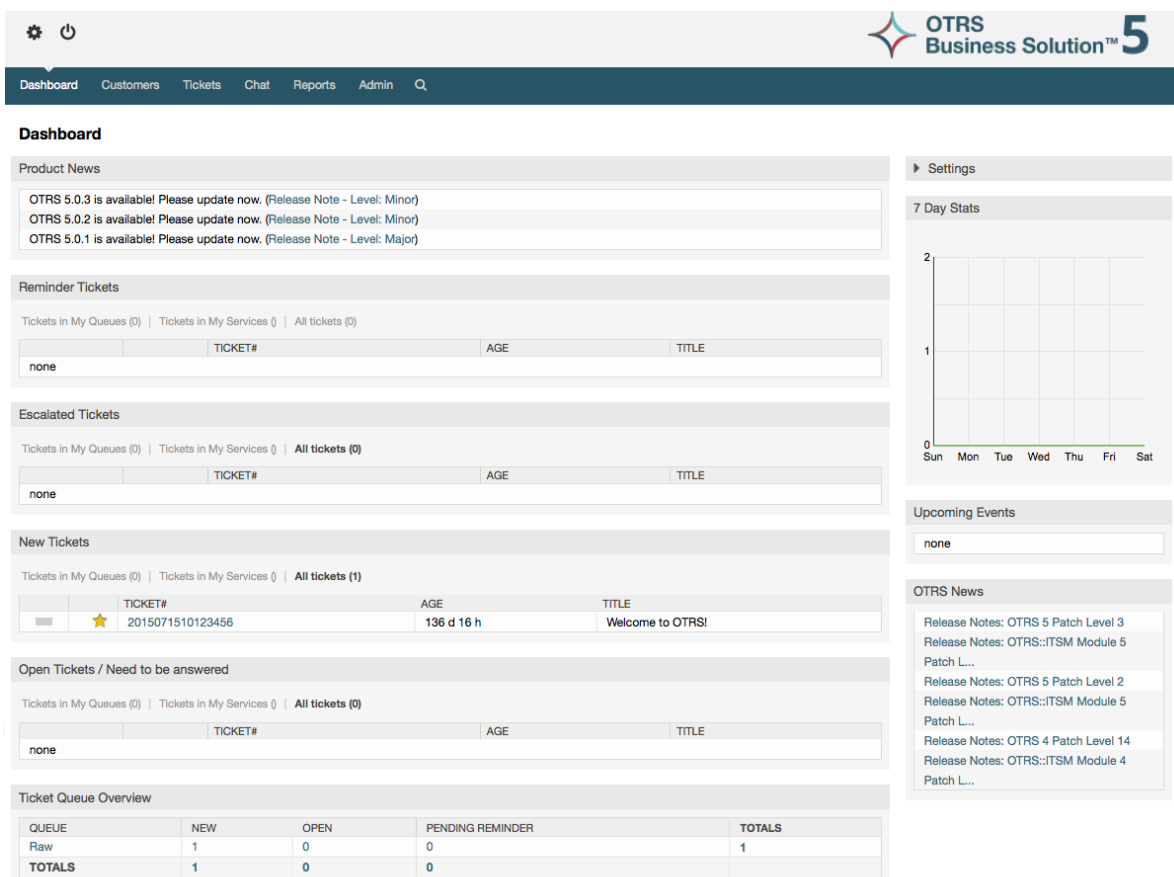
図3.4 新規パスワードを申請



5. The Web Interface - an Overview

Upon successfully logging into the system, you are presented with the Dashboard page (see figure below). It shows your locked tickets, allows direct access through menus to the queue, status and escalation views, and also holds options for creation of new phone and e-mail tickets. It also presents a quick summary of the tickets using different criteria.

図3.5 Dashboard of the agent interface



To improve clarity, the general web interface is separated into different areas. The top row of each page shows some general information such as the logout button, icons listing the number of locked tickets with direct access to them, links to create a new phone/e-mail ticket, etc. There are also icons to go to the queue, status, and escalation views.

アイコンの下の行はナビゲーション・バーです。システムのもジュールや異なるエリアへナビゲートしてくれるメニューを表示し、いくつかの全体的アクションを実行させてくれます。ダッシュボード・ボタンをクリックすることでダッシュボード行けます。チケット・ボタンをクリックすれば、チケット・ビューを変更したり、新しいチケット(電話/Eメール)を作成したり、あるいは特定のチケットを探索したりするオプションを備えたサブメニューを使えます。統計ボタンは、新しいものを作成し、既存のものを輸入して、登記済みの統計の概観からあなたが選ぶことを可能にするメニューを表示します。顧客ボタンはあなたを顧客管理スクリーンへ導きます。管理者ボタンのクリックによって、管理者モジュールすべてにアクセスすることができます、それは新しい代理人、キューなどを作ることを可能にします。さらにチケット探索をするサーチ・ボタンもあります。

関連するアプリケーションがインストールされている場合、例えばFAQ、サーベイ、これらのアプリケーションを起動するボタンも表示されます。

In the area below the navigation bar, different system messages can be shown. If you are logged in as the default OTRS administrator user, you get a red message warning you not to work using this system account.

現在表示しているセクションのタイトルの下に、いくつかのサブセクションがあります。別々のボックスに各1つつつ、作業中の画面に関する関連情報を含んでいます。

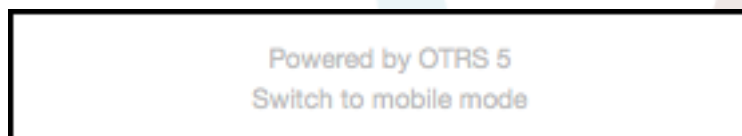
これらのボックスは各スクリーンの主要部分を含んでいます。それらは常に1つあるはいくつかのカラムで表示されます。ボックスはそれぞれ、現在のスクリーンに関する関連情報(例えば指

示、アドバイス、概観など)を格納することができます。さらに、各画面に関連するアクションを実行するために必要なフォームあるいはツールも表示されます。例えば、レコードの追加、更新、削除、ログのチェック、構成設定の変更等のアクションです。

Finally at the bottom of the page, the site footer is displayed (see figure below). It contains links to directly access the OTRS official web site, or go to the Top of the page.

通常は、アイコン列、ナビゲーション・バーおよびフッターはウェブ・インターフェース上のすべての画面の中で同じに存在します。

図3.6 フッター



6. ダッシュボード

ダッシュボードはシステムのメインページです。ここでチケット・アクティビティに関連する他のスタッフやチケットに関する概要を得ることができます。それは担当者にとっての日常業務のための出発点であると言えます。それはデフォルトでチケットの即時サマリーを表示します。サマリーには他の情報の中で保留、エスカレーション、新規および対応中の情報があります。

ダッシュボードの最も重要な機能のひとつは完璧なカスタマイズ機能です。要素を表示あるいは非表示にすることで思い通りに各パートを構成することができることを意味します。要素のヘッダをクリックしながらドラッグし要素をどこにでもドロップすることで同じ列の中でこの要素を再配置することさえ可能です。システムは、ボックスから使用する準備ができていくつかのウィジェットを持っています。しかし、ダッシュボード画面のモジュール設計は、カスタム・ウィジェットを簡単に統合する準備ができています。

この画面のコンテンツは2つのメインカラムに整列され、その左カラムで各状態(リマインダ、エスカレーション、新規、対応中といった)で分類されたチケットに関する情報を見ることができます。この各ウィジェットでは、他のフィルターの中で、アクセスすることを認められるチケット、ロックしたチケット、および他のフィルタ中に担当者が定義したキューにあるチケットのをすべて見るために結果をフィルタすることができます。このカラムには他の種類のウィジェットもあり、それらすべてを以下の述べます。

図3.7 ダッシュボード・ウィジェット

Dashboard

Product News				
Can't connect to Product News server!				
Reminder Tickets				
Tickets in My Queues (0) Tickets in My Services (0) All tickets (0)				
	TICKET#	AGE	TITLE	
none				
Escalated Tickets				
Tickets in My Queues (0) Tickets in My Services (0) All tickets (0)				
	TICKET#	AGE	TITLE	
none				
New Tickets				
Tickets in My Queues (0) Tickets in My Services (0) All tickets (1)				
	TICKET#	AGE	TITLE	
★	2015071510123456	136 d 16 h	Welcome to OTRS!	
Open Tickets / Need to be answered				
Tickets in My Queues (0) Tickets in My Services (0) All tickets (0)				
	TICKET#	AGE	TITLE	
none				
Ticket Queue Overview				
QUEUE	NEW	OPEN	PENDING REMINDER	TOTALS
Raw	1	0	0	1
TOTALS	1	0	0	

左列 ダッシュボード・ウィジェット

- チケット・リスト・ウィジェット

Widgets under this category share same overall behavior, look and feel. This widgets shows a list of tickets on a determined state. The amount of tickets display on each list page can be configured in widget options (they appear when you hover the mouse pointer over the top right part of the widget). This widgets support the following filters:

- 自身のロック・チケット

ログインした担当者がロックされたチケット

- 自身の監視チケット

ログインした担当者がウォッチリストを持っているチケット。それを表示するために Ticket::Watcher 設定をオンにすることが必要です。

- 自身の責任者

ログインしている担当者が責任者として設定されているチケット。Ticket::Responsible設定は、このフィルターを可視化できるようにオンにする必要があります。

- 自身のキューにあるチケット

このチケットは担当者が「マイ・キュー」として定義するキューにあります。

- 担当サービス内チケット

The tickets that are assigned to services where the agent define as "My Services" and are on queues with at least read-only permissions.

- 全てのチケット

担当者がアクセス権を持つ全てのチケット

このウィジェットは :

- リマインダ・チケット

保留として設定され、かつ、リマインダ日を経過したチケット。

- エスカレーションされたチケット

エスカレーション済のチケット

- 新規チケット

状態「新規」を持つチケット

- 対応中チケット / 返答必要

状態「対応中」を持つチケットとそれらに対応する準備

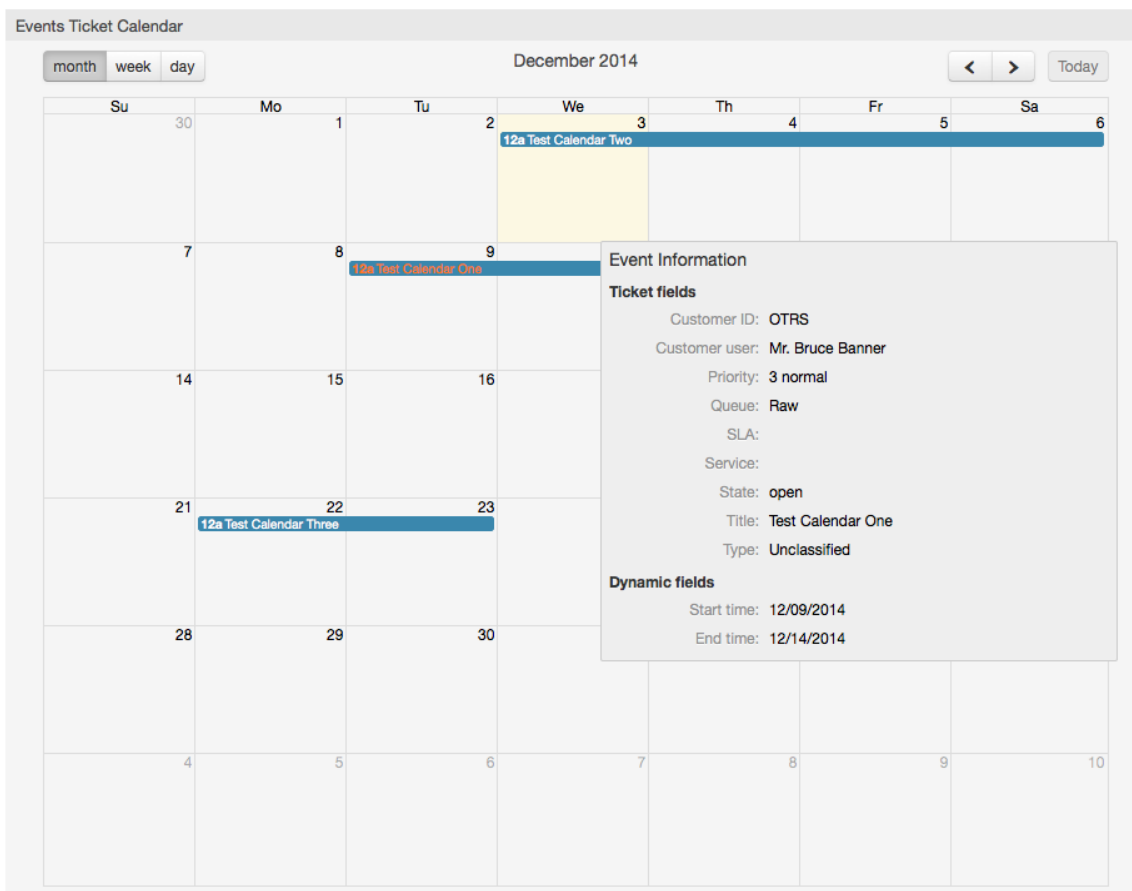
- イベント・チケット・カレンダー

カレンダー・イベントは新規チケットが作成された時、イベント・チケット・カレンダー機能が有効になります。それはチケット作成画面に表示する2つの新規フィールドを必要とし、ひとつはイベント開始時刻、他方は終了時刻用です。この2つの時刻がイベント期間を決定します。定義されます。

This widget includes the following views: month, week and day. Agents can scroll through the pages by using the right and left arrows.

直前にウィジェットは十分に有効になっていないと述べたようにチケット用の「Date/Time」の動的フィールドのいくつかはシステムに追加し、（管理者パネルにある動的フィールドリンク経由で）それらをこのウィジェットのためにSysConfigで設定すべきです。両方の動的フィールドはチケット生成画面に表示されるように構成されるべきです。それらは、カレンダーのイベント（開始及び終了時間）用の時間枠について記述するために、チケット生成あるいは他のチケット・アクション画面(例えば自由フィールド)中に満たされるべきです。チケット・ズーム画面は、それが必要であると考えた場合、動的フィールドも示すように構成されるかもしれません。

図3.8 イベント・チケット・カレンダー・ウィジェット



The screenshot displays the 'Events Ticket Calendar' interface for December 2014. It features a monthly calendar grid with three test events highlighted in blue: '12a Test Calendar Two' (Dec 3-6), '12a Test Calendar One' (Dec 8-9), and '12a Test Calendar Three' (Dec 21-23). A detailed 'Event Information' popup is shown for the event on Dec 9, listing ticket fields such as Customer ID (OTRS), Customer user (Mr. Bruce Banner), Priority (3 normal), Queue (Raw), SLA, Service, State (open), Title (Test Calendar One), and Type (Unclassified). It also shows dynamic fields for Start time (12/09/2014) and End time (12/14/2014).

このウィジェットのためのさらなる構成は、SysConfig中の"Frontend::Agent::Dashboard::EventsTicketCalendar" サブグループの下で見つけられるかもしれません。

- カレンダー幅
 カレンダーの幅をパーセントで定義します。デフォルトは95%です。
- DynamicFieldStartTime
 開始時間の動的フィールド名を定義します。
- DynamicFieldEndTime
 終了時間の動的フィールド名を定義します。
- キュー
 この設定で明記されたキュー上のチケットのみが、カレンダー・ビューで検討されます。
- DynamicFieldsForEvents
 カレンダー・イベント・オーバーレイ画面に表示する動的フィールドを定義します。
- TicketFieldsForEvents
 カレンダー・イベント・オーバーレイ画面に表示するチケット属性を定義します。

- チケット・キュー・外観

このウィジェットは行がキューを表し列がチケット状態を表しているチケット・カウント・マトリックスの中で表示します。各セルには、特定のキュー上に属する定義された状態上のチケット数が表示されます。

ウィジェットは、集計行および集計列も表示します。集計行は、すべての示されたキュー上の各状態のチケットの合計を表します。一方、集計列はすべての示された状態上で各キューのチケットの合計を表します。

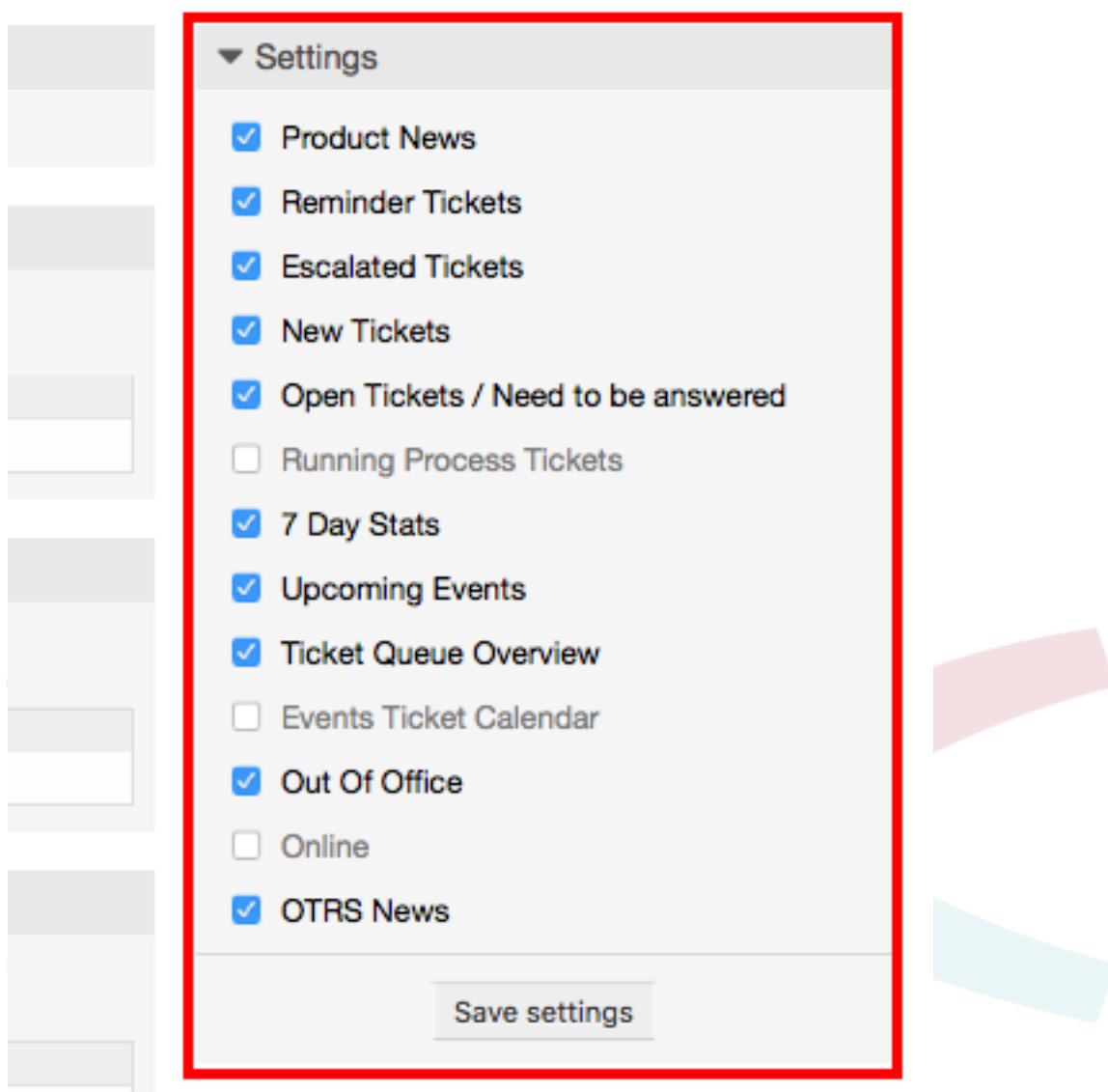
表示されるキューと状態はSysConfigで変更することができます

チケット・カウント数のどれかをクリックすると検索結果ページが開き、担当者にそれらのより詳細な概要を得させます。

In the right column is located a special widget that allow you to control the widgets you want to show or hide. This is the Settings widget. Click on it's header to expand the section and see all available widgets, as shown in Figure. Each widget name has a checkbox. Use this checkboxes to define the visibility of the widgets in the dashboard (unchecked widgets will not be shown) after you define the visibility options and click on 'Save' for storing your changes. This section is fixed on the screen, this means you can't drag and drop it, or close it.



図3.9 Dashboard Settings



右列ダッシュボード・ウィジェット

- 7日統計

それは、2行のラインを含んでいる過去7日にわたるチケット活動のグラフを示します。通常青色である第1行は、日次作成チケット数を表示し、通常オレンジ色の第2行は日次完了チケットを表示します。

- 次回のイベント

エスカレーションするためあるいは既にエスカレーションされた至急のチケットはここにリストされます。このウィジェットからの情報は大変役立ちます。なぜなら、注意喚起する必要があるチケットを知る機会を持つからです。そうしてどのチケットに労力を傾注したいのか、優先度を置きたいのか、単に次の予定をチェックするのか、を決定することができます。

- OTRSニュース

OTRSアクティビティの完全なリストと新製品のリリースやパッチに関する大変重要な情報

- オンライン

ここで、現在システムにログインしている担当者に関する要約が示されます。さらにそれは、オンラインの顧客用セクションを含んでいます。このウィジェットは通常非表示であることに注目してください。それは前述の設定ウィジェットを使用して表示することができます。

7. キューとは何か？

多くのメールシステムでは、全てのメッセージが格納される受信ファイルに流し込むのが普通です。新しいメッセージはその受信ファイルの最後に追加されます。メール・クライアント・プログラムはメールの読み書きに使用され、この受信ファイルを読み、ユーザにコンテンツを表示します。

多くのメッセージを格納することもできるので、OTRSでのキューは多少受信ボックスと比較できます。キューにはさらに受信ボックスのメール・ファイル以上の特徴があります。OTRS担当者あるいはユーザとして、チケットがどのキューに格納されているかを記憶しておく必要があります。担当者は、キューにあるチケットを開き編集することができ、あるキューから別のキューに移動することもできます。しかし、なぜチケットを移動させるのでしょうか。

それについてより実践的な説明するために、example of a ticket systemで述べたマックスの会社の例を思い出しましょう。マックスは彼のチームがビデオテープレコーダーを買う会社取引先のサポートをよりよく管理することを可能にするためにOTRSをインストールしました。

全てのリクエストを持つ1つのキューは、この状況にとって十分です。しかし、マックスがさらにいくつかDVDレコーダーを売ること決定後は、顧客は、ビデオテープレコーダーだけでなく新製品に関する質問をします。より多くのEメールがマックスのOTRSの単一のキューに入り、起こっていることの明瞭な事態を把握することは難しくなります。

マックスは、サポート・システムを再構成することを決定し、2つの新しいキューを追加します。したがって、これで3つのキューが使用されていることとなります。チケットシステムに到着する新しいメッセージは、古いキュー「未対応(raw)」へ格納されます。2つの新しいキューのうち、1つ「ビデオテープレコーダー」はもっぱらビデオテープレコーダーのリクエスト用、もう一方の「dvdレコーダー」はもっぱらdvdレコーダーのリクエスト用です。

マックスはサンドラに未対応キューを注視し、顧客の要求に応じてメッセージを「ビデオレコーダ」キューまたは「dvdレコーダ」キューにソート（送る）します。

OTRSは、ユーザ、グループおよび役割のためのアクセス管理をサポートします。いくつかのユーザアカウントにのみアクセス可能なキューを設定することも簡単です。マックスは、さらにフィルタ・ルールで、リクエストを異なるキューに入れる別の方法を使用することができました。そうでなければ、2つの異なるメールアドレスが使用される場合、サンドラは単に自動的に送信できない2つの他のキューへそれらの電子メールを送信しなければなりません。

異なるキューへの受信メッセージをソートすることは、サポート・システムを組み立てて、かつ整然としておくのを助けます。担当者はキュー上の異なるアクセス権を持つ異なるグループへ配置されるので、システムはさらに最適化することができます。キューは、ワークフロー・プロセスを定義するかあるいは会社の構造を作るために使用することができます。マックスは例えば、「要求、オファー、注文、請求」等を含む「販売」と呼ばれる別のキューを実行することができました。マックスにとってそのようなキュー構造は、注文処理を最適化するのを助けることができました。

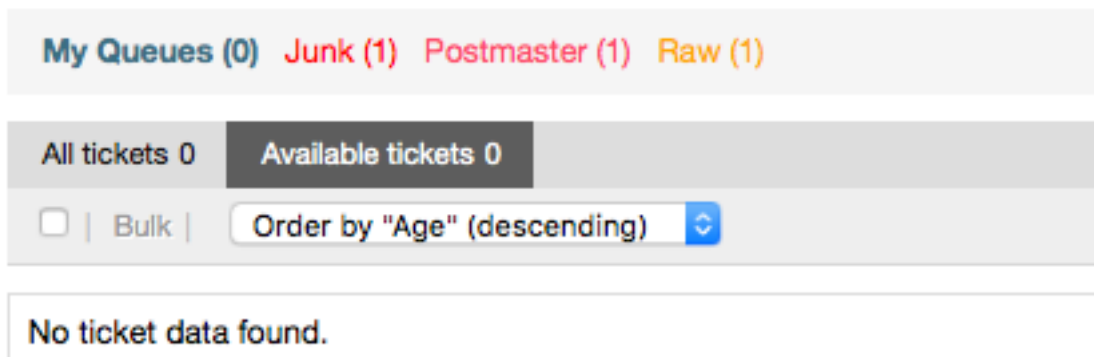
キューの適切なデザインを通してのような改善されたシステム構造により、重要な時間および原価の削減につなげることができます。キューは、会社の中のプロセスを最適化するのを支援することができます。

8. キュー概要とは何か？

キュー概要は（チケットが表示され、読み書き権限を持つユーザに対する）全てのキューの一覧を提供します。

図3.10 担当者用キュー・ビュー（デフォルト）

QueueView: My Queues



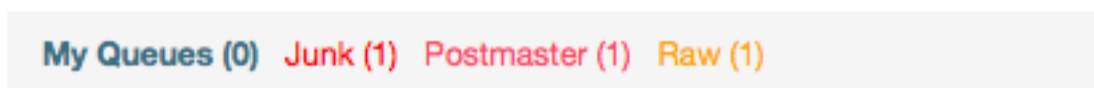
The queue overview offers a variety of options for daily work with OTRS. The first of these is the My Queue. In the Agent Preferences, or when administering agents, a set of queues can be defined for which the agent has been assigned to work within. All the tickets will appear in this default view, when accessing the Tickets -> Queue View menu.

キュー・ビューによって提供される 2 番目のオプションは、個別のキューと作業すべきチケット含むサブ・キューにドリルダウンするナビゲーションです。

In both of the view types, the user also has the added ability to see either all unlocked tickets (this is the default filter), or the user can then choose to view all available tickets. Tickets must be in one of the viewable state types to be shown in the queue view. Per default, these are 'open, new, pending reminder, pending auto'.

ユーザ補助のための視覚アラームがあります。

図3.11 担当者キュー・ビュー視覚アラーム



視覚アラーム

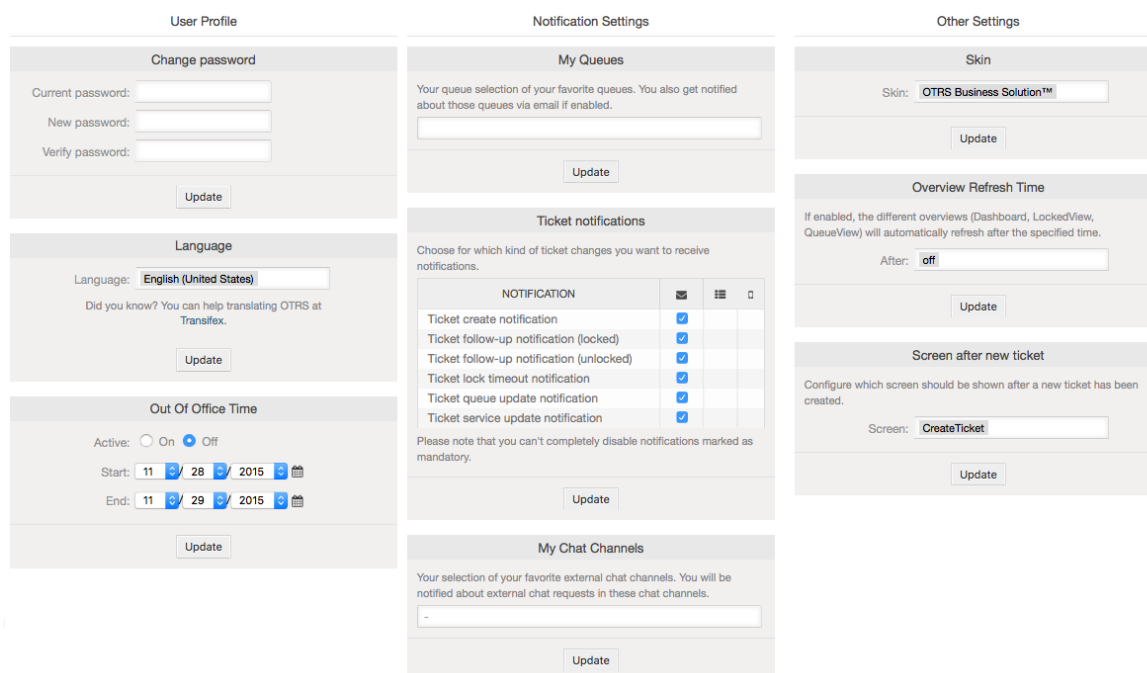
- **ハイライト 時間 1** : 未対応のチケットを含んでいるハイライトされたキューに対して、数分(第1のレベル)の時間をセットします。「未対応」キューの中で上部に表示されます。
- **ハイライト 時間 2** : 未対応のチケットを含んでいるハイライトされたキューに対して、数分(第2のレベル)の時間をセットします。「ポストマスター」キューの中で上部に表示されます。
- **点滅** : 最も古いチケットを含んでいるキューの明滅するメカニズムを活性化します。すべてのブラウザでサポートされているわけではありません。その場合「ジャンク」キューの上部に赤色で見えます。
- **太字** : 現在のキューは「マイキュー」の上部に太字で見えます。

9. ユーザー設定

OTRS users such as customers, agents and the OTRS administrator can configure their account preferences as per their needs. Agent can access the configuration screen by

clicking on their login name at the top right corner of the web interface (see figure below), and customers must click on the "Preferences" link (see figure below).

☒ 3.12 Agent's personal preferences



The screenshot shows the 'Agent's personal preferences' page, which is organized into three main columns:

- User Profile:**
 - Change password:** Fields for Current password, New password, and Verify password, with an 'Update' button.
 - Language:** A dropdown menu set to 'English (United States)', a note about translation help, and an 'Update' button.
 - Out Of Office Time:** Radio buttons for 'Active' (Off) and 'Inactive' (On), and date pickers for 'Start' (11/28/2015) and 'End' (11/29/2015), with an 'Update' button.
- Notification Settings:**
 - My Queues:** A text input field for selecting favorite queues, with an 'Update' button.
 - Ticket notifications:** A table to select notification types.

NOTIFICATION	✉	☰	☐
Ticket create notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket follow-up notification (locked)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket follow-up notification (unlocked)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket lock timeout notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket queue update notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket service update notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 - My Chat Channels:** A text input field for selecting favorite external chat channels, with an 'Update' button.
- Other Settings:**
 - Skin:** A dropdown menu set to 'OTRS Business Solution™', with an 'Update' button.
 - Overview Refresh Time:** A text input field set to 'off', with an 'Update' button.
 - Screen after new ticket:** A text input field set to 'CreateTicket', with an 'Update' button.

An agent can configure 3 different categories of preferences: user profile, email settings, and other settings. The default possibilities are:

ユーザ・プロフィール

- 現在のパスワードを変更
- インターフェイス言語を変更
- 業務外時間を活性化し構成
- フロントエンド・テーマを変更

通知設定

- 「マイキュー」でモニターしたいキューを選択
- Select the services you want to monitor in "My Services".
- Configure which ticket notifications you want to receive (per transport method).

その他の設定

- フロントエンド・スキンを変更
- Set the refresh period for the overviews (Dashboard, Queue View, etc.).
- チケット作成後表示する画面を設定

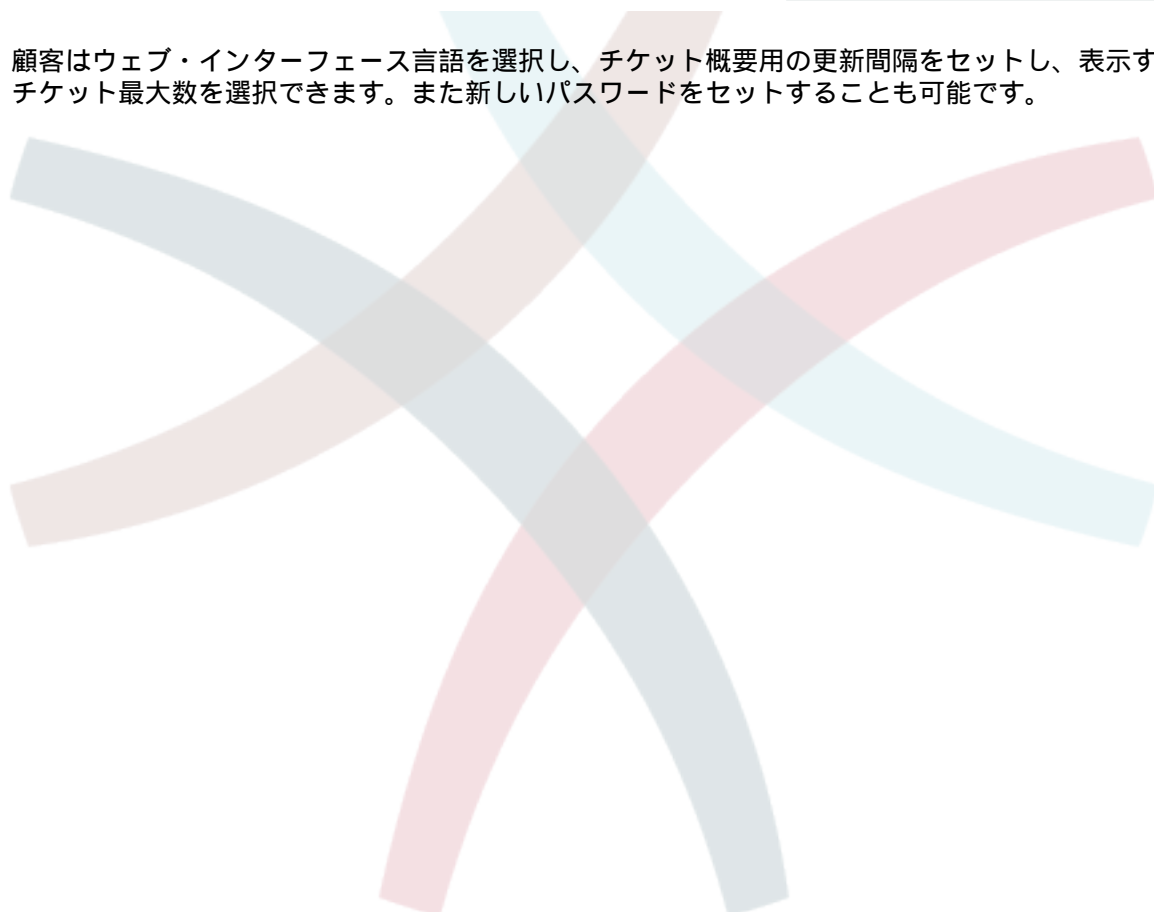
☒ 3.13 Customer's personal preferences

Example Company

Tickets

Interface language Language: <input type="text" value="English (United States)"/> <input type="button" value="Update"/>	Ticket overview Refresh interval: <input type="text" value="off"/> <input type="button" value="Update"/>
Number of displayed tickets Tickets per page: <input type="text" value="25"/> <input type="button" value="Update"/>	Change password Current password: <input type="text"/> New password: <input type="text"/> Verify password: <input type="text"/> <input type="button" value="Update"/>

顧客はウェブ・インターフェース言語を選択し、チケット概要用の更新間隔をセットし、表示するチケット最大数を選択できます。また新しいパスワードをセットすることも可能です。



第4章 管理

1. The Administration Area of OTRS

1.1. 基礎

次のシステム構成セッティングは、OTRS管理者が、OTRSウェブインターフェースの管理者ページへのアクセスをすることで利用可能です。それにより可能なことは、担当者、顧客、そしてキューの追加。チケットとEメールの構成、FAQやITSMなどさらに多くの追加のパッケージをインストールすることです。

Agents who are members of the *admin* group can access the Admin area by clicking the *Admin* link in the navigation bar (see figure below). Agents without sufficiently elevated access rights will not be able to access this link.

☒ 4.1 OTRS Administration Overview Screen

Agent Management Agents Create and manage agents. Agents <-> Groups Link agents to groups. Agents <-> Roles Link agents to roles. Groups Create and manage groups. Roles Create and manage roles. Roles <-> Groups Link roles to groups.	Customer Management Customer User Create and manage customer users. Customer User <-> Groups Link customer user to groups. Customers Create and manage customers. Customer User <-> Services Link customer user to services.	Email Settings PostMaster Mail Accounts Manage POP3 or IMAP accounts to fetch email from. PostMaster Filters Filter incoming emails. Email Addresses Set sender email addresses for this system. S/MIME Certificates Manage S/MIME certificates for email encryption. PGP Keys Manage PGP keys for email encryption.
Queue Settings Queues Create and manage queues. Templates <-> Queues Link templates to queues. Auto Responses <-> Queues Link queues to auto responses. Attachments <-> Templates Link attachments to templates. Signatures Create and manage signatures. Templates Create and manage templates. Auto Responses Create and manage responses that are automatically sent. Attachments Create and manage attachments. Salutations Create and manage salutations.	Ticket Settings Ticket Notifications Create and manage ticket notifications. Access Control Lists (ACL) Configure and manage ACLs. Priorities Create and manage ticket priorities. Dynamic Fields Create and manage dynamic fields. Types Create and manage ticket types. States Create and manage ticket states. Services Create and manage services. Service Level Agreements Create and manage Service Level Agreements (SLAs).	System Administration Online Admin Manual GenericAgent Manage tasks triggered by event or time based execution. OTRS Business Solution™ Deploy and manage OTRS Business Solution™. Cloud Services Manage OTRS Group cloud services. Session Management Manage existing sessions. Performance Log View performance benchmark results. SQL Box Execute SQL statements. SysConfig Edit the system configuration settings. Package Manager Update and extend your system with software packages. System Registration Manage system registration. Support Data Collector Manage support data. Admin Notification Send notifications to users. System Maintenance Schedule a maintenance period. System Log View system log messages. Process Management Configure Processes. Web Services Create and manage web services. Chat Channel Create and manage chat channels.

1.2. 担当者、グループおよび役割

1.2.1. 担当者

By clicking the link *Agents*, you get access to the agent management screen of OTRS (see figure below). Administrators can add, change or deactivate agent accounts. Furthermore they can also manage agent preferences, including the language and notification settings for the individual agent's interface.

注記

OTRSの担当者アカウントは非活性化されますが、ここでは削除はされません。非活性化は無効または無効-暫定のフラグを有効にセットすることで実施されます。

図4.2 担当者管理

Agent Management

Actions

Wildcards like "*" are allowed.

Hint

Agents will be needed to handle tickets.
 Attention: Don't forget to add a new agent to groups and/or roles!

List

USERNAME	NAME	EMAIL	LAST LOGIN	VALIDITY	CHANGED	CREATED
carlos.garcia	Carlos Garcia	carlos.garcia@mycompany...	11/26/2015 12:10	valid	11/25/2015 13:25	11/25/2015 13:25
carlos.rodriguez	Carlos Rodriguez	carlos.rodriguez@mycomp...		valid	11/25/2015 13:25	11/25/2015 13:25
dennis.schmelter	Dennis Schmelter	dennis.schmelter@mycomp...		valid	11/25/2015 13:25	11/25/2015 13:25
dominik.klein	Dominik Klein	dominik.klein@mycompany...		valid	11/25/2015 13:25	11/25/2015 13:25
jan.steinweg	Jan Steinweg	jan.steinweg@mycompany.com		valid	11/25/2015 13:25	11/25/2015 13:25
jens.pfeifer	Jens Pfeifer	jens.pfeifer@mycompany.com		valid	11/25/2015 13:25	11/25/2015 13:25
manuel.hecht	Manuel Hecht	manuel.hecht@mycompany.com		valid	11/25/2015 13:25	11/25/2015 13:25
marc.bonsels	Marc Bonsels	marc.bonsels@mycompany.com		valid	11/25/2015 13:25	11/25/2015 13:25
marco.buchholz	Marco Buchholz	marco.buchholz@mycompan...		valid	11/25/2015 13:25	11/25/2015 13:25
martin.gruner	Martin Gruner	martin.gruner@mycompany...		valid	11/25/2015 13:25	11/25/2015 13:25
oliver.rottges	Oliver Rottges	oliver.rottges@mycompan...		valid	11/25/2015 13:25	11/25/2015 13:25
patrick.brischler	Patrick Brischler	patrick.brischler@mycom...		valid	11/25/2015 13:25	11/25/2015 13:25
root@localhost	Admin OTRS	root@localhost	11/26/2015 11:58	valid	11/25/2015 13:25	11/25/2015 13:25
udo.bretz	Udo Bretz	udo.bretz@mycompany.com		valid	11/25/2015 13:25	11/25/2015 13:25

担当者を登録するには図の中で示されるように、「担当者追加」ボタン上のクリックし、必要なデータを入力し、画面の最下部の送信 (Submit) ボタンを押します。

図4.3 Adding a new agent

Agent Management

Actions

Hint

Agents will be needed to handle tickets.
 Attention: Don't forget to add a new agent to groups and/or roles!

Add Agent

Title:

★ Firstname:

★ Lastname:

★ Username:

Password:

Will be auto-generated if left empty.

★ Email:

Mobile:

Validity:

Google Authenticator:

Enter your shared secret to enable two factor authentication.

Language:

Out Of Office Time: On Off

Start: / /

End: / /

Skin:

新規担当者アカウントが作成された後、担当者に1つ以上のグループあるいは役割のメンバーを作るべきです。グループと役割に関する情報は本章のグループ と役割のセクションにおいて利用可能です。

1.2.2. グループ

Every agent's account should belong to at least one group or role. In a brand new installation, there are three pre-defined groups available, as shown in Table 4-1.

表4.1 デフォルト・グループは新規のOTRSインストールで利用可能です

グループ	摘要
admin	システムで管理業務を実行することができます。
stats	OTRSのstatsモジュールにアクセスし、統計を生成する資格があります。

グループ	摘要
users	担当者は読み書きの権限を持って、このグループに属し、チケットシステムのすべての機能にアクセスすることができます

注記

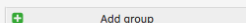
新規OTRSインストールでは、最初はユーザグループにメンバーは存在しません。担当者'root@localhost'はデフォルトでは管理者及び状態グループに属します。

You can access the group management page (see figure below) by clicking the *Groups* link in the admin area.

図4.4 グループ管理

Group Management

Actions

 Add group

Hint

The admin group is to get in the admin area and the stats group to get stats area.
 Create new groups to handle access permissions for different groups of agent (e. g. purchasing department, support department, sales department, ...).
 It's useful for ASP solutions.

List

NAME	COMMENT	VALIDITY	CHANGED	CREATED
admin	Group of all administrators.	valid	11/19/2015 13:25	11/19/2015 13:25
stats	Group for statistics access.	valid	11/19/2015 13:25	11/19/2015 13:25
users	Group for default access.	valid	11/19/2015 13:25	11/19/2015 13:25

注記

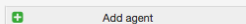
担当者でそうであるように、OTRSグループは非活性化することができますが削除はできません。非活性化は無効または無効-暫定のフラグを有効にセットすることで実施されます。

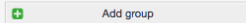
To add an agent to a group, or to change the agents who belong to a group, you can use the link *Agents <-> Groups* from the Admin page (see figure below).

図4.5 Agent <-> group management

Manage Agent-Group Relations

Actions

 Add agent

 Add group

Filter for Agents

Just start typing to filter...

Filter for Groups

Just start typing to filter...

Overview

AGENTS	GROUPS
carlos.garcia (Carlos Garcia)	admin
carlos.rodriguez (Carlos Rodríguez)	stats
dennis.schmelter (Dennis Schmelter)	users
dominik.klein (Dominik Klein)	
jan.steinweg (Jan Steinweg)	
jens.pfeifer (Jens Pfeifer)	
manuel.hecht (Manuel Hecht)	
marc.bonsels (Marc Bonsels)	
marco.buchholz (Marco Buchholz)	
martin.gruner (Martin Gruner)	
oliver.rottges (Oliver Rottges)	
patrick.brischler (Patrick Brischler)	
udo.bretz (Udo Bretz)	

An overview of all groups and agents in the system is displayed on this page. You can also use the available filters to find a specific entity. If you want to change the groups that an agent is a member of, just click on the agent's name (see figure below). To change the agents associated with a group, just click on the group you want to edit (see figure below).

☒ 4.6 Change the groups an agent belongs to

Manage Agent-Group Relations

Actions

Go to overview

Filter

Just start typing to filter...

Change Group Relations for Agent Dominik Klein (dominik.klein)

GROUP	<input type="checkbox"/> CHAT_OBSERVER	<input type="checkbox"/> CHAT_PARTICIPANT	<input type="checkbox"/> CHAT_OWNER	<input type="checkbox"/> RO	<input type="checkbox"/> MOVE_INTO	<input type="checkbox"/> CREATE	<input type="checkbox"/> NOTE	<input type="checkbox"/> OWNER
admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
stats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit or Cancel

Reference

ro
Read only access to the ticket in this group/queue.

move_into
Permissions to move tickets into this group/queue.

create
Permissions to create tickets in this group/queue.

note
Permissions to add notes to tickets in this group/queue.

owner
Permissions to change the owner of tickets in this group/queue.

priority
Permissions to change the ticket priority in this group/queue.

rw
Full read and write access to the tickets in this group/queue.

☒ 4.7 Change the agents that belong to a specific group

Manage Agent-Group Relations

Actions

Go to overview

Filter

Just start typing to filter...

Change Agent Relations for Group users

AGENT	<input type="checkbox"/> CHAT_OBSERVER	<input type="checkbox"/> CHAT_PARTICIPANT	<input type="checkbox"/> CHAT_OWNER	<input type="checkbox"/> RO	<input type="checkbox"/> MOVE_INTO	<input type="checkbox"/> CREATE	<input type="checkbox"/> NOTE	<input type="checkbox"/> OWNER	<input type="checkbox"/> PRIORITY	<input type="checkbox"/> RW
carlos.garcia (Carlos Garcia)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
carlos.rodriguez (Carlos Rodriguez)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dennis.schmelter (Dennis Schmelter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dominik.klein (Dominik Klein)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
jan.steinweg (Jan Steinweg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
jens.pfeifer (Jens Pfeifer)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
manuel.hecht (Manuel Hecht)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
marc.bonsels (Marc Bonsels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
marco.buchholz (Marco Buchholz)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
martin.gruner (Martin Gruner)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
oliver.rottges (Oliver Rottges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
patrick.brischler (Patrick Brischler)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
root@localhost (Admin OTRS)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
udo.bretz (Udo Bretz)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit or Cancel

Each group has a set of rights associated with it, and each group member (agent) may have some combination of these rights for themselves. A list of the permissions / rights is shown in Table 4-2.

表4.2 Rights associated with OTRS groups

権限	摘要
chat_observer	Agents may take part silently in a chat (available in OTRS Business Solution™).
chat_participant	Agents may normally participate in a chat (available in OTRS Business Solution™).
chat_owner	Agents have full rights for a chat and can accept chat requests (available in OTRS Business Solution™).
ro	このグループのチケット、エントリー、キューへのRead onlyのアクセス

権限	摘要
move into	このグループのエリア、キュー間におけるエンタリーあるいはチケットの移動権限
create	このグループのエリアまたはキュー間におけるエンタリーあるいはチケットの作成権限
owner	このグループのエリアまたはキュー間におけるエンタリーあるいはチケットのオーナーの更新権限
優先度 (priority)	このグループのエリアまたはキュー間におけるエンタリーあるいはチケットの優先度の変更権限
rw	このグループのエリアまたはキュー間におけるエンタリーあるいはチケットのフルのRead/Write権限

注記

By default, the QueueView only lists tickets in queues that an agent has *rw* access to, i.e., the tickets the agent needs to work on. If you want to change this behaviour, you can set `Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets` to Yes.

すべての利用可能なパーミッションはデフォルトで表示されるとは限りません。これらの追加のパーミッションは加えることができます。

表4.3 追加の許可グループ

権限	摘要
stats	stats(統計)ページにアクセス権を与えます。
bounce (返送)	Eメールメッセージを送り返す権限 (チケットズームの返送ボタンで)。
compose (作成)	チケットに対する回答を作成する権限。
customer (顧客)	チケットの顧客を変更する権限。
forward (転送)	メッセージを転送する権限(転送ボタンで)。
pending (保留)	チケットを保留にする権限。
phone (電話)	チケットに通話を追加する権限。
responsible (責任者)	チケットに対する責任担当者を変更する権限。

注記

権限の変更はSystem::Permissionから変更可能です

1.2.3. 役割

Roles:"役割"は、強力な機能で、それにより非常にシンプルかつ迅速に多くの担当者のアクセス権を管理できます。それらは、多くの担当者、グループおよびキューを抱える大きく複雑なサポート・システムで特に役立ちます。下記の例でどのようなケースでご利用いただければ良いかを説明します。

あなたのシステムが100人の担当者を持つと仮定します。90 of them with access to a single queue called "support" where all support requests are handled. 単一のキューにアクセスを持つ100人中90人は、全てのサポート依頼を取り扱う「サ

ポート」と呼ばれます。「サポート」キューは複数の副キューを含みます。残りの10人の担当者は、システムの全てのキューへアクセスする許可を持っています。この10人の担当者は、チケットを発行し、未対応のキューを見て、「ジャンク」キューへスパム・メッセージを移動させます。

その会社は、何らかの製品を販売する新規部署を開設します。注文依頼、受注、注文確認あるいは支払などの処理が必要となるでしょう。そして、会社の担当者うちの数人は、OTRSを使用して、これを行うこととなります。異なる担当者は、生成される新規のキューへのアクセスを得なければいけません。

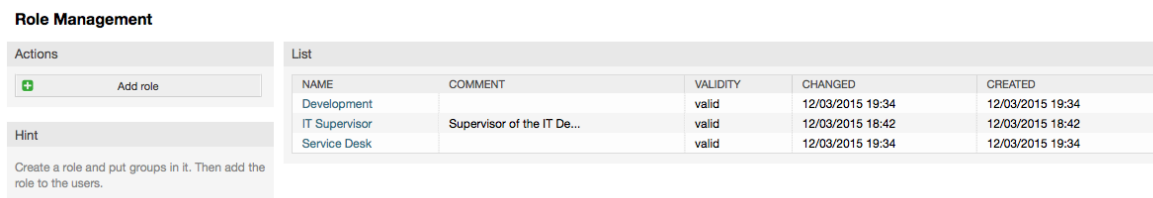
個々の担当者のためにアクセス権を手動で変更するのに長い時間がかかるので、異なるアクセスレベルを定義する“役割”を作成することができます。その後、担当者は、自動的に修正済のアクセス権を持つことにより、1つ以上の役割に加えることができます。新規担当者アカウントが作成される場合、さらに、このアカウントを1つ以上の役割に加えることは可能です。

注記

Roles are really useful when dealing with complex organizations and when maintaining larger OTRS installations. Proper care is advised though. Mixing Agent to Group with Agent to Role mappings can make for a complex access control scheme, that is difficult to understand and maintain. If you wish to use only roles and disable the Agents <-> Groups option in the Admin area, you can do so by modifying the Frontend::Module###AdminUserGroup in the SysConfig. Be aware that this won't remove already existing Agents to Group assignments!

You can access the role management section (see figure below) by clicking the *Roles* link on the Admin page.

図4.8 役割管理



Role Management

Actions:

Hint: Create a role and put groups in it. Then add the role to the users.

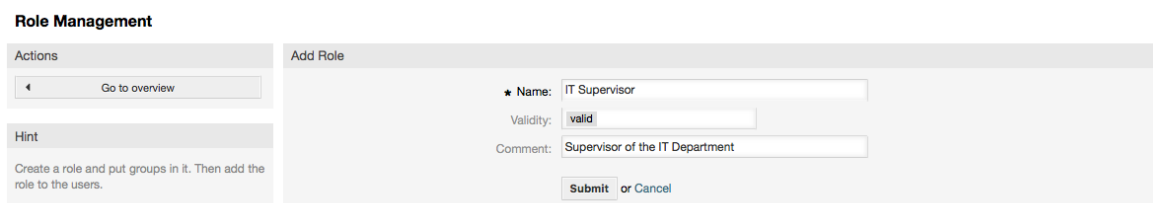
NAME	COMMENT	VALIDITY	CHANGED	CREATED
Development		valid	12/03/2015 19:34	12/03/2015 19:34
IT Supervisor	Supervisor of the IT De...	valid	12/03/2015 18:42	12/03/2015 18:42
Service Desk		valid	12/03/2015 19:34	12/03/2015 19:34

注記

担当者とグループでそうであったように、いったん作成された役割は、非活性化することができるが削除することができません。非活性化するためには、有効オプションで「無効」あるいは「無効-暫定」にセットするします。

An overview of all roles in the system is displayed. To edit a role's settings, click on the role's name. In a fresh new OTRS installation, there are no roles defined by default. To register one, click on the "Add role" button, provide the needed data and submit it (see figure below).

図4.9 Adding a new role



Role Management

Actions:

Hint: Create a role and put groups in it. Then add the role to the users.

Add Role

★ Name:

Validity:

Comment:

or

To get an overview of all roles and agents in the system, click on the link Roles <-> Agents on the Admin page. You can also use filters to find a specific element. If you want to change the roles associated with an agent, just click on the agent's name (see figure below). To change the agents associated with a role, click on the role you want to edit (see figure below).

☒ 4.10 Change the roles associated with an agent

Manage Role-Agent Relations

Actions

Filter

Change Role Relations for Agent Jan Steinweg (jan.steinweg)

ROLE	<input type="checkbox"/> ACTIVE
Development	<input checked="" type="checkbox"/>
IT Supervisor	<input type="checkbox"/>
Service Desk	<input type="checkbox"/>

or

☒ 4.11 Change the agents associated with a specific role

Manage Role-Agent Relations

Actions

Filter

Change Agent Relations for Role Development

AGENT	<input checked="" type="checkbox"/> ACTIVE
carlos.garcia (Carlos Garcia)	<input checked="" type="checkbox"/>
carlos.rodriguez (Carlos Rodríguez)	<input checked="" type="checkbox"/>
dennis.schmelter (Dennis Schmelter)	<input checked="" type="checkbox"/>
dominik.klein (Dominik Klein)	<input checked="" type="checkbox"/>
jan.steinweg (Jan Steinweg)	<input checked="" type="checkbox"/>
jens.pfeifer (Jens Pfeifer)	<input checked="" type="checkbox"/>
manuel.hecht (Manuel Hecht)	<input checked="" type="checkbox"/>
marc.bonsels (Marc Bonsels)	<input checked="" type="checkbox"/>
marco.buchholz (Marco Buchholz)	<input checked="" type="checkbox"/>
martin.gruner (Martin Gruner)	<input checked="" type="checkbox"/>
oliver.rottges (Oliver Rottges)	<input checked="" type="checkbox"/>
patrick.brischler (Patrick Brischler)	<input checked="" type="checkbox"/>
udo.bretz (Udo Bretz)	<input checked="" type="checkbox"/>

or

システムでのすべての役割およびグループの概要を得るためには、管理者ページのリンク・役割<->グループをクリックしてください。☒で表示されたと同様の画面が見えることでしょう。さらに、特定のエンティティ（実体）を見つけるためにフィルタを使用することができます。

☒ 4.12 Manage roles-groups relations

Manage Role-Group Relations

Filter for Roles

Filter for Groups

Overview

ROLES	GROUPS
Development	admin
IT Supervisor	stats
Service Desk	users

To define the different access rights for a role, click on the name of a role or a group (see below the Figures 4.13 and 4.14, respectively).

4.13 Change group relations for a role

Manage Role-Group Relations

Actions

Go to overview

Filter

Just start typing to filter...

Hint

Select the role:group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the role).

Change Group Relations for Role Service Desk

GROUP	<input type="checkbox"/> CHAT_OBSERVER	<input type="checkbox"/> CHAT_PARTICIPANT	<input type="checkbox"/> CHAT_OWNER	<input type="checkbox"/> RO	<input type="checkbox"/> MOVE_INTO	<input type="checkbox"/> CREATE	<input type="checkbox"/> NOTE	<input type="checkbox"/> OWNER	<input type="checkbox"/> PRIORITY
admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
stats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit or Cancel

Reference

ro
Read only access to the ticket in this group/queue.

move_into
Permissions to move tickets into this group/queue.

create
Permissions to create tickets in this group/queue.

note
Permissions to add notes to tickets in this group/queue.

owner
Permissions to change the owner of tickets in this group/queue.

priority
Permissions to change the ticket priority in this group/queue.

rw
Full read and write access to the tickets in this group/queue.

4.14 Change role relations for a group

Manage Role-Group Relations

Actions

Go to overview

Filter

Just start typing to filter...

Hint

Select the role:group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the role).

Change Role Relations for Group stats

ROLE	<input type="checkbox"/> CHAT_OBSERVER	<input type="checkbox"/> CHAT_PARTICIPANT	<input type="checkbox"/> CHAT_OWNER	<input type="checkbox"/> RO	<input type="checkbox"/> MOVE_INTO	<input type="checkbox"/> CREATE	<input type="checkbox"/> NOTE	<input type="checkbox"/> OWNER	<input type="checkbox"/> PRIORITY
Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit or Cancel

Reference

ro
Read only access to the ticket in this group/queue.

move_into
Permissions to move tickets into this group/queue.

create
Permissions to create tickets in this group/queue.

note
Permissions to add notes to tickets in this group/queue.

owner
Permissions to change the owner of tickets in this group/queue.

priority
Permissions to change the ticket priority in this group/queue.

rw
Full read and write access to the tickets in this group/queue.

1.3. 顧客および顧客グループ

1.3.1. 顧客

OTRS supports different types of users. Using the link "Customers" (via the navigation bar, or the Admin page), you can manage the accounts of your customers (see figure below), who can log into the system via the Customers interface (customer.pl). Through this interface, your customers can not only create tickets but also review their past tickets for new updates. It is important to know that a customer is needed for the ticket history in the system.

図4.15 顧客管理

Customer User Management

Actions

Wildcards like "*" are allowed.

Database Backend

Hint

Customer user are needed to have a customer history and to login via customer panel.

List

USERNAME	NAME	EMAIL	CUSTOMERID	LAST LOGIN	VALIDITY
han.solo	Mr. Han Solo	han.solo@testcustomer.com	SWVII		valid
kylo.ren	Mr. Kylo Ren	kylo.ren@testcustomer.com	SWVII		valid
luke.skywalker	Mr. Luke Skywalker	luke.skywalker@testcustomer.com	SWVII		valid
poe.dameron	Mr. Poe Dameron	poe.dameron@testcustomer.com	SWVII		valid

登録した顧客を検索し顧客名をクリックすることで設定を編集できます。顧客のバックエンドを変更することもできます。詳細は外部バックエンドの章を参照下さい。

To create a new customer account, click on the "Add customer" button (see figure below). Some of the fields are mandatory, i.e., they have to contain values, so if you leave one of those empty, it will be highlighted in red.

図4.16 Adding a customer

Customer User Management

Actions

Go to overview

Back to search results

Hint

Customer user are needed to have a customer history and to login via customer panel.

Add Customer User

Title: Mr.

* Firstname: Han

* Lastname: Solo

* Username: han.solo

Password:

* Email: han.solo@testcustomer.com

* CustomerID: SWVII han.solo@testcustomer.com

Phone:

Fax:

Mobile:

Street:

Zip:

City:

Country:

Comment:

* Valid: valid

Interface language: English (United States)

顧客はそれらのユーザー名とパスワードの提供されることでシステムにアクセスすることができます。CustomerIDはユーザと関連チケットを識別するためにシステムによって必要です。メール・アドレスがユニークな値であるので、それはIDとして使用することができます。

注記

担当者、グループおよび役割でそうであったように、顧客は、システムから削除されません。単に、有効オプションが無効または無効-暫定に設定されることで非活性化されるだけです。

1.3.2. 顧客グループ

顧客ユーザもグループに加えることができます。1つあるいは少数のキューへのアクセスと同じ会社の顧客を加えたい場合は、役立つでしょう。まず、グループ管理モジュールによって、あなたの顧客が属するグループを作ってください。次に、キューを加えて、キューに新規グループを選んでください。

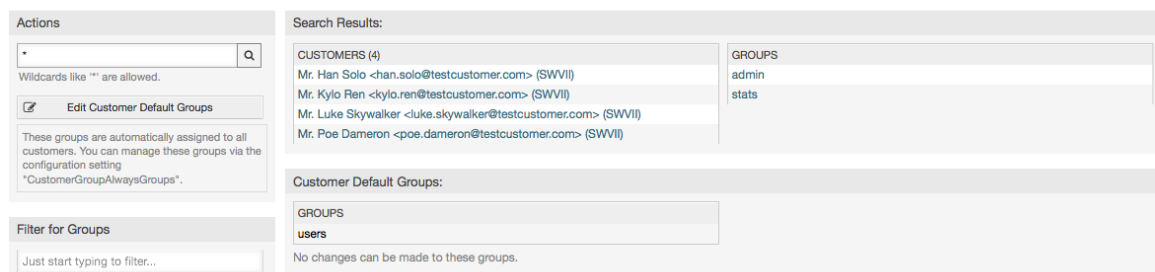
The next step is to activate the customer group support. This can be done with the configuration parameter CustomerGroupSupport, from the Admin SysConfig option. Using the parameter CustomerGroupAlwaysGroups, you can specify the default groups for a

newly added customer, so that every new account will be automatically added to these groups.

Through the link "Customers <-> Groups" you can manage which customer shall belong to the different groups (see figure below).

図4.17 Customer-Group relations management

Manage Customer-Group Relations



Actions

Wildcards like "*" are allowed.

Edit Customer Default Groups

These groups are automatically assigned to all customers. You can manage these groups via the configuration setting "CustomerGroupAlwaysGroups".

Filter for Groups

Just start typing to filter...

Search Results:

CUSTOMERS (4)	GROUPS
Mr. Han Solo <han.solo@testcustomer.com> (SWVII)	admin
Mr. Kylo Ren <kylo.ren@testcustomer.com> (SWVII)	stats
Mr. Luke Skywalker <luke.skywalker@testcustomer.com> (SWVII)	
Mr. Poe Dameron <poe.dameron@testcustomer.com> (SWVII)	

Customer Default Groups:

GROUPS

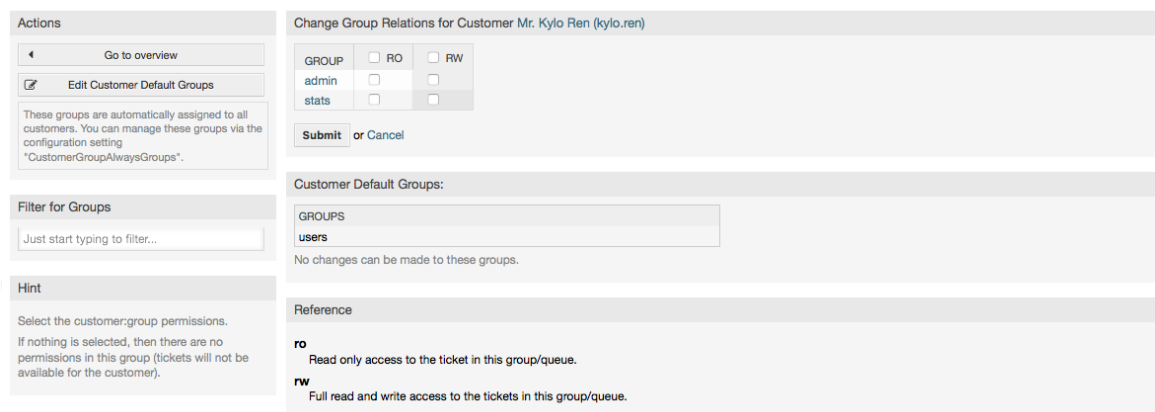
users

No changes can be made to these groups.

To define the different groups a customer should be part of and vice versa, click on the corresponding customer username or group (see below the Figures 4.18 and 4.19, respectively).

図4.18 顧客用グループ関係の変更

Manage Customer-Group Relations



Actions

Go to overview

Edit Customer Default Groups

These groups are automatically assigned to all customers. You can manage these groups via the configuration setting "CustomerGroupAlwaysGroups".

Filter for Groups

Just start typing to filter...

Hint

Select the customer;group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the customer).

Change Group Relations for Customer Mr. Kylo Ren (kylo.ren)

GROUP	<input type="checkbox"/> RO	<input type="checkbox"/> RW
admin	<input type="checkbox"/>	<input type="checkbox"/>
stats	<input type="checkbox"/>	<input type="checkbox"/>

or

Customer Default Groups:

GROUPS

users

No changes can be made to these groups.

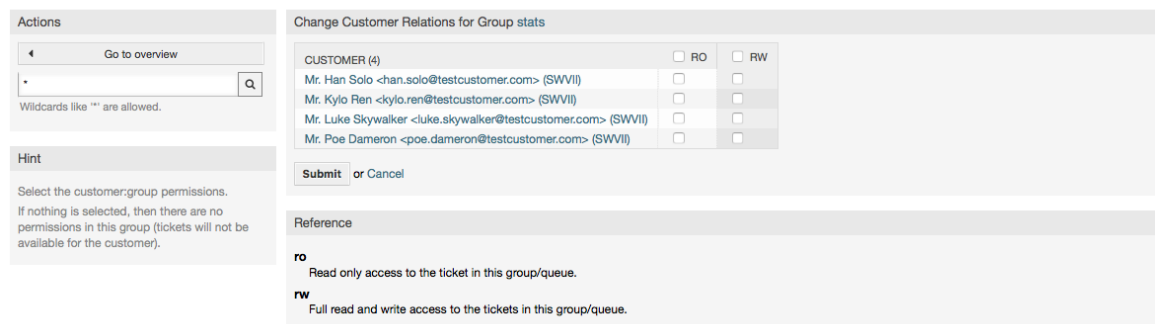
Reference

ro
Read only access to the ticket in this group/queue.

rw
Full read and write access to the tickets in this group/queue.

図4.19 グループのための顧客関係の変更

Manage Customer-Group Relations



Actions

Go to overview

Wildcards like "*" are allowed.

Hint

Select the customer;group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the customer).

Change Customer Relations for Group stats

CUSTOMER (4)	<input type="checkbox"/> RO	<input type="checkbox"/> RW
Mr. Han Solo <han.solo@testcustomer.com> (SWVII)	<input type="checkbox"/>	<input type="checkbox"/>
Mr. Kylo Ren <kylo.ren@testcustomer.com> (SWVII)	<input type="checkbox"/>	<input type="checkbox"/>
Mr. Luke Skywalker <luke.skywalker@testcustomer.com> (SWVII)	<input type="checkbox"/>	<input type="checkbox"/>
Mr. Poe Dameron <poe.dameron@testcustomer.com> (SWVII)	<input type="checkbox"/>	<input type="checkbox"/>

or

Reference

ro
Read only access to the ticket in this group/queue.

rw
Full read and write access to the tickets in this group/queue.

1.4. キュー

Clicking on the link "Queues" of the Admin page, you can manage the queues of your system (see figure below). In a new OTRS installation there are 4 default queues: Raw,

Junk, Misc and Postmaster. All incoming messages will be stored in the "Raw" queue if no filter rules are defined. The "Junk" queue can be used to store spam messages.

図4.20 キュー管理

Manage Queues

Actions:

NAME	GROUP	COMMENT	VALIDITY	CHANGED	CREATED
Junk	users	All junk tickets.	valid	11/19/2015 13:25	11/19/2015 13:25
Misc	users	All misc tickets.	valid	11/19/2015 13:25	11/19/2015 13:25
Postmaster	users	Postmaster queue.	valid	11/19/2015 13:25	11/19/2015 13:25
Raw	users	All default incoming ti...	valid	11/19/2015 13:25	11/19/2015 13:25

Here you can add queues (see figure below) and modify them. You can specify the group that should use the queue. You can also set the queue as a sub-queue of an existing queue.

図4.21 Adding a new queue

Manage Queues

Actions:

Add Queue

★ Name:

Sub-queue of:

★ Group:

Unlock timeout minutes:
0 = no unlock - 24 hours = 1440 minutes - Only business hours are counted.
 If an agent locks a ticket and does not close it before the unlock timeout has passed, the ticket will unlock and will become available for other agents.

Escalation - first response time (minutes): (Notify by:)
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.
 If there is not added a customer contact, either email-external or phone, to a new ticket before the time defined here expires, the ticket is escalated.

Escalation - update time (minutes): (Notify by:)
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.
 If there is an article added, such as a follow-up via email or the customer portal, the escalation update time is reset. If there is no customer contact, either email-external or phone, added to a ticket before the time defined here expires, the ticket is escalated.

Escalation - solution time (minutes): (Notify by:)
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.
 If the ticket is not set to closed before the time defined here expires, the ticket is escalated.

★ Follow up Option:
Specifies if follow up to closed tickets would re-open the ticket, be rejected or lead to a new ticket

キュー用のアンロック・タイムアウトを定義することができます。担当者がチケットをロックし、アンロックタイムアウトが過ぎる前に、それを完了しなければ、チケットが自動的にアンロックされ、他の担当者が継続して利用可能にされます。

キュー・レベルに関連可能な3つのエスカレーション時間設定があります:

エスカレーション - 第1の応答時間

- チケットの生成の後、顧客といかなるコミュニケーションも無く、定義された時間が失効した場合、Eメールであれ電話であれエスカレーションされます。

エスカレーション - 更新時間

- Eメールあるいは顧客ポータル(それはチケットに記録される)のいずれかによって顧客フォローアップがある場合、エスカレーション更新時間はリセットされます。ここで定義された時間が失効するまでに顧客へのコンタクトがない場合、チケットはエスカレーションされます。

エスカレーション - 解決時間

- ここで定義された時間が失効する前にチケットが完了(成功)しなかったら、チケットはエスカレーションされます。

「フォローアップの後のチケット・ロック」により、以下を定義できます。1. 旧チケット・オーナーに対して「ロック」状態にセットすべきチケット。2. 一旦完了してて、再度対応中となった

チケットこれにより以前にそのチケットを扱った担当者が確実にフォローアップ・チケットが処理することができます。

システム・アドレス用のパラメタは、このキューの送信チケットに使用されるメール・アドレスを特定します。Eメール返信のために、挨拶文と署名にキューを関連させることもできます。より多くの詳細情報に関しては、Eメール・アドレス、挨拶文および署名のセクションを参照してください。

注記

担当者でそうであるように、グループ、顧客、キューは削除できません。単に有効オプションを無効にあるいは無効-暫定にする設定によって非活性化するだけです。

1.5. Salutations, Signatures, Attachments and Templates

1.5.1. 挨拶文

A salutation is a text module for a template. Salutations can be linked to one or more queues, as described in the section about queues. A salutation is used only if a ticket from a queue the salutation is linked to, is answered. To manage the different salutations of your system, use the "Salutations" link of the admin area (see figure below).

図4.22 挨拶文管理

Salutation Management						
Actions		List				
<input type="button" value="Add salutation"/>		NAME	COMMENT	VALIDITY	CHANGED	CREATED
		system standard salutation (en)	Standard Salutation.	valid	11/19/2015 13:25	11/19/2015 13:25

デフォルト・インストレーションの後、利用可能な1つの挨拶文が既にあります、「システム標準挨拶文(en)」

To create a new salutation, press the button "Add salutation", provide the required data and submit it (see figure below).

図4.23 Adding a new salutation

Salutation Management	
Actions <input type="button" value="Go to overview"/>	Add Salutation ★ Name: <input type="text" value="Salutation example"/> Salutation: <div style="border: 1px solid #ccc; padding: 5px;"> <p> <input type="button" value="B"/> <input type="button" value="I"/> <input type="button" value="U"/> <input type="button" value="S"/> <input type="button" value="Text"/> <input type="button" value="List"/> <input type="button" value="Link"/> <input type="button" value="Image"/> <input type="button" value="Code"/> <input type="button" value="Source"/> <input type="button" value="Omega"/> <input type="button" value="Print"/> <input type="button" value="Help"/> </p> <p> Hello <OTRS_CUSTOMER_DATA_UserFirstname>, We are working on your ticket <OTRS_TICKET_TicketNumber> </p> </div> ★ Validity: <input type="text" value="valid"/> Comment: <input type="text"/> <input type="button" value="Submit"/> or <input type="button" value="Cancel"/>

挨拶文の中で変数を使用することは可能です。チケットに回答する時、変数名はそれらの値と取り替えられるでしょう。

テンプレートの中で使用することができる異なる変数は、挨拶文画面の下方部分にリストされます。例えばこれを使えば、チケット送信者の姓が変数<OTRS_LAST_NAME> が返信に含まれるでしょう。

注記

他のOTRSの実体のように、挨拶文は削除できません。有効オプションを無効または無効-暫定にすることで不活性化されるだけです。

1.5.2. 署名

Another text module for a template is the signature. Signatures can be linked to a queue, as described in the section about the queues. Please note that a signature will only be appended to a template text, if it has previously been linked to a queue. You can manage the signatures in your system by accessing the "Signatures" link of the Admin page, (see figure below).

図4.24 Signatures management



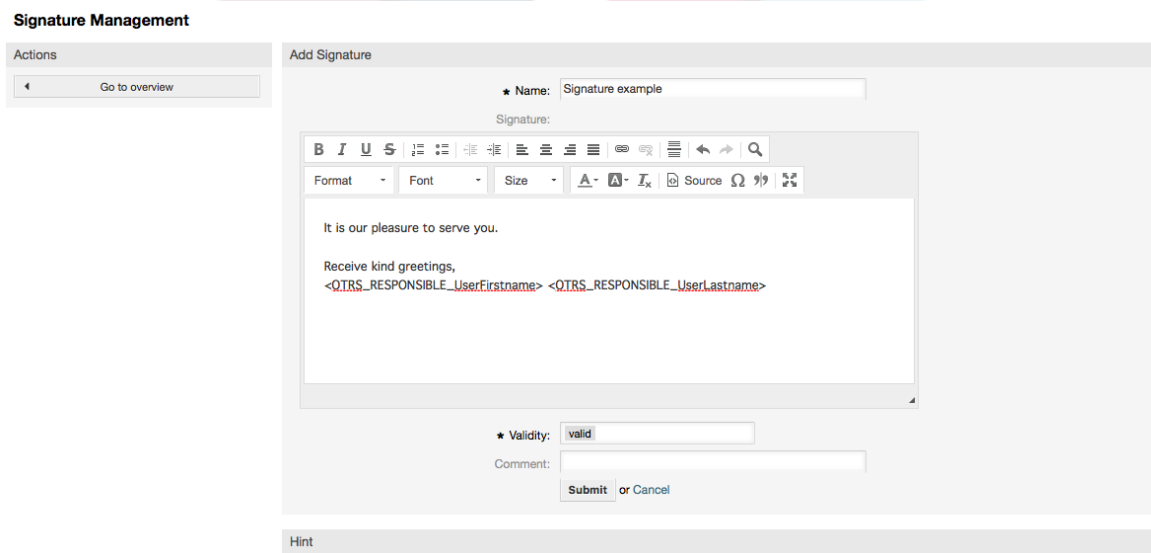
The screenshot shows the 'Signature Management' page. On the left, there is an 'Actions' panel with a green plus icon and a button labeled 'Add signature'. On the right, there is a 'List' table with the following data:

NAME	COMMENT	VALIDITY	CHANGED	CREATED
system standard signature (en)	Standard Signature.	valid	11/19/2015 13:25	11/19/2015 13:25

OTRSの新規インストール後、システムにはあらかじめ定義された署名：「システム標準署名(en)」が存在します。

To create a new signature, press the button "Add signature", provide the needed data and submit it (see figure below).

図4.25 Adding a new signature



The screenshot shows the 'Add Signature' form. It includes a 'Name' field with the value 'Signature example'. Below it is a rich text editor for the 'Signature' content, which contains the text: 'It is our pleasure to serve you. Receive kind greetings, <OTRS_RESPONSIBLE_UserFirstname> <OTRS_RESPONSIBLE_UserLastname>'. There is also a 'Validity' dropdown menu set to 'valid', a 'Comment' text area, and 'Submit' and 'Cancel' buttons. A 'Hint' section is visible at the bottom.

挨拶文のように、署名は、チケットに答える担当者の姓、名のような動的内容を含むことができます。またここで変数は、すべてのチケットに対して署名テキストのコンテンツを代替するために使用することができます。使う変数に関しては署名画面の下部をご覧ください。あなたが署名に例えば可変<OTRS_LAST_NAME>を含めば、チケットに答える担当者の姓は変数を代替します。

注記

挨拶文でもそうであるように、署名も削除できません。有効オプションを無効または無効-一時的に設定してのみ非活性化することができます。

1.5.3. 添付

さらに、任意に1つ以上の添付をテンプレートに加えることができます。テンプレートが選択されていれば、添付はメッセージ作成ウィンドウに付けられるでしょう。必要ならば、担当者は顧客のもとへそれを送る前に個々のテンプレートから添付を取り除くことができます。

Through the "Attachment" link of the Admin page, you can load the attachments into the database of the system (see figure below).

図4.26 Attachments management

Attachment Management

Actions

List

NAME	FILENAME	COMMENT	VALIDITY	CHANGED	CREATED	DELETE
Sample One	mar.jpg		valid	12/03/2015 18:59	12/03/2015 18:59	<input type="button" value="🗑️"/>
Sample Two	download.jpg		valid	12/03/2015 18:59	12/03/2015 18:59	<input type="button" value="🗑️"/>

To create a new attachment, press the button "Add attachment", provide the required data and submit it (see figure below).

図4.27 Adding a new attachment

Attachment Management

Actions

Add Attachment

★ Name:

★ Attachment: No file selected.

★ Validity:

Comment:

or

If an attachment is stored it can be linked to one or more templates. Click on the "Attachment <-> Templates" link of the Admin page (see figure below).

図4.28 添付のテンプレートへのリンク

Manage Templates <-> Attachments Relations

Filter for Templates

Filter for Attachments

Overview

TEMPLATES

- Answer - A new answer
- Answer - empty answer
- Answer - test answer
- Create - Create one
- Forward - Forward one
- Note - Note one

ATTACHMENTS

- Sample One (mar.jpg)
- Sample Two (download.jpg)

To associate different attachments with a specific template and vice versa, click on the corresponding template name or attachment (see below the Figures 4.29 and 4.30, respectively).

図4.29 テンプレート用添付関連の変更

Manage Templates <-> Attachments Relations

Change Attachment Relations for Template Answer - empty answer

Actions

Filter

ATTACHMENT	ACTIVE
Sample One (mar.jpg)	<input type="checkbox"/>
Sample Two (download.jpg)	<input type="checkbox"/>

or

図4.30 添付用テンプレート関連の変更

Manage Templates <-> Attachments Relations

Change Template Relations for Attachment Sample Two

Actions:

Filter:

TEMPLATE	ACTIVE
Answer - A new answer	<input type="checkbox"/>
Answer - empty answer	<input type="checkbox"/>
Answer - test answer	<input type="checkbox"/>
Create - Create one	<input type="checkbox"/>
Forward - Forward one	<input type="checkbox"/>
Note - Note one	<input type="checkbox"/>

or

1.5.4. テンプレート

チケット処理を促進し、かつ返答の外観を標準化するために、OTRSにテンプレートを定義することができます。テンプレートは1つ以上のキューにリンク、および逆リンクも可能です。

OTRSの異なる部分で使用される、異なる種類およびそれらのテンプレートがありますそれらはそれ自身の目的を持っていて、下記は可能なテンプレート・タイプのリストです。:

- 返答 : Answer: チケット・応答として使用されるか返答します。
- 作成 : Create: 新規電話かEメール・チケットの中で使用されます。
- 転送 : Forward: 誰か他の人へ記事を転送するために使用されます。
- 電話 : PhoneCall: 電話の着信および発信画面で使用されます。

電話の受発信画面で使うためには、返答テンプレートは二つの方法でアクセス可能です。ひとつは、記事メニューでのチケット・ズーム画面から。もうひとつ、より素早い方法なら、状態ビューやチケット・ビューのようなチケット概要の大画面から。新規のOTRS導入に関しては、テンプレート「空の答え (empty answer)」がすべてのキューに対してデフォルトでセットされます。

転送テンプレートがキューに割り当てられ加えられるとすぐに、チケット・ズーム中の「転送」ボタン (通常は空のテキスト転送画面に導かれます) は選択コントロールに変化します。ひとつのテンプレートを選択することで「選択」は、転送テンプレートに情報を与えます。転送画面は、テンプレートテキストと添付で事前に情報を与えられ表示されます。(返答テンプレートでの「返答選択ボックス」と同様です。)

タイプ「作成」と「電話」のテンプレートを作成することは、それぞれの画面の中の「テキスト・テンプレート」選択ボックスを見えるようにします。リストにテンプレートを選択することは、「テキスト」と「添付」フィールド (テンプレートで利用可能ならば) にデータを追加することになるでしょう。テキストまたは添付で何からの以前の変更が、テンプレートを選択することで上書きされることに気づいて下さい。

Clicking the "Templates" link on the Admin page brings you to the Template management screen (see figure below).

図4.31 Template management

Manage Templates

Actions:

Filter:

Hint: A template is a default text which helps your agents to write faster tickets, answers or forwards. **Attention:** Don't forget to add new templates to queues.

TYPE	NAME	ATTACHMENTS	COMMENT	VALIDITY	CHANGED	CREATED	DELETE
Answer	A new answer	0		valid	12/03/2015 18:54	12/03/2015 18:54	<input type="button" value="🗑"/>
Answer	empty answer	0		valid	11/19/2015 13:25	11/19/2015 13:25	<input type="button" value="🗑"/>
Answer	test answer	0		valid	11/19/2015 13:25	11/19/2015 13:25	<input type="button" value="🗑"/>
Create	Create one	0		valid	12/03/2015 19:00	12/03/2015 19:00	<input type="button" value="🗑"/>
Forward	Forward one	2		valid	12/03/2015 19:01	12/03/2015 19:01	<input type="button" value="🗑"/>
Note	Note one	0		valid	12/03/2015 19:01	12/03/2015 19:01	<input type="button" value="🗑"/>

図4.35 キューのためのテンプレート関係の変更

Manage Template-Queue Relations

Actions: [Go to overview](#)

Filter:

Change Template Relations for Queue Junk

TEMPLATE	<input type="checkbox"/> ACTIVE
Answer - A new answer	<input type="checkbox"/>
Answer - empty answer	<input checked="" type="checkbox"/>
Answer - test answer	<input type="checkbox"/>
Create - Create one	<input type="checkbox"/>
Forward - Forward one	<input type="checkbox"/>
Note - Note one	<input type="checkbox"/>

or

テンプレートを選択するとき追加の情報がテンプレート・テキストに追加できます。これはテンプレートのタイプに依存します：

しかしながら、「電話」とテンプレートの作成はテンプレート・テキストにいかなるコンテンツも追加しません。新規Eメールチケット画面はキューを追加し、そのキューは解決Eメール本文に署名を割り当てます。（この画面は署名を視覚化するための別のボックスを持ちます。）

返答テンプレートテキストは、選択された時、キューに関連づけられて挨拶文を含みます。

それからテンプレートはのテキスト、それから引用されたチケットのテキスト、そして最後はキューに関連付けられた署名も含みます。

転送テンプレートは返答テンプレートと同様ですが、それらは挨拶文部分を含みません。

1.6. 自動応答

OTRS allows you to send automatic responses to customers based on the occurrence of certain events, such as the creation of a ticket in a specific queue, the receipt of a follow-up message in regards to a ticket, the closure or rejection of a ticket, etc. To manage such responses, click the link "Auto responses" on the Admin page (see figure below).

図4.36 Auto response management

Auto Response Management

Actions:

NAME	TYPE	COMMENT	VALIDITY	CHANGED	CREATED
default follow-up (after a ticket follow-up has been added)	auto follow up		valid	11/19/2015 13:25	11/19/2015 13:25
default reject (after follow-up and rejected of a closed ticket)	auto reject		valid	11/19/2015 13:25	11/19/2015 13:25
default reject/new ticket created (after closed follow-up with new ticket creation)	auto reply/new ticket		valid	11/19/2015 13:25	11/19/2015 13:25
default reply (after new ticket has been created)	auto reply		valid	11/19/2015 13:25	11/19/2015 13:25

To create an automatic response, click on the button "Add auto response", provide the needed data and submit it (see figure below).

図4.37 Adding an auto response

Auto Response Management

Actions

★ Name:

★ Subject:

Response:

B I U S | **Font** | **Size** | **A** | **I_x** | **Source** | **Ω** | **↶** | **↷** | **Q**

Format - Font - Size - A - I_x - Source Ω ↶ ↷ Q

Hello <OTRS_CUSTOMER_REALNAME>:

This is an automatic response for let you know your request is being processed.

You will have news in the next 24 hours.

Thank you!

Your OTRS Team

★ Type:

★ Auto response from:

★ Validity:

Comment:

or

署名と挨拶文でそうであったように、自動応答の件名およびテキストは、変数によって生成することができます。例えば、自動応答の本文に可変<OTRS_CUSTOMER_EMAIL[5]>を挿入すれば、顧客メール・テキストの最初の5行が自動応答に挿入されるでしょう。図示された画面の一番下にて使用することができる有効な変数に関するより多くの詳細を見つけるでしょう。

For every automatic answer, you can specify the event that should trigger it. The system events that are available after a default installation are described in the Table 4-4.

表4.4 Events for auto responses

Name	摘要
自動応答	あるキュー中のチケットの自動返答生成
自動応答/新規チケット	既に完了チケットへの返信。例えば顧客がそのチケットへ返信した場合
自動フォローアップ	チケットに対するフォローアップの受付
自動拒否	システムによって行われたチケットの自動拒否
自動削除	システムによって行われたチケットの削除

注記

他のOTRSの実体と同様に、自動応答も単に非活性化されるだけであり、削除はできません。（有効オプションを無効または無効-暫定に設定することによって）

To add an auto response to a queue, use the "Auto Response <-> Queues" link on the Admin page (see figure below). All system events are listed for every queue, and an auto answer with the same event can be selected or removed via a listbox.

☒ 4.38 Queue <-> auto response relations management

Manage Queue-Auto Response Relations

Filter for Queues <input type="text" value="Just start typing to filter..."/>	Overview <table border="1"> <tr> <th>QUEUES</th> <th>AUTO RESPONSES</th> </tr> <tr> <td>Junk</td> <td>default follow-up (after a ticket follow-up has been added) (auto follow up)</td> </tr> <tr> <td>Misc</td> <td>default reject (after follow-up and rejected of a closed ticket) (auto reject)</td> </tr> <tr> <td>Postmaster</td> <td>default reject/new ticket created (after closed follow-up with new ticket creation) (auto reply/new ticket)</td> </tr> <tr> <td>Raw</td> <td>default reply (after new ticket has been created) (auto reply)</td> </tr> <tr> <td>Support</td> <td></td> </tr> </table>	QUEUES	AUTO RESPONSES	Junk	default follow-up (after a ticket follow-up has been added) (auto follow up)	Misc	default reject (after follow-up and rejected of a closed ticket) (auto reject)	Postmaster	default reject/new ticket created (after closed follow-up with new ticket creation) (auto reply/new ticket)	Raw	default reply (after new ticket has been created) (auto reply)	Support	
QUEUES	AUTO RESPONSES												
Junk	default follow-up (after a ticket follow-up has been added) (auto follow up)												
Misc	default reject (after follow-up and rejected of a closed ticket) (auto reject)												
Postmaster	default reject/new ticket created (after closed follow-up with new ticket creation) (auto reply/new ticket)												
Raw	default reply (after new ticket has been created) (auto reply)												
Support													
Filter for Auto Responses <input type="text" value="Just start typing to filter..."/>													

To define the different auto responses that will be available for a queue, click on the corresponding queue name (see figure below). It is also possible to edit an existing auto response - to do so, click on the response and edit in the same manner as editing a new auto response.

☒ 4.39 Change auto response relations for a queue

Manage Queue-Auto Response Relations

Filter for Queues <input type="text" value="Just start typing to filter..."/>	Overview <table border="1"> <tr> <th>QUEUES</th> <th>AUTO RESPONSES</th> </tr> <tr> <td>Junk</td> <td>default follow-up (after a ticket follow-up has been added) (auto follow up)</td> </tr> <tr> <td>Misc</td> <td>default reject (after follow-up and rejected of a closed ticket) (auto reject)</td> </tr> <tr> <td>Postmaster</td> <td>default reject/new ticket created (after closed follow-up with new ticket creation) (auto reply/new ticket)</td> </tr> <tr> <td>Raw</td> <td>default reply (after new ticket has been created) (auto reply)</td> </tr> </table>	QUEUES	AUTO RESPONSES	Junk	default follow-up (after a ticket follow-up has been added) (auto follow up)	Misc	default reject (after follow-up and rejected of a closed ticket) (auto reject)	Postmaster	default reject/new ticket created (after closed follow-up with new ticket creation) (auto reply/new ticket)	Raw	default reply (after new ticket has been created) (auto reply)
QUEUES	AUTO RESPONSES										
Junk	default follow-up (after a ticket follow-up has been added) (auto follow up)										
Misc	default reject (after follow-up and rejected of a closed ticket) (auto reject)										
Postmaster	default reject/new ticket created (after closed follow-up with new ticket creation) (auto reply/new ticket)										
Raw	default reply (after new ticket has been created) (auto reply)										
Filter for Auto Responses <input type="text" value="Just start typing to filter..."/>											

1.7. System Email Addresses

To enable OTRS to send emails, you need a valid email address to be used by the system. OTRS is capable of working with multiple email addresses, since many support installations need to use more than one. A queue can be linked to many email addresses, and vice versa. The address used for outgoing messages from a queue can be set when the queue is created. Use the "Email Addresses" link from the Admin page to manage all email addresses of the system (see figure below).

☒ 4.40 System email addresses management

System Email Addresses Management

Actions <input type="button" value="Add system address"/>	List <table border="1"> <thead> <tr> <th>EMAIL ADDRESS</th> <th>DISPLAY NAME</th> <th>QUEUE</th> <th>VALIDITY</th> <th>CHANGED</th> <th>CREATED</th> </tr> </thead> <tbody> <tr> <td>otrs@localhost</td> <td>OTRS System</td> <td>Postmaster</td> <td>valid</td> <td>11/19/2015 13:25</td> <td>11/19/2015 13:25</td> </tr> <tr> <td>postmaster@mycompany.com</td> <td>Postmaster</td> <td>Junk</td> <td>valid</td> <td>01/03/2016 19:16</td> <td>01/03/2016 19:16</td> </tr> <tr> <td>support@mycompany.com</td> <td>Support Team</td> <td>Junk</td> <td>valid</td> <td>01/03/2016 19:15</td> <td>01/03/2016 19:15</td> </tr> </tbody> </table>	EMAIL ADDRESS	DISPLAY NAME	QUEUE	VALIDITY	CHANGED	CREATED	otrs@localhost	OTRS System	Postmaster	valid	11/19/2015 13:25	11/19/2015 13:25	postmaster@mycompany.com	Postmaster	Junk	valid	01/03/2016 19:16	01/03/2016 19:16	support@mycompany.com	Support Team	Junk	valid	01/03/2016 19:15	01/03/2016 19:15
EMAIL ADDRESS	DISPLAY NAME	QUEUE	VALIDITY	CHANGED	CREATED																				
otrs@localhost	OTRS System	Postmaster	valid	11/19/2015 13:25	11/19/2015 13:25																				
postmaster@mycompany.com	Postmaster	Junk	valid	01/03/2016 19:16	01/03/2016 19:16																				
support@mycompany.com	Support Team	Junk	valid	01/03/2016 19:15	01/03/2016 19:15																				
Hint <p>All incoming email with this address in To or Cc will be dispatched to the selected queue.</p>																									

If you create a new mail address (see figure below), you can select the queue or sub queue to be linked with it. This link enables the system to sort incoming messages via the address in the To: field of the mail into the right queue.

☒ 4.41 Adding a system email address

System Email Addresses Management

Actions <input type="button" value="Go to overview"/>	Add System Email Address <p>★ Email address: <input type="text" value="support@mycompany.com"/></p> <p>★ Display name: <input type="text" value="Support"/></p> <p>The display name and email address will be shown on mail you send.</p> <p>★ Queue: <input type="text" value="Junk"/></p> <p>★ Validity: <input type="text" value="valid"/></p> <p>Comment: <input type="text"/></p> <p><input type="button" value="Submit"/> or <input type="button" value="Cancel"/></p>
Hint <p>All incoming email with this address in To or Cc will be dispatched to the selected queue.</p>	

注記

他のOTRSの実体と同様に、Eメール・アドレスも単に非活性化されるだけであり、削除はできません。（有効オプションを無効または無効-暫定に設定することによって）

1.8. チケット通知


OTRS allows ticket notifications to be sent to agents and customers, based on the occurrence of certain events. Agents can customize their ticket notification settings via the preferences link.


Through the "Ticket Notifications" link on the Admin page, you can manage the ticket notifications of your system (see figure below). OTRS comes with a set of predefined notifications that cover a wide range of use cases.

図4.42 Ticket notification management

Ticket Notification Management

Actions

 Add notification


 Export Notifications

Configuration Import








































Here you can upload a configuration file to import Ticket Notifications to your system. The file needs to be in .yaml format as exported by the Ticket Notification module.

No file selected.

Overwrite existing notifications?

 Import Notification configuration

List

NAME	COMMENT	VALIDITY	CHANGED	CREATED	EXPORT	COPY	DELETE
Ticket create notification		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket escalation notification		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket escalation warning notification		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket follow-up notification (locked)		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket follow-up notification (unlocked)		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket lock timeout notification		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket new note notification		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket owner update notification		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket pending reminder notification (locked)		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket pending reminder notification (unlocked)		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket queue update notification		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket responsible update notification		valid	11/19/2015 13:25	11/19/2015 13:25			
Ticket service update notification		valid	11/19/2015 13:25	11/19/2015 13:25			

You can customize many aspects of the notifications. Click on the notification you want to change, and its content will be loaded for editing (see figure below).

☒ 4.43 Customizing a notification

Edit Notification

★ Name:

Comment:

Show in agent preferences:

Agent preferences tooltip:
This message will be shown on the agent preferences screen as a tooltip for this notification.

Validity:

▸ Events

▸ Ticket Filter

▸ Article Filter (Only for ArticleCreate and ArticleSend event)

▸ Recipients

▸ Notification Methods

▼ Notification Text

▼ English (United States)

★ Subject:

★ Text:

B I U S **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺** **☰ ☷ ☹ ☺**

Format Font Size **A** **A** **I** **x** **Source** **Ω** **↶** **↷** **🔍**

Hi <OTRS_NOTIFICATION_RECIPIENT_UserFirstname>,

ticket [<OTRS_CONFIG_TicketHook><OTRS_TICKET_TicketNumber>] has been created in queue <OTRS_TICKET_Queue>.

<OTRS_CUSTOMER_REALNAME> wrote:

<OTRS_CUSTOMER_Body[30]>

You can edit the basic data of this notification such as name and comment, and control if the agents may choose to receive this notification (per transport method). For every language, a subject and body can be added/edited to configure what will actually be sent as the notification content.

Just as with signatures and salutations, it is possible to dynamically create the content of a notification by using special variables. You can find a list of variables at the bottom of the screen.

You can choose which events should trigger this notification, and limit it to tickets which match certain criteria (ticket and/or article filter). This makes it possible to create different notifications for different queues, priorities or other criteria that might be relevant for your system.

The recipients of the notification can be configured according to different criteria (groups, roles, individual agents etc.). All configured recipients will receive the notification.

☒ 4.44 Customizing a notification's recipients

▼ Recipients

Send to:

Send to these agents:

Send to all group members:

Send to all role members:

Send on out of office: Also send if the user is currently out of office.

Once per day: Notify user just once per day about a single ticket using a selected transport.

Additionally, you can specify if the notification should be sent to agents who are out of office, and limit the sending to once per day and ticket (e. g. pending reminder notification).

Notifications can be sent with different notification methods. The "Email" notification method is available in OTRS Free, with **OTRS Business Solution™** you also get the possibility to store and view the notifications in the database (so that no email client is needed to use OTRS) as well as to send them via SMS (e. g. for very important notifications).

☒ 4.45 Customizing notification methods

▼ Notification Methods

These are the possible methods that can be used to send this notification to each of the recipients. Please select at least one method below.

Email

Enable this notification method:

Active by default in agent preferences:
This is the default value for assigned recipient agents who didn't make a choice for this notification in their preferences yet. If the box is enabled, the notification will be sent to such agents.

Additional recipient email addresses:

Notification article type:
An article will be created if the notification is sent to the customer or an additional email address.

Email template:
Use this template to generate the complete email (only for HTML emails).

Enable email security:
PGP and SMIME not enabled.

Email security level:

If signing key/certificate is missing:

If encryption key/certificate is missing:

Web View

Enable this notification method:

Active by default in agent preferences:
This is the default value for assigned recipient agents who didn't make a choice for this notification in their preferences yet. If the box is enabled, the notification will be sent to such agents.

SMS (Short Message Service)

Enable this notification method:

Active by default in agent preferences:
This is the default value for assigned recipient agents who didn't make a choice for this notification in their preferences yet. If the box is enabled, the notification will be sent to such agents.

Recipient SMS numbers:

1.9. S/MIME


OTRS can process incoming S/MIME encoded messages and sign outgoing mails. Before this feature can be used, you need to activate it and change some configuration parameters in the SysConfig.


The "S/MIME Certificates" link on the Admin page allows you to manage your S/MIME certificates (see figure below). You can add or remove certificates, and also search through the SMIME data.

4.46 S/MIME management

S/MIME Management:

Actions

 Add certificate

 Add private key

Filter for certificates

Just start typing to filter...

Hint

To show certificate details click on a certificate icon.
To manage private certificate relations click on a private key icon.

Results

	TYPE	SUBJECT	HASH	FINGERPRINT	CREATE	EXPIRES	DELETE
No data found.							

1.10. PGP鍵


OTRS handles PGP keys, which allows you to encrypt/decrypt messages and to sign outgoing messages. Before this feature can be used, you need to activate it and change some configuration parameters in the SysConfig.

Through the "PGP Keys" link on the Admin page, it is possible to manage the key ring of the user who shall be used for PGP with OTRS (see figure below), e.g. the local OTRS user or the web server user. It is possible to add and remove keys and signatures, and you can search through all data in your key ring.

4.47 PGP management

PGP Management

Actions

 Add PGP key

Hint

In this way you can directly edit the keyring configured in SysConfig.
Description: Introduction to PGP

Result

	TYPE	STATUS	IDENTIFIER	BIT	KEY	FINGERPRINT	CREATED	EXPIRES	DELETE
No data found.									


1.11. 状態

Through the "States" link on the Admin page, you can manage the different ticket states you want to use in the system (see figure below).

4.48 State management

State Management

Actions

 Add state

Hint

Attention: Please also update the states in SysConfig where needed.
See also: <http://otrs.github.io/doc>

List

NAME	TYPE	COMMENT	VALIDITY	CHANGED	CREATED
closed successful	closed	Ticket is closed ...	valid	11/19/2015 13:25	11/19/2015 13:25
closed unsuccessful	closed	Ticket is closed ...	valid	11/19/2015 13:25	11/19/2015 13:25
merged	merged	State for merged ...	valid	11/19/2015 13:25	11/19/2015 13:25
new	new	New ticket create...	valid	11/19/2015 13:25	11/19/2015 13:25
open	open	Open tickets.	valid	11/19/2015 13:25	11/19/2015 13:25
pending auto close+	pending auto	Ticket is pending...	valid	11/19/2015 13:25	11/19/2015 13:25
pending auto close-	pending auto	Ticket is pending...	valid	11/19/2015 13:25	11/19/2015 13:25
pending reminder	pending reminder	Ticket is pending...	valid	11/19/2015 13:25	11/19/2015 13:25
removed	removed	Customer removed ...	valid	11/19/2015 13:25	11/19/2015 13:25

デフォルトの開始後、定義される「状態」がいくつかあります。

- 完了 (成功)

- 完了 (不成功)
- 結合済
- 「新規」 (new)
- 対応中 (open)
- 保留 (自動完了+)
- 保留 (自動完了-)
- 保留 (期限付)
- 削除済

全ての状態はタイプにリンクされます。それは新規状態が作成されれば指定されねばなりません。デフォルトの状態タイプは次の通りです。

- 完了済
- 結合済
- 「新規」 (new)
- 対応中 (open)
- 保留 (自動)
- 保留 (期限付)
- 削除済

1.12. SysConfig

SysConfigのリンクは、多くのOTRSコンフィグレーション・オプションがメンテナンスされるセクションへと辿り着きます。

The SysConfig link on the Admin page loads the graphical interface for system configuration (see figure below). You can upload your own configuration files for the system, as well as backup all your current settings into a file. Almost all configuration parameters of the OTRS framework and installed applications can be viewed and changed through this interface. Since all configuration parameters are sorted into groups and sub groups, it is possible to navigate quickly through the vast number of existing parameters. It is also possible to perform a full-text search through all of the configuration parameters.

図4.49 システム構成(SysConfig)用のグラフィカル・インターフェース

SysConfig

Actions

Navigate by searching in 1574 settings

Navigate by selecting config groups

Export settings

Import settings

Result

SUBGROUP	ELEMENTS	GROUP
Core	33	Framework
Core::Cache	4	Framework
Core::CustomerCompany	1	Framework
Core::CustomerUser	2	Framework
Core::Fetchmail	1	Framework
Core::LinkObject	4	Framework
Core::Log	7	Framework
Core::MIME-Viewer	4	Framework
Core::MirrorDB	8	Framework
Core::OTRSBusiness	1	Framework
Core::PDF	11	Framework
Core::Package	8	Framework
Core::PerformanceLog	3	Framework
Core::ReferenceData	1	Framework
Core::SOAP	3	Framework
Core::Sendmail	10	Framework
Core::Session	18	Framework
Core::SpellChecker	4	Framework
Core::Stats	3	Framework
Core::Time	10	Framework
Core::Time::Calendar1	6	Framework
Core::Time::Calendar2	6	Framework
Core::Time::Calendar3	6	Framework
Core::Time::Calendar4	6	Framework

システム構成用グラフィカル・インターフェースに関してこの章 "ウェブ・インターフェースからのシステム構成"でより詳細に記述されます。

1.13. Using Mail Accounts

There are several possibilities to transport new emails into the ticket system. One way is to use a local MTA and the `otrs.PostMaster.pl` script that pipes the mails directly into the system. Another possibility is the use of mail accounts which can be administrated through the web interface. The "PostMaster Mail Accounts" link on the Admin page loads the management console for the mail accounts (see figure below). OTRS supports the mail protocols: POP3, POP3S, IMAP and IMAPS.

図4.50 Eメールアカウント管理

Mail Account Management

Actions

Add mail account

List

HOST/USERNAME	TYPE	COMMENT	VALIDITY	CHANGED	CREATED	DELETE	RUN NOW!
No data found.							

Hint

All incoming emails with one account will be dispatched in the selected queue!

If your account is trusted, the already existing X-OTRS header at arrival time (for priority, ...) will be used! PostMaster filter will be used anyway.

より詳細については、PostMasterメールアカウントに関するセクションを参照してください。

1.14. Filtering Incoming Email Messages

OTRS has the capability to filter incoming email messages. For example, it is possible to put certain emails automatically into specified queues, or to set a specific state or ticket type for some mails. The filters apply to all incoming mails. You can manage your filters via the link "PostMaster Filter" on the Admin page (see figure below).

☒ 4.51 PostMaster filter management

PostMaster Filter Management

Actions

+ Add filter

List

NAME	DELETE
No data found.	

Hint

To dispatch or filter incoming emails based on email headers. Matching using Regular Expressions is also possible.

If you want to match only the email address, use EMAILADDRESS:info@example.com in From, To or Cc.

If you use Regular Expressions, you also can use the matched value in () as ["*"] in the 'Set' action.

A filter consists of one or more criteria that must be met in order for the defined actions to be executed on the email. Filter criteria may be defined for the headers or the body of an email, e.g. search for specific header entries, such as a sender address, or on strings in the body. Even regular expressions can be used for extended pattern matching. If your filter matches, you can set fields using the X-OTRS headers in the GUI. These values will be applied when creating the ticket or follow-up message in OTRS. The Table 4-5 lists the different X-OTRS headers and their meaning.

注記

You also can use X-OTRS-FollowUp-* headers to set values for follow up emails.

表4.5 異なるX-OTRSヘッダーの機能

Name	可能な値	摘要
X-OTRS-優先度:	1 極低い, 2 低い, 3 普通, 4 高い, 5 極高い	チケットの優先度を設定します。
X-OTRS-キュー:	システム内でのキュー名	チケットがソートされる場合、キューをセットします。もしX-OTRSヘッダーの中でセットされれば、特定のキューへチケットをソートしようとする他のすべてのフィルタ規則が無視されます。サブキューを使用する場合は、「Parent::Sub」としてそれを指定してください。
X-OTRS-ロック:	ロック、アンロック	チケットのロック状態を設定します
X-OTRS-無視:	「はい」あるいは「真」	このX-OTRSヘッダーが「はい」にセットされれば、受信メッセージは完全に無視され、システムに配達されないでしょう。
X-OTRS-状態:	新規、対応中、完了（成功）、完了（不成功）...	チケットの次の状態を設定します
X-OTRS-状態-保留時間:	例えば 2010-11-20 00:00:00	チケットの保留時間を設定します。（X-OTRS-Stateによって保留状態を送信もして下さい）電子メールの到着時刻に基づいて、「2010-11-20 00:00:00」のような絶対日付あるいは相対日付を指定することができます。

Name	可能な値	摘要
		フォーム「+ \$Number \$Unit」を使用してください。ここで、「\$Unit」は、「s」の(秒)、「m」(分)、「h」(時間)あるいは「d」(日)です。1ユニットのみ指定することができます。有効な設定例:「+50s」(50秒でペンディング)、「+30m」(30分)、「+12d」(12日)。「+1d 12h」のようなセッティングができないことに注意してください。その代わりに「+36h」を指定できます。
X-OTRS-タイプ:	デフォルト (あなたの実施したセットアップに依存します)	チケットタイプの設定 (Ticket::Type が活性化されていれば)。
X-OTRS-サービス:	(セットアップにもよりますが)	チケットのサービスを設定します。(Ticket::Service がアクティブならば)。サブキューを使用する場合は、"Parent::Sub" としてそれを指定してください。
X-OTRS-SLA:	(セットアップにもよりますが)	チケットのSLAを設定します。(Ticket::Service support がアクティブならば)。
X-OTRS-顧客ユーザ:	CustomerUser (顧客ユーザ)	チケット用顧客ユーザーを設定します。
X-OTRS-顧客番号:	CustomerNo (顧客番号)	このチケットの顧客IDを設定します。
X-OTRS-送信者タイプ:	担当者、システム、顧客	このチケット送信者のタイプを設定します。
X-OTRS-記事タイプ:	外部Eメール、内部Eメール、外部Eメール通知、内部Eメール通知、電話、ファックス、SMS、ウェブリクエスト、内部ノート、外部ノート、ノートレポート。	受信チケットの記事タイプを設定します。
X-OTRS-DynamicField-<DynamicFieldName>:	動的フィールドの構成に依存します (テキスト: ノートブック、日付: 2010-11-20 00:00:00, Integer: 1)	摘要:動的フィールド <DynamicFieldName> でチケットの追加情報値を保存します。
X-OTRS-ループ:	真	このX-OTRSヘッダーが設定されたら、メッセージ送信者へ自動返信は配信されません。(メール・ループ保護のため)

You should specify a name for every filter rule. Filter criteria can be specified in the section "Filter Condition". Choose via the listboxes for "Header 1", "Header 2" and so on for the parts of the messages where you would like to search, and specify on the right side the values you wish to filter on. In the section "Set Email Headers", you can choose the actions that are triggered if the filter rules match. You can select for "Header 1", "Header 2" and so on to select the X-OTRS-Header and set the associated values (see figure below).

Filter rules are evaluated in alphabetical order, and are all executed except if the "Stop after match" setting has been set to "Yes" in one of the rules (in this case evaluation of the remaining filters is canceled).

図4.52 Add a PostMaster filter

PostMaster Filter Management

Actions

Go to overview

Hint

To dispatch or filter incoming emails based on email headers. Matching using Regular Expressions is also possible.

If you want to match only the email address, use EMAILADDRESS:info@example.com in From, To or Cc.

If you use Regular Expressions, you also can use the matched value in () as ["*"] in the 'Set' action.

Add PostMaster Filter

★ Name:

★ Stop after match:

▼ Filter Condition (AND Condition)

Check email header: Negate: Look for value:

Check email header: Negate: Look for value:

Check email header: Negate: Look for value:

Check email header: Negate: Look for value:

例4.1 特定のキューの中へのスパム・メールのソート

A useful filter rule would be to let OTRS automatically move mails marked for spam, by using a spam detection tool such as SpamAssassin, into the "Junk" queue. SpamAssassin adds the "X-Spam-Flag" header to every checked mail. When the mail is marked as spam, the Header is set to "Yes". So the filter criteria would be "X-Spam-Flag: Yes". To create a filter rule with this criteria you can insert the name as, for example, "spam-mails". In the section for "Filter Condition", choose "X-Spam-Flag:" for "Header 1" from the listbox. Insert "Yes" as value for this header. Now the filter criteria is specified. To make sure that all spam mails are placed into the "Junk" queue, choose in the section for "Set Email Headers", the "X-OTRS-Queue:" entry for "Header 1". Specify "Junk" as value for this header. Finally add the new filter rule to activate it for new messages in the system.

追加モジュール(受信メッセージのフィルタリングをより明確にするために使用することができる)があります。より大きく、より複雑なシステムに対処する場合、これらのモジュールは有用かもしれません。

1.15. Executing Automated Jobs with the GenericAgent

GenericAgent (一般担当者) はタスクを自動的に実行するツールです。「一般担当者」は例えば、チケットを完了したり、移動したり、エスカレートされたチケットに対して通知を送信したりできます。

Click the link "GenericAgent" on the Admin page (see figure below). A table with all automated jobs in the system is displayed. These jobs can then be edited, run manually or removed entirely.

図4.53 GenericAgent (一般担当者) のためのジョブ・リスト

Generic Agent

Actions

 Add job

List

NAME	LAST RUN	VALIDITY	DELETE	RUN NOW!
Job One		valid	 Delete	Run this task
Job Three		valid	 Delete	Run this task
Job Two		valid	 Delete	Run this task

新規ジョブを作成するために「ジョブ追加」ボタンをクリックしてください。最初に名前を提供する必要があります。その後、ジョブがどのように実行されるか特定することができます。指定時刻で

自動（cronjobのようにこのモードはチケット・フィルターによってすべてのチケットで作動します。）あるいは、チケット・イベントで自動（チケット・フィルターにマッチしていれば単一のチケットが変更された直後に）。

図4.54 GenericAgent（一般担当者）のためのジョブ作成

Generic Agent

Actions

Go to overview

Job Settings

★ Job name: Job Four

Validity: Yes

▼ Automatic execution (multiple tickets)

SCHEDULE MINUTES	SCHEDULE HOURS	SCHEDULE DAYS

Currently this generic agent job will not run automatically.
To enable automatic execution select at least one value from minutes, hours and days!

▼ Event based execution (single ticket)

Event Triggers:

TYPE	EVENT	DELETE

Additionally or alternatively to a periodic execution, you can define ticket events that will trigger this job. If a ticket event is fired, the ticket filter will be applied to check if the ticket matches. Only then the job is run on that ticket.

Add Event Trigger: Ticket EscalationResponseTimeNotifyBefore

To add a new event select the event object and event name and click on the "+" button.

すべてのジョブについては、チケット・フィルタを指定することができるが、例えば、ある特定のキュー中ではチケット上でのみ作動します。フィルター条件はすべて、チケット上で実行されるジョブのために満たされなければならない。

Finally, the ticket can be modified by setting various ticket fields like a new queue or state. It is possible to attach a note to the ticket(s) or run a customized module. You also have the option to delete the ticket(s) from the database. This can be useful to purge outdated or invalid data from the system.

警告

チケットを削除する機能を使う場合、すべての影響を受けるチケットやそれらの添付ファイルはデータベースから取り除かれ復元することはできません。

ジョブを編集した後に、OTRSは概要画面に戻ります。そこで、どんなジョブも手動で実行できる可能性があります。ジョブを実行することを選ぶならば、ジョブが実際に走っている時に全てのチケットが影響を受けることをまず最初に見ることでしょう。このリストは、あなたが意図通りにジョブが働いていることを確認するのに役立ちます。このポイントでは、これらのチケットにまだ変更は行なわれていません。あなたが画面を確認する場合のみ、ジョブが実行されます。

1.16. Administrative Messages

OTRS administrators can send messages to specific users or groups. The "Admin Notification" link on the Admin page opens the screen where the agents and groups that should be notified can be selected (see figure below).

図4.55 Admin notification screen

Admin Notification

Hint

With this module, administrators can send messages to agents, group or role members.

Create Administrative Message

* From:

Send message to users:

Send message to group members:

Group members need to have permission: ro rw

Send message to role members:

Also send to customers in groups:

* Subject:

* Body:

B I U S | **Font** | **Size** | **Format** | **Source** | **Ω** | **↶** | **↷** | **🔍**

Text example ...

通知文の送信者、件名、本文は指定可能です。担当者、グループ、およびメッセージを受け取るべき役割を選ぶこともできます。

1.17. セッション管理

You can see all logged in users and their session details by clicking the "Session Management" link in the admin area (see figure below).

図4.56 セッション管理

Session Management

Actions		List			
All sessions	2	SESSION	TYPE	USER	KILL
Agent sessions	1	3sydOnqpwHQLLxa4083rVcTrmBC1wPF8	Agent	Carlos Garcia	Kill this session
Customer sessions	1	jzBgJlquUNb6950CaGHAN0tsME7eA5Fn	Customer	Han Solo	Kill this session
Unique agents	1				
Unique customers	1				
<input type="button" value="Kill all sessions"/>					

Some statistics about all active sessions are displayed, e.g. how many agents and customer users are logged in and the number of active sessions. Any individual session can be removed by clicking on the *Kill this session* link on the right-hand side of the list. You also have the option to *Kill all sessions*, which can be useful if you want to take the system offline. Detailed information for every session is available, too (see figure below).

図4.57 セッション詳細

Session Management

Actions

← Go to overview

🔌 Kill this session

Detail View for SessionID : 3sydOnqpwHQLUxa4083rVcTrmBC1wP18 - Carlos Garcia

KEY	VALUE
AdminDynamicFieldsOverviewPageShown	25
ChangeTime	2015-11-25 13:25:36
CreateTime	2015-11-25 13:25:36
ExternalChannels	[]
NotificationTransport	{"Notification-3-Email";0,"Notification-1-Email";0,"Notification-4-Email";0,"Notification-8-Email";0,"Notification-13-Email";0,"Notification-2-Email";0}
OutOfOfficeEndDay	12
OutOfOfficeEndMonth	12
OutOfOfficeEndYear	2015
OutOfOfficeStartDay	11
OutOfOfficeStartMonth	12
OutOfOfficeStartYear	2015
SessionID	3sydOnqpwHQLUxa4083rVcTrmBC1wP18
UserChallengeToken	4K1P2yUGJdCMXetMeSFIZom4zCajRRfh
UserEmail	carlos.garcia@mycompany.com
UserFirstname	Carlos
UserFullname	Carlos Garcia
UserID	2
UsersGroupRo[admin]	Yes
UsersGroupRo[stats]	Yes
UsersGroupRo[users]	Yes
UsersGroup[admin]	Yes
UsersGroup[stats]	Yes

1.18. システムメンテナンス

System Maintenance give the option to schedule one or more maintenance periods for the system. During this period no agents or customers can login into the system (except for Agents in the "admin" group). Current logged users and customers receive a notification about the maintenance (before and during the maintenance period). Administrators have the option to kill the sessions for logged agents and customers, all this in preparation to be able to make changes in the system (e.g. a system update) in a "safe" environment.

図4.58 The system maintenance overview screen with some scheduled periods

System Maintenance Management

Actions

+ Schedule New System Maintenance

Hint

Schedule a system maintenance period for announcing the Agents and Customers the system is down for a time period.
Some time before this system maintenance starts the users will receive a notification on each screen announcing about this fact.

List

START DATE	STOP DATE	COMMENT	VALIDITY	DELETE
2015-12-03 19:57:00	2015-12-03 22:57:00	A comment about this maintenance period	valid	🗑️

The Start Date and the Stop Date are required fields, and the only rule for this combination is that Start Date can not be a date after the Stop Date.

図4.59 The system maintenance edit screen

Edit System Maintenance

Actions

▼ Edit System Maintenance information

Start date: 12 / 03 / 2015 19 : 57
 Stop date: 12 / 03 / 2015 22 : 57

★ Comment:

Login message:

Show login message:

Notify message:

★ Validity:

or

▼ Manage Sessions

All Sessions 2
 Unique agents 1
 Unique customers 1

Agent Sessions

SESSION	TYPE	USER	KILL
3sydOnqpwHQLUxa4083rVcTfmBC1wPF8	Agent	Carlos Garcia	Kill this session

Customer Sessions

SESSION	TYPE	USER	KILL
jzBgJlquUNb6950CaGHAN0tsME7eA5Fn	Customer	Han Solo	Kill this session

After a new maintenance period is defined an overview and details about the current active sessions is shown, from there administrators can kill this sessions one by one or all of them (except current) if it is needed.

1.19. システムログ

The "System Log" link on the Admin page shows the log entries of the system, reverse chronologically sorted with most recent first (see figure below).

図4.60 システムログ

System Log

Hint
 Here you will find log information about your system.

Recent Log Entries

TIME	PRIORITY	FACILITY	MESSAGE
Tue Dec 2 02:00:12 2014	notice	OTRS-otrs.GenericAgent.pl-2664	Use module (Kernel::System::GenericAgent::TriggerAdvancedEscalationStartEvents) for Ticket (20141112266400012/3).
Tue Dec 2 02:00:11 2014	notice	OTRS-otrs.GenericAgent.pl-2664	Added scheduler job 'EscalationHistory' by escalation event 'EscalationBreachd_2' for ticket '2'!
Tue Dec 2 02:00:11 2014	notice	OTRS-CGI-3051	CustomerUser: 'bruce.banner' changed password successfully!
Tue Dec 2 02:00:11 2014	notice	OTRS-otrs.GenericAgent.pl-1092	Use module (Kernel::System::GenericAgent::TriggerEscalationStartEvents) for Ticket (109200664/990).

ログの各ラインは、以下を含みます。タイム・スタンプ、ログ優先度、システム・コンポーネント及びログ・エントリー自体です。

注記

System logs are available via the web interface only on Linux / Unix systems.

1.20. SQL Queries via the SQL Box

The "SQL Box" link on the Admin page opens a screen that lets you query the content of the tables in the OTRS database (see figure below). It is not possible to change the content of the tables, only 'select' queries are allowed.

図4.61 SQLボックス

SQL Box

Hint

Here you can enter SQL to send it directly to the application database. It is not possible to change the content of the tables, only select queries are allowed.

Options

★ SQL:

Limit:

Result format:

1.21. パッケージ・マネージャー

Using the "Package Manager" link on the Admin page, you can install and manage packages that extend the functionality of OTRS (see figure below). See the Additional applications section for a discussion on the extensions that are available from the OTRS repositories.

図4.62 パッケージ・マネージャー

Package Manager

Actions

Browse... No file selected.

Online Repository

NAME	VERSION	VENDOR	DESCRIPTION	ACTION
FAQ	5.0.2	OTRS AG	The FAQ/knowledge base.	Install
Fred	3.2.7	OTRS AG	A tool to support the developer by his development.	Install
OTRSCloneDB	5.0.1	OTRS AG	The OTRS CloneDB package.	Install
OTRSCodePolicy	1.0.8	OTRS AG	OTRS code quality checks.	Install
OTRSMasterSlave	5.0.1	OTRS AG	Includes "Ticket Master/Slave" feature.	Install
Survey	5.0.1	OTRS AG	A customer survey tool.	Install
SystemMonitoring	5.0.1	OTRS AG	Basic mail interface to System Monitoring Suites. Al...	Install
TimeAccounting	5.0.1	OTRS AG	A Time Registration Module.	Install

Local Repository

NAME	VERSION	VENDOR	DESCRIPTION	STATUS	ACTION
No data found.					

Features for **OTRS Business Solution™** customers only → sales@otrs.com

With **OTRS Business Solution™**, you can benefit from the following optional features. Please make contact with sales@otrs.com if you need more information.

NAME	DESCRIPTION
Advanced Editor	Makes it possible to use response templates with less resources
Custom Contact Fields	Makes it possible to store customer contact data directly in the ticket
Customer Interface Link Object	Shows linked tickets and FAQ article in the OTRS Customer Portal.
Ticket Workflow ITSM	Define Ticket Workflows especially for working processes in your IT Service Management
Service Categories	Assignment of ticket types to ticket services

パッケージ・マネージャは、それらのバージョン番号と一緒に、サーバに現在インストールした OTRS addonパッケージを示します。

オンライン・レポジトリセクションにあるレポジトリを選択し、レポジトリ情報の更新ボタンをクリックすることによって、リモート・ホストからパッケージをインストールすることができます。利用可能なパッケージが対応するテーブルに表示されます。画面右側には利用可能なパッケージを表示します。パッケージをインストールするためにインストールをクリックします。インストール後、パッケージはローカル・レポジトリセクションを表示します。

インストールされたパッケージをアップグレードするために、オンライン・レポジトリにある利用可能なパッケージのリストは、ローカルにインストールされているものより高いバージョンがあるあらゆるパッケージ用のアクション・カラムでアップグレードを表示します。単にアップグレードをクリックしてください。そうすれば、新しいパッケージ・バージョンをシステムにインストールします。

OTRSシステムがインターネットに接続されないような場合、ローカル・ディスクにダウンロードしたそれらのパッケージもインストールすることもできます。アクション・サイドバー上のブラウザをクリックし、あなたのディスク内の.opmファイルを選択します。開くを、それからパッケージをインストールをクリックします。インストレーションの完了後、パッケージはレポジトリセクションに表示されます。設置が終わった後、パッケージはのローカルのリポジトリセクションに表示されます。既にインストールされているパッケージの更新のために同じステップを使用することができます。

In special cases, you might want to configure the Package Manager, e.g., to use a proxy or to use a local repository. Just take a look at the available options in SysConfig under Framework:Core::Package.

1.22. ウェブサービス

The Web Services link leads to the graphical interface where web services (for the OTRS Generic Interface) are created and maintained (see figure below).

図4.63 ウェブサービスのためのグラフィカル・インターフェース

GenericInterface Web Service Management - Overview

You are here: > Web Services

Actions

+ Add web service

Web Service List

NAME	DESCRIPTION	REMOTE SYSTEM	PROVIDER TRANSPORT	REQUESTER TRANSPORT	VALIDITY
Webservice one	-	-	-	-	valid
Webservice two	-	-	-	-	valid

ウェブサービス構成用のグラフィカル・インターフェースは、セクション"Webサービス・グラフィカル・インターフェース"に、より詳細に述べられています。

1.23. 動的フィールド

動的フィールドは、チケットと記事用のカスタムフィールドをセットアップし管理する場所です。(下記参照)

図4.64 The dynamic fields overview screen with some dynamic fields

Dynamic Fields Management - Overview

Actions

Ticket

Add new field for object: Ticket

Article

Add new field for object: Article

Hint

To add a new field, select the field type from one of the object's list, the object defines the boundary of the field and it can't be changed after the field creation.

Dynamic Fields List

NAME	LABEL	ORDER	TYPE	OBJECT	VALIDITY	DELETE
ProcessManagementProcessID	Process	1	ProcessID	Ticket	valid	
ProcessManagementActivityID	Activity	2	ActivityID	Ticket	valid	

1-2 of 2

動的フィールド構成は、セクション"動的フィールド構成"に、より詳細に述べられています。

動的フィールドタイプにはそれぞれそれ自身の構成セッティングおよびしたがってそれ自身の構成画面があります。

注記

OTRSフレームワークでは、動的フィールドはデフォルトでチケットと記事にリンクのみすることができます。しかし、それらは、他のオブジェクトまで同様に延長することができます。

2. システム構成

2.1. OTRS構成ファイル

OTRS構成ファイルはすべてディレクトリKernelおよびそのサブディレクトリに格納されます。システムがアップグレードされる時、残りのファイルは変更されるので、Kernel/Config.pm以外のファイルを手動で変更する必要はありません。構成パラメータを他のファイルからKernel/Config.pmに単にコピーして、必要に応じてそれらを変更してください。このファイルがアップグレード・プロセス中に接触されることはなので手動構成は安全に実施できます。

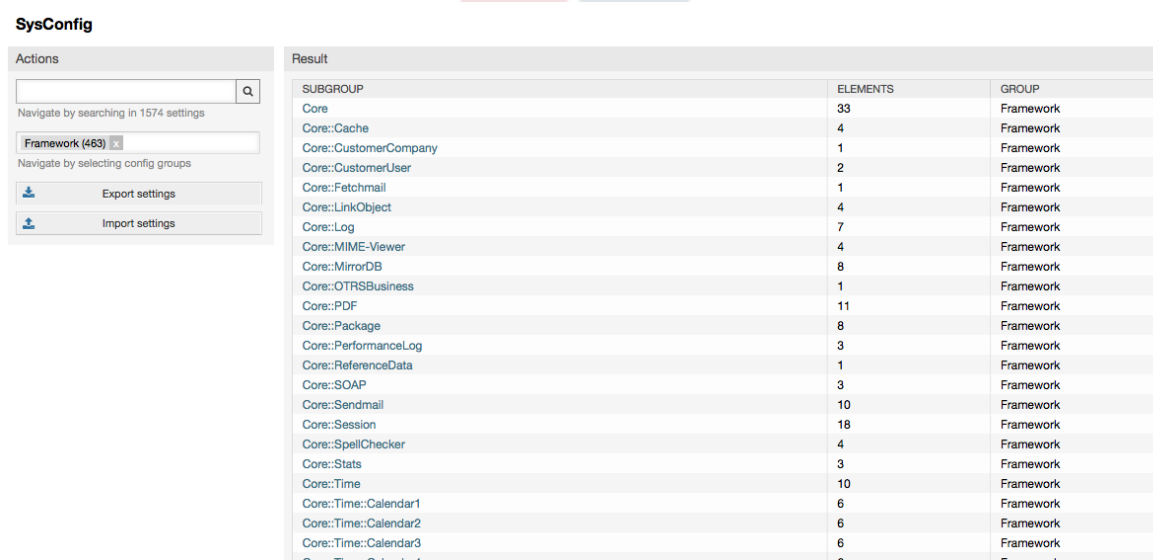
ディレクトリ Kernel/Config/Filesでは、OTRSログイン・ページにアクセス時に、解析される他のいくつかのファイルがあります。FAQまたはファイル・マネージャーのような追加アプリケーションがインストールされている場合、それらのための構成ファイルも上記パスで見つけることができます。

OTRSウェブ・インターフェースがアクセスされる場合、Kernel/Config/Filesディレクトリ中の.xmlファイルはすべて、ABC順と設定で解析されます。また、中央のフレームワークおよび追加アプリケーションのための設定がロードされるでしょう。後で、Kernel/Config/Files/ZZZAAuto.pm、Kernel/Config/Files/ZZZAuto.pm とKernel/Config/Files/ZZZProcessManagement.pm といったファイル(もし存在していれば)の設定は、評価されるでしょう。これらのファイルはグラフィカル・インターフェースによってシステム構成キャッシングに使用され、手動で変更されるべきではありません。最後に、個々のセッティングおよび手動で変更された構成パラメータを含んでいるファイル Kernel/Config.pmは解析されるでしょう。この順に構成ファイルを読めば、あなたの特別な構成設定がシステムによって使用されることを確実にします。

2.2. Configuring the System Through the Web Interface

Since OTRS 2.0, nearly all configuration parameters of the central framework or additional installed applications, can be changed easily with the graphical interface for system configuration. Log in as OTRS administrator and follow the SysConfig link on the Admin page to execute the new configuration tool (see figure below).

図4.65 システム構成用のグラフィカル・インターフェース



The screenshot shows the SysConfig web interface. On the left, there is a search bar with the text 'Framework (463)' and buttons for 'Export settings' and 'Import settings'. On the right, a table displays the search results.

SUBGROUP	ELEMENTS	GROUP
Core	33	Framework
Core::Cache	4	Framework
Core::CustomerCompany	1	Framework
Core::CustomerUser	2	Framework
Core::Fetchmail	1	Framework
Core::LinkObject	4	Framework
Core::Log	7	Framework
Core::MIME-Viewer	4	Framework
Core::MirrorDB	8	Framework
Core::OTRSBusiness	1	Framework
Core::PDF	11	Framework
Core::Package	8	Framework
Core::PerformanceLog	3	Framework
Core::ReferenceData	1	Framework
Core::SOAP	3	Framework
Core::Sendmail	10	Framework
Core::Session	18	Framework
Core::SpellChecker	4	Framework
Core::Stats	3	Framework
Core::Time	10	Framework
Core::Time::Calendar1	6	Framework
Core::Time::Calendar2	6	Framework
Core::Time::Calendar3	6	Framework
Core::Time::Calendar4	6	Framework

OTRSは、現在600以上の構成パラメータを持っていて、特定のものに素早くアクセスする異なる複数の方法があります。全文検索で、構成パラメータはすべて1つ以上のキーワードでスキャンできま

す。全文検索は、構成パラメタの名前だけでなくパラメタの記述を通じても検索します。これによりその名前を知らなくとも要素を容易に見つけることができます。

更に、全ての構成パラメタはメイングループおよびサブグループの中でソートされます。メイングループは、構成パラメタが属するアプリケーションを意味します。例えば中央のOTRSフレームワーク用「フレームワーク」、チケット・システムの「チケット」、FAQシステム用の「FAQ」などです。アプリケーションがグループ・リストボックスから選択され、「グループ選択」ボタンが押される場合、サブグループにアクセスすることができます。

すべての構成パラメタはチェックボックスからオン・オフできます。パラメタをオフにすれば、システムはこのパラメタを無視するかまたはデフォルトを使用します。リセット用リンクを使用して、変更した構成パラメタをシステム・デフォルトへ戻し切り替えることは可能です。アップデート・ボタンですべてのシステム構成パラメタへの変更を送信します。

例えば

迅速に新規インストールをセットアップ等、システムの構成に加えた変更をすべて保存したい場合には「エクスポート設定」ボタンを使用できます。その際、.pmファイルを作成します。自身の設定をリストアするためには、「インポート設定」ボタンを押すだけです。そして作成した.pmファイルを選択します。

注記

セキュリティ上の理由で、データベース接続用の構成パラメタはSysConfigセクションの中で変更することができません。Kernel/Config.pmの中でそれらを手動でセットしなければならない。

3. Backing Up the System

本章はバックアップとOTRSデータのリストアについて記述します。

3.1. バックアップ

バックアップする2つのタイプのデータがあります:ひとつはアプリケーションファイル(例えば /opt/otrs 中のファイル)、もうひとつはデータベースに格納されたデータです。

バックアップを単純化するために、スクリプト `scripts/backup.pl` はOTRSのインストレーションに含まれています。それは全てのインポートデータをバックアップするように走らせることができます。(下記のスクリプトを参照)。

```
linux:/opt/otrs# cd scripts/  
linux:/opt/otrs/scripts# ./backup.pl --help  
backup.pl - backup script  
Copyright (C) 2001-2014 OTRS AG, http://otrs.com/  
usage: backup.pl -d /data_backup_dir/ [-c gzip|bzip2] [-r 30] [-t fullbackup|nofullbackup|  
dbonly]  
linux:/opt/otrs/scripts#
```

スクリプト : OTRSバックアップメカニズムに関するヘルプ

バックアップを作成するために以下のスクリプトで指定したコマンドを実行します :

```
linux:/opt/otrs/scripts# ./backup.pl -d /backup/  
Backup /backup//2010-09-07_14-28/Config.tar.gz ... done  
Backup /backup//2010-09-07_14-28/Application.tar.gz ... done  
Dump MySQL rdbms ... done  
Compress SQL-file... done  
linux:/opt/otrs/scripts#
```

スクリプト:バックアップの作成

全てのデータはディレクトリ /backup/2010-09-07_14-28/ に格納されます。(下図参照) それに加えてデータはa .tar.gz fileに保存されます。

```
linux:/opt/otrs/scripts# ls /backup/2010-09-07_14-28/  
Application.tar.gz Config.tar.gz DatabaseBackup.sql.gz  
linux:/opt/otrs/scripts#
```

スクリプト:バックアップ・ファイルのチェック。

3.2. リストア

バックアップをリストアするために、保存されたアプリケーション・データはインストレーション・ディレクトリ(例えば、/opt/otrs)に書き戻されなければいけません。さらに、データベースをリストアしなければなりません。

リストア・プロセスを簡素化するスクリプト scripts/restore.pl (下記のスクリプトを参照)は、OTRSの全ての出荷時に同梱され、MySQLとPostgreSQLをサポートします。

```
linux:/opt/otrs/scripts# ./restore.pl --help  
restore.pl - restore script  
Copyright (C) 2001-2014 OTRS AG, http://otrs.com/  
usage: restore.pl -b /data_backup/<TIME>/ -d /opt/otrs/  
linux:/opt/otrs/scripts#
```

スクリプト:リストア・メカニズムに関するヘルプ

例えば保存されるデータ(例えば、ディレクトリ/backup/2010-09-07_14-28/の中にある)は、以下のスクリプトで指定されたコマンドでリストアすることができます。(OTRSは/opt/otrsにインストールされていると仮定します。)

```
linux:/opt/otrs/scripts# ./restore.pl -b /backup/2010-09-07_14-28 -d /opt/otrs/  
Restore /backup/2010-09-07_14-28//Config.tar.gz ...  
Restore /backup/2010-09-07_14-28//Application.tar.gz ...  
create MySQL  
decompresses SQL-file ...  
cat SQL-file into MySQL database  
compress SQL-file...  
linux:/opt/otrs/scripts#
```

スクリプト: OTRSデータのリストア

4. Eメール設定

4.1. Sending/Receiving Emails

4.1.1. Sending Emails

4.1.1.1. Via Sendmail (Default)

OTRS can send out emails via [Sendmail](#), [Postfix](#), [Qmail](#) or [Exim](#). The default configuration is to use Sendmail and should work out-of-the-box.

You can configure the sendmail settings via the graphical configuration frontend (Framework::Core::Sendmail)

4.1.1.2. Via SMTP Server or Smarthost

OTRS can send emails via SMTP ([Simple Mail Transfer Protocol / RFC 821](#)) or Secure SMTP.

The SMTP server settings can be configured via the SysConfig (Framework::Core::Sendmail). If you don't see SMTPS available as an option, the required Perl modules are missing. In that case, please refer to "Installation of Perl modules required for OTRS" for instructions.

4.1.2. Receiving Emails

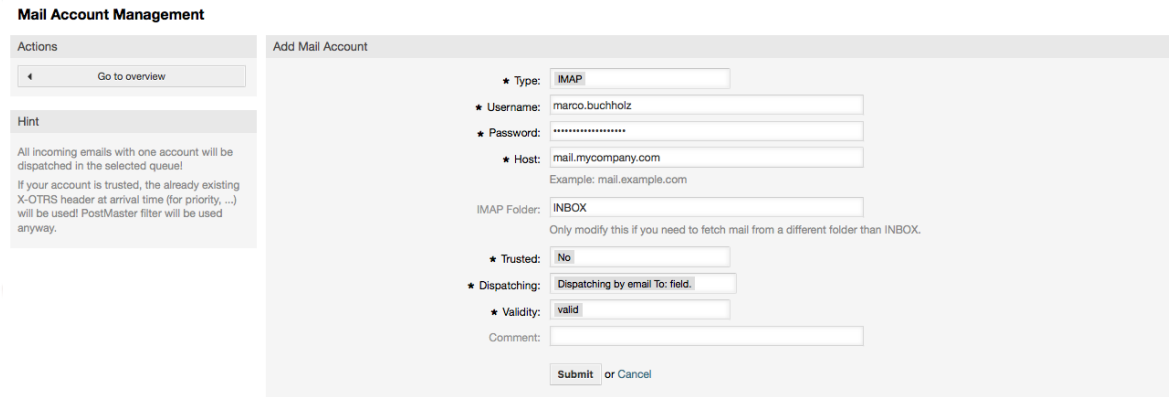
4.1.2.1. Mail Accounts Configured via the OTRS GUI

OTRS is able to receive emails from POP3, POP3S, IMAP and IMAPS mail accounts.

Configure your mail accounts via the "PostMaster Mail Accounts" link on the Admin page.

If a new mail account is to be created (see figure below), then its mail server name, login name and password must be specified. Also, you need to select the mail server type, which can be POP3, POP3S, IMAP or IMAPS. If you don't see your server type available as an option, the required Perl modules are missing on your system. In that case, please refer to "Installation of Perl modules required for OTRS" for instructions.

図4.66 メールアカウントの追加。



The screenshot shows the 'Mail Account Management' interface. On the left, there are 'Actions' (Go to overview) and a 'Hint' box. The main area is titled 'Add Mail Account' and contains the following fields:

- Type: IMAP
- Username: marco.buchholz
- Password: [masked]
- Host: mail.mycompany.com (Example: mail.example.com)
- IMAP Folder: INBOX (Only modify this if you need to fetch mail from a different folder than INBOX.)
- Trusted: No
- Dispatching: Dispatching by email To: field.
- Validity: valid
- Comment: [empty]

Buttons for 'Submit' and 'Cancel' are at the bottom.

信頼済オプションの値にYesを選べば、受信メッセージに付けられたどんなX-OTRSヘッダーも評価され実行されます。X-OTRSヘッダーがチケットシステムの中のいくつかのアクションを実行することができるので既知の送信者だけに信頼済オプションをYesにセットするべきです。X-OTRSヘッダーはOTRSではフィルタ・モジュールによって使用されます。X-OTRSヘッダーは、このテーブルの中でより詳細に説明されます。作成されたどんなpostmasterフィルタ規則も、信頼されたオプションのセッティングに関係なく実行されます。

The distribution of incoming messages can be controlled if they need to be sorted by queue or by the content of the "To:" field. For the Dispatching field, if "Dispatching by selected queue" is selected, all incoming messages will be sorted into the specified queue. The address where the mail was sent to is disregarded in this case. If "Dispatching by email To: field" is selected, the system checks if a queue is linked with the address in the To: field of the incoming mail. You can link an address to a queue in the E-mail address management section of the Admin page. If the address in the To: field is linked with a queue, the new message will be sorted into the linked queue. If no link is found between the address in the To: field and any queue, then the message flows into the "Raw" queue in the system, which is the PostmasterDefaultQueue after a default installation.

All data for the mail accounts are saved in the OTRS database. The bin/otrs.Console.pl Maint::PostMaster::MailAccountFetch command uses the settings in the database

and fetches the mail. You can execute it manually to check if all your mail settings are working properly.

On a normal installation, the mail will be fetched every 10 minutes by the OTRS Daemon.

注記

メールを取って来る場合、OTRSはPOPかIMAPサーバーからメールを削除します。さらにサーバ上でコピーを保存するオプションはありません。サーバのコピーを保持したければ、メールサーバで転送規則を作成するとよいでしょう。詳細のためにメールサーバ・ドキュメンテーションを調べてください。

4.1.2.2. Via Command Line Program and Procmail (otrs.Console.pl Maint::PostMaster::Read)

If you cannot use mail accounts to get the email into OTRS, the command line program `bin/otrs.Console.pl Maint::PostMaster::Read` might be a way around the problem. It takes the mails via STDIN and pipes them directly into OTRS. That means email will be available in your OTRS system if the MDA (mail delivery agent, e.g. procmail) executes this program.

To test `bin/otrs.Console.pl Maint::PostMaster::Read` without an MDA, execute the command of the following script.

```
linux:/opt/otrs# cd bin
linux:/opt/otrs/bin# cat ../doc/sample_mails/test-email-1.box | ./otrs.Console.pl
Maint::PostMaster::Read
linux:/opt/otrs/bin#
```

スクリプト:MDAのないポストマスターのテスト

EメールがQueueViewの中で表示される場合、あなたの設定は正しく動作しています。

例4.2 Routing via Procmail Using `otrs.Console.pl`

In order to route mails in a specific queue using `otrs.Console.pl` use the following example.

```
| $SYS_HOME/bin/otrs.Console.pl Maint::PostMaster::Read --target-queue=QUEUENAME
```

When sorting to a subqueue, you must separate the parent and child queue with a `::`.

```
| $SYS_HOME/bin/otrs.Console.pl Maint::PostMaster::Read --target-queue=QUEUENAME::SUBQUEUE
```

ProcmailはLinux環境中에서도とても普及しているEメール・フィルタです。ほとんどのシステムにそれがインストールされます。そうでなければ、[procmailホームページ](#)を見てください。

OTRS用にprocmailを構成するためには(sendmail、postfix、eximあるいはqmailといったprocmail構成のMTAに基づいた)、`~otrs/.procmailrc.dist`ファイルを使用し、`.procmailrc`にそれをコピーして、スクリプトのラインを下に加えてください。

```
SYS_HOME=$HOME
PATH=/bin:/usr/bin:/usr/local/bin
# --
# Pipe all email into the PostMaster process.
# --
:0 :
| $SYS_HOME/bin/otrs.Console.pl Maint::PostMaster::Read
```

スクリプト:OTRSのためのprocmailの構成。

All email sent to the local OTRS user will be piped into bin/otrs.Console.pl Maint::PostMaster::Read and then shown in your QueueView.

4.1.2.3. Fetching emails via POP3 or IMAP and fetchmail for otrs.Console.pl Maint::PostMaster::Read

In order to get email from your mail server, via a POP3 or IMAP mailbox, to the OTRS machine/local OTRS account and to procmail, use [fetchmail](#).

注記

OTRSマシン上で作動してるSMTP構成が必要です。

You can use the .fetchmailrc.dist in the home directory of OTRS and copy it to .fetchmailrc. Modify/change it for your needs (see the Example below).

例4.3 .fetchmailrc

```
#poll (mailserver) protocol POP3 user (user) password (password) is(localuser)
poll mail.example.com protocol POP3 user joe password mama is otrs
```

Don't forget to set the .fetchmailrc to 710 (**chmod 710 .fetchmailrc**)!

With the .fetchmailrc from the Example above, all email will be forwarded to the local OTRS account, if the command **fetchmail -a** is executed. Set up a cronjob with this command if you want to fetch the mails regularly.

4.1.2.4. Filtering/Dispatching by OTRS/PostMaster Modules (for More Complex Dispatching)

If you use the bin/otrs.Console.pl Maint::PostMaster::Read or bin/otrs.Console.pl Maint::PostMaster::MailAccountFetch method, you can insert or modify X-OTRS header entries with the PostMaster filter modules. With the X-OTRS headers, the ticket system can execute some actions on incoming mails, sort them into a specific queue, change the priority or change the customer ID, for example. More information about the X-OTRS headers are available in the section about adding mail accounts from the OTRS Admin page.

いくつかのデフォルト・フィルタ・モジュールがあります:

注記

ジョブ名 (e.g. \$Self->{'PostMaster::PreFilterModule'}->{'JobName'}) はユニークである必要があります。

Kernel::System::PostMaster::Filter::Match is a default module to match on some email header (e.g. From, To, Subject, ...). It can set new email headers (e.g. X-OTRS-Ignore: yes or X-OTRS-Queue: spam) if a filter rule matches. The jobs of the Example below can be inserted in Kernel/Config.pm

例4.4 Example jobs for the filter module Kernel::System::PostMaster::Filter::Match

```
# Job Name: 1-Match
```

```
# (noreply@からの全てのスパムEメールをブロックまたは無視)
$self->{'PostMaster::PreFilterModule'}->{'1-Match'} = {
  Module => 'Kernel::System::PostMaster::Filter::Match',
  Match => {
    From => 'noreply@',
  },
  Set => {
    'X-OTRS-Ignore' => 'yes',
  },
};
# Job Name: 2-Match
# (件名: **ORDER**かつsales@example.comからのEメールをソート)
# into queue 'Order')
$self->{'PostMaster::PreFilterModule'}->{'2-Match'} = {
  Module => 'Kernel::System::PostMaster::Filter::Match',
  Match => {
    To => 'sales@example.com',
    Subject => '**ORDER**',
  },
  Set => {
    'X-OTRS-Queue' => 'Order',
  },
};
```

Kernel::System::PostMaster::Filter::CMD is a default module to pipe the email into an external command. The output is given to STDOUT and if the result is true, then set new email header (e.g. X-OTRS-Ignore: yes or X-OTRS-Queue: spam). The Example below can be used in Kernel/Config.pm

例4.5 フィルタ・モジュールのためのサンプル・ジョブ Kernel::System::PostMaster::Filter::CMD

```
# Job Name: 5-SpamAssassin
# (SpamAssassin サンプルセットアップ, スパムメールを無視します)
$self->{'PostMaster::PreFilterModule'}->{'5-SpamAssassin'} = {
  Module => 'Kernel::System::PostMaster::Filter::CMD',
  CMD => '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"',
  Set => {
    'X-OTRS-Ignore' => 'yes',
  },
};
```

Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition is a default module that adds the possibility to parse external identifiers, in the email subject, the body or both using regular expressions. It then stores this value in a defined dynamic field. When an email comes in, OTRS will first search for an external identifier and when it finds one, query OTRS on the pre-defined dynamic field. If it finds an existing ticket, it will update this ticket, otherwise it will create a new ticket with the external reference number in the separate field.

OTRS SysConfig already provide 4 different settings to setup different external ticket numbers. If more settings are needed they need to be added manually. The following example can be used in Kernel/Config.pm to extend SysConfig settings.

例4.6 Example job for the filter module Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition

```
# Job Name: ExternalTicketNumberRecognition
# External Ticket Number Reconition, check for Incident-<number> in incoming mails
subject and
# body from the addeesses <sender>@externalticket.com, if number is found it will be
stored in
# the dynamic field 'ExternalNumber' (that need to be setup in the Admin Panel).
$self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition'} = {
```

```

'FromAddressRegExp' => '\\s*@externalticket.com',
'NumberRegExp'      => 'Incident-(\\d.*)',
'SearchInSubject'   => '1',
'SearchInBody'      => '1',
'TicketStateTypes' => 'new;open'
'DynamicFieldName' => 'ExternalNumber',
'Module'            =>
'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',
'Name'              => 'Test External Ticket Number',
'SenderType'        => 'system',
};

```

構成オプション

- FromAddressRegExp

これはオプションの設定です。この「From:」アドレスと一致しているメールだけがこのフィルターで考慮されます。この設定を調整して、送信メール用外部システム利用を、送信者アドレスにすることができます。このアドレスが異なる場合、このオプションを空にすることができます。この場合、OTRSは送信者アドレスをチェックしません。

- NumberRegExp

これは必須設定項目です。この設定は
 件名またはチケットの本文からチケット番号を抽出するためにOTRSが使う正規表現を含みます。デフォルトの正規表現は
 以下のような例の発生と一致するでしょう。例えば「Incident-12354」そしてその部分を動的フィールド中に括弧で挟む部分を置きます（ここでは「12354」）

- SearchInSubject

これが「1」にセットされる場合、Eメール件名はチケット番号を求めて検索されます。

- SearchInBody

これが「1」にセットされる場合、Eメール本文はチケット番号を求めて検索されます。

- TicketStateTypes (チケット・状態・タイプ)

これはオプションの設定です。もし与えられれば、それは与えられた状態タイプの開いた外部チケットのみOTRSを検索するでしょう。状態タイプはセミコロンで分離されます。

- DynamicField

これは必須の設定で、外部番号を保存するために使われている動的フィールドを定義します。(フィールド名はシステムに存在しなければいけないしかつ有効でなければなりません)

- SenderType

これは、OTRSで記事作成に使用される送信者タイプを定義します。

もちろん、自分のPostMasterフィルタ・モジュールを開発することも可能です。

4.1.2.5. Troubleshooting Email Filtering

This section shows some common issues and things to consider when troubleshooting Postmaster filters.

- The filters are worked in order of their alphabetically sorted filter names. The last filter wins for a certain field to be set, when the criteria match twice.
- "Stop After Match" can prevent a second match.

- Make sure the regular expression is valid.
- Headers can be set as to control OTRS, but are not written in the mail itself.
- When matching one From, CC, TO, use EMAILADDRESS: <your@address>
- The Mailbox must be trusted.
- The match criteria are AND conditions.
- Ticket properties can not be matched by the postmaster filter.

4.2. Secure Email with PGP

OTRSは、PGP鍵を備えた送信メッセージに署名するか暗号化する能力を持っています。更に、暗号化された受信メッセージは解読することができます。暗号化と解読はGPLツールGnuPGで実施されます。OTRSのためのセットアップGnuPGに、次のステップを行なわなければなりません。

1. オペレーティング・システムのパッケージ・マネージャーによるGnuPGのインストール
2. OTRSで使うGnuPGを構成してください。GnuPGと秘密鍵のための必要なディレクトリを作成しなければなりません。シェルからユーザ「otrs」としてスクリプト中で下に示されるコマンドを実行しなければなりません。

```
linux:~# su otrs
linux:/root$ cd
linux:~$ pwd
/opt/otrs
linux:~$ gpg --gen-key
gpg (GnuPG) 1.4.2; Copyright (C) 2005 Free Software Foundation, Inc.
This program comes with ABSOLUTELY NO WARRANTY.
This is free software, and you are welcome to redistribute it
under certain conditions. See the file COPYING for details.

gpg: directory `/opt/otrs/.gnupg' created
gpg: new configuration file `/opt/otrs/.gnupg/gpg.conf' created
gpg: WARNING: options in `/opt/otrs/.gnupg/gpg.conf' are not yet active during t
his run
gpg: keyring `/opt/otrs/.gnupg/secring.gpg' created
gpg: keyring `/opt/otrs/.gnupg/pubring.gpg' created
Please select what kind of key you want:
  (1) DSA and Elgamal (default)
  (2) DSA (sign only)
  (5) RSA (sign only)
Your selection? 1
DSA keypair will have 1024 bits.
ELG-E keys may be between 1024 and 4096 bits long.
What keysize do you want? (2048)
Requested keysize is 2048 bits
Please specify how long the key should be valid.
  0 = key does not expire
  <n> = key expires in n days
  <n>w = key expires in n weeks
  <n>m = key expires in n months
  <n>y = key expires in n years
Key is valid for? (0)
Key does not expire at all
Is this correct? (y/N) y

You need a user ID to identify your key; the software constructs the user ID
from the Real Name, Comment and Email Address in this form:
  "Heinrich Heine (Der Dichter) <heinrichh@duesseldorf.de>"

Real name: Ticket System
Email address: support@example.com
Comment: Private PGP Key for the ticket system with address support@example.com
```



```
linux:/root$ cd
linux:~$ pwd
/opt/otrs
linux:~$ gpg --list-keys
/opt/otrs/.gnupg/pubring.gpg
-----
pub   1024D/7245A970 2006-02-03
uid           Ticket System (Private gpg key for ticket system with
address support@example.com) <support@example.com>
sub   2048g/52B97069 2006-02-03

linux:~$
```

スクリプト:自分の秘密鍵のIDを得ること。

秘密鍵のIDは、「サブ」で始まるラインで見つけることができます。それは長さ8文字で16進法の文字列で上の例では「52B97069」です。チケットシステムでこのキー用に指定しなければならないパスワードは、キー生成中に与えられたのと同じです。

このデータが挿入された後、「アップデート」ボタンはセッティングを保存するために使用することができます。これでOTRSは暗号化されたメッセージを受け取り解読する準備ができています。

4. このデータが挿入された後、「アップデート」ボタンはセッティングを保存するために使用することができます。これでOTRSは暗号化されたメッセージを受け取り解読する準備ができています。

最初の方法は、顧客管理インターフェースで顧客の公開鍵を指定することです。

第2の方法は、PGP鍵設定(管理者ページから到達可能)によってキーを指定することです。この画面の右側のセクションにおいては、すでにインポート済の顧客の公開鍵が全て表示されます。PGP鍵がOTRSのために活性化され構成されたら、自分の公開鍵もそこにリストされるべきです。PGP鍵設定画面の左のエリアでキーを探せます。さらに、新規公開鍵はファイルからシステムへアップロードすることができます。

OTRSへインポートされる必要のある公開鍵を備えたファイルはGnuPG互換性をもつキー・ファイルでなければなりません。ほとんどの場合、ファイルに格納されたキーは「ASCII armored key」です。OTRSはこのフォーマットを取り扱えます。

4.3. Secure Email with S/MIME

一見、S/MIMEを備えた暗号化はPGP鍵を備えた暗号化より少し複雑に見えます。最初に、OTRSシステムのために認証局(CA)を設立しなければなりません。後のステップは、PGP鍵が必要とされるものに非常に似ています:OTRSの構成、自身の証明書のインストール、必要な他の証明書のインポート等。

S/MIME構成は、大部分はOTRSウェブインターフェースの外部で行われ、「otrs」ユーザによってシェルの中で実行されるべきです。Linux下のMIME構成SSL(OpenSSL)に基づきます。したがって、あなたのシステムにOpenSSLパッケージがインストールされるかどうかを第一にチェックしてください。OpenSSLパッケージは、CA.pl(証明書生成の最も重要なステップはそれで行なうことができます)と呼ばれるスクリプトを含んでいます。手続きを単純化するために、ファイルシステムでCA.plスクリプトが保存され、シェルのパス変数に一時的に位置を入力する場所を見つけます。(下記のスクリプトを参照)

```
otrs@linux:~> rpm -ql openssl | grep CA
/usr/share/ssl/misc/CA.pl
otrs@linux:~> export PATH=$PATH:/usr/share/ssl/misc
otrs@linux:~> which CA.pl
/usr/share/ssl/misc/CA.pl
otrs@linux:~> mkdir tmp; cd tmp
otrs@linux:~/tmp>
```

スクリプト:S/MIMEの構成

上記のスクリプトは、新規一時ディレクトリ~/tmpが作成されたことを表示しています。証明書は
その中で生成されることになっています。

証明書を作成するためには、コマンドライン中から次のオペレーションを行なってください:(我々
は、OTRS管理者がテスト用のSSL証明書および学習する目的を作成しなければならないと考えま
す。暗号化用の保証されたSSL証明書を既に持った場合それを使用して、これらのステップをス
キップしてください。)

1. SSLのために自分の認証局を開設してください。自分のSSL証明書の要請を証明するためにそれ
を必要とする(下記のスクリプトを参照)。

```
otrs@linux:~/tmp> CA.pl -newca
CA certificate filename (or enter to create)

Making CA certificate ...
Generating a 1024 bit RSA private key
...+++++
.....+++++
writing new private key to './demoCA/private/cakey.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:DE
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your company
Organizational Unit Name (eg, section) []:
Common Name (eg, YOUR name) []:OTRS Admin
Email Address []:otrs@your-domain.tld
otrs@linux:~/tmp> ls -la demoCA/
total 8
-rw-r--r--  1 otrs otrs 1330 2006-01-08 17:54 cacert.pem
drwxr-xr-x  2 otrs otrs  48 2006-01-08 17:53 certs
drwxr-xr-x  2 otrs otrs  48 2006-01-08 17:53 crl
-rw-r--r--  1 otrs otrs   0 2006-01-08 17:53 index.txt
drwxr-xr-x  2 otrs otrs  48 2006-01-08 17:53 newcerts
drwxr-xr-x  2 otrs otrs  80 2006-01-08 17:54 private
-rw-r--r--  1 otrs otrs  17 2006-01-08 17:54 serial
otrs@linux:~/tmp>
```

スクリプト: SSLのために認証局を設立

2. 証明書リクエストを生成してください(下記のスクリプトを参照)

```
otrs@linux:~/tmp> CA.pl -newreq
Generating a 1024 bit RSA private key
.....+++++
....+++++
writing new private key to 'newreq.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
```

```
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:DE\keyreturn
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your company
Organizational Unit Name (eg, section) []:
Common Name (eg, YOUR name) []:OTRS admin
Email Address []:otrs@your-domain.tld

Please enter the following 'extra' attributes
to be sent with your certificate request
A challenge password []:
An optional company name []:
Request (and private key) is in newreq.pem
otrs@linux:~/tmp> ls -la
total 4
drwxr-xr-x 6 otrs otrs 232 2006-01-08 17:54 demoCA
-rw-r--r-- 1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

スクリプト: 証明書リクエストの作成

3. 証明書リクエストは署名され、それによってあなた自身のCAに証明されます。あるいは別の外部の保証されたCAによって署名されることによりさらに信頼性を高められます。(下記スクリプト参照)

```
otrs@linux:~/tmp> CA.pl -signreq
Using configuration from /etc/ssl/openssl.cnf
Enter pass phrase for ./demoCA/private/cakey.pem:
Check that the request matches the signature
Signature ok
Certificate Details:
  Serial Number:
    fd:85:f6:9f:14:07:16:c8
  Validity
    Not Before: Jan  8 17:04:37 2006 GMT
    Not After : Jan  8 17:04:37 2007 GMT
  Subject:
    countryName           = DE
    stateOrProvinceName   = OTRS-state
    localityName          = OTRS-town
    organizationName      = Your Company
    commonName            = OTRS administrator
    emailAddress          = otrs@your-domain.tld
  X509v3 extensions:
    X509v3 Basic Constraints:
      CA:FALSE
    Netscape Comment:
      OpenSSL Generated Certificate
    X509v3 Subject Key Identifier:
      01:D9:1E:58:C0:6D:BF:27:ED:37:34:14:D6:04:AC:C4:64:98:7A:22
    X509v3 Authority Key Identifier:
      keyid:10:4D:8D:4C:93:FD:2C:AA:9A:B3:26:80:6B:F5:D5:31:E2:8E:DB:A8
      DirName:/C=DE/ST=OTRS-state/L=OTRS-town/O=Your Company/
      CN=OTRS admin/emailAddress=otrs@your-domain.tld
      serial:FD:85:F6:9F:14:07:16:C7

Certificate is to be certified until Jan  8 17:04:37 2007 GMT (365 days)
Sign the certificate? [y/n]:y

1 out of 1 certificate requests certified, commit? [y/n]y
Write out database with 1 new entries
Data Base Updated
Signed certificate is in newcert.pem
otrs@linux:~/tmp>
```

スクリプト:証明書の署名

4. あなた自身の証明書を生成して下さい。そしてそれに伴い、署名された証明書を使う、すべてのデータを生成して下さい。（下記スクリプト参照）

```
otrs@linux:~/tmp> CA.pl -pkcs12 "OTRS Certificate"
Enter pass phrase for newreq.pem:
Enter Export Password:
Verifying - Enter Export Password:
otrs@linux:~/tmp> ls -la
total 12
drwxr-xr-x  6 otrs otrs  328 2006-01-08 18:04 demoCA
-rw-r--r--  1 otrs otrs 3090 2006-01-08 18:13 newcert.p12
-rw-r--r--  1 otrs otrs 3791 2006-01-08 18:04 newcert.pem
-rw-r--r--  1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

スクリプト:新規証明書の生成

今、これらのオペレーションが実行され、S/MIMEセットアップはOTRSの中で完成したはずですが。

セットアップのこの部分はリンク"SMIME"を選んで、管理者ページで実行されます。OTRSで一般的なS/MIMEサポートがまだ可能にされていない場合、マスク(mask)は管理者にこれを指摘し、それを可能にするために適切なリンクを提供します。

SysConfig group で"Crypt::SMIME" S/MIME に関する全般の設定が行えます

ここで、S/MIME支援を活性化し、OpenSSLコマンド用のパスおよび証明書用のディレクトリーを定義することができます。上に作成されたキー・ファイルは、ここで示されたディレクトリーに格納されなければいけません。そうでなければ、OpenSSLは使用できません。

次のステップはOTRS管理ページ上のS/MIME構成で行われます。ここで、OTRSシステムの秘密鍵および他のコミュニケーション・パートナーの公開鍵(複数)をインポートすることができます。このセクションの最初に作成し、OTRSに追加した公開鍵を入力してください。

言うまでもなく、コミュニケーション・パートナーの全てのパブリックS/MIMEキーは顧客管理ツールを使用してインポートすることもできます。

5. Using External backends

5.1. Customer Data

OTRSは、ユーザー名、メール・アドレス、電話番号などのような多くの顧客情報属性で動作しています。これらの属性は担当者および顧客フロント・エンドの両方に表示され、顧客の認証に使用されます。

OTRSの内に使用されるか表示された顧客情報は高度にカスタマイズ可能です。しかし次の情報は、顧客認証に常に必要とされます:

- User login (ユーザーログイン)
- Email address (Eメールアドレス)
- Customer ID (顧客ID)

担当者インターフェースの顧客情報を表示したければ、次のSysConfigパラメタを使用して下さい。

```
# Ticket::Frontend::CustomerInfo*
# (作成(電話とEメール)、ズーム、キュービュー時に顧客情報を表示)
$self->{'Ticket::Frontend::CustomerInfoCompose'} = 1;
$self->{'Ticket::Frontend::CustomerInfoZoom'} = 1;
```

スクリプト : SysConfig構成パラメタ

5.2. Customer User Backend

2つのタイプの顧客バックエンド、DBおよびLDAPを使用することができます。あなたが別の顧客バックエンド(例えばSAP)を既に持っていれば、それを使用するモジュールを書くことはもちろん可能です。

5.2.1. データベース(デフォルト)

The Example below shows the configuration of a DB customer backend, which uses customer data stored in the OTRS database.

例4.7 DB顧客バックエンドの構成

```
# CustomerUser (customer database backend and settings)
$self->{CustomerUser} = {
  Name => 'Database Datasource',
  Module => 'Kernel::System::CustomerUser::DB',
  Params => {
    # if you want to use an external database, add the required settings
    # DSN => 'DBI:odbc:yourdsn',
    # Type => 'mssql', # only for ODBC connections
    # DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
    # User => '',
    # Password => '',
    # Table => 'customer_user',

    # CaseSensitive will control if the SQL statements need LOWER()
    # function calls to work case insensitively. Setting this to
    # 1 will improve performance dramatically on large databases.
    CaseSensitive => 0,
  },
  # customer unique id
  CustomerKey => 'login',

  # customer #
  CustomerID => 'customer_id',
  CustomerValid => 'valid_id',
  CustomerUserListFields => ['first_name', 'last_name', 'email'],
  CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
  CustomerUserSearchPrefix => '',
  CustomerUserSearchSuffix => '*',
  CustomerUserSearchListLimit => 250,
  CustomerUserPostMasterSearchFields => ['email'],
  CustomerUserNameFields => ['title', 'first_name', 'last_name'],
  CustomerUserEmailUniqCheck => 1,
  # show not own tickets in customer panel, CompanyTickets
  # CustomerUserExcludePrimaryCustomerID => 0,
  # generate auto logins
  # AutoLoginCreation => 0,
  # AutoLoginCreationPrefix => 'auto',
  # admin can change customer preferences
  # AdminSetPreferences => 1,
  # cache time to live in sec. - cache any database queries
  # CacheTTL => 0,
  # just a read only source
  # ReadOnly => 1,
  Map => [
    # note: Login, Email and CustomerID needed!
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
    link, readonly, http-link-target
    [ 'UserTitle', 'Title', 'title', 1, 0, 'var', '', 0 ],
    [ 'UserFirstname', 'Firstname', 'first_name', 1, 1, 'var', '', 0 ],
    [ 'UserLastname', 'Lastname', 'last_name', 1, 1, 'var', '', 0 ],
    [ 'UserLogin', 'Username', 'login', 1, 1, 'var', '', 0 ],
    [ 'UserPassword', 'Password', 'pw', 0, 0, 'var', '', 0 ],
    [ 'UserEmail', 'Email', 'email', 1, 1, 'var', '', 0 ],
  ]
}
```

```
# [ 'UserEmail', 'Email', 'email', 1, 1, 'var', "[% Env('CGIHandle')
%]?Action=AgentTicketCompose&ResponseID=1&TicketID=[% Data.TicketID %]&ArticleID=[%
Data.ArticleID %]", 0 ],
[ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],

# [ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
[ 'UserPhone', 'Phone', 'phone', 1, 0, 'var', '', 0 ],
[ 'UserFax', 'Fax', 'fax', 1, 0, 'var', '', 0 ],
[ 'UserMobile', 'Mobile', 'mobile', 1, 0, 'var', '', 0 ],
[ 'UserStreet', 'Street', 'street', 1, 0, 'var', '', 0 ],
[ 'UserZip', 'Zip', 'zip', 1, 0, 'var', '', 0 ],
[ 'UserCity', 'City', 'city', 1, 0, 'var', '', 0 ],
[ 'UserCountry', 'Country', 'country', 1, 0, 'var', '', 0 ],
[ 'UserComment', 'Comment', 'comments', 1, 0, 'var', '', 0 ],
[ 'ValidID', 'Valid', 'valid_id', 0, 1, 'int', '', 0 ],
],
# default selections
Selections => {
  UserTitle => {
    'Mr.' => 'Mr.',
    'Mrs.' => 'Mrs.',
  },
},
};
```

顧客情報をカスタマイズしたい場合は、カラム・ヘッダーを変更するか、あるいは新規ものをOTRSデータベース中のcustomer_userテーブルに加えてください。例として、下記のスクリプトは、room番号用の新規フィールドを加える方法を教えます。

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor. Commands end with ; or \g.
Your MySQL connection id is 116 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD room VARCHAR (250);
Query OK, 1 rows affected (0.01 sec)
Records: 1 Duplicates: 0 Warnings: 0

mysql> quit
Bye
linux:~#
```

スクリプト: roomフィールドのcustomer_userテーブルへの追加。

次のスクリプトで示されるように、さて、新規カラムをKernel/Config.pm中のMAP配列に追加してください。

```
# var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
readonly
[... ]
[ 'UserRoom', 'Room', 'room', 0, 1, 'var', '', 0 ],
```

スクリプト:roomフィールドのKernel/Config.pmファイルへの追加。

担当者インターフェースの顧客リンクによってこの顧客情報をすべて編集することも可能です。

5.2.1.1. Customer with Multiple IDs (Company Tickets)

顧客に1つを超える顧客IDを割り当てることは可能です。顧客が他の顧客のチケットへアクセスしなければならぬならばこれは役立ちます。(例えば、スーパーバイザはアシスタントのチケットを見たい。)顧客が他の顧客のチケットへアクセスできるならば、OTRSの会社チケット機能が使わ

れます。会社チケットは、顧客パネル中の「会社チケット」リンクによってアクセスすることができます。

会社チケットを使用するために、顧客にとってアクセス可能であるべきIDを備えた新規カラムをOTRSデータベース中のcustomer_userテーブルに加えなければなりません(下記のスクリプトを参照)。

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 124 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD customer_ids VARCHAR (250);
Query OK, 1 rows affected (0.02 sec)
Records: 1 Duplicates: 0 Warnings: 0

mysql> quit
Bye
linux:~#
```

スクリプト: *customer_ids*フィールドの*customer_user*テーブルへの追加。

スクリプトの中で下に示されるように、新規カラムをKernel/Config.pm中のMAP配列に加えなければなりません。

```
# var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
readonly
[... ]
[ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
```

スクリプト: *UserCustomerIDs*フィールドの *Kernel/Config.pm*ファイル への追加。

ここで、多数の顧客IDのための新規カラムは、顧客管理のためのセクションの中で担当者・インターフェース経由で編集することができます。

To ensure that one customer can access the tickets of other customers, add the IDs of these other users into the new field for the multiple customer IDs. Each ID has to be separated by a semicolon (see Example below).

例4.8 Using Company Tickets with a DB Backend

顧客A、BおよびCはあなたのシステムに存在します。また、Aは顧客パネルからBとCのチケットにアクセスしたい。BとCは他のユーザのチケットにアクセスするべきではありません。

このセットアップを実現するためには、上に記述されるようなKernel/Config.pm中のcustomer_userテーブルおよびMappingを変更してください。次に、担当者インターフェースあるいは管理者ページの顧客リンクから、顧客Aのための設定をロードしてください。設定が表示される場合、CustomerIDsのためのフィールドへ値「B;C;」を追加して下さい。

5.2.2. LDAP

If you have an LDAP directory with your customer data, you can use it as the customer backend with OTRS, as shown in Example below.

例4.9 LDAP顧客バックエンドの構成

```

# CustomerUser
# (customer ldap backend and settings)
$self->{CustomerUser} = {
  Name => 'LDAP Data Source',
  Module => 'Kernel::System::CustomerUser::LDAP',
  Params => {
    # ldap host
    Host => 'bay.csuhayward.edu',
    # ldap base dn
    BaseDN => 'ou=seas,o=csuh',
    # search scope (one|sub)
    SSCOPE => 'sub',
    # The following is valid but would only be necessary if the
    # anonymous user does NOT have permission to read from the LDAP tree
    UserDN => '',
    UserPw => '',
    # in case you want to add always one filter to each ldap query, use
    # this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
    '(objectclass=user)'
    AlwaysFilter => '',
    # if the charset of your ldap server is iso-8859-1, use this:
    SourceCharset => 'iso-8859-1',

    # Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
    Params => {
      port => 389,
      timeout => 120,
      async => 0,
      version => 3,
    },
  },
  # customer unique id
  CustomerKey => 'uid',
  # customer #
  CustomerID => 'mail',
  CustomerUserListFields => ['cn', 'mail'],
  CustomerUserSearchFields => ['uid', 'cn', 'mail'],
  CustomerUserSearchPrefix => '',
  CustomerUserSearchSuffix => '*',
  CustomerUserSearchListLimit => 250,
  CustomerUserPostMasterSearchFields => ['mail'],
  CustomerUserNameFields => ['givenname', 'sn'],
  # show not own tickets in customer panel, CompanyTickets
  CustomerUserExcludePrimaryCustomerID => 0,
  # add an ldap filter for valid users (expert setting)
  CustomerUserValidFilter => '!(description=locked)',
  # administrator can't change customer preferences
  AdminSetPreferences => 0,
  # # cache time to live in sec. - cache any database queries
  # CacheTTL => 0,
  Map => [
    # note: Login, Email and CustomerID are mandatory!
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
    link, readonly
    [ 'UserTitle',      'Title',      'title',          1, 0, 'var', '', 0 ],
    [ 'UserFirstname', 'Firstname', 'givenname',     1, 1, 'var', '', 0 ],
    [ 'UserLastname',  'Lastname',  'sn',            1, 1, 'var', '', 0 ],
    [ 'UserLogin',     'Username',  'uid',           1, 1, 'var', '', 0 ],
    [ 'UserEmail',     'Email',     'mail',          1, 1, 'var', '', 0 ],
    [ 'UserCustomerID', 'CustomerID', 'mail',          0, 1, 'var', '', 0 ],
    # [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1, 0, 'var', '', 0 ],
    [ 'UserPhone',     'Phone',     'telephonenumber', 1, 0, 'var', '', 0 ],
    [ 'UserAddress',   'Address',   'postaladdress',  1, 0, 'var', '', 0 ],
    [ 'UserComment',   'Comment',   'description',    1, 0, 'var', '', 0 ],
  ],
};

```

追加の顧客属性（マネージャーの名前、携帯電話番号あるいは部署のような）が、あなたのLDAPディレクトリーに格納されていて、この情報をOTRSに表示したいならば、次のスクリプトの中で示されるように、これらの属性へのエントリーを備えたKernel/Config.pm中のMAP配列をただ拡張してください。

```
# var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
readonly
[...]
[ 'UserPhone', 'Phone', 'telephonenumber', 1, 0, 'var', '', 0 ],
```

スクリプト:新規フィールドのKernel/Config.pmファイルへの追加

5.2.2.1. Customer with Multiple IDs (Company Tickets)

LDAPバックエンドを使用する場合、顧客にひとつ以上の顧客IDを割り当てることが可能です。会社チケットを使用するために、新規フィールドを顧客によってアクセス可能なIDを含んでいるLDAPディレクトリーに加えなければなりません。

LDAPディレクトリーの新規フィールドが作成されている場合、スクリプトの中で下に示されるように、新規エンターリーをKernel/Config.pm中のMAP配列に加えなければなりません。

```
# var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
readonly
[...]
[ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
```

スクリプト: 新規フィールドのKernel/Config.pmファイルへのMapping

複数の顧客IDのためのフィールドをLDAPディレクトリーで直接編集しなければなりません。OTRSはLDAPから単に読み込むだけで書き込むことはできません。

To ensure access by a customer to the tickets of other customers, add the customer IDs of the customers whose tickets should be accessed to the new field in your LDAP directory. Each ID has to be separated by a semicolon (see Example below).

例4.10 LDAPバックエンドを備えた会社チケットの使用

顧客A、BおよびCはあなたのシステムに存在します。また、Aは顧客パネルからBとCのチケットにアクセスしたい。BとCは他のユーザのチケットにアクセスするべきではありません。

このセットアップを実現するためには、上に記述されるようなKernel/Config.pm中のLDAPディレクトリーおよびMappingを変更してください。その後、CustomerIDsのためのフィールドへ値「B; C;」をあなたのLDAPディレクトリーの顧客Aのために追加して下さい。

5.2.3. Using More than One Customer Backend with OTRS

If you want to utilize more than one customer data source used with OTRS (e.g. an LDAP and a database backend), the CustomerUser config parameter should be expanded with a number, e.g. "CustomerUser1", "CustomerUser2" (see Example below).

例4.11 OTRSでひとつ以上の顧客バックエンドを使用する

以下は、OTRSでLDAPとデータベース顧客バックエンドの両方を使用する構成例です。

```
# 1. Customer user backend: DB
# (customer database backend and settings)
$self->{CustomerUser1} = {
  Name => 'Customer Database',
  Module => 'Kernel::System::CustomerUser::DB',
  Params => {
    # if you want to use an external database, add the
    # required settings
    DSN => 'DBI:odbc:yourdsn',
    Type => 'mssql', # only for ODBC connections
    DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
    User => '',
    Password => '',
```

```

    Table => 'customer_user',
  },
  # customer unique id
  CustomerKey => 'login',
  # customer #
  CustomerID => 'customer_id',
  CustomerValid => 'valid_id',
  CustomerUserListFields => ['first_name', 'last_name', 'email'],
  CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
  CustomerUserSearchPrefix => '',
  CustomerUserSearchSuffix => '*',
  CustomerUserSearchListLimit => 250,
  CustomerUserPostMasterSearchFields => ['email'],
  CustomerUserNameFields => ['title', 'first_name', 'last_name'],
  CustomerUserEmailUniqCheck => 1,
#   # show not own tickets in customer panel, CompanyTickets
#   CustomerUserExcludePrimaryCustomerID => 0,
#   # generate auto logins
#   AutoLoginCreation => 0,
#   AutoLoginCreationPrefix => 'auto',
#   # admin can change customer preferences
#   AdminSetPreferences => 1,
#   # cache time to live in sec. - cache any database queries
#   CacheTTL => 0,
#   # just a read only source
#   ReadOnly => 1,
  Map => [

    # note: Login, Email and CustomerID needed!
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target
    [ 'UserTitle',      'Title',      'title',      1, 0, 'var', '', 0 ],
    [ 'UserFirstname', 'Firstname',  'first_name', 1, 1, 'var', '', 0 ],
    [ 'UserLastname',  'Lastname',   'last_name',  1, 1, 'var', '', 0 ],
    [ 'UserLogin',     'Username',   'login',      1, 1, 'var', '', 0 ],
    [ 'UserPassword',  'Password',   'pw',         0, 0, 'var', '', 0 ],
    [ 'UserEmail',     'Email',      'email',      1, 1, 'var', '', 0 ],
    [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],
    [ 'UserPhone',     'Phone',      'phone',      1, 0, 'var', '', 0 ],
    [ 'UserFax',       'Fax',        'fax',        1, 0, 'var', '', 0 ],
    [ 'UserMobile',    'Mobile',     'mobile',     1, 0, 'var', '', 0 ],
    [ 'UserStreet',    'Street',     'street',     1, 0, 'var', '', 0 ],
    [ 'UserZip',       'Zip',        'zip',        1, 0, 'var', '', 0 ],
    [ 'UserCity',      'City',       'city',       1, 0, 'var', '', 0 ],
    [ 'UserCountry',   'Country',    'country',    1, 0, 'var', '', 0 ],
    [ 'UserComment',   'Comment',    'comments',   1, 0, 'var', '', 0 ],
    [ 'ValidID',      'Valid',      'valid_id',   0, 1, 'int', '', 0 ],
  ],
  # default selections
  Selections => {
    UserTitle => {
      'Mr.' => 'Mr.',
      'Mrs.' => 'Mrs.',
    },
  },
};

# 2. Customer user backend: LDAP
# (customer ldap backend and settings)
$self->{CustomerUser2} = {
  Name => 'LDAP Datasource',
  Module => 'Kernel::System::CustomerUser::LDAP',
  Params => {
    # ldap host
    Host => 'bay.csuhayward.edu',
    # ldap base dn
    BaseDN => 'ou=seas,o=csuh',
    # search scope (one|sub)
    SSCOPE => 'sub',
    # The following is valid but would only be necessary if the
    # anonymous user does NOT have permission to read from the LDAP tree
    UserDN => '',
  },
};

```

```

    UserPw => '',
    # in case you want to add always one filter to each ldap query, use
    # this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
'(objectclass=user)'
    AlwaysFilter => '',
    # if the charset of your ldap server is iso-8859-1, use this:
#   SourceCharset => 'iso-8859-1',

    # Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
    Params => {
        port => 389,
        timeout => 120,
        async => 0,
        version => 3,
    },
},
# customer unique id
CustomerKey => 'uid',
# customer #
CustomerID => 'mail',
CustomerUserListFields => ['cn', 'mail'],
CustomerUserSearchFields => ['uid', 'cn', 'mail'],
CustomerUserSearchPrefix => '',
CustomerUserSearchSuffix => '*',
CustomerUserSearchListLimit => 250,
CustomerUserPostMasterSearchFields => ['mail'],
CustomerUserNameFields => ['givenname', 'sn'],
# show not own tickets in customer panel, CompanyTickets
CustomerUserExcludePrimaryCustomerID => 0,
# add a ldap filter for valid users (expert setting)
# CustomerUserValidFilter => '!(description=locked)',
# admin can't change customer preferences
AdminSetPreferences => 0,
Map => [
    # note: Login, Email and CustomerID needed!
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly
    [ 'UserTitle',      'Title',      'title',          1, 0, 'var', '', 0 ],
    [ 'UserFirstname', 'Firstname',  'givenname',     1, 1, 'var', '', 0 ],
    [ 'UserLastname',  'Lastname',  'sn',            1, 1, 'var', '', 0 ],
    [ 'UserLogin',     'Username',  'uid',           1, 1, 'var', '', 0 ],
    [ 'UserEmail',     'Email',    'mail',          1, 1, 'var', '', 0 ],
    [ 'UserCustomerID', 'CustomerID', 'mail',          0, 1, 'var', '', 0 ],
#   [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1, 0, 'var', '', 0 ],
    [ 'UserPhone',     'Phone',    'telephonenumber', 1, 0, 'var', '', 0 ],
    [ 'UserAddress',   'Address',  'postaladdress',  1, 0, 'var', '', 0 ],
    [ 'UserComment',   'Comment',  'description',    1, 0, 'var', '', 0 ],
],
};

```

10までの異なる顧客バックエンドを統合することは可能です。全ての顧客情報を見るか編集する(書き込みアクセス権限が可能と仮定して)ためにOTRSの中で顧客管理インターフェースを使用してください。

5.2.4. Storing CustomerUser Data in Dynamic Fields

顧客データを直接チケットの動的フィールドに格納することも時には役立つかもしれません。(例えばこのデータで特別な統計を作成するような目的で)

チケットが作成される場合、あるいはチケットの顧客が変更される場合、動的フィールド値がセットされます。動的フィールドの値は顧客データから得られます。これはすべてのバックエンドのために働きますが、特にLDAPバックエンドに役立ちます。

OTRSのこのオプション機能を活性化するために、以下の二つの設定を活性化して下さい。

「Ticket::EventModulePost###930-DynamicFieldFromCustomerUser」および

「DynamicFieldFromCustomerUser::Mapping」。後の設定では、CustomerUserフィールド入力がチケットのどの動的フィールドに格納しなければならないかの構成を含んでいます。フィールドはシステムの中にあるに違いありませんし、AgentTicketFreeTextのために可能になるに違いありません。

ん。そのゆえ、それらは手動でセットすることができます。それらは AgentTicketPhone、AgentTicketEmailおよびAgentTicketCustomerのために可能になってはなりません。もしそれらが可能ならば、それらは自動設定値に対して先行するでしょう。

5.3. Backends to Authenticate Agents and Customers

OTRSは、異なるバックエンドに対する、担当者および顧客を認証するオプションを提示します。

5.3.1. 担当者のための認証バックエンド

5.3.1.1. DB(デフォルト)

The backend to authenticate agents which is used by default is the OTRS database. Agents can be added and edited via the agent management interface in the Admin page (see Example below).

例4.12 DBバックエンドに対する認証エージェント

```
$Self->{'AuthModule'} = 'Kernel::System::Auth::DB';
```

5.3.1.2. LDAP

If an LDAP directory has all your agent data stored, you can use the LDAP module to authenticate your users in OTRS (see Example below). This module has only read access to the LDAP tree, which means that you cannot edit your user data via the agent management interface.

例4.13 LDAPバックエンドに対する認証エージェント

```
# This is an example configuration for an LDAP auth. backend.
# (Make sure Net::LDAP is installed!)
$Self->{'AuthModule'} = 'Kernel::System::Auth::LDAP';
$Self->{'AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$Self->{'AuthModule::LDAP::GroupDN'} = 'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$Self->{'AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
# $Self->{'AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (with full user dn)
# $Self->{'AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user do NOT have permission to read from the LDAP tree
$Self->{'AuthModule::LDAP::SearchUserDN'} = '';
$Self->{'AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter => '(objectclass=user)'
$Self->{'AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each login name, then
# you can use this option. e. g. user just want to use user but
# in your ldap directory exists user@domain.com
# $Self->{'AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
$Self->{'AuthModule::LDAP::Params'} = {
```

```
port => 389,
timeout => 120,
async => 0,
version => 3,
};
```

スクリプトの中で下に示される構成パラメータは、ローカルのOTRSデータベースの中へのLDAPディレクトリーからの利用者データを同期させるために使用することができます。これは、LDAPサーバーにリクエストの数を減らし、OTRSでの認証の速度を向上させます。担当者が最初に認証する場合、データ同期は終わっています。ローカルのOTRSデータベースへデータを同期することができますが、LDAPディレクトリーは認証のための最後の実体（インスタンス）です、したがって、LDAPツリー内の活性化されていないユーザは認証することができません。アカウント・データがOTRSデータベースに既に保存されている場合さえ、LDAPディレクトリーの担当者データは、OTRSのウェブインターフェース経由で編集することができません。したがって、LDAPツリーにデータを直接管理しなければなりません。

```
# AuthModule用にAuthSyncBackend (AuthSyncModule)定義します。
# キーが存在しそれが空ならば、Syncにならないでしょう。
# サンプル値: AuthSyncBackend, AuthSyncBackend2
$self->{'AuthModule::UseSyncBackend'} = 'AuthSyncBackend';

# LDAPに対する担当者データ sync
$self->{'AuthSyncModule'} = 'Kernel::System::Auth::Sync::LDAP';
$self->{'AuthSyncModule::LDAP::Host'} = 'ldap://ldap.example.com/';
$self->{'AuthSyncModule::LDAP::BaseDN'} = 'dc=otrs, dc=org';
$self->{'AuthSyncModule::LDAP::UID'} = 'uid';
$self->{'AuthSyncModule::LDAP::SearchUserDN'} = 'uid=sys, ou=user, dc=otrs, dc=org';
$self->{'AuthSyncModule::LDAP::SearchUserPw'} = 'some_pass';
$self->{'AuthSyncModule::LDAP::UserSyncMap'} = {
  # DB -> LDAP
  UserFirstname => 'givenName',
  UserLastname  => 'sn',
  UserEmail     => 'mail',
};
[...]
```

```
# AuthSyncModule::LDAP::UserSyncInitialGroups
# (最初の担当者のログインの初期の作成後に、rw許可を持つsync followingグループ)
$self->{'AuthSyncModule::LDAP::UserSyncInitialGroups'} = [
  'users',
];
```

スクリプト：OTRSデータベースの中へのLDAPディレクトリーからの利用者データを同期させること。

Alternatively, you can use LDAP groups to determine group memberships or roles in OTRS. For more information and examples, see Kernel/Config/Defaults.pm. Here is an example for synchronizing from LDAP into OTRS groups.

```
# Attributes needed for group syncs
# (attribute name for group value key)
$self->{'AuthSyncModule::LDAP::AccessAttr'} = 'memberUid';
# (select the attribute for type of group content UID/DN for full ldap name)
# $self->{'AuthSyncModule::LDAP::UserAttr'} = 'UID';
# $self->{'AuthSyncModule::LDAP::UserAttr'} = 'DN';

AuthSyncModule::LDAP::UserSyncGroupsDefinition
# (If "LDAP" was selected for AuthModule and you want to sync LDAP
# groups to otrs groups, define the following.)
$self->{'AuthSyncModule::LDAP::UserSyncGroupsDefinition'} = {
  # your ldap group
  'cn=agent,o=otrs' => {
    # otrs group(s)
    'admin' => {
      # permission
      rw => 1,
      ro => 1,
    }
  }
};
```

```

    },
    'faq' => {
      rw => 0,
      ro => 1,
    },
  },
  'cn=agent2,o=otrs' => {
    'users' => {
      rw => 1,
      ro => 1,
    },
  },
}
};

```

5.3.1.3. 担当者のためのHTTPBasicAuth

If you want to implement a "single sign on" solution for all your agents, you can use HTTP basic authentication (for all your systems) and the HTTPBasicAuth module for OTRS (see Example below).

例4.14 HTTPBasicを使用して、担当者を認証します。

```

# これはapache ($ENV{REMOTE_USER})認証バックエンド用のサンプル構成です。
# apache http-basic-authのシングル・サインオンを持ちたいければそれを使います。
$self->{'AuthModule'} = 'Kernel::System::Auth::HTTPBasicAuth';

# Note:
#
# このモジュールを使うなら、代替手段として次の構成設定を使うべきです。
# (もしユーザがapache ($ENV{REMOTE_USER})として認証されていないならば)
$self->{'LoginURL'} = 'http://host.example.com/not-authorized-for-otrs.html';
$self->{'LogoutURL'} = 'http://host.example.com/thanks-for-using-otrs.html';

```

5.3.1.4. Radius

The configuration parameters shown in Example below can be used to authenticate agents against a Radius server.

例4.15 Radiusバックエンドに対する担当者を認証します。

```

# これは、radiusサーバに対するauth. agentsへのサンプル構成です。
$self->{'AuthModule'} = 'Kernel::System::Auth::Radius';
$self->{'AuthModule::Radius::Host'} = 'radiushost';
$self->{'AuthModule::Radius::Password'} = 'radiussecret';

```

5.3.2. Authentication Backends for Customers

5.3.2.1. データベース(デフォルト)

The default user authentication backend for customers in OTRS is the OTRS database. With this backend, all customer data can be edited via the web interface of OTRS (see Example below).

例4.16 DBバックエンドに対する顧客ユーザ認証

```

# これはthe otrs dbに対する認証モジュールです。
$self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::DB';
$self->{'Customer::AuthModule::DB::Table'} = 'customer_user';
$self->{'Customer::AuthModule::DB::CustomerKey'} = 'login';
$self->{'Customer::AuthModule::DB::CustomerPassword'} = 'pw';
# $self->{'Customer::AuthModule::DB::DSN'} =
"DBI:mysql:database=customerdb;host=customerdbhost";

```



```

#$Self->{'Customer::AuthModule::DB::User'} = "some_user";
#$Self->{'Customer::AuthModule::DB::Password'} = "some_password";

```

5.3.2.2. LDAP

If you have an LDAP directory with all your customer data, you can use the LDAP module to authenticate your customers to OTRS (see Example below). Because this module has only read-access to the LDAP backend, it is not possible to edit the customer data via the OTRS web interface.

例4.17 LDAPバックエンドに対する顧客ユーザ認証

```

# This is an example configuration for an LDAP auth. backend.
# (make sure Net::LDAP is installed!)
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::LDAP';
$Self->{'Customer::AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'Customer::AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$Self->{'Customer::AuthModule::LDAP::GroupDN'} =
  'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (full user dn)
#$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user does NOT have permission to read from the LDAP tree
$Self->{'Customer::AuthModule::LDAP::SearchUserDN'} = '';
$Self->{'Customer::AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter => '(objectclass=user)'
$Self->{'Customer::AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each customer login name, then
# you can use this option. e. g. user just want to use user but
# in your ldap directory exists user@domain.com
#$Self->{'Customer::AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
$Self->{'Customer::AuthModule::LDAP::Params'} = {
  port => 389,
  timeout => 120,
  async => 0,
  version => 3,
};

```

5.3.2.3. HTTPBasicAuth for Customers

If you want to implement a "single sign on" solution for all your customer users, you can use HTTPBasic authentication (for all your systems) and use the HTTPBasicAuth module with OTRS (no login is needed with OTRS any more). See Example below.

例4.18 HTTPBasicを備えた顧客ユーザ認証

```

# apache ($ENV{REMOTE_USER})認証バックエンド用のサンプル構成です。
# apache http-basic-authのシングル・サインオンを
# 持ちたければそれを使います。
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::HTTPBasicAuth';

# ノート:
# このモジュールを使うなら、代替手段として次の構成設定を使うべきです。

```

```
# もしユーザがapache ($ENV{REMOTE_USER})として認証されていないならば
$self->{CustomerPanelLoginURL} = 'http://host.example.com/not-authorized-for-otrs.html';
$self->{CustomerPanelLogoutURL} = 'http://host.example.com/thanks-for-using-otrs.html';
```

5.3.2.4. Radius

The settings shown in Example below can be used to authenticate your customers against a Radius server.

例4.19 Radiusのバックエンドに対する顧客ユーザ認証

```
# これはRadiusサーバへの認証顧客へのサンプル構成です。
$self->{'Customer::AuthModule'} = 'Kernel::System::Auth::Radius';
$self->{'Customer::AuthModule::Radius::Host'} = 'radiushost';
$self->{'Customer::AuthModule::Radius::Password'} = 'radiussecret';
```

5.4. Customizing the Customer Self-Registration

新規顧客(customer.plパネルによってアクセス可能)のための自己登録をカスタマイズすることは可能です。新規の任意または必須フィールド (room番号、アドレスあるいは状態のような)を追加することができます。

次の例は、顧客のroom番号を格納するためには、この場合どのように顧客データベースの中であなたが必須フィールドを指定することができるかを示します。

5.4.1. Customizing the Web Interface

customer.plウェブインターフェースのroom番号用の新規フィールドを表示するために、このインターフェースのレイアウトの責任者である.dtlファイルを修正しなければなりません。80行目のまわりの新規フィールドを加えて、Kernel/Output/HTML/Standard/CustomerLogin.dtlファイルを編集してください。(下記のスクリプトを参照)。

```
[...]
<div class="NewLine">
  <label for="Room">[% Translate("Room{CustomerUser}") | html %]</label>
  <input title="[% Translate("Room Number") | html %]" name="Room" type="text"
    id="UserRoom" maxlength="50" />
</div>
[...]
```

スクリプト:ウェブインターフェースでの新規フィールドの表示

5.4.2. Customer Mapping

次のステップで、顧客マッピングはroom番号への新規エントリーで拡張しなければなりません。変更がアップデート後に失われないことを確実にするためには、Kernel/Config.pmにKernel/Config/Defaults.pmからの「CustomerUser」設定を入れてください。スクリプト中で下に示されるように、MAP配列を変更して、新規room番号フィールドを追加してください。

```
# CustomerUser
# (顧客データベース・バックエンドと設定)
$self->{CustomerUser} = {
  Name => 'Database Backend',
  Module => 'Kernel::System::CustomerUser::DB',
  Params => {
    # 外部データベースを使いたければ、
    # 必須設定を追加する必要があります。
    DSN => 'DBI:odbc:yourdsn',
    Type => 'mssql', # only for ODBC connections
  }
}
```

```

#      DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
#      User => '',
#      Password => '',
#      Table => 'customer_user',
    },
    # customer unique id
    CustomerKey => 'login',
    # customer #
    CustomerID => 'customer_id',
    CustomerValid => 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
#   CustomerUserListFields => ['login', 'first_name', 'last_name', 'customer_id', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title', 'first_name', 'last_name'],
    CustomerUserEmailUniqCheck => 1,
#   # 顧客パネルで自身のチケットではなく顧客チケットを表示します。
#   CustomerUserExcludePrimaryCustomerID => 0,
#   # 自動ログインを生成します。
#   AutoLoginCreation => 0,
#   AutoLoginCreationPrefix => 'auto',
#   # 管理者は顧客の選択 ( 選好 ) を変更できます。
#   AdminSetPreferences => 1,
#   # キャッシュが生存する秒数 - キャッシュ・データベース必須
#   CacheTTL => 0,
#   # 読み込み専用のソース
#   ReadOnly => 1,
    Map => [

        # ノート: ログイン、Eメール、顧客IDは必要です!
        # 変数、フロントエンド、保存場所、表示 (1=常時,2=軽度)、必須、
        # 保存タイプ、httpリンク、読み込み専用、httpリンク・ターゲット。
        [ 'UserTitle',      'Title',      'title',      1, 0, 'var', '', 0 ],
        [ 'UserFirstname', 'Firstname', 'first_name', 1, 1, 'var', '', 0 ],
        [ 'UserLastname',  'Lastname',  'last_name',  1, 1, 'var', '', 0 ],
        [ 'UserLogin',     'Username',  'login',     1, 1, 'var', '', 0 ],
        [ 'UserPassword',  'Password',  'pw',        0, 0, 'var', '', 0 ],
        [ 'UserEmail',     'Email',     'email',     1, 1, 'var', '', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],
        [ 'UserPhone',     'Phone',     'phone',     1, 0, 'var', '', 0 ],
        [ 'UserFax',       'Fax',       'fax',       1, 0, 'var', '', 0 ],
        [ 'UserMobile',    'Mobile',    'mobile',    1, 0, 'var', '', 0 ],
        [ 'UserRoom',      'Room',      'room',      1, 0, 'var', '', 0 ],
        [ 'UserStreet',    'Street',    'street',    1, 0, 'var', '', 0 ],
        [ 'UserZip',       'Zip',       'zip',       1, 0, 'var', '', 0 ],
        [ 'UserCity',      'City',      'city',      1, 0, 'var', '', 0 ],
        [ 'UserCountry',   'Country',   'country',   1, 0, 'var', '', 0 ],
        [ 'UserComment',   'Comment',   'comments',  1, 0, 'var', '', 0 ],
        [ 'ValidID',      'Valid',     'valid_id',  0, 1, 'int', '', 0 ],
    ],
    # default selections
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
};

```

スクリプト: マッピング配列の変更

5.4.3. Customizing the customer_user Table in the OTRS DB

最後のステップは、新しいroom番号カラムをOTRSデータベース中customer_userテーブルに追加することです(下記のスクリプトを参照)。このカラムでは、room番号へのエントリーは格納されません。

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 6 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD room VARCHAR (200);
Query OK, 3 rows affected (0.01 sec)
Records: 3 Duplicates: 0 Warnings: 0

mysql> quit
Bye
linux:~#
```

スクリプト:新しいカラムを`customer_user`テーブルに追加

Now the new field for the room should be displayed in the Customer Information panel if filled, and in the Customer User administration screens. Also, new customers should have to insert their room number if they register a new account.

6. チケット設定

6.1. チケットの状態

6.1.1. 事前定義された状態

OTRSでは、事前定義されたチケット状態とタイプを変更または新規追加することができます。状態名と状態タイプという2つの属性が状態にとって重要です。

OTRSのデフォルト状態は以下の通りです。「完了 (成功)」 ('closed successful')、
「完了 (不成功)」 ('closed unsuccessful')、
「結合済」 ('merged')、
「新規」 ('new')、
「対応中」 ('open')、
「保留 (自動完了+)」 ('pending auto close+')、
「保留 (自動完了-)」 ('pending auto close-')、
「保留 (期限付)」 ('pending reminder')、
「削除」 ('removed'.)。

6.1.1.1. 「新規」 (New)

チケットは、受信Eメールから作成された時、通常この状態です。

6.1.1.2. 対応中 (open)

これはキューと担当者に割り当てられたチケットのためのデフォルト状態です。

6.1.1.3. 保留 (期限付)

保留時間が終了すると、チケット所有者はチケットに関するリマインダーEメールを受信します。チケットがロックされていないければ、リマインダーはキュー中の全担当者へ送られます。リマインダーチケットは単に業務時間に送信され、チケット状態が担当者によって変更されるまで、24時間ごとに繰り返し送信されます。このステータスでのチケットによって費やされた時間は、さらにエスカレーション時間として追加計上されます。

6.1.1.4. 保留 (自動完了-)

保留時間が終了したらこの状態のチケットは「完了 (不成功)」 ('closed unsuccessful') にセットされます。このステータスでのチケットによって費やされた時間は、さらにエスカレーション時間として追加計上されます。

6.1.1.5. 保留（自動完了+）

保留時間が終了したらこの状態のチケットは「完了（成功）」（'closed successful'）にセットされます。この状態のチケットに費やされた時間は、さらにエスカレーション時間として追加計上されます。

6.1.1.6. 結合済

これは他のチケットと結合されたチケットの状態です。

6.1.1.7. 完了（成功）

これはうまく解決されたチケットの最終状態です。構成に依存しますが、一旦完了したチケットを再対応可能にも不可能にも構成可能です。

6.1.1.8. 完了（不成功）

これは解決できなかったチケット用の最終状態です。構成に依存しますが、一旦完了したチケットを再対応可能にも不可能にも構成可能です。

6.1.2. 状態のカスタマイズ

Every state has a name (state-name) and a type (state-type). Click on the States link on the Admin page and press the button "Add state" to create a new state. You can freely choose the name of a new state. The state types can not be changed via the web interface. The database has to be directly modified if you want to add new types or change existing names. The default state types should typically not be modified as this can yield unpredictable results. For instance, escalation calculations and the unlock feature are based on specific state types.

既存の状態名は変更することができます。あるいは、新規状態はこの画面から追加されます。「新規」状態が、ウェブインターフェース経由で変更されたなら、この変更も、構成ファイル Kernel/Config.pm または SysConfig インターフェース経由で構成変更されねばなりません。以下のスクリプトで指定された設定は、「新規」に変更された状態で、OTRS が確実に稼働するように変更されなければなりません。

```
[...]
# PostmasterDefaultState
# (新規チケットのデフォルト状態) [default: new]
$self->{PostmasterDefaultState} = 'new';

# CustomerDefaultState
# (新規顧客チケットのデフォルト状態)
$self->{CustomerDefaultState} = 'new';
[...]
```

スクリプト: Kernel/Config.pm の設定修正

万一新規状態タイプが加えられるならば、OTRS データベースにある the ticket_state_type テーブルは、下記のスクリプトで表示されるように、データベース・クライアント・プログラムで変更される必要があります。

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 23 to server version: 5.0.16-Debian_1-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
```

```
You can turn off this feature to get a quicker startup with -A
```

```
Database changed
mysql> insert into ticket_state_type (name,comments) values ('own','Own
state type');
Query OK, 1 row affected (0.00 sec)

mysql> quit
Bye
linux:~#
```

スクリプト:OTRSデータベースの修正

あなたが今作成した新規状態タイプを使用することは可能である。状態がこの新規状態タイプとリンクされた後、OTRS構成も、さらに新規状態が使用可能であることを確実にするために変更されなければならない。SysConfigにて次のオプションを修正してください:

Ticket -> Frontend::Agent::Ticket::ViewPhoneNew > AgentTicketPhone###StateDefault - to define the default next state for new phone tickets.

Ticket -> Frontend::Agent::Ticket::ViewPhoneNew > AgentTicketPhone###StateType - to define the available next states for new phone tickets.

Ticket -> Frontend::Agent::Ticket::ViewEmailNew > AgentTicketEmail###StateDefault - to define the default next state for new email tickets.

Ticket -> Frontend::Agent::Ticket::ViewEmailNew > AgentTicketEmail###StateType - to define the available next states for new email tickets.

Ticket -> Frontend::Agent::Ticket::ViewPhoneOutbound > AgentTicketPhoneOutbound###State - to define the default next state for new phone articles.

Ticket -> Frontend::Agent::Ticket::ViewPhoneOutbound > AgentTicketPhoneOutbound###StateType - to define the available next states for new phone articles.

Ticket -> Frontend::Agent::Ticket::ViewMove > AgentTicketMove###State - to define the default next state for moving a ticket.

Ticket -> Frontend::Agent::Ticket::ViewMove > AgentTicketMove###StateType - to define the available next states for moving a ticket.

Ticket -> Frontend::Agent::Ticket::ViewBounce > StateDefault - to define the default next state after bouncing a ticket.

Ticket -> Frontend::Agent::Ticket::ViewBounce > StateType - to define the available next states in the bounce screen.

Ticket -> Frontend::Agent::Ticket::ViewBulk > StateDefault - to define the default next state in a bulk action.

Ticket -> Frontend::Agent::Ticket::ViewBulk > StateType - to define the available next states in the bulk action screen.

Ticket -> Frontend::Agent::Ticket::ViewClose > StateDefault - to define the default next state after closing a ticket.

Ticket -> Frontend::Agent::Ticket::ViewClose > StateType - to define the available next states in the close screen.

Ticket -> Frontend::Agent::Ticket::ViewCompose > StateDefault - to define the default next state in the Compose (reply) screen.

Ticket -> Frontend::Agent::Ticket::ViewCompose > StateType - to define the available next states in the Compose (reply) screen.

Ticket -> Frontend::Agent::Ticket::ViewForward > StateDefault - to define the default next state after forwarding a ticket.

Ticket -> Frontend::Agent::Ticket::ViewForward > StateType - to define the available next states in the Forward screen.

Ticket -> Frontend::Agent::Ticket::ViewForward > StateDefault - to define the default next state of a ticket in the free text screen.

Ticket -> Frontend::Agent::Ticket::ViewForward > StateType - to define the available next states in the free text screen.

Ticket -> Core::PostMaster > PostmasterDefaultState - to define the state of tickets created from emails.

Ticket -> Core::PostMaster > PostmasterFollowUpState - to define the state of tickets after a follow-up has been received.

Ticket -> Core::PostMaster > PostmasterFollowUpStateClosed - to define the state of tickets after a follow-up has been received on an already closed ticket.

Ticket -> Core::Ticket > ViewableStateType - to define the state types that are displayed at various places in the system, for example in the Queueview.

Ticket -> Core::Ticket > UnlockStateType - to define the state types for unlocked tickets.

Ticket -> Core::Ticket > PendingReminderStateType - to define the state type for reminder tickets.

Ticket -> Core::Ticket > PendingAutoStateType - to define the state type for Pending Auto tickets.

Ticket -> Core::Ticket > StateAfterPending - to define the state a ticket is set to after the Pending Auto timer of the configured state has expired.

6.2. Ticket Priorities

OTRSには、5つのデフォルトの優先度レベルが付属しています。それは、管理者ページにある「プロパティ」"Priorities"

経由で変更可能です。カスタマイズされた優先度リストを作成する場合、ユーザ・インターフェース中の優先度選択箱の中でそれらがアルファベット順にソートされると心に留めておいてください。さらに、OTRSはQueueViewの中の内部データベースIDによってチケットを順序づけします。

注記

他のOTRS実体でそうであるように、優先度は、削除できないかもしれませんが、有効オプションを無効または無効-暫定にする設定によって、単に非活性化されるかもしれません。

重要

新規優先度が加えられた場合、あるいは既存のものが変更された場合、SysConfigの中のいくつかの値を修正したいと思うかもしれません:

- Ticket:Core::Postmaster::PostmasterDefaultPriority - defines the default priority for all incoming emails.
- Ticket:Frontend::Agent:Ticket::ViewPhoneNew:Priority - defines the default priority in the New Phone Ticket screen for agents.

- Ticket:Frontend::Agent:Ticket::ViewEmailNew:Priority - defines the default priority in the New Email Ticket screen for agents.
- Ticket:Frontend::Customer:Ticket::ViewNew:PriorityDefault - defines the default priority in the New Ticket screen in the Customer frontend.

6.3. チケット責任者とチケットの監視

OTRS 2.1からチケットの所有者に加えて、1チケットに対して1名の責任者を割り当てることが可能です。さらに、チケットと関係のある全ての活動はチケットの所有者以外の誰かに見られるようにできます。これらの2つの機能性は、チケット責任者 (TicketResponsible) とチケット監視者 (TicketWatcher) としてインプリメントされ、タスクの割り当ておよび階層的チーム構造内に働くことを手助けします。

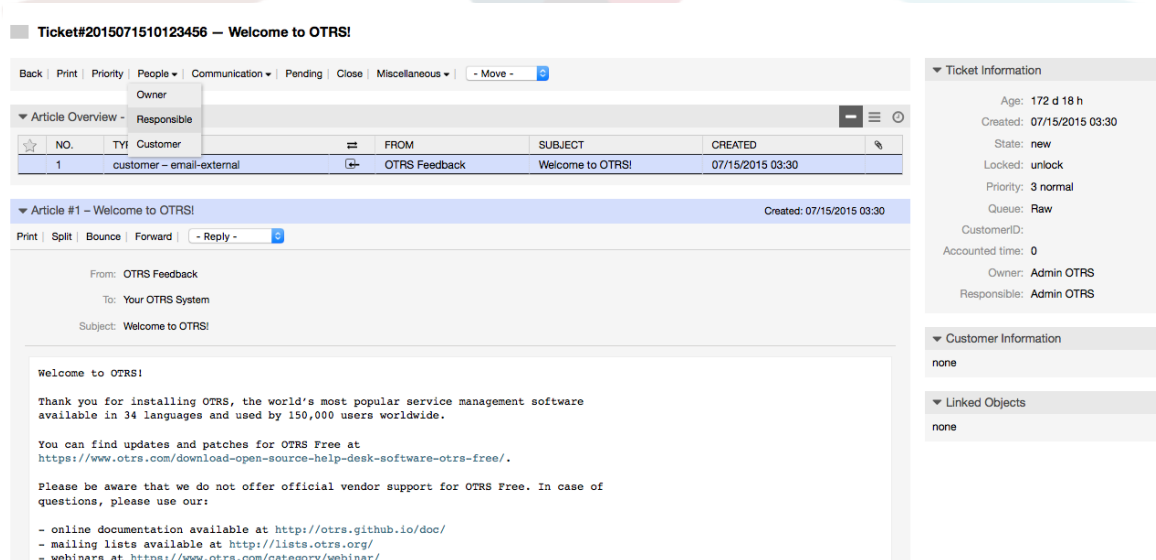
6.3.1. チケット責任者

The ticket responsibility feature facilitates the complete processing of a ticket by an agent other than the ticket owner. Thus an agent who has locked a ticket can pass it on to another agent, who is not the ticket owner, in order for the second to respond to a customer request. After the request has been dealt with, the first agent can withdraw the ticket responsibility from the second agent.

With the configuration parameter Ticket::Responsible, the ticket responsibility feature can be activated. This will cause 3 new links to appear in the ticket activities menu of a zoomed ticket in the agent interface.

チケット責任者は、チケット内容呼び出して割り当てることができます。そしてチケット活動メニュー「責任者」リンク (担当者インターフェイスにあるズームチケットにある) をクリックします。(下図参照)

図4.67 Changing the Responsibility of a ticket in its zoomed view



The screenshot shows the OTRS ticket interface for Ticket#2015071510123456. The main content area displays the email body of the ticket, which is a welcome message from OTRS Feedback. The interface includes a navigation bar at the top with options like 'Back', 'Print', 'Priority', 'People', 'Communication', 'Pending', 'Close', 'Miscellaneous', and 'Move'. Below the navigation bar, there is a section for 'Article Overview' with a 'Responsible' dropdown menu. The email content shows the following details:

From: OTRS Feedback
To: Your OTRS System
Subject: Welcome to OTRS!

Welcome to OTRS!

Thank you for installing OTRS, the world's most popular service management software available in 34 languages and used by 150,000 users worldwide.

You can find updates and patches for OTRS Free at <https://www.otrs.com/download-open-source-help-desk-software-otrs-free/>.

Please be aware that we do not offer official vendor support for OTRS Free. In case of questions, please use our:

- online documentation available at <http://otrs.github.io/doc/>
- mailing lists available at <http://lists.otrs.org/>
- webinars at <https://www.otrs.com/category/webinar/>

On the right side of the interface, there is a 'Ticket Information' sidebar with the following details:

- Age: 172 d 18 h
- Created: 07/15/2015 03:30
- State: new
- Locked: unlock
- Priority: 3 normal
- Queue: Raw
- CustomerID:
- Accounted time: 0
- Owner: Admin OTRS
- Responsible: Admin OTRS

Below the 'Ticket Information' sidebar, there are sections for 'Customer Information' and 'Linked Objects', both showing 'none'.

After clicking on "Responsible", a pop-up dialog to change the responsibility of that ticket will open (see figure below). This dialog can also be used to send a message to the new responsible agent.

☒ 4.68 Pop-up dialog to change a ticket's responsibility

Change Responsible of Ticket#2015071510123456 – Welcome to OTRS!

All fields marked with an asterisk (*) are mandatory.

Cancel & close

▼ Ticket Settings

*Title:

New Responsible:

▶ Add Article

Submit

チケット責任者機能が活性化されるとすぐに、担当者が責任を負う全チケットのリストは、OTRS担当者インターフェイスの責任者ビューを通してアクセスできます。

6.3.2. チケットの監視

OTRS2.1から「チケット監視」機能を使えば
 スーパーバイザのような担当者を選ぶことにより、システム内の特定のチケットを処理することなく監視することができます。

The TicketWatcher feature can be activated with the configuration parameter Ticket::Watcher which adds new links to your actions toolbar. Using Ticket::WatcherGroup, one or more user groups with permission to watch tickets can also be defined.

In order to watch a ticket, go to its zoomed view and click on the "Subscribe" link in the ticket activities menu (see figure below).

☒ 4.69 Subscribing to watching a ticket in its zoomed view

Ticket#2015071510123456 – Welcome to OTRS!

Back | Print | Priority | People | Communication | Pending | Watch | Close | Miscellaneous | - Move -

▼ Article Overview - 1 Article(s)

NO.	TYPE	FROM	SUBJECT	CREATED
1	customer – email-external	OTRS Feedback	Welcome to OTRS!	07/15/2015 03:30

▼ Article #1 – Welcome to OTRS! Created: 07/15/2015 03:30

Print | Split | Bounce | Forward | - Reply -

From: OTRS Feedback
 To: Your OTRS System
 Subject: Welcome to OTRS!

Welcome to OTRS!
 Thank you for installing OTRS, the world's most popular service management software available in 34 languages and used by 150,000 users worldwide.

▼ Ticket Information

Age: 172 d 18 h
 Created: 07/15/2015 03:30
 State: new
 Locked: unlock
 Priority: 3 normal
 Queue: Raw
 CustomerID:
 Accounted time: 0
 Owner: Admin OTRS
 Responsible: Admin OTRS

▼ Customer Information

none

▼ Linked Objects

none

If you no longer want to watch a specific ticket, go to its zoomed view and click on the "Unsubscribe" link in the ticket activities menu (see figure below).

4.70 Unsubscribing from watching a ticket in its zoomed view

Ticket#2015071510123456 – Welcome to OTRS!

Back | Print | Priority | People | Communication | Pending | Unwatch | Close | Miscellaneous | - Move -

▼ Article Overview - 1 Article(s)

NO.	TYPE	FROM	SUBJECT	CREATED
1	customer – email-external	OTRS Feedback	Welcome to OTRS!	07/15/2015 03:30

▼ Article #1 – Welcome to OTRS! Created: 07/15/2015 03:30

Print | Split | Bounce | Forward | - Reply -

From: OTRS Feedback
 To: Your OTRS System
 Subject: Welcome to OTRS!

Welcome to OTRS!

Thank you for installing OTRS, the world's most popular service management software available in 34 languages and used by 150,000 users worldwide.

Ticket Information

Age: 172 d 18 h
 Created: 07/15/2015 03:30
 State: new
 Locked: unlock
 Priority: 3 normal
 Queue: Raw
 CustomerID:
 Accounted time: 0
 Owner: Admin OTRS
 Responsible: Admin OTRS

Customer Information
 none

Linked Objects
 none

The list of all watched tickets can be accessed through the Watched view of the OTRS agent interface (see figure below), as soon as the ticket watcher feature gets activated.

4.71 Watched tickets view

My Watched Tickets: All

All 1 | New Article 0 | Pending 0 | Reminder Reached 0

Bulk 1-1 of 1 | S | M | L

	TICKET#	▲ AGE	FROM / SUBJECT	STATE	LOCK	QUEUE	OWNER	CUSTOMERID
<input type="checkbox"/>	2015071510123456	172 d 18 h	OTRS Feedback Welcome to OTRS!	new	unlock	Raw	Admin OTRS	

7. Date and Time Related Functions

7.1. 業務時間、祝祭日とタイムゾーンの設定

Some functions in OTRS, like escalations and automatic unlocking of tickets, depend on a proper configuration of business hours, time zones and holidays. You can define these via the SysConfig interface, in Framework > Core::Time. You can also specify different sets of business hours, holidays and time zones as separate 'Calendars' in Framework > Core::Time::Calendar1 through Framework > Core::Time::Calendar9. Calendars can be defined by queue settings, or on SLA levels. This means that, for example, you can specify a calendar with 5 x 8 business hours for your 'standard' SLA, but create a separate calendar with 7 x 24 support for your 'gold' SLA; as well as set a calendar for your 'Support-USA' queue with a different time window than your 'Support-Japan' queue. OTRS can handle up to 99 different calendars.

7.1.1. Time zones

OTRS needs to know which time zone should be used to store date and time related data in the database. You can set this in Framework > Core::Time::OTRSTimeZone. The default is UTC and if you set up a new OTRS it is strongly recommended to leave it at this. If you updated from an OTRS older than version 6, you must ensure that OTRSTimeZone is being set to a time zone that matches your previous setup. Otherwise new data will be stored with a different time zone than your existing data. Once you decided on a time zone and data was stored (tickets, etc.), you shouldn't change the time zone anymore because otherwise you would end up with data stored in different time zones.

You can set a default time zone for new agents and customer users via Framework > Core::Time::UserDefaultTimeZone. This time zone will be used for all users that don't have selected a time zone in their preferences.

7.1.2. 業務時間

Set up the working hours for your system in SysConfig Framework > Core::Time::TimeWorkingHours, or for your specific calendar in the calendar's configuration. OTRS can handle a granularity of one hour. Checking the marks in the boxes 8, 9, 10 ... 17 corresponds with business hours of 8:00 AM - 6:00 PM.

業務時間内のみ 에스캐レーション・チケットを作成することができます。 에스캐レーションの通知や送信された保留チケットロックされていないチケットも同様です。

7.1.3. Fixed Date Holidays

Holidays that are on a fixed date every year, such as New Year's Day or the Fourth of July, can be specified in TimeVacationDays, or in the corresponding section for the calendars 1-9.

チケットは 에스캐レーションしませんした、TimeVacationDaysに定義された日付にアンロックされません。

注記

OTRS出荷のデフォルトでドイツの祝祭日をインストールしています。

7.1.4. Floating Holidays

Holidays such as Easter that do not have a yearly fixed date but instead vary each year, can be specified in TimeVacationDaysOneTime.

チケットは 에스캐レーションしませんした、TimeVacationDaysに定義された日付にアンロックされません。

注記

OTRSは、一度だけの休日をつけて出荷しません。 イースターまたは感謝祭のような休日は OTRSを構成する際にご自身でシステムに追加して下さい。

7.2. 自動アンロック

ロックされたチケットは、システムによって自動的に対応中にするすることができます。この機能はこんな場合に有用でしょう。例えば、担当者が処理される必要のあるチケットをロックしているが、彼が何らかの理由でそれらを処理できなければ、「彼は今緊急の用事のためオフィスの外にいます」ということができます。自動アンロック機能は、ロックされたチケットがないことが忘れられないことを確実にするために与えられた時間の後でチケットをアンロックします。

The amount of time before a ticket is unlocked can be specified in the queue settings for every queue. The command `bin/otrs.Console.pl Maint::Ticket::Unlock`, which is executed periodically as a cron job, performs the automated unlocking of tickets.

「マイ・キュー」にあるアンロックされたチケット・セットを持つキューを持っている担当者。個人的選択（選好）のアンロック・チケットに関する通知を活性化した担当者。

次の条件がすべて満たされれば、チケットはアンロックされます:

- チケットがあるキューのために定義されたアンロック・タイムアウトがあります。
- チケットはロック済みにセットされています。

- チケットの状態は対応中です。

アンロック・タイマーは担当者がチケットに新しい外部記事を追加すればリセットされます。それは次のタイプのうちのいずれかでしょう。: 外部Eメール、電話、ファックス、*sms*あるいは外部ノート。

さらに、チケット中の最後の記事が担当者によって作成され、顧客が別のものを加えれば、ウェブあるいはEメール応答のいずれかによって、アンロック・タイマーはリセットされるでしょう。

アンロック・タイマーをリセットする最後のイベントは、チケットがもう一人の担当者にいつ割り当てられるかです。

8. Customizing the PDF Output

このセクションは、OTRSの中のPDF出力に対する構成可能なオプションを扱います。

If you use the Print action from anywhere within the OTRS interface, it will generate a formatted PDF file.

You can adjust the look of the files generated by OTRS by creating your own logo and adding it to PDF::LogoFile. You can use PDF::PageSize to define the standard page size of the generated PDF file (DIN-A4 or Letter), and also PDF::MaxPage to specify the maximum number of pages for a PDF file, which is useful if a user generates a huge output file by mistake.

9. 統計

The OTRS statistics module holds features to track operational statistics and generates custom reports associated with OTRS usage. The OTRS system uses the term "statistic" generically to refer to a single report presenting various indicators.

注記

For **OTRS Business Solution™** customers, there is also a reports generator available. Here "report" refers to a collection of several statistics in one PDF document that can be easily configured and automatically generated and distributed. Please find more details in the **OTRS Business Solution™** manual.

Proper configuration of the OTRS statistics module is associated with a multitude of requirements and considerations. These include the various OTRS modules to be evaluated, user permission settings, indicators to be calculated and their complexity levels, ease of configuration of the statistics module, speed and efficiency of calculations, and support of a rich set of output variants.

Statistical elements, i.e. files which supplement the functionality of the statistics module for specific requirements, can be integrated for calculating complex statistics.

9.1. Statistics Configuration and Usage

When signed on as an agent, the statistics module can be opened by selecting "Reports" and then "Statistics" in the main menu.

9.1.1. 概要

Selecting the "Statistics" link in the navigation bar, and then the submenu link "Overview", calls up the Overview screen. The Overview screen presents a list of all pre-configured reports the agent can use (see figure below).

4.72 Overview of the standard statistics.

Statistics » Overview

STAT#	TITLE	OBJECT	EXPORT	DELETE	RUN
10001	List of open tickets, sorted by time left until escalation deadline expires	Ticketlist			Run now
10002	List of open tickets, sorted by time left until response deadline expires	Ticketlist			Run now
10003	List of open tickets, sorted by time left until solution deadline expires	Ticketlist			Run now
10004	List of the most time-consuming tickets	Ticketlist			Run now
10005	List of tickets closed last month	Ticketlist			Run now
10006	List of tickets closed, sorted by response time.	Ticketlist			Run now
10007	List of tickets closed, sorted by solution time	Ticketlist			Run now
10008	List of tickets created last month	Ticketlist			Run now
10009	New Tickets	TicketAccumulation			Run now
10010	Changes of status in a monthly overview	StateAction			Run now
10011	Overview about all tickets in the system	TicketAccumulation			Run now

When the statistics module is installed, it comes preloaded with a few sample statistics imported into the system. These are shown as a list on the overview page. If the overview list extends to more than a single page, the agent can browse through the different pages. The list of statistics can be sorted as desired, by clicking the desired column header in the list. To generate a particular statistic, click on the statistic's "Run now" link.

9.1.2. Generation

The view user interface provides the stat's configuration settings (see figure below).

4.73 Viewing a specific statistic.

Statistics » View Stat#10001 — List of open tickets, sorted by time left until escalation deadline expires

Actions	Settings
<input type="button" value="Go to overview"/> <input type="button" value="Edit"/>	Object: Ticketlist Description: List of open tickets, sorted by time left until escalation deadline expires. NOTE: Please check the output and configuration of the statistics carefully to make sure that it produces the results you expect. If necessary, change the configuration before using the statistics in a production environment. Format: <input type="text" value="CSV"/> X-axis Attributes to be printed: Number, Ticket#, Age, Title, Created, Changed, Close Time, Queue, State, Priority, Customer User, CustomerID, Service... Y-axis Order by: EscalationTimeWorkingTime Sort sequence: ascending Filter State: new, open, pending auto close+, pending auto close-, pending reminder <input type="button" value="Run now"/> or Cancel
Statistic Information Created: 12/14/2015 09:32:45 Created by: test1450081960626627533 test1450081960626627533 Changed: 12/14/2015 09:32:45 Changed by: test1450081960626627533 test1450081960626627533 Sum rows: No Sum columns: No Show as: No dashboard widget: Cache: No Validity: valid	

Configuration settings for a particular statistic can be set within the range of options in the View screen. Either the statistic creator or any others with the appropriate permissions can make the settings.

Pressing the "Start" button (at the bottom of the screen) is the last step to generate the statistic.

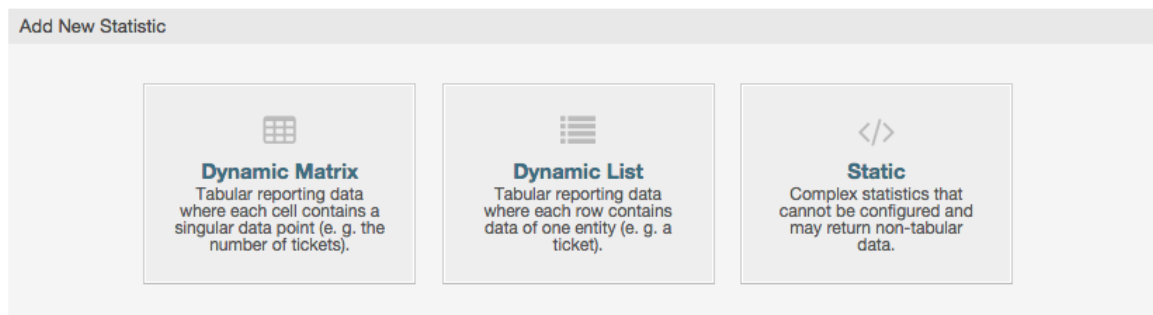
9.1.3. 構成

Agents with write rights can edit an existing report configuration by calling up the edit user interface of the statistics module. Alternately, they may create a new report.

There are four possible steps in the configuration of a statistic: the general specification data, configuring the x-axis, y-axis and possible data filters for the reported data (or

restrictions). Let's create a new statistic as an example by clicking the "Add" button in the overview screen. Our goal will be to get an overview of how many tickets with very high priority are in every queue (x-axis) and state (y-axis).

☒4.74 Adding a new statistic, first step.



At the beginning we have to select the type of statistic we want to add. Three types are available:

Dynamic Matrix Statistics

This type of statistics will generate a matrix of computed values (e.g. new tickets per day of month and queue). All value cells in the matrix have the same type (number, average time, etc.). Values are computed from entities in the system (e.g. tickets). Some matrix statistics support a summation column and/or row (only useful for certain data).

Dynamic List Statistics

This kind of statistic will generate a table where every line (not cell) represents an entity in the system (e. g. a ticket). The columns in this row are usually configurable (x-axis, see below) and contain the data of this object (e. g. ticket attributes). All value cells in one column have the same type.

Static Statistics

This kind of statistic is not very much configurable and usually used for very special and/or complex computations.

So let's select "Dynamic Matrix" for our example. Then the "General Specifications" configuration will appear below the statistic type selection.

☒ 4.75 Adding a new statistic, second step.

General Specification

★ Title:

★ Description:

★ Object type:

★ Permissions:
You can select one or more groups to define access for different agents.

★ Result formats:

Create summation row:
Generate an additional row containing sums for all data columns.

Create summation column:
Generate an additional column containing sums for all data rows.

Cache results:
Stores statistics result data in a cache to be used in subsequent views with the same configuration.

Validity:
If set to invalid end users can not generate the stat.

Create Statistic

or

After providing a title and description for the new statistic, we have to select the statistics backend that we want to use. This is the actual backend module which is responsible to collect and analyze the data for our statistic. In our case we'll select "TicketAccumulation".

By configuring permission groups, we can facilitate a restriction of the groups (and therefore, agents) who can later view and generate the pre-configured statistics. Thus the various statistics can be allocated to the different departments and work groups who need them. It is possible to allocate one statistic to various groups.

例4.20 Default statistics permission group

The "stats" group was selected. The report is viewable for all users having at least ro rights for the "stats" group. This access is available by default.

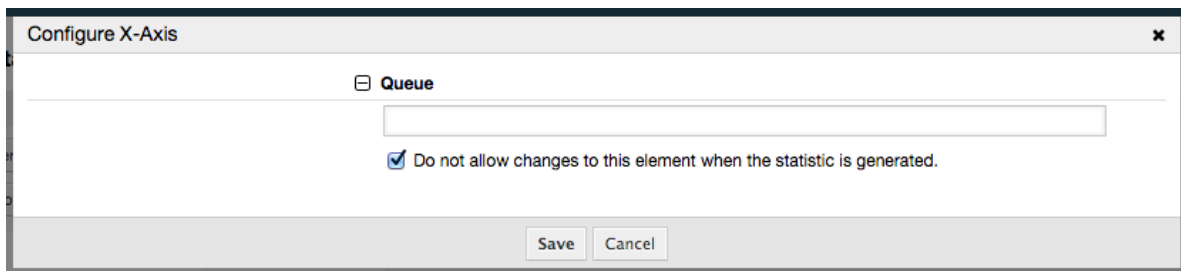
例4.21 Customized statistics permission group

A group named "sales" was selected. All users with ro rights for the "sales" group can see the stat in the view mode and generate it. However, the report will not be available for viewing by other users.

Additionally, possible output formats can be selected. Here we can just keep all output formats and choose the one to use when actually generating the statistic. Let's save the statistic now.

The next screen will indicate the next step with a highlighted button: we should configure the x-axis. By clicking the button, a dialog will appear where we can select the element to be used for the x-axis. In our case that will be the queue:

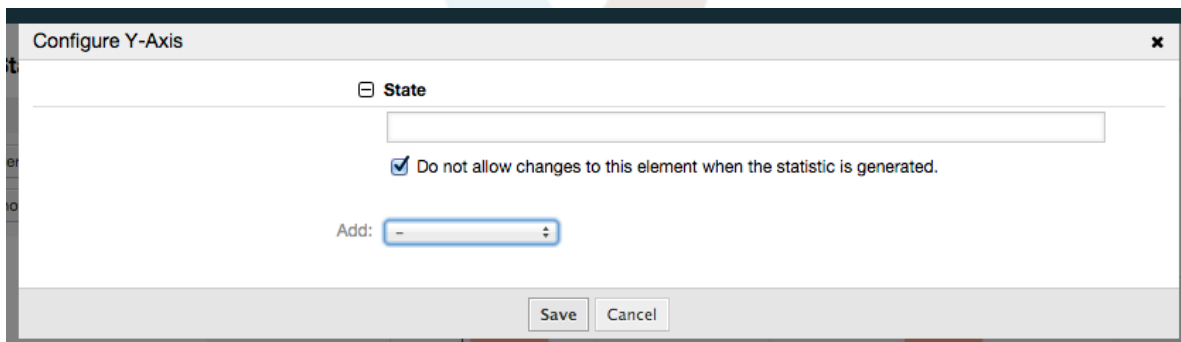
☒ 4.76 Configuring the x-axis of a statistic.



We can optionally limit the queues to be shown by selecting some in the queue field. With the checkbox we can control if the agent who generates the statistic can make changes to the queue selection. We'll keep the defaults and press "Save".

Now we can configure the y-axis in the same way: select the state field.

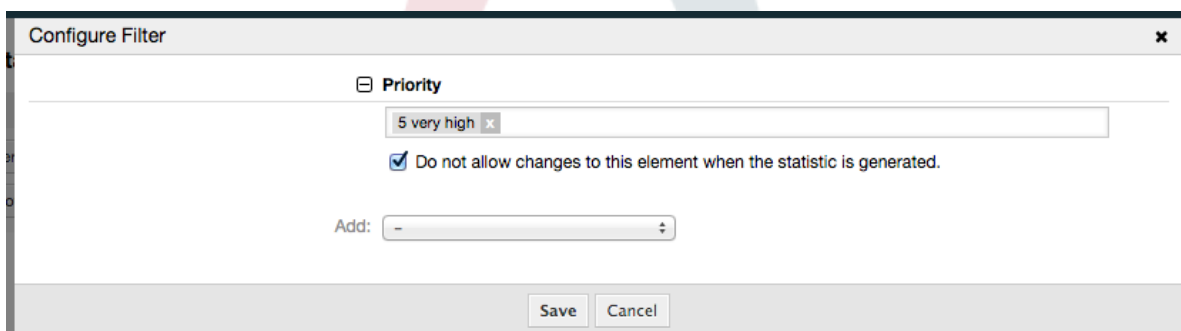
☒ 4.77 Configuring the y-axis of a statistic.



Here it is possible to select one element or two. In the first case, every value of the element will be one element on the y-axis. If two elements are selected, their permutations will be the elements on the value series. For example you could select "state" and "priority", and the resulting elements will be "new - 1 very low", "new - 2 low", ... "open - 1 very low" and so on. Let's just use the state and press "Save".

Now in the last step we could add data filters to only report tickets belonging to a certain customer, with certain priorities and so on. We'll add a filter for very high priority tickets:

☒ 4.78 Configuring the data filter of a statistic.



Now press "Save" again. The configuration is finished.

You may already have noted that in the configuration dialog there is a preview area where we can check the effect of our configuration settings.

☒4.79 Configuring the data filter of a statistic.



注記

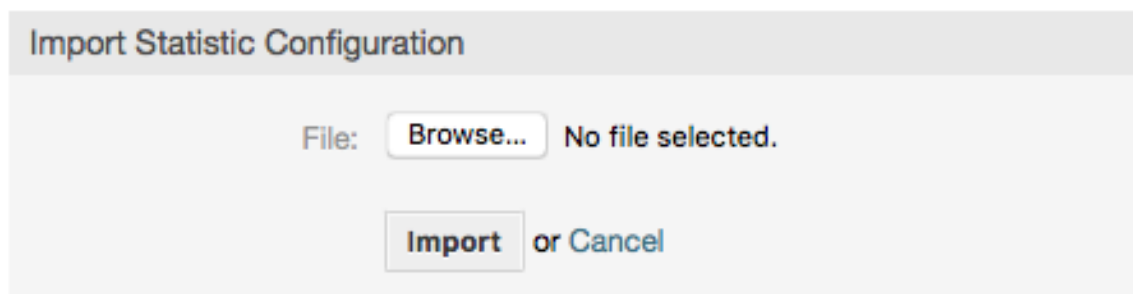
Please note that the preview uses random data and does not consider data restrictions.

The statistic is configured. By pressing the "Run now" button we can go to the View screen where the desired output format can be selected and the statistic can be generated in the different formats.

9.1.4. インポート

The Import user interface can be accessed by pressing the "Import" button on the Overview screen. "rw" permissions for the statistics module are required.

☒4.80 Statistics import



Facilitates the import of reports, and when combined with the export function of the module, is a very handy functionality. Stats can be created and tested conveniently on test systems, then imported into the production system.

9.2. Statistics System Administration

このセクションでは、統計モジュールを取り扱うOTRS管理者のタスクおよび責任に関する情報を提供します。

9.2.1. 許可設定、グループ及びキュー

The default configuration of the module registration gives all agents with "stats" group permissions access to the statistics module.

許可設定による権限:

- *rw*. Allows configuring statistics.
- *ro*. Permits generating pre-configured statistics.

OTRS管理者は、以下のふたつを決定します。ひとつは、事前構成されたレポートを生成する許可を持つ担当者が、「統計」グループ中でro権を割り当てられるか、もうひとつは、それぞれのグループがSysConfigの中のモジュール登録で追加されるかどうかです。

9.2.2. SysConfig Settings

The SysConfig groups Framework:Core::Stats and Framework:Frontend::Agent::Stats contain all configuration parameters for the basic set-up of the statistics module. Moreover, the configuration parameter `$Self->{'Frontend::Module'}->{'AgentStats'}` controls the arrangement and registration of the modules and icons within the statistics module.

9.2.3. Generating Statistics on the Command Line

Statistics can be generated on the command line with the command `bin/otrs.Console.pl Maint::Stats::Generate`. As an example, see the command line call in the following script.

```
shell> bin/otrs.Console.pl Maint::Stats::Generate --number 10004 --target-directory /tmp
Generating statistic number 10004...
Writing file /tmp/List_of_the_most_time-consuming_tickets_Created_2015-09-08_14-51.csv.
Done.
```

A report from the statistic configuration "Stat#10004" is generated and saved as a CSV file in the /tmp directory.

The generated report can also be sent as an e-mail. More information can be called up with the command in the script below.

```
shell> bin/otrs.Console.pl Maint::Stats::Generate --help
```

It usually does not make sense to generate reports manually via the command line, as the statistics module has a convenient graphical user interface. However, generating reports manually does make sense when combined with a cron job.

Imagine the following scenario: On the first day of every month, the heads of department want to receive a report for the past month. By combining a cron job and command line call the reports can be sent to them automatically by e-mail.

10. 動的フィールド

10.1. 導入

動的フィールドは、チケットか記事上に格納された情報を拡張するために作られて、OTRSの中の特別の種類フィールドです。これらのフィールドはシステムに固定されません。そして、それらは特定の画面にのみ現われる場合があります。それらが必須であれ、そうでなけれ、それらの画面上の表現はそれらの作成時間に定義されたフィールドタイプに依存します。その作成時間はフィールドによって保持されるデータよりも。例えば、テキスト、日付、アイテムの選択を保持するフィールドがあります。

Dynamic fields are the evolution of TicketFreeText, TicketFreeKey, TicketFreeTime, ArticleFreeText and ArticleFreeKey fields that were commonly used in OTRS 3.0 and before. The limitation of these "Free Fields" was that they can be defined up to 16 (text or dropdown) fields and 6 time fields for a ticket and 3 (text or dropdown) fields for each article only, not more.

今、動的フィールドで、チケットまたは記事についてフィールドの数の制限は撤去される、チケットか記事のいずれかのために希望する数だけ動的フィールドとして作成することができます。また、それを越えて、動的フィールドの背後のフレームワークは、単なるチケットや記事だけでなく、他のオブジェクト用カスタム・フィールドを扱う準備ができています。

動的フィールドを扱うこの新規フレームワークは、モジュール的アプローチを使用して、構成されている。ここでの各種類の動的フィールドは、フレームワーク用のプラグインモジュールと見なすことができます。このことは、公開されているOTRSモジュール、OTRSアドオン、OTRSカスタム開発および他のカスタム開発によって容易に動的フィールドの種類を拡張することができることを意味します。

次の動的フィールド・タイプがこのリリースに含まれている:

- テキスト(テキストの1行のライン)
- テキスト領域(テキストの多数の行)
- チェックボックス
- ドロップダウン(単一の選択、複数の値)
- マルチ選択(多項式選択の多数の値)
- 日付
- Date / Time

10.2. 構成

デフォルトで、OTRSのクリーン・インストールは動的フィールドを含んでいません。チケットまたは記事の中でそのようなフィールドを使用することを計画すれば、動的フィールドを作る必要があります。

動的フィールドの構成はふたつの部分に分かれています。ひとつは新しい動的フィールドを追加するため。もうひとつは、既存の動的フィールドを管理するためです。(既存のものは「動的フィールド」リンクにある「管理者」パネルへとあなたが案内する必要があります。)画面の中で、必須として表示するため、あるいは動的フィールドを非表示にするため、あなたは「SysConfig」画面の中でOTRS設定を変更する必要があります。

10.2.1. 動的フィールドの追加

Click on the "Admin" button located in the navigation bar, then click on the "Dynamic Fields" link inside "Ticket Settings" box located in the lower center of the screen. The dynamic fields overview will display as follows:

図4.81 動的フィールド概要画面、空

Dynamic Fields Management - Overview

Actions

Ticket

Add new field for object: Ticket

Article

Add new field for object: Article

Hint

To add a new field, select the field type from one of the object's list, the object defines the boundary of the field and it can't be changed after the field creation.

Dynamic Fields List 1-2 of 2

NAME	LABEL	ORDER	TYPE	OBJECT	VALIDITY	DELETE
ProcessManagementProcessID	Process	1	ProcessID	Ticket	valid	
ProcessManagementActivityID	Activity	2	ActivityID	Ticket	valid	

作られてた全ての動的フィールドをリストへ、あなたがさらに動的フィールドを追加すると、この画面が変化することにご留意下さい。インストレーションがOTRSのより古いバージョンから更新された場合、この画面には既にいくつかのフィールドがあるかもしれません。

画面の左のサイド・バーのアクションは、2つの可能性について表しています：それは記事およびチケットで、各々は動的フィールドの自身のdropdown選択を持っています。

注記

OTRSパッケージのインストレーションはより多くのオブジェクトをアクション・サイド・バーに追加しました。

動的フィールドを作る基本手順は次のとおりです：

- Click on the desired dynamic field object dropdown in the Actions side bar.
- リストから追加したい動的フィールドタイプをクリックしてください。
- 構成を記入してください。
- 保存してください。

動的フィールドのための構成ダイアログはふたつの部分に分かれます。上部のセクションはすべてのフィールド中に一般的です。また、下方部分は別のタイプへの1つのタイプの動的フィールドとは異なるかもしれません。

一般的な動的フィールドセッティング：

- 名前：必須で、ユニークで、文字および数字だけが許可されます。

これは、1つの画面の中で例えばフィールドを表示または非表示するために使用するような、フィールドの内部名前である。フィールド名のどんな修正する(推奨しません)場合でも、フィールドがreferenciated (参照)される「SysConfig」設定の手動のアップデートが必要です。

- ラベル：必須

これは画面に表示されるフィールド名である。それは翻訳を支援します。

注記

ラベルの翻訳を言語変換ファイルに手動で加えなければならない。

- フィールド順：必須

相対的な順序を定義します。画面で表示されるフィールドの相対的な順序を定義します。デフォルトでは各々の新規フィールドは最後尾に位置します。この設定の変更は他に作られた動的

フィールドの順序に影響します。このセッティングの変化は、他の作られた動的フィールドの順序に影響するでしょう。

- 有効性:必須

如何に表示するように構成しても、無効の動的フィールドはどの画面にも表示されません。

- フィールド・タイプ:必須。読み込み専用。

現在の選択されたフィールド・タイプを示します。

- オブジェクト・タイプ:必須。読み込み専用

フィールドの範囲を示します。

注記

例では、特定のフィールド・タイプの設定を各々説明するために、少数のフィールドが追加されます。これらの新規フィールドは後のセクションの中でreferenciaded (参照) されるでしょう。

For the following examples all the dynamic fields will be created for the Ticket object. If you need to create a dynamic field for Article object, just choose the field from the Article dropdown list.

表4.6 次のフィールドがシステムへ追加されます。:

Name	ラベル	タイプ
Field1	My Field 1	テキスト
Field2	My Field 2	Textarea
Field3	My Field 3	チェックボックス
Field4	My Field 4	ドロップダウン
Field5	My Field 5	Multiselect
Field6	My Field 6	日付
Field7	My Field 7	Date / Time

10.2.2. テキスト動的フィールドの構成

テキスト動的フィールドは単一行の文字列を格納するために使用されます。

テキスト動的フィールド設定:

- デフォルト値:オプション。

これは、デフォルトでは編集画面上に表示される値です。(新規電話チケットまたはチケットが作成されるような画面)

- リンクの表示:オプション。

セットされたら、フィールド値は、表示画面用に(チケット・ズームや概要のように)クリック可能なリンクに変換されます。

例えば、「リンクを表示」を「<http://www.otrs.com>」にセットするなら、値を入力してクリックすれば、ブラウザでOTRSウェブページが開きます。

注記

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field, will add the field value as part of the link reference.

図4.82 動的フィールド・テキストの構成ダイアログ。

Dynamic Fields - Ticket: Add Text Field

Actions

Go back to overview

General

★ **Name:** Validity:

Must be unique and only accept alphabetic and numeric characters.

★ **Label:** Field type:

This is the name to be shown on the screens where the field is active.

★ **Field order:** Object type:

This is the order in which this field will be shown on the screens where is active.

Text Field Settings

Default value:

This is the default value for this field.

Show link:

Here you can specify an optional HTTP link for the field value in Overviews and Zoom screens.
Example: http://some.example.com/handle?query={% Data.Field1 | uri %}

Check RegEx:

Here you can specify a regular expression to check the value. The regex will be executed with the modifiers xms.
Example: ^[0-9]\$\

Add RegEx:

Submit or Cancel

10.2.3. テキスト領域動的フィールド構成

テキスト領域の動的フィールドは複数行の文字列を格納するために使用されます。

テキストエリア動的フィールドの設定:

- 列の数: オプション、整数。

編集画面(新規電話チケットあるいはチケット作成のように)にフィールドの高さを定義するために使用されます。

- 列の数 : オプション、整数。

この値は、編集画面でフィールドの幅を定義するために使用されます。

- デフォルト値: オプション。

これは、編集画面中のデフォルトによって示される値です。(複数行テキストも可)

図4.83 動的フィールドテキストエリアの構成ダイアログ。

Dynamic Fields - Ticket: Change Textarea Field

Actions

General

★ Name: Validity:
Must be unique and only accept alphabetic and numeric characters.

★ Label: Field type:
This is the name to be shown on the screens where the field is active.

★ Field order: Object type:
This is the order in which this field will be shown on the screens where is active.

Textarea Field Settings

Number of rows:
Specify the height (in lines) for this field in the edit mode.

Number of cols:
Specify the width (in characters) for this field in the edit mode.

Default value:

This is the default value for this field.

Check RegEx:
Here you can specify a regular expression to check the value. The regex will be executed with the modifiers xms.
 Example: ^[0-9]\$

Add RegEx:

or

10.2.4. チェックボックス動的フィールド構成

チェックボックス動的フィールドは、真偽値を格納するために使用されます。チェックボックス内のチェックの有無で表現されます。

チェックボックス動的フィールドの設定:

- デフォルト値:必須。

これは、編集画面上デフォルトによって示される値です。(新規電話チケットあるいはチケット作成のように)このフィールド用のデフォルト値は、チェックの有無をすることができる閉じた選択です。

図4.84 動的フィールド・チェックボックスの構成ダイアログ

Dynamic Fields - Ticket: Add Checkbox Field

Actions

General

★ Name: Validity:
Must be unique and only accept alphabetic and numeric characters.

★ Label: Field type:
This is the name to be shown on the screens where the field is active.

★ Field order: Object type:
This is the order in which this field will be shown on the screens where is active.

Checkbox Field Settings

Default value:
This is the default value for this field.

or

10.2.5. ドロップダウン動的フィールドの構成

ドロップダウン動的フィールドは単一の値を格納するために閉じたリストから使用されます。

ドロップダウン動的フィールドの設定:

- 可能な値：必須。

例えば、「リンクを表示」が「<http://www.otrs.com>」にセットするなら、値を入力してクリックすれば、ブラウザでOTRSウェブページが開きます。

- デフォルト値:オプション。

これは、編集画面上にデフォルトで示される値です(新規電話チケットあるいはチケット作成のように)。このフィールドのデフォルト値は、可能な値によって定義されるような閉じた選択です。

- 空の値の追加：必須、(はい/いいえ)

このオプションが活性化される場合、特別な値が、可能な値のリスト中で「-」を表示されて定義されます。この特別な値は内部的には空です。

- 翻訳可能な値:必須、(はい/いいえ)

この設定は、このフィールドが翻訳可能な値であることの指標として使われます。単に翻訳される表示上の値であり、内部的な値に影響を与えるものではありません。翻訳値は手動で言語ファイルに追加する必要があります。

- リンクを表示：オプション。

セットされたら、フィールド値は、表示画面用に(チケット・ズームや概要のように)クリック可能なリンクに変換されます。

例えば、「リンクを表示」を「<http://www.otrs.com>」にセットするなら、値を入力してクリックすれば、ブラウザでOTRSウェブページが開きます。

注記

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field, will add the field value as part of the link reference.

図4.85 動的フィールド・ドロップダウンの構成ダイアログ

Dynamic Fields - Ticket: Add Dropdown Field

Actions

Go back to overview

General

★ Name: Validity:

Must be unique and only accept alphabetic and numeric characters.

Field type:

★ Label: This is the name to be shown on the screens where the field is active.

Object type:

★ Field order: This is the order in which this field will be shown on the screens where is active.

Dropdown Field Settings

Possible values: ★ Key: ★ Value:

★ Key: ★ Value:

★ Key: ★ Value:

Add value:

Default value:

This is the default value for this field.

Add empty value: Activate this option to create an empty selectable value.

Tree View: Activate this option to display values as a tree.

Translatable values: If you activate this option the values will be translated to the user defined language. Note: You need to add the translations manually into the language translation files.

Show link:

Here you can specify an optional HTTP link for the field value in Overviews and Zoom screens. Example: <http://some.example.com/handle?query={% Data.Field1 | uri %}>

Submit or Cancel

10.2.6. 多重選択動的フィールドの構成

多重選択動的フィールドは多数の値を格納するために閉じられたリストから使用されます。

多重選択動的フィールドの設定:

- 可能な値：必須。

フォームを選択するための値のリスト。

追加のリスト項目を追加するなら、キー（内部値）と値（表示値）を指定する必要があります。

- デフォルト値:オプション。

これは、編集画面上にデフォルトで示される値です(新規電話チケットあるいはチケット作成のように)。このフィールドのデフォルト値は、可能な値によって定義されるような閉じた選択です。

- 空の値の追加：必須、(はい/いいえ)

このオプションが活性化される場合、特別な値が、可能な値のリスト中で「-」を表示されて定義されます。この特別な値は内部的には空です。

- 翻訳可能な値:必須、(はい/いいえ)

この設定は、このフィールドが翻訳可能な値であることの指標として使われます。単に翻訳される表示上の値であり、内部的な値に影響を与えるものではありません。翻訳値は手動で言語ファイルに追加する必要があります。

図4.86 動的フィールド 複数選択の構成ダイアログ

Dynamic Fields - Ticket: Add Multiselect Field

Actions

◀ Go back to overview

General

★ Name: Validity:
Must be unique and only accept alphabetic and numeric characters.

★ Label: Field type:
This is the name to be shown on the screens where the field is active.

★ Field order: Object type:
This is the order in which this field will be shown on the screens where is active.

Multiselect Field Settings

Possible values: ★ Key: ★ Value:
 ★ Key: ★ Value:
 ★ Key: ★ Value:

Add value:

Default value:
This is the default value for this field.

Add empty value:
Activate this option to create an empty selectable value.

Tree View:
Activate this option to display values as a tree.

Translatable values:
If you activate this option the values will be translated to the user defined language.
 Note: You need to add the translations manually into the language translation files.

or

10.2.7. 日付動的フィールド設定

日付動的フィールドは日付値(日、月および年)を格納するために使用されます。

日付動的フィールド設定:

- デフォルトの時差：オプション、整数

編集画面でデフォルトで表示される（新規電話チケットまたはチケット作成のように）現在の日付と選択した日付間の秒数（正負可）

- Define years period: Mandatory, (Yes / No).

Used to set a defined number of years in the past and the future based on the current date of the year select for this field. If set to Yes the following options are available:

- 過去の年：オプション、正の整数

編集画面の年選択で表示する現在の日付から過去の年数を定義します。

- 将来の年：オプション、正の整数

編集画面にある年選択で表示するために現在の日付から将来の年数を定義します。

- リンクの表示：オプション。

セットされたら、フィールド値は、表示画面用に（チケット・ズームや概要のように）クリック可能なリンクに変換されます。

For example, if "Show link" is set to "http://www.otrs.com", clicking on the filed value will make your browser to open the OTRS web page.

注記

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field will add the field value as part of the link reference.

図4.87 動的フィールド 日付/時刻の構成ダイアログ

Dynamic Fields - Ticket: Add Date Field

Actions

Go back to overview

General

★ **Name:** Field6 Validity:

Must be unique and only accept alphabetic and numeric characters.

★ **Label:** My field 6 Field type:

This is the name to be shown on the screens where the field is active.

★ **Field order:** 8 Object type:

This is the order in which this field will be shown on the screens where is active.

Date Field Settings

Default date difference: 0
The difference from NOW (in seconds) to calculate the field default value (e.g. 3600 or -60).

Define years period: No
Activate this feature to define a fixed range of years (in the future and in the past) to be displayed on the year part of the field.

Show link:
Here you can specify an optional HTTP link for the field value in Overviews and Zoom screens.
 Example: http://some.example.com/handle?query=[% Data.Field1 | uri %]

Restrict entering of dates:
Here you can restrict the entering of dates of tickets.

Submit or Cancel

10.2.8. 日付/時刻 動的フィールドの編集

日付/時刻

動的フィールドは日付/時刻の値（分、時、日、月と年）を格納するために使用されます。

日付/時刻 動的フィールドの設定：

- デフォルトの時差：オプション、整数

編集画面でデフォルトで表示される（新規電話チケットまたはチケット作成のように）現在の日付と選択した日付間の秒数（正負可）

- Define years period: Mandatory, (Yes / No).

Used to set a defined number of years in the past and the future based on the current date of the year select for this field. If set to Yes the following options are available:

- 過去の年：オプション、正の整数

編集画面の年選択で表示する現在の日付から過去の年数を定義します。

- 将来の年：オプション、正の整数

編集画面にある年選択で表示するために現在の日付から将来の年数を定義します。

- リンクの表示：オプション。

セットされたら、フィールド値は、表示画面用に（チケット・ズームや概要のように）クリック可能なリンクに変換されます。

For example, if "Show link" is set to "http://www.otrs.com", clicking on the filed value will make your browser to open the OTRS web page.

注記

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field will add the field value as part of the link reference.

図4.88 動的フィールド 日付 の構成ダイアログ

Dynamic Fields - Ticket: Add Date / Time Field

Actions

Go back to overview

General

★ Name: Validity:

Must be unique and only accept alphabetic and numeric characters.

Field type:

★ Label:

This is the name to be shown on the screens where the field is active.

Object type:

★ Field order:

This is the order in which this field will be shown on the screens where is active.

Date / Time Field Settings

Default date difference:
The difference from NOW (in seconds) to calculate the field default value (e.g. 3600 or -60).

Define years period:
Activate this feature to define a fixed range of years (in the future and in the past) to be displayed on the year part of the field.

Show link:
Here you can specify an optional HTTP link for the field value in Overviews and Zoom screens.
 Example: http://some.example.com/handle?query=% Data.Field1 | uri %]

Restrict entering of dates:
Here you can restrict the entering of dates of tickets.

Submit or Cancel

10.2.9. 動的フィールドの編集

入力された動的フィールドの概要画面は（前回のサンプルと）同様に見えるはずですが。

図4.89 サンプルデータで埋められた動的フィールドの概要画面

Dynamic Fields Management - Overview

Actions

Ticket

Add new field for object: Ticket

Article

Add new field for object: Article

Hint

To add a new field, select the field type from one of the object's list, the object defines the boundary of the field and it can't be changed after the field creation.

Dynamic Fields List 1-9 of 9

NAME	LABEL	ORDER	TYPE	OBJECT	VALIDITY	DELETE
ProcessManagementProcessID	Process	1	ProcessID	Ticket	valid	
ProcessManagementActivityID	Activity	2	ActivityID	Ticket	valid	
Field1	My field 1	3	Text	Ticket	valid	
Field2	My field 2	4	Textarea	Ticket	valid	
Field3	My field 3	5	Checkbox	Ticket	valid	
Field4	My field 4	6	Dropdown	Ticket	valid	
Field5	My field 5	7	Multiselect	Ticket	valid	
Field6	My field 6	8	Date	Ticket	valid	
Field7	My field 7	9	Date / Time	Ticket	valid	

動的フィールドを変更・編集するために、少なくともひとつのフィールドを定義し、動的フィールドの概要画面から既に追加済フィールドを選択し、その設定を更新しなければいけません。

注記

すべての動的フィールド設定が変更できるわけではありません。フィールド・タイプとオブジェクト・タイプはフィールドの選択から固定し、それらを変更することができません。

ラベルはいつでも変更することができますが、フィールド内部名の変更は推奨されません。もし内部名が変更されるならば、全ての特別なフィールドを参照するSysConfig設定は、ユーザ選択（定義されていれば）同様に更新されるべきです。

10.2.10. 画面上での動的フィールドの表示

特別の画面に動的フィールドを表示するために、2つの必須条件があります:

1. 動的フィールドは有効でなければいけません。
2. 動的フィールドは画面の構成の中で1または2にセットされなければいけません。

画面の中で動的フィールドを表示する次のステップに進みます。

- 必ず動的フィールドを有効にセットして下さい。フィールドフォームの有効性を動的フィールド概要画面から確認できます。必要ならフィールドを編集して有効にして下さい。
- 「Sysconfig」を開き、画面左側のアクション・サイドバーにあるドロップダウンリストから「チケット」を選択して下さい。

注記

さらに、既にそれを知っていれば、上記の検索ボックスあるいは「sysconfig」キー中の「動的フィールド」を直接検索することができます。

- 探している画面用サブグループ設定へ行ってそれをクリックします。例えば「Frontend::Agent::Ticket::ViewPhoneNew」。
- "###DynamicField"で終わるセッティングを検索してください。例えば"Ticket::Frontend::AgentTicketPhone###DynamicField"。
- セッティングが空か必須の動的フィールド名がない場合は、新規エントリーを加えるためには「+」ボタンをクリックしてください。例えばキー:Field1、Content:1。

設定にすでに動的フィールド名がリストされてることが確かならば、フィールドに表示するためには「1」をセットし、必須として表示するためには「2」をセットします。

- Save the configuration by clicking on the "Update" button at the bottom of the screen and navigate to the screen where you want the field to be displayed.

10.2.10.1. サンプルの表示

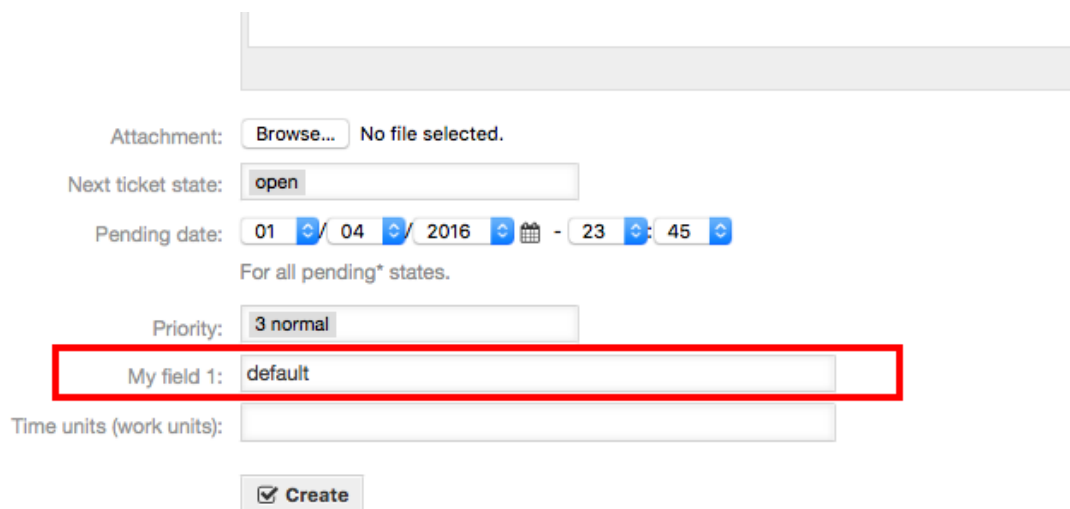
下記は、異なる画面上の動的フィールドを表示するか非表示にするかの「sysconfig」構成例です。

例4.22 新規電話チケット画面にあるフィールド1を活性化します。

- グループ: チケット
- サブグループ: Frontend::Agent::Ticket::ViewPhoneNew
- 設定: Ticket::Frontend::AgentTicketPhone###DynamicField
- 値:

キー	内容
Field1	1

図4.90 Field1 in New Phone Ticket Screen



Attachment: No file selected.

Next ticket state:

Pending date: / / :

For all pending* states.

Priority:

My field 1: default

Time units (work units):

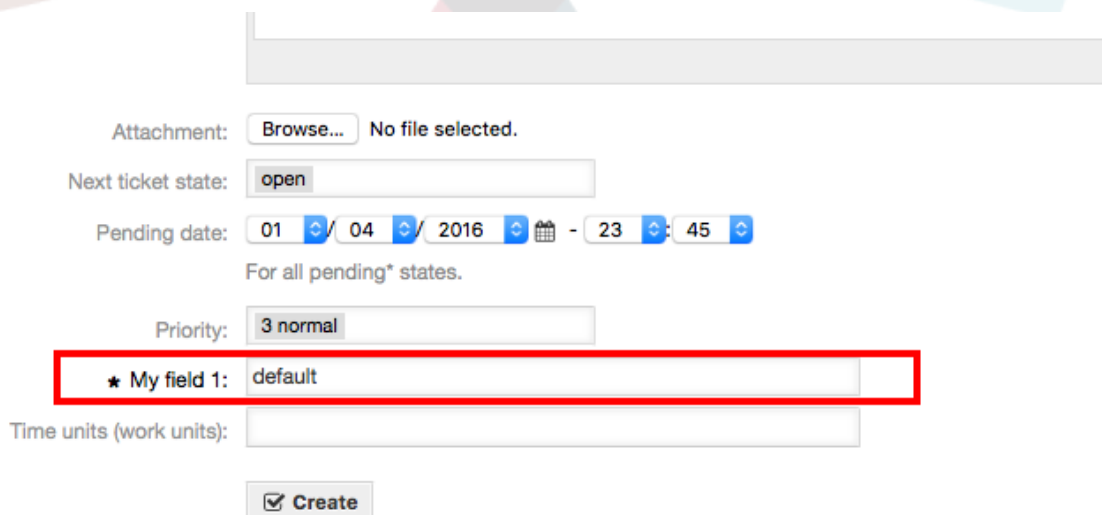
Create

例4.23 新規電話チケット画面中の必須フィールド1を活性化

- グループ: チケット
- サブグループ: Frontend::Agent::Ticket::ViewPhoneNew
- 設定: Ticket::Frontend::AgentTicketPhone###DynamicField
- 値:

キー	内容
Field1	2

図4.91 Field1 in New Phone Ticket Screen as mandatory



Attachment: No file selected.

Next ticket state:

Pending date: / / :

For all pending* states.

Priority:

★ My field 1: default

Time units (work units):

Create

例4.24 必須として新規電話チケット画面中のフィールド1を活性化

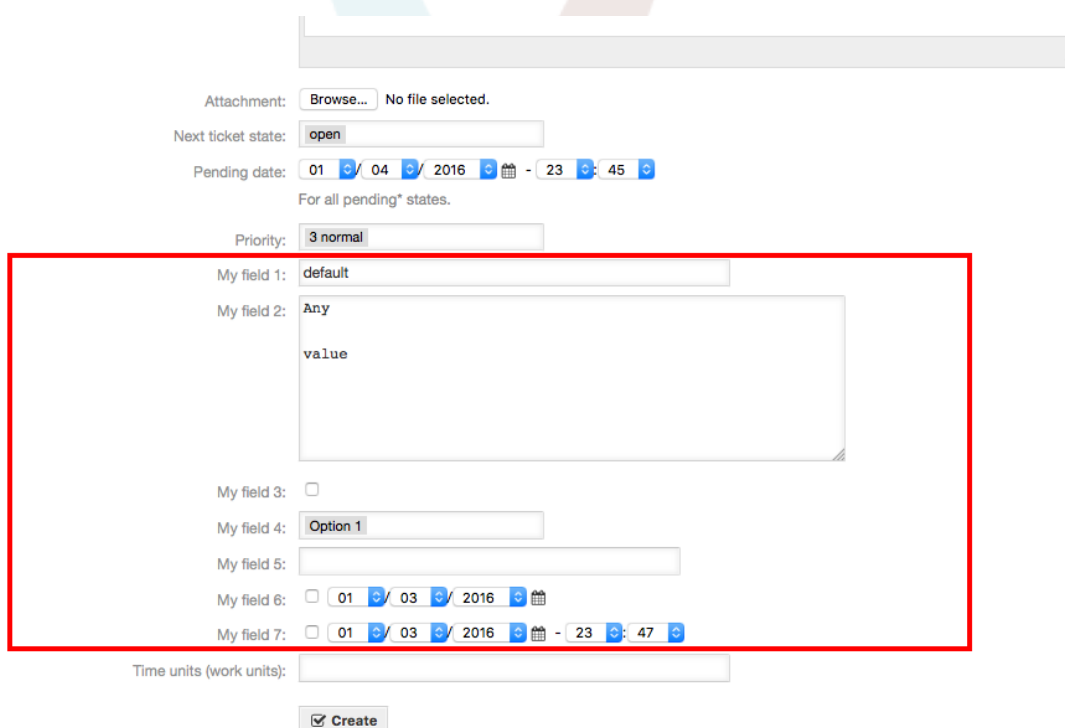
- グループ: チケット
- サブグループ: Frontend::Agent::Ticket::ViewPhoneNew

- 設定: Ticket::Frontend::AgentTicketPhone###DynamicField

- 値:

キー	内容
Field1	1
Field2	1
Field3	1
Field4	1
Field5	1
Field6	1
Field7	1

☒4.92 Several fields in New Phone Ticket Screen as mandatory



Attachment: No file selected.

Next ticket state:

Pending date: 01 / 04 / 2016 - 23 : 45

For all pending* states.

Priority:

My field 1:

My field 2:
value

My field 3:

My field 4:

My field 5:

My field 6: 01 / 03 / 2016

My field 7: 01 / 03 / 2016 - 23 : 47

Time units (work units):

Create

例4.25 新規電話チケット画面中の複数の必須フィールドを非活性化

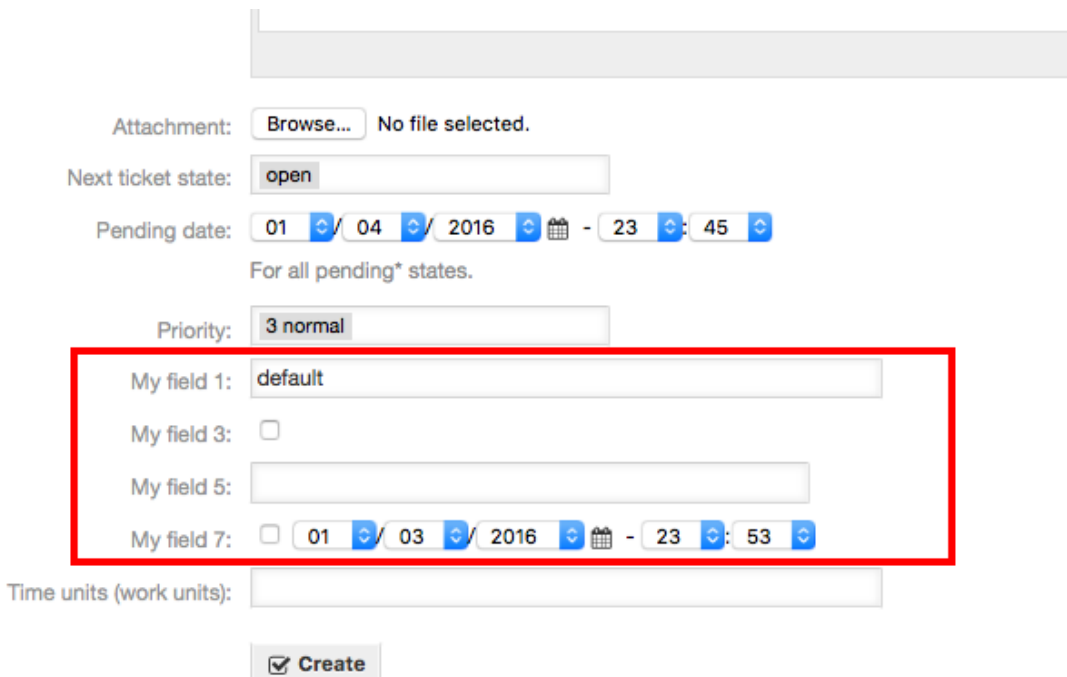
- グループ: チケット
- サブグループ: Frontend::Agent::Ticket::ViewPhoneNew
- 設定: Ticket::Frontend::AgentTicketPhone###DynamicField

- 値:

キー	内容
Field1	1
Field2	0
Field3	1
Field4	0

キー	内容
Field5	1
Field6	0
Field7	1

☒4.93 Some deactivated fields in New Phone Ticket Screen as mandatory



Attachment: No file selected.

Next ticket state:

Pending date: / / :

For all pending* states.

Priority:

My field 1:

My field 3:

My field 5:

My field 7: / / :

Time units (work units):

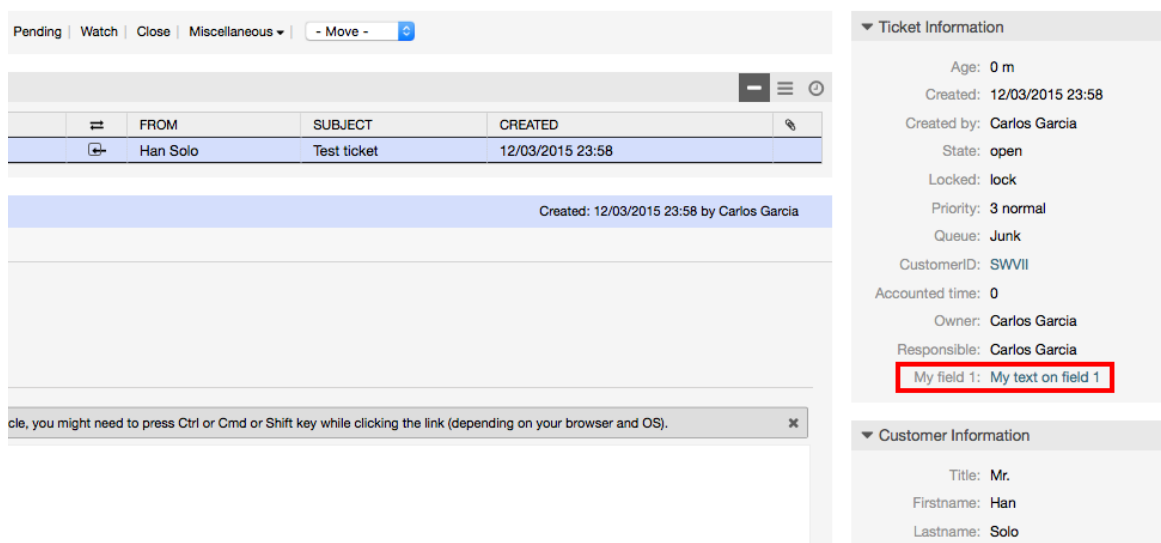
Create

例4.26 チケットズーム画面でフィールド1を活性化

- グループ: チケット
- サブグループ: Frontend::Agent::Ticket::ViewZoom
- 設定: Ticket::Frontend::AgentTicketZoom###DynamicField
- 値:

キー	内容
Field1	1

☒ 4.94 Field1 in Ticket Zoom Screen



Pending | Watch | Close | Miscellaneous ▾ | - Move - ▾

	FROM	SUBJECT	CREATED
☞	Han Solo	Test ticket	12/03/2015 23:58

Created: 12/03/2015 23:58 by Carlos Garcia

▼ Ticket Information
 Age: 0 m
 Created: 12/03/2015 23:58
 Created by: Carlos Garcia
 State: open
 Locked: lock
 Priority: 3 normal
 Queue: Junk
 CustomerID: SWII
 Accounted time: 0
 Owner: Carlos Garcia
 Responsible: Carlos Garcia
My field 1: My text on field 1

▼ Customer Information
 Title: Mr.
 Firstname: Han
 Lastname: Solo

cle, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

例4.27 チケット概要小画面の中のField1を活性化

- グループ: チケット
- サブグループ: Frontend::Agent::TicketOverview
- 設定: Ticket::Frontend::OverviewSmall###DynamicField
- 値:

キー	内容
Field1	1

☒ 4.95 Field1 in Ticket Overview Small Screen

QueueView: Junk

My Queues (2) Junk (1) Raw (1)

All tickets 2 Available tickets 1

Bulk 1-1 of 1 S M L

	TICKET#	▲AGE	FROM / SUBJECT	STATE	LOCK	QUEUE	MY FIELD 1	OWNER	CUSTOMERID
<input type="checkbox"/>	2016010354000013	11 m	Han Solo Test ticket	open	lock	Junk	My text on field 1	Carlos Garcia	SWII

This setting affects: Escalation View, Locked View, Queue View, Responsible View, Status View, Service View and Watch View screens.

10.2.11. チケット・イベント・モジュールによってデフォルト値を設定

フィールドが値をまだ持っていない場合、チケット・イベント(例えば、チケット作成)は、あるフィールド用の値セットを引き起こすことができます。

注記

この方法の使用によって、値がチケットの生成の後にセットされるので、このデフォルト値は編集画面(例えば新規電話チケット)で見られません。

この特徴を活性化するために、次のセッティングを可能にすることが必要です: "Ticket::EventModulePost###TicketDynamicFieldDefault".

例4.28 チケット作成イベントのフィールド 1 を活性化

- グループ: チケット
- サブグループ: Core::TicketDynamicFieldDefault
- 設定: Ticket::TicketDynamicFieldDefault###Element1

注記

この構成は、16のTicket::TicketDynamicFieldDefault###Element セットアップのうちの中でもセットすることができます。

16フィールド以上をセットアップする必要があるなら、\$OTRS_HOME/Kernel/Config/files ディレクトリにあるXMLファイルは置き換えてこの機能を拡張します。

- 値:

キー	内容
イベント	チケット作成
Name	Field1
値	新しい値

10.2.12. ユーザー選択によってデフォルト値をセット

動的フィールドデフォルト値は、ユーザー選択に格納されたユーザに定義された値で上書きすることができます。

この方法を使用して、フィールドのデフォルト値は、フィールドが活性化されている画面に表示されます。(フィールドが異なる値をまだ持っていない場合)

「Sysconfig」設定は、サブグループ「Frontend::Agent::Preferences」の「PreferencesGroups###DynamicField」に存在します。この設定は、選ばれたユーザのために排他的な動的フィールドデフォルト値をセットするために、ユーザー選択画面でエントリーを作る方法の例です。この設定の制限は、単にそれが1つの動的フィールドの使用を許すということです。2つ以上のフィールドがこの特徴を使用する場合、これに似ているより多くの設定を加える、カスタムXML設定ファイルを作成することが必要です。

注記

Remember, if more settings are added in a new XML each setting name needs to be unique in the system and different than "PreferencesGroups###DynamicField". For example:
 PreferencesGroups###101-DynamicField-Field1, PreferencesGroups###102-DynamicField-Field2,
 PreferencesGroups###My-Field1, PreferencesGroups###My-Field2, etc.

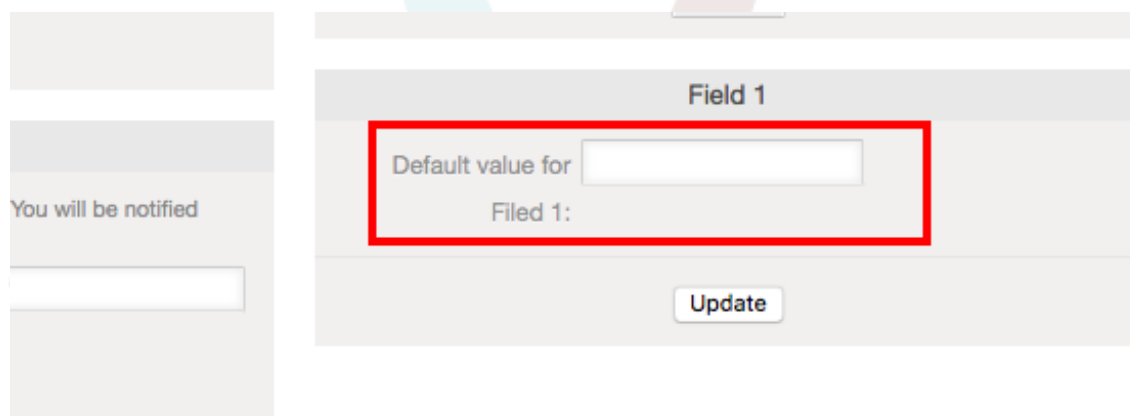
例4.29 ユーザー選択でのField1を活性化

- グループ: チケット
- サブグループ: Frontend::Agent::Preferences
- 設定: PreferencesGroups###101-DynamicField-Field1
- 値:

キー	内容
イベント	チケット作成

キー	内容
Active	1
Block	入力
Column	その他の設定
Data:	[% Env("UserDynamicField_Field1") %]
Key:	My Field 1
Label:	My Field 1用のデフォルト値
Module:	Kernel::Output::HTML::PreferencesGeneric
PrefKey:	UserDynamicField_Field1
Prio:	7000

図4.96 Field1 in User preferences screen



11. 一般インターフェイス

OTRSの一般インターフェイスは、OTRSをウェブサービスによって他のシステムと通信させる複合レイヤーのフレームワークから成ります。このコミュニケーションは双方向になりえます。:

- 供給者としてのOTRS: OTRSは、外部システムからのリクエストを聞き、要求されたアクションを行なって、情報を処理し、リクエストに答えるサーバーとして働きます。
- 依頼者としてのOTRS: OTRSは、遠隔のシステムにリクエストを送り、レスポンスを待って、クライアント情報収集者として働きます。

11.1. 一般インターフェイス・レイヤー

一般インターフェイスは柔軟で、かつカスタマイズするのが簡単になるようにレイヤー・モデルに基づいた構造である。

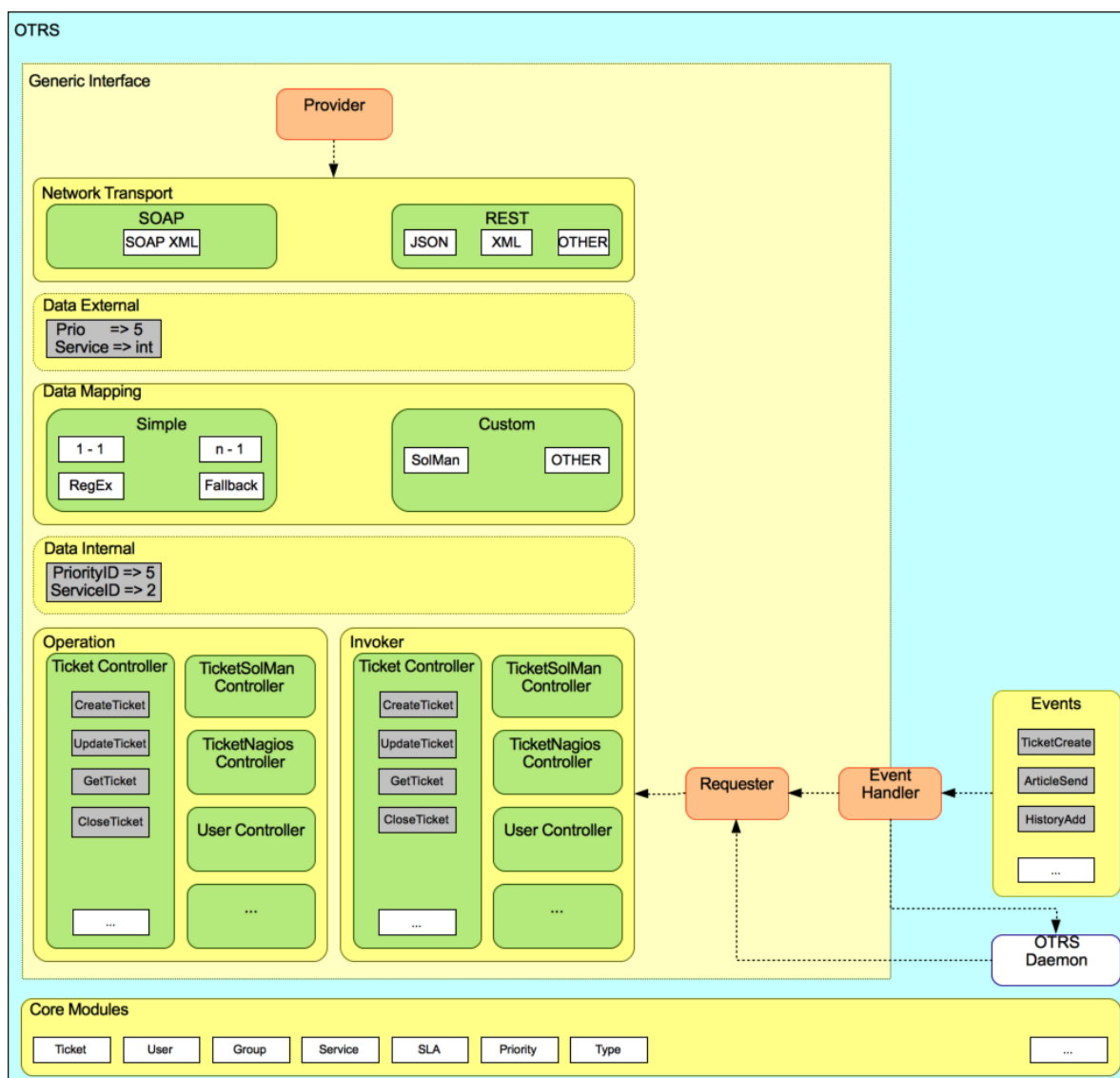
レイヤーは1セットのファイルである。それは、一般インターフェイスがウェブサービスの異なる部分をどのように行なうかコントロールします。正しい構成を使用すると、一つは新規モジュールを作成せずに、異なる外部システムのために異なるウェブサービスを構成することができます。

注記

遠隔のシステムが一般インターフェイスの現在の束ねられたモジュールを支援しない場合、その特定のウェブサービスのために特別のモジュールを開発している必要がある。

OTRS出荷時に提供される一般インタフェース・モジュールのリストは今後更新され増加していくでしょう。

図4.97 The graphical interface layers



11.1.1. ネットワーク・トランスポート

このレイヤーは遠隔のシステムとの正確なコミュニケーションに責任を持ちます。依頼を受け取り、供給者として働く場合、レスポンスを生成し、依頼者として働く場合、依頼および受信応答を生成します。

供給者コミュニケーションは「nphgenericinterface.pl」と呼ばれる新規ウェブサーバによって取り扱われます。

Requester communication could be initiated during an event triggered by a Generic Interface module or any other OTRS module. This event is caught by the event handler and depending on the configuration the event will be processed directly by the requester object or delegated to the Scheduler (a separated daemon designed to process tasks asynchronously).

11.1.2. データマッピング

このレイヤーは、データ構造とOTRSそしてリモートシステムの間での翻訳について責任を持ちます(データ内部およびデータ外部層)。通常遠隔のシステムはOTRS(異なる値およびそれらの値の名前を含む)とは異なっているデータ構造を持っています。そしてここに受信情報を「OTRSが理解する何

かへと変更するレイヤーの重要性が存在します。また、逆にデータ辞書を使うリモートシステムへの送信情報についてもです。

例:「優先度」(OTRS)は遠隔のシステムでの「Prio」と呼ばれるかもしれませんが。また、それは、値「1 低」(OTRS)が遠隔のシステムについての「情報」にマッピングされるべきです。

11.1.3. コントローラー

コントローラーは同様のオペレーションあるいは依頼アクション(Invokers)の集合です。例えば、チケット・コントローラーはいくつかの標準チケット・オペレーションを含んでいます。カスタム・コントローラーは実装可能です。例えば「チケット外部会社」コントローラーは標準チケット・コントローラーと同様の機能を含みます。しかし異なるデータ・インターフェイスまたは機能名(リモート・システム機能名に適應する)または異なるコードを完成します。

一般インターフェイスのための1つのアプリケーションは、同じ種類のもう一つのリモートシステムと話すことだけができるようなリモートシステムと情報を同期できるようになります。この場合、新規コントローラーは開発される必要があります。そして、オペレーションと依頼アクション(Invokers)は、リモートシステムの振る舞いをエミュレートしなければいけません。その振る舞いは、OTRSが提供するインターフェイスがリモートシステムのインターフェイスと同様です。

11.1.4. オペレーション(供給者としてのOTRS)

オペレーションはOTRSの内に行なうことができる単一の行為です。オペレーションにはすべて同じプログラミングインターフェイスがあります、それらは1つの特定のパラメータへデータを受け取り、成功ステータス、潜在的なエラーメッセージおよび返るデータを持ったデータ構造を返します。

通常、オペレーションは、コアモジュールを呼び出すために、すでにマップされたデータ(内部)を使います。そしてOTRSでアクション(チケット作成、ユーザー更新、キューの無効か、通知送信)を実行します。オペレーションはアクションを実行するOTRS APIへのフルの権限を持っています。

11.1.5. 依頼アクション(依頼者としてのOTRS)

依頼アクション(Invokers)とは、OTRSがリモートシステムに対して行うアクションのことです。依頼アクション(Invokers)は、リクエストを作成する必要とされる情報を処理し収集するためにOTRSコア・モジュールを使用します。情報が準備ができている場合、リモート・システムに送るためにリモート・システムのフォーマットにそれをマッピングしなければなりません。それはアクションを実行する情報を処理し、成功を処理するためか、エラーを取り扱うためのいずれかのために返答を送信します。

11.2. ウェブサービス・コマンドライン・インターフェイス

一般インターフェイスは、供給者としてそして同様に要求者としてアクションを実施するために定義済フローをも待っています。

これらのフローは以下に記述されます。

11.2.1. 供給者としてのOTRS

11.2.1.1. リモートリクエスト:

1. HTTPリクエスト

- OTRSは、HTTPリクエストを受け取りそれをレイヤーに渡します。
- 供給者モジュールはこれらのアクションを実行しコントロールすることを担当しています。

2. ネットワーク・トランスポート

- ネットワーク・トランスポート・モジュールは、データ・ペイロードをデコードし、オペレーション名とデータのそれ以外の部分とを区別します。
- オペレーション名およびオペレーションデータは供給者に返されます。

3. データ外部

- リモートシステムから送信されたデータ（これはモジュールベースのレイヤーではありません）。

4. マッピング

- データは、このオペレーション(入信する依頼データ用マッピング)のためのマッピング構成で指定されるように、外部システム・フォーマットからOTRS内部形式へ変換されます。
- 既に変換されたデータは、供給者に返されます。

5. データ内部

- 変換され、そしてオペレーション(これはモジュールベースのレイヤではありません)に渡される準備が整ったデータ。

6. オペレーション

- データを受取り、有効化します。
- ユーザ・アクセス・コントロールを行います。
- アクションを実行します。

11.2.1.2. OTRSレスポンス:

1. オペレーション

- 供給者に結果データを返します。

2. データ内部

- オペレーションから返されるデータ。

3. マッピング

- データは、マッピング構成(発信の応答データ用マッピング)で指定されるリモート・システム・フォーマットに変換されます。
- 既に変換されたデータは、供給者に返されます。

4. データ外部

- 返答としてネットワーク・トランスポートに渡されるために変換され、準備されるようなデータ。

5. ネットワーク・トランスポート

- 既にリモート・システム・フォーマット済みのデータを受け取ります。
- このネットワーク・トランスポートタイプのための有効なレスポンスを構成します。

6. HTTPレスポンス

- 応答はウェブサービス・クライアントに返送されます。

- エラーの場合には、エラー・レスポンスが、遠隔のシステム(例えばSOAPエラー、HTTPエラーなど)に送られます。

11.2.2. 依頼者としてのOTRS

11.2.2.1. OTRS依頼:

1. イベント・トリガー・ハンドラ

- ウェブサービス構成に基づいて、依頼が同期か非同期かを決定します。
 - 同期
 - 依頼者への直通電話は、新規依頼を作成し、それをレイヤーを通して渡すためにされます。
 - 非同期
 - Create a new Generic Interface (Requester) task for the OTRS Daemon (by delegating the request execution to the Scheduler Daemon, the user experience could be highly improved, otherwise all the time needed to prepare the request and the remote execution will be added to the OTRS Events that trigger those requests).
 - In its next cycle the OTRS daemon process reads the new task and creates a call to the Requester that will create a new request and then passes it through the layers.

2. 依頼アクション(Invokers)

- イベントからデータを受け取ります。
- 受信データ(もし必要ならば)を有効にします。
- データを補足する(もし必要ならば)呼び出しコア・モジュール。
- 依頼データ構造を返すか、あるいは卒なく依頼を取り消すために依頼者にStop Communication信号を送ってください。

3. データ内部

- 依頼アクション(Invokers)(これはモジュールベースのレイヤではありません)から渡されるようなデータ。

4. マッピング

- データは、マッピング構成(発信の応答データ用マッピング)で指定されるリモート・システム・フォーマットに変換されます。
- 既に変換されたデータは、依頼者に返されます。

5. データ外部

- 変換され、遠隔のシステムに送るために準備できたデータ。

6. ネットワーク・トランスポート

- 依頼者からリモート・システム表示形式に既に変換されたりリモート・オペレーション・フォーマットおよびデータを受け取ります。
- ネットワーク・トランスポートの有効な依頼を構成します。

- Sends the request to the remote system and waits for the response.

11.2.2.2. リモート応答:

1. ネットワーク・トランスポート

- レスポンスを受け取り、データ・ペイロードをデコードします。
- 依頼者にデータを返します。

2. データ外部

- Data as received from the Remote System.

3. マッピング

- データは、このオペレーション(入信応答データ用マッピング)のためのマッピング構成の中で指定される外部システム・フォーマットからOTRS内部形式へと変換されます。
- 既に変換されたデータは、依頼者に返されます。

4. データ内部

- 既に変形済データは、依頼者に返されます。

5. 依頼アクション(Invokers)

- 返信データを受け取る
- 特に各依頼アクション(Invokers)(もしあればエラーハンドリングを含む)に必要とされていたデータを処理します。
- 依頼者に依頼アクション(Invokers)結果およびデータを返します。

6. Event Handler or OTRS Daemon

- Receives the data from the Requester. In the case of the OTRS Daemon this data might contain information to create a task in the future.

11.3. ウェブサービス

Webサービスは、私たちの場合、OTRSとリモート・システムとの間のコミュニケーション方法です。

The heart of the Web Service is its configuration, where it is defined what actions the web service can perform internally (Operation), what actions the OTRS request can perform Remote System (Invokers), how data is converted from one system to the other (Mapping), and over which protocol the communication will take place (Transport).

The Generic Interface is the framework that makes it possible to create Web Services for OTRS in a predefined way, using already made building blocks that are independent from each other and interchangeable.

11.4. ウェブサービス・グラフィカル・インターフェース

ウェブサービスGUI(GUI)は、ユーザー・フレンドリーで便利なインターフェースで複雑なウェブサービス構成を構築することを可能にするツールです。それは次のものに許可します:

- ウェブサービスを作成および削除します。
- 既存のウェブサービスのためのエクスポート/インポート構成(YAMLファイルフォーマット中の)。
- ビュー、ウェブサービスで既存のウェブサービス用の復旧と旧構成のエクスポート
- デバッガ画面中の各ウェブサービスのすべてのコミュニケーション・ログを追跡してください。

11.4.1. ウェブサービス概要

管理者インターフェース(システム管理ボックス中の)のメイン画面中の「ウェブサービス」リンクは、ウェブサービス概要画面に向かいます。そこでは、ウェブサービス構成を管理することができます。新規ウェブサービスを加えるか、あるいはこの画面からの既存の構成を変更することができます。

ウェブサービス構成画面は、その上部に案内のために「パンくずリスト」を持っています。この案内はウェブサービス構成のどの部分に自分がいるのかを正確に知るために便利です。

また、その案内は、さらにユーザが構成プロセスの任意の部分にいつでも(このアクションは変更を保存しないでしよう)ジャンプすることを可能にします。

注記

新規ウェブサービスを作るために、「ウェブサービスの追加」ボタンを押し、必須情報を提供します。

図4.98 Web services overview

GenericInterface Web Service Management - Overview

You are here: > Web Services

Actions		Web Service List					
<input type="button" value="Add web service"/>		NAME	DESCRIPTION	REMOTE SYSTEM	PROVIDER TRANSPORT	REQUESTER TRANSPORT	VALIDITY
		Webservice one	First webservice	Any description	HTTP::SOAP	HTTP::SOAP	valid
		Webservice two	-	-	-	-	valid

11.4.2. ウェブサービスの追加

この部分中の必要な唯一のフィールドは、システムにおいて独特である必要があり、空にしておくことができないウェブサービス「名」です。さらに、他のフィールドは「デバッグのしきい値」および「有効性」のように構成に必要であるが、これらのフィールドはすでに各リスト用にデフォルト値でたくさんあります。

「デバッグのしきい値」のためのデフォルト値は「デバッグ」します。このように構成された時、全てのコミュニケーションログがデータベースで登録されます。続いて起こるデバッグ閾値はより制限的で システム内の1セットより低く古いコミュニケーションログを破棄します。

デバッグ閾値レベル(下から上へ)

- Debug
- Info
- 通知
- Error

さらに、「供給者としてのOTRS」および「依頼者としてのOTRS」のためのネットワーク・トランスポート・プロトコルを定義することは可能です。

データベースの中で新規ウェブサービスを登録するために「保存」ボタンをクリックするか、またはこのオペレーションを廃棄するために「キャンセル」をクリックして下さい。ウェブサービス概要画面に戻ります。

YAMLフォーマットの中に既にウェブサービス構成ファイルを持っていれば、画面の左側の「インポート・ウェブサービス」ボタンをクリックすることができます。ウェブサービスのインポートについてより詳細には、次のセクション「ウェブサービス変更」をチェックしてください。

注記

ウェブサービスに、より多くの詳細を変更・追加するためには、ウェブサービス概要画面中のウェブサービス名をクリックしてください。

図4.99 Web services add

GenericInterface Web Service Management - Add

You are here: [Web Services](#) > [New Web service](#)

Actions

◀ Go to overview

📄 Import web service

Hint

After you save the configuration you will be redirected again to the edit screen. If you want to return to overview please click the "Go to overview" button.

General

★ Name:

Description:

Remote system:

Debug threshold:

Validity:

▼ **OTRS as provider**

In provider mode, OTRS offers web services which are used by remote systems.

Settings

Network transport:

Operations

Operations are individual system functions which remote systems can request.

NAME	DESCRIPTION	CONTROLLER	INBOUND MAPPING	OUTBOUND MAPPING
No data found.				

▼ **OTRS as requester**

In requester mode, OTRS uses web services of remote systems.

Settings

Network transport:

Invokers

Invokers prepare data for a request to a remote web service, and process its response data.

NAME	DESCRIPTION	CONTROLLER	INBOUND MAPPING	OUTBOUND MAPPING
No data found.				

Save

or

11.4.3. ウェブサービス変更

この画面においては、ウェブサービスのすべての部分を扱う機能の完全セットを持っています。アクション・カラムの左側に

いくつかのボタンがあります。それによりウェブサービス上で全ての可能なアクションを実行できます。

- Clone web service.(クローン・ウェブサービス)
- Export web service.(エクスポート・ウェブサービス)
- Import web service.(インポート・ウェブサービス)
- Configuration History.(構成履歴)
- Delete web service.(ウェブサービスの削除)
- Debugger.(デバugga)

注記

「構成履歴」および「デバッガ」はあなたを異なる画面へ導きます。

11.4.3.1. ウェブサービスのクローン

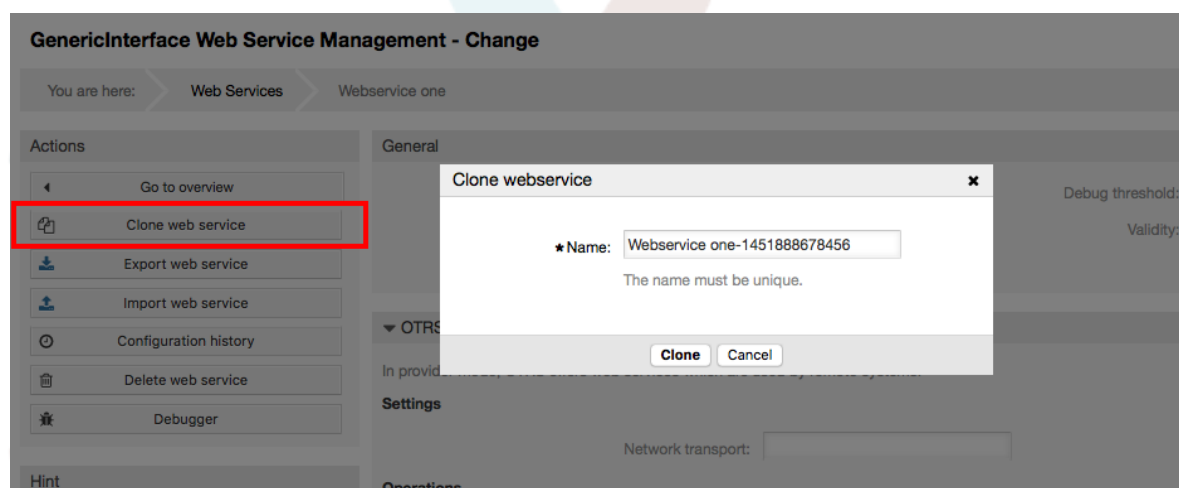
ウェブサービスのクローンを作るために、「クローンのウェブサービス」ボタンをクリックする必要があります。ダイアログは、あなたが使用できるデフォルト名またはウェブサービス用の新規名を表示します。

注記

ウェブサービスの名前が間違いなくシステム内にユニークであることを忘れないでください。

ウェブサービスのクローンを作成するために「クローン」ボタンをクリックして下さい。またはダイアログを閉じるために「キャンセル」をクリックして下さい。

図4.100 ウェブサービス・クローン



11.4.3.2. ウェブサービスのエクスポート

「エクスポート ウェブサービス」ボタンは、YAMLファイルの中への現在のウェブサービスの構成をダンプし、それをダウンロードし、ファイルシステム上にそれを格納する機会を与えます。ウェブサービスを統合したければこれは特に有用です。（ひとつのサーバからもうひとつのサーバへ。例えばテスト環境から生産システムへ）

警告

ウェブサービス構成中の格納されたパスワードはすべて、プレーンテキスト・フォーマットでエクスポートされます。

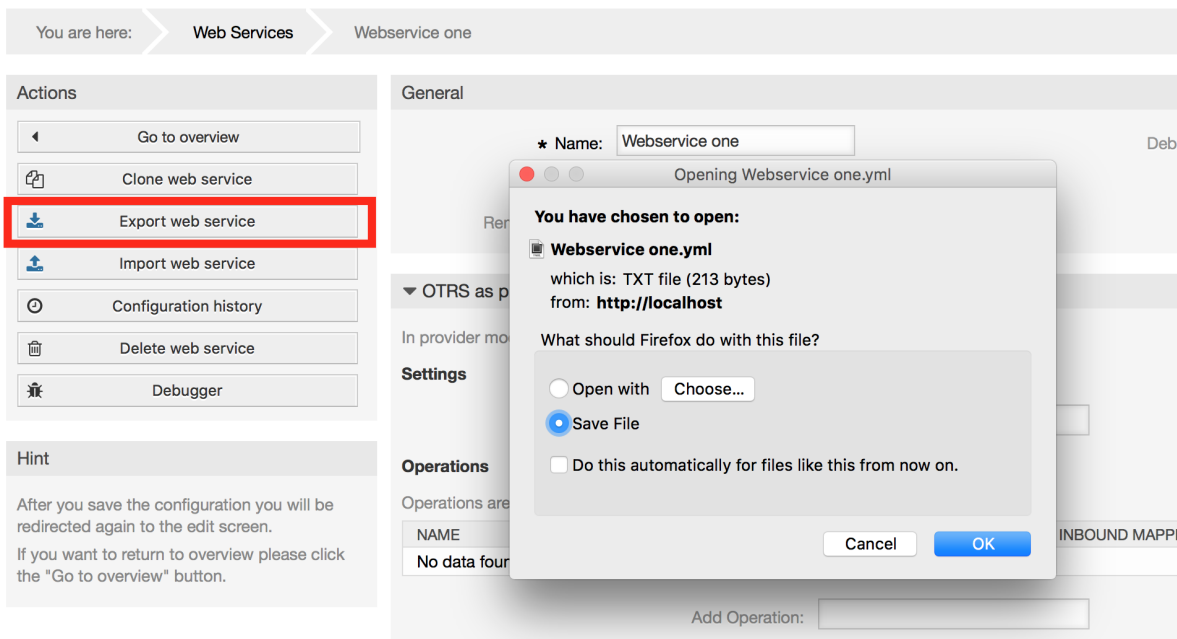
「エクスポート・ウェブサービス」をクリックする直後、ちょうどウェブページ上のファイルダウンロードリンクをクリックする時のようにブラウザの保存ダイアログが現れます。

注記

各オペレーティング・システム上のブラウザにはそれぞれ自身自身の保存ダイアログ画面およびスタイルがあります。ブラウザとその構成によってはダイアログが示されないことはありえます。また、ファイルはデフォルト・ディレクトリにあなたのファイルシステム上に保存されます。必要な場合はより特殊な指示があるかブラウザ・ドキュメンテーションをチェックしてください。

☒ 4.101 Web services export

GenericInterface Web Service Management - Change



You are here: > Web Services > Webservice one

Actions

- Go to overview
- Clone web service
- Export web service**
- Import web service
- Configuration history
- Delete web service
- Debugger

Hint

After you save the configuration you will be redirected again to the edit screen.
If you want to return to overview please click the "Go to overview" button.

General

* Name: Webservice one

Opening Webservice one.yml

You have chosen to open:

- Webservice one.yml**
which is: TXT file (213 bytes)
from: <http://localhost>

What should Firefox do with this file?

- Open with
- Save File
- Do this automatically for files like this from now on.

11.4.3.3. ウェブサービスのインポート

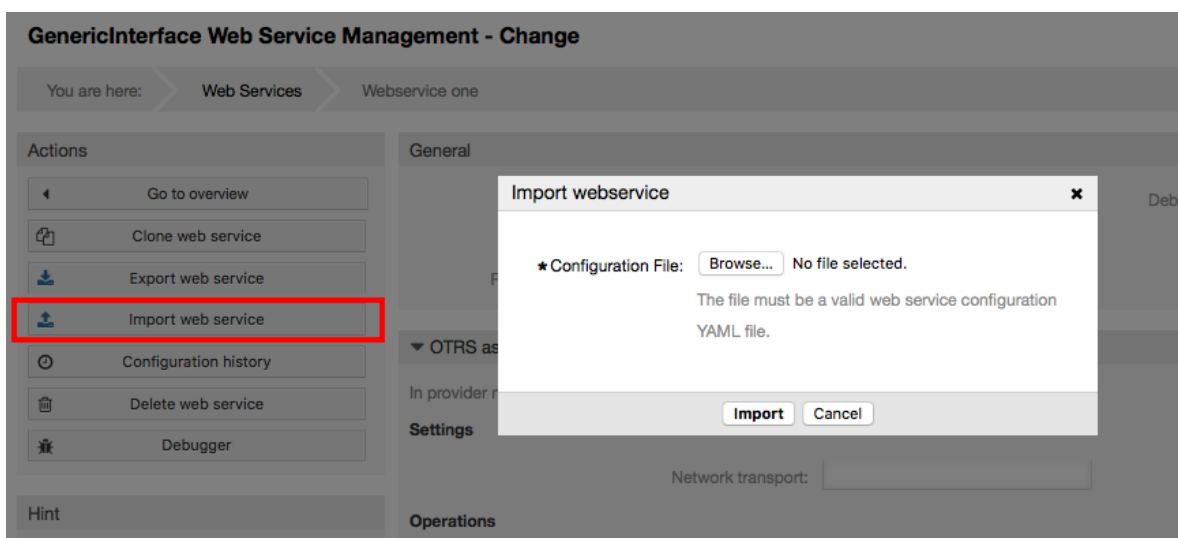
有効なウェブサービス構成YAMLファイルは、インポート・ウェブサービス機能を使用するように要求されます。「インポート・ウェブサービス」ボタンをクリックし、構成ファイルを探してブラウザし、入力ボックス中の完全なパスを提供してください。

ファイルから新規ウェブサービスを作るために「インポート」ボタンをクリックするか、あるいはダイアログを閉じるために「キャンセルしてください。」

注記

ウェブサービス名は、構成ファイル名から得られます。(例えば、ファイル名がMyWebservice.ymlならば、結果として生じるウェブサービスはMyWebserviceと命名されます。)ウェブサービスが、あなたがインポートしたいウェブサービスと同じ名前でシステムで登録されれば、システムは、あなたにインポートウェブサービスの名前を変更させるためにウェブサービス変更画面に導くでしょう。

図4.102 Web services import



11.4.3.4. ウェブサービス履歴

ウェブサービス構成へのすべての変更はウェブサービス履歴(ジャーナルとしての)に新規エントリーを作ります。ウェブサービス履歴画面は、ウェブサービスのためのすべての構成バージョンのリストを表示します。「構成履歴の一覧」の中の列(バージョン)はそれぞれ、ウェブサービス履歴に一度の修正を表わします。

それが特定の日付/時刻であれば、全体の構成を示すには行のうちの1つをクリックしてください。構成はこの画面の「履歴詳細」セクションの中で示されるでしょう。ここでは、選択されたウェブサービス構成バージョンをエクスポートすることも、あるいは現在のウェブサービス構成へそのバージョンを回復することもできます。

「エクスポート・ウェブサービス構成」は、ウェブサービス変更画面中の「エクスポート・ウェブサービス」機能として正確に作用します。より詳細には、そのセクションを参照します。

現在のウェブサービス構成への変更が予想通りに働かず、変更を手動で復帰するのが簡単でない場合、「ウェブサービス構成を復帰」ボタンをクリックすることができます。これは、あなたが必ずウェブサービス構成を復帰させるかどうかあなたに尋ねるためにダイアログを開始するでしょう。現在の選択したバージョンで構成を代替するためにこのダイアログで「ウェブサービス構成を復帰」をクリックするか、あるいは、「キャンセル」をクリックしてダイアログを閉じます。

警告

ウェブサービス構成に格納されたどんなパスワードもプレーンテキスト・フォーマットでエクスポートされるだろうということを覚えておいてください。

Please be careful when you restore a configuration because this process is irreversible.

4.103 Web service history

GenericInterface Configuration History for Web Service Webservice one

You are here: [Web Services](#) > [Webservice one](#) > [History](#)

Actions

[Go back to Web Service](#)

Hint

Here you can view older versions of the current web service's configuration, export or even restore them.

Configuration History List

VERSION	CREATE TIME
11	2016-01-04 14:25:30
10	2016-01-04 14:25:26
9	2016-01-04 14:25:13
8	2016-01-04 14:25:10
7	2016-01-04 14:24:54

Select a single configuration version to see its details.

History Details: Version 11, 2016-01-04 14:25:30

Export web service configuration | Restore web service configuration

```

---
Debugger:
  DebugThreshold: debug
  TestMode: 0
Description: First webservice
Provider:
  Operation:
    CreateTicket:
      Description: ''
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketCreate
    GetTicket:
      Description: ''
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketGet
    SearchTicket:
      Description: ''
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketSearch
    UpdateTicket:
      Description: ''
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketUpdate
  Transport:
    Config:
      Authentication: {}
      Type: HTTP::SOAP
  RemoteSystem: Any description
  Requester:
    Transport:
      Config:
        Authentication: {}
        Type: HTTP::REST
          
```

11.4.3.5. ウェブサービスの削除

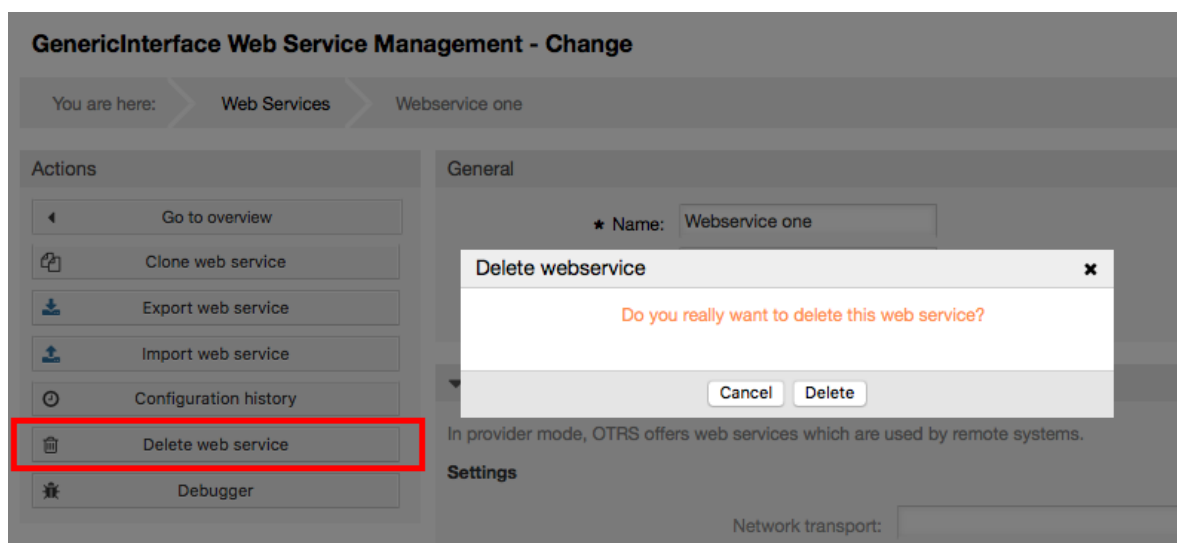
時としてウェブサービスを完全に削除することが必要な場合があります。これをするために、あなたは「ウェブサービスの削除」ボタンを押すことができます。すると、新規ダイアログが確認を求めて現われるでしょう。

ウェブサービスの削除を確認するために「削除」をクリックするか、またはダイアログを閉じるために「キャンセル」をクリックして下さい。

警告

ウェブサービスの削除はやり直しがききません。ウェブサービスを削除する場合、注意してください。

図4.104 ウェブサービスの削除



11.4.3.6. ウェブサービス・デバッグ

デバッグは、ウェブサービスのログを格納します。デバッグ画面では、供給者あるいは依頼者タイプのいずれかのためのウェブサービス・コミュニケーションをすべて追跡することができます。

この画面が示される場合、依頼リストがロードし始めます。リストが完全に満たされた後、その詳細をチェックするために列のうちの1つを選ぶことができます。(列とはコミュニケーション・シーケンスを意味します)これは詳述します、下のボックスに現われます。

画面の右側ではフィルタを使用して、コミュニケーション・リストを狭くすることができます。次のものによってフィルタすることができます：

- コミュニケーション・タイプ(供給者または依頼者)
- 日付:前、及び/または特定の日付の後
- リモートのIPアドレス
- A combination of all

フィルタ設定がセットされた後、「リフレッシュ」ボタンを押してください。検索基準を満たす新規リストが表示されるはずですが。

注記

フィルターの検索基準に依存しますが、新規リストが結果を返さないこともあり得ます。

アクション・カラムの下の画面の左の側では、「ウェブサービスに戻る」を選択するか、あるいは「クリア」ボタンを押すことによりデバッグログを取り除くことができます。ダイアログが開いて、ログの削除を確認されます。アクションを実行するためにダイアログボタンで「クリア」をクリックするか「キャンセル」をクリックしてこのダイアログを閉じます。

「リクエスト詳細」セクションで、選択されたコミュニケーションの詳細をすべて見ることができます。ここでは、完全なフローを追跡し、起こりうるエラーをチェックし、あるいは成功の応答を確認することができます。

4.105 Web service debugger

GenericInterface Debugger for Web Service WebserviceOne

You are here: [Web Services](#) > [WebserviceOne](#) > [Debugger](#)

Actions

Go back to web service

Clear

Request List

Provider	2016-01-04 19:09:51	127.0.0.1
Provider	2016-01-04 19:10:57	127.0.0.1
Provider	2016-01-04 19:11:20	127.0.0.1
Provider	2016-01-04 19:11:20	127.0.0.1
Provider	2016-01-04 19:13:36	127.0.0.1
Provider	2016-01-04 19:14:14	127.0.0.1

Filter by type:

Filter from: 01 / 13 / 2015

Filter to: 01 / 04 / 2016

Filter by remote IP:

Limit: 100

Refresh

Select a single request to see its details.

Request Details

Communication sequence started (2016-01-04 19:14:14, debug)

Received data by provider from remote system (2016-01-04 19:14:14, debug)

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:tic="http://www.otrs.org/TicketConnector/">
  <soapenv:Header/>
  <soapenv:Body>
    <tic:TicketGet>
      <!--You have a CHOICE of the next 3 items at this level-->
      <!--Optional:-->
      <UserLogin></UserLogin>
      <!--Optional:-->
      <CustomerUserLogin?</CustomerUserLogin>
      <!--Optional:-->
      <SessionID>14j19y84EBwLGpseEVCs81UON6kaeRpx</SessionID>
      <ChallengeToken>L0JUK0RgS76kDwYQTh5zTnrLdeYQG8yg</ChallengeToken>
      <!--Optional:-->
      <Password>test</Password>
      <!--1 or more repetitions:-->
      <TicketID?</TicketID>
      </tic:TicketGet>
      <!--Optional:-->
      <DynamicFields?</DynamicFields>
      <!--Optional:-->
      <Extended?</Extended>
      <!--Optional:-->
      <AllArticles?</AllArticles>
      <!--Optional:-->
      <ArticleSenderType?</ArticleSenderType>
      <!--Optional:-->
      <ArticleOrder?</ArticleOrder>
      <!--Optional:-->
      <ArticleLimit?</ArticleLimit>
      <!--Optional:-->
      <Attachments?</Attachments>
    </soapenv:Body>
  </soapenv:Envelope>
```

Detected operation 'TicketGet' (2016-01-04 19:14:14, debug)

No data provided

Incoming data before mapping (2016-01-04 19:14:14, debug)

```
$VAR1 = {
  'AllArticles' => '?',
  'ArticleLimit' => '?',
  'ArticleOrder' => '?',
  'ArticleSenderType' => '?',
  'Attachments' => '?',
  'ChallengeToken' => 'L0JUK0RgS76kDwYQTh5zTnrLdeYQG8yg',
  'CustomerUserLogin' => '?',
  'DynamicFields' => '?',
  'Extended' => '?',
  'OperationType' => 'TicketGet',
  'Password' => 'test',
  'SessionID' => '14j19y84EBwLGpseEVCs81UON6kaeRpx',
  'TicketID' => '?',
  'UserLogin' => '?'
};
```

Outgoing data before mapping (2016-01-04 19:14:15, debug)

Returning provider data to remote system (HTTP Code: 200) (2016-01-04 19:14:15, debug)

```
<?xml version="1.0" encoding="UTF-8"?><soap:Envelope soap:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
```

11.4.3.7. ウェブサービス構成変更

ウェブサービス変更画面に戻って、その右側をレビューしましょう。ここでは、ウェブサービスのためのすべての一般データを修正することができます。一般データとはたとえば名前、記述、デバッグ閾値などです。さらに下には二つ以上の選択があります。それによって、「供給者としてのOTRS」や「依頼者としてのOTRS」といったコミュニケーション・タイプ用の特定のパラメータを変更することができます。

ウェブサービス構成は各レベル上に保存する必要があります。このことは設定が変われば、現在の構成レベルを保存してしまうことで、他へのリンクや構成の深い部分が無効になってしまうことを意味します。保存後に、無効となったリンクは再び構成を継続することを可能にすることで、再度可能にできます。

「供給者としてのOTRS」セクションにおいては、ネットワーク・トランスポート・プロトコルをセットするか構成することが可能です。登録されるネットワーク・トランスポート・バックエンド

だけがリストに示されます。ネットワーク・トランスポートを構成するためには「構成」ボタンをクリックします。さらに、このボックスの中に新規オペレーションを追加することは可能です。これを行うためには「オペレーションを追加」リストから可能なオペレーションをひとつ選択します。これはあなたをオペレーション構成画面へ導くでしょう。新規オペレーションを保存した後、それは上記のテーブルにリストされるでしょう。

「依頼者としてのOTRS」は前のものに非常に似ています。しかし、「オペレーション」の代わりに、ここで依頼アクション(Invokers)を加えることができます。

ウェブサービスの構成を保存し継続するために「保存」ボタンをクリックするか、あるいはウェブサービス概要画面に保存し返るために「保存して終了」をクリックするか、現在の構成レベル変更を廃棄し、かつウェブサービス概要画面に戻るために「キャンセル」をクリックして下さい。

図4.106 Web services change

GenericInterface Web Service Management - Change

You are here: > Web Services > Webservice one

Actions

- Go to overview
- Clone web service
- Export web service
- Import web service
- Configuration history
- Delete web service
- Debugger

Hint

After you save the configuration you will be redirected again to the edit screen.
If you want to return to overview please click the "Go to overview" button.

General

Name: Webservice one Debug threshold: Debug

Description: First webservice Validity: valid

Remote system: Any description

OTRS as provider

In provider mode, OTRS offers web services which are used by remote systems.

Settings

Network transport: HTTP:SOAP Configure

Operations

Operations are individual system functions which remote systems can request.

NAME	DESCRIPTION	CONTROLLER	INBOUND MAPPING	OUTBOUND MAPPING
CreateTicket	-	Ticket::TicketCreate	-	-
GetTicket	-	Ticket::TicketGet	-	-
SearchTicket	-	Ticket::TicketSearch	-	-
UpdateTicket	-	Ticket::TicketUpdate	-	-

Add Operation:

OTRS as requester

In requester mode, OTRS uses web services of remote systems.

Settings

Network transport: HTTP:REST Configure

Invokers

Invokers prepare data for a request to a remote web service, and process its response data.

NAME	DESCRIPTION	CONTROLLER	INBOUND MAPPING	OUTBOUND MAPPING
No data found.				

Add Invoker:

Save

Save or Save and finish or Cancel

注記

他の一般インターフェイスの構成画面のように（ネットワーク・トランスポート、オペレーション、依頼アクション(Invokers)およびマッピング）初期の構成（追加）画面は単にふたつのオプションを表します。「保存」と「キャンセル」です。構成画面に再度戻ると、新規オプション「保存および終了」が現われます。この特徴の振る舞いは下に定義されます。

「保存」はデータベースに現在の構成レベルを格納するでしょう。そして、それは、あなたが行った変更をレビューする、あるいはより深い設定を構成するために、前画面に戻ります。

「保存および終了」はデータベースに現在の構成レベルを格納します。また、それは、構成階層中の前画面(直上部の構成レベルへ)に戻ります。

「キャンセル」は、現在の構成レベルへのどんな構成変更も廃棄し、構成階層中の前画面に戻ります。

11.4.3.7.1. ウェブサービス供給者のネットワーク・トランスポート

In future the list of available network transports will be increased. Currently only "HTTP::SOAP" and "HTTP::REST" transports are available. Each transport has different configuration options to setup and they might use different frontend modules to configure them.

供給者として「HTTP::SOAP」プロトコルを構成することは全く簡単です。設定は二つのみです。：「ネームスペース」および「最大のメッセージ長」。これらのフィールドは必須です。最初のものは、曖昧さを少なくする文脈に、SOAP方法を与えるURIです。また、第2のものは、OTRSが処理する SOAPメッセージのために最大サイズ(バイトで)を指定することができるフィールドです。

☒ 4.107 Web service provider network transport (HTTP::SOAP)

GenericInterface Transport HTTP::SOAP for Web Service Webservice one

You are here: > Web Services > Webservice one > Provider Transport HTTP::SOAP

Actions

Go back to web service

Network transport

Properties

Type: HTTP::SOAP

★ Namespace:
URI to give SOAP methods a context, reducing ambiguities.
 e.g um:otrs-com:soap:functions or http://www.otrs.com/GenericInterface/actions

★ Request name scheme:
Select how SOAP request function wrapper should be constructed.
 'FunctionName' is used as example for actual invoker/operation name.
 'FreeText' is used as example for actual configured value.

★ Response name scheme:
Select how SOAP response function wrapper should be constructed.
 'FunctionName' is used as example for actual invoker/operation name.
 'FreeText' is used as example for actual configured value.

★ Maximum message length:
Here you can specify the maximum size (in bytes) of SOAP messages that OTRS will process.

Sort options:

Add new first level element: Add

Outbound sort order for xml fields (structure starting below function name wrapper) - see documentation for SOAP transport.

Save or Save and finish or Cancel

For "HTTP::REST" the configuration might be a bit more complicated, as it grows dynamically for each configured operation by adding: "Route mapping for Operation '<OperationName>':" and "Valid request methods for Operation '<OperationName>':" settings to the default transport settings "Maximum message length:" and "Send Keep-Alive:"

- Route mapping for Operation '<OperationName>':

In this setting a resource path is set. This path must be defined according to the needs of the web service considering that the path in conjunction with the HTTP request method determines the Generic Interface operation to be executed.

Path can contain variables in the form of '<VariableName>' each path string that fits on the position of the variable name will be added to the request payload using the variable name defined in this setting.

サンプル:

Route mapping: /Resource

- Valid requests:

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource?Param1=One`

- Invalid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource?Param1=One`

Route mapping: `/Resource/:ID`

- Valid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1?Param1=One`

In both cases ID = 1 will be sent to the operation as part of the payload. In the second case also Param1 = One will be added, depending on the HTTP request method other parameters will be added if they come as a JSON string in the request header.

- Invalid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource?Param1=One`

Route mapping: `/Resource/OtherResource/:ID/:Color`

- Valid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/1/Red`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/123/Blue?Param1=One`

In the first example ID = 1 and Color = Red, while in the second ID = 123 and Color = Blue.

- Invalid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/1`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/1?Param1=One`

In the first example the part of the path `'/OtherResource'` is missing as well as the `:Color` variable, on the second example just `:Color` variable is missing.

- Valid request methods for Operation '`<OperationName>`':

The HTTP request methods to determine the operation to use together with the route mapping, possible options: CONNECT, DELETE, GET, HEAD, OPTIONS, PATCH, POST, PUT and TRACE.

Totally different operations can share exactly the same mapping path, but the request method must be unique for each operation, in order to determine correctly the operation to use on each request.

☒ 4.108 Web service provider network transport (HTTP::REST)

GenericInterface Transport HTTP::REST for Web Service Webservice two

You are here: > Web Services > Webservice two > Provider Transport HTTP::REST

Actions

Go back to web service

Network transport

Properties

Type: HTTP::REST

* Maximum message length:
 Here you can specify the maximum size (in bytes) of REST messages that OTRS will process.

* Send Keep-Alive:
 This configuration defines if incoming connections should get closed or kept alive.

Save or Save and finish or Cancel

11.4.3.7.2. ウェブサービス・オペレーション

The actions that can be performed when you are using OTRS as a provider are called "Operations". Each operation belongs to a controller. Controllers are collections of operations or invokers, normally operations from the same controller need similar settings and share the same configuration dialog. But each operation can have independent configuration dialogs if needed.

Name, Description, Backend, and Mappings are fields that normally appear on every operation, other special fields can appear in non default configuration dialogs to fulfill specific needs of the operation.

通常は、各オペレーションに2つのマッピングする構成セクションがあります。一つは入信データ、もう一つは発信データです。各マッピング指示のために異なるマッピングするタイプ(バックエンド)を選ぶことができます。なぜなら、それらの構成が互いから独立して、さらにオペレーション・バックエンドから独立しているからです。正常で、最も一般的な実行は、両方のケースに(逆の構成を持つ)同じマッピングタイプを使うオペレーションです。完全なマッピング構成は、マッピングタイプに依存して個別の画面の中で行われます。

オペレーション・バックエンドは事前に投入されており編集可能ではありません。ウェブサービス編集画面に対するオペレーションを選択する時、このパラメタを見てください。フィールドは参考に過ぎません。

In the left part of the screen on the action column you have the options: "Go back to web service" (discarding all changes since the last save) and "Delete". If you click on the last one, a dialog will open and ask you if you like to remove the operation. Click on "Delete" button to confirm the removal of the operation and its configuration or "Cancel" to close the delete dialog.

☒ 4.109 Web service operation

Change Operation CreateTicket of Web Service Webservice one

You are here: > Web Services > Webservice one > Change operation CreateTicket

Actions	Operation Details
<input type="button" value="Go back to web service"/>	<p>* Name: <input type="text" value="CreateTicket"/></p> <p>The name is typically used to call up this web service operation from a remote system.</p> <p>Description: <input type="text" value="Testing"/></p> <p>Mapping for incoming request data: <input type="text" value="Simple"/></p> <p>The request data will be processed by this mapping, to transform it to the kind of data OTRS expects.</p> <p>Operation backend: <input type="text" value="Ticket::TicketCreate"/></p> <p>This OTRS operation backend module will be called internally to process the request, generating data for the response.</p> <p>Mapping for outgoing response data: <input type="text" value="Simple"/></p> <p>The response data will be processed by this mapping, to transform it to the kind of data the remote system expects.</p> <p><input type="button" value="Save"/> or <input type="button" value="Save and finish"/> or <input type="button" value="Cancel"/></p>
<input type="button" value="Delete"/>	

11.4.3.7.3. ウェブサービス依頼者ネットワーク・トランスポート

依頼者用ネットワークトランスポート構成は供給者用の構成に似ています。依頼者の「HTTP::SOAP」ネットワーク・トランスポートのために、セットすることができるフィールドがさらにもっとあります。

必須フィールドの「エンドポイント」および「ネームスペース」とは別に、(エンドポイントとは、リクエストを受け入れるリモート・システム・ウェブサービス・インターフェースのURIのこと)さらに次のように明示することができます:

- SOAPメッセージのための符号化(utf-8, latin1, iso-8859-1, cp1250など)
- SOAPAction Header: you can use this to send an empty or filled SOAPAction header. Set to "No" and the SOAPAction header on the SOAP message will be an empty string, or set to "Yes" to send the SOAP action in Namespace#Action format and define the separator (typically "/" for .Net web services and "#" for the REST).
- 認証: 認証機構をセットするためには、いかなる認証も使わないか、またはリストからひとつを選択するために、「-」をセットします。そうすればフィールド詳細が現れるでしょう。

注記

Currently only the "BasicAuth" (HTTP) authentication mechanism is implemented. You can decide whether or not to use it depending on the Remote System configuration. If used, you must provide the User Name and the Password to access the remote system.

警告

認証用パスワードを供給しそのあとでYAMLファイルをウェブサービスへエクスポートするならば、このパスワードは暴露され、TYAMLファイルの内部のプレインテキスト文字列に書き込まれるでしょう。必要に応じて予防措置を講じてください。

4.110 Web service requester network transport (HTTP::SOAP)

GenericInterface Transport HTTP::SOAP for Web Service Webservice one

You are here: Web Services > Webservice one > Requester Transport HTTP::SOAP

Actions

Network transport
 Properties

Type: HTTP::SOAP

★ Endpoint:
 URI to indicate a specific location for accessing a service.
 e.g. http://local.otrs.com:8000/Webservice/Example

★ Namespace:
 URI to give SOAP methods a context, reducing ambiguities.
 e.g urn:otrs-com:soap:functions or http://www.otrs.com/GenericInterface/actions

★ Request name scheme:
 Select how SOAP request function wrapper should be constructed.
 'FunctionName' is used as example for actual invoker/operation name.
 'FreeText' is used as example for actual configured value.

★ Response name scheme:
 Select how SOAP response function wrapper should be constructed.
 'FunctionName' is used as example for actual invoker/operation name.
 'FreeText' is used as example for actual configured value.

Encoding:
 The character encoding for the SOAP message contents.
 e.g utf-8, latin1, iso-8859-1, cp1250, Etc.

SOAPAction:
 Set to "Yes" to send a filled SOAPAction header.
 Set to "No" to send an empty SOAPAction header.

SOAPAction separator:
 Character to use as separator between name space and SOAP method.
 Usually .Net web services uses a "." as separator.

Authentication:
 The authentication mechanism to access the remote system.
 A "-" value means no authentication.

Proxy Server:
 URI of a proxy server to be used (if needed).
 e.g. http://proxy_hostname:8080

Proxy User:
 The user name to be used to access the proxy server.

Proxy Password:
 The password for the proxy user.

Use SSL Options:
 Show or hide SSL options to connect to the remote system.

Sort options:

 Outbound sort order for xml fields (structure starting below function name wrapper) - see documentation for SOAP transport.

or

In the case of HTTP::REST, this configuration also grows dynamically depending on the configured invokers by adding "Controller mapping for Invoker '<InvokerName>':" and "Valid request command for Invoker '<InvokerName>':" for each invoke. Authentication and SSL options are similar to the ones in HTTP::SOAP

- ホスト

The host name or IP Address and port of the remote system, if no port is specified, port 80 is used by default.

- Controller mapping for Invoker '<InvokerName>':

In this setting a resource path is set. This path must be defined according to the needs of the remote web service and following its definition.

Path can contain variables in the form of '<VariableName>' for each variable name that matches the current data (to be sent), will be replaced by the corresponding data value. This matched variable names and values will be removed from the current data. Depending on the HTTP request command the remaining data could be sent as a JSON string in the request body or as query parameters within the URI.

サンプル:

For data: Var1 = One, Var2 = Two, Var3 = Three and Var4 = Four.

Controller mapping: /Resource

- After Replacements:

/Resource

- Remaining Data:

Var1 = One, Var2 = Two, Var3 = Three and Var4 = Four

Controller mapping: /Resource/:Var1

- After Replacements:

/Resource/One

- Remaining Data:

Var2 = Two, Var3 = Three and Var4 = Four

Controller mapping: /Resource/:Var1?Param1=:Var2&Var3=:Var3

- After Replacements:

/Resource/One?Param1=Two&Var3=Three

- Remaining Data:

Var4 = Four

- Valid request command for Invoker '<InvokerName>':

This determine the HTTP request method to use, possible options: CONNECT, DELETE, GET, HEAD, OPTIONS, PATCH, POST, PUT and TRACE. If no command is selected, Default command is used.

- デフォルトコマンド

Used as a fall-back for all Invokers without a defined request command.

☒ 4.111 Web service provider network transport (HTTP::REST)

GenericInterface Transport HTTP::REST for Web Service Webservice one

You are here: > Web Services > Webservice one > Requester Transport HTTP::REST

Actions

[Go back to web service](#)

Network transport

Properties

Type: HTTP::REST

• Host:
Remote host URL for the REST requests.
 e.g https://www.otrs.com:10745/api/v1.0 (without trailing backslash)

• Controller mapping for Invoker 'InvokerOne':
The controller that the invoker should send requests to. Variables marked by a ':' will get replaced by the data value and passed along with the request. (e.g. /Ticket/:TicketID?UserLogin=:UserLogin&Password=:Password).

Valid request command for Invoker 'InvokerOne':
A specific HTTP command to use for the requests with this Invoker (optional).

Default command:
The default HTTP command to use for the requests.

Authentication:
The authentication mechanism to access the remote system.
 A '-' value means no authentication.

Use SSL Options:
Show or hide SSL options to connect to the remote system.

or or

11.4.3.7.4. ウェブサービス依頼アクション(Invokers)

The actions that can be performed when you are using OTRS as a requester are called "Invokers". Each invoker belongs to a controller (controllers are collections of operations or invokers). Usually invokers from the same controller need similar settings and share the same configuration dialogs. Each invoker can have independent configuration dialogs if needed.

Name, Description, Backend, and Mappings are fields that normally appear on every invoker. Additionally the list of event triggers and other special fields can appear on non default configuration dialogs to fulfill special needs of the invoker.

通常は、各依頼アクション(Invokers)につき2つのマッピング構成セクションがあります。ひとつは入信データでもう一方は発信データです。それらの構成が相互に独立して、さらに依頼アクション(Invokers)バックエンドから独立しているため、各マッピング指示のために異なるマッピングするタイプ(バックエンド)を選ぶことができます。正常で、最も一般的な実行は、依頼アクション(Invokers)が逆の構成で、両方の場合の中で同じマッピングタイプを使用するという事です。完全なマッピング構成は個別の画面の中で行われます。それはマッピングタイプに依存します。

依頼アクション(Invokers)バックエンドは事前に投入されており編集可能ではありません。ウェブサービス編集画面に対する依頼アクション(Invokers)を選択する時、このパラメタを見るでしょう。フィールドは参考に過ぎません。

Event triggers are events within OTRS such as "TicketCreate", "ArticleSend", etc. These can act as triggers to execute the invoker. Each invoker needs to have at least one event trigger registered, or the invoker will be useless, because it will never be called. The asynchronous property of the event triggers define if the OTRS process will handle the invoker or if it will be delegated to the OTRS Daemon.

注記

The OTRS Daemon is a separate set of process that executes tasks in the background. Using this the OTRS process itself will not be affected if the Remote System takes a long time to respond, if it is not available or if there are network problems. If you don't use the OTRS Daemons using web services can make OTRS slow or non-responsive. Therefore it is highly recommend to use asynchronous event triggers as often as possible.

イベント・トリガーを追加するためには、最初に最初のリストからイベント・ファミリーをつぎに第二のリストからイベント名を選択し、それから非同期プロパティをセットします。(イベントのきっかけが非同期ではないという意味で未検証ならば)プラスのボタンを最後にクリックします。新規イベント・トリガーが作成され、それは依頼アクション(Invokers)「イベント・トリガー」リスト上でリストされます。

To delete an Event trigger, simply locate the event trigger to be deleted in the "Event Triggers" list and click on the trash icon at the end of the row. This will open a dialog that asks you if you are sure to delete the event trigger. Click "Delete" to remove the event trigger from the list, or "Cancel" to close the dialog.

アクション・カラム画面の左部には、以下のオプションがあります:「ウェブサービスに戻る」(最後の保存以来変更をすべて廃棄して)と「削除」です。あなたが最後のものをクリックすれば、ダイアログは出現し、あなたが依頼アクション(Invokers)を削除したいかを尋ねます。確認するために「削除」をクリックすると、依頼アクション(Invokers)とその構成の削除する、あるいは「キャンセル」して削除ダイアログを閉じるかを確認されます。

4.112 Web service invoker

Change Invoker InvokerOne of Web Service Webservice one

You are here: > Web Services > Webservice one > Change invoker InvokerOne

Actions

Go back to web service

Delete

Invoker Details

★ Name:
The name is typically used to call up an operation of a remote web service.

Description:

Invoker backend:
This OTRS invoker backend module will be called to prepare the data to be sent to the remote system, and to process its response data.

Mapping for outgoing request data:
The data from the invoker of OTRS will be processed by this mapping, to transform it to the kind of data the remote system expects.

Mapping for incoming response data:
The response data will be processed by this mapping, to transform it to the kind of data the invoker of OTRS expects.

Event Triggers:

EVENT	ASYNCHRONOUS	DELETE
TicketCreate	Yes	<input type="button" value=""/>

This invoker will be triggered by the configured events.

Add Event Trigger: Asynchronous

To add a new event select the event object and event name and click on the "+" button.
 Asynchronous event triggers are handled by the OTRS Scheduler Daemon in background (recommended).
 Synchronous event triggers would be processed directly during the web request.

or or

11.4.3.7.5. ウェブサービスマッピング

There are cases where you need to transform the data from one format to another (map or change data structure), because normally a web service is used to interact with a Remote System, that is highly probable that is not another OTRS system and / or could not understand the OTRS data structures and values. In these cases some or all values have to be changed, and sometimes even the names of the values (keys) or even the complete structure, in order to match with the expected data on the other end. To accomplish this task the Generic Interface Mapping Layer exists.

リモート・システムは自身のデータ構造を持ちます。それは新規マッピングモジュールをおのののケースに対して作成することができます。(例えば、OTRS出荷時で、SAPソリューションマネージャに用にカスタマイズされたマッピング・モジュールがあります。)しかし、それは必ずしも必要だとは限りません。モジュールMapping::Simpleは、ほとんどのマッピング要求をカバーすべきです。

注記

Mapping::Simpleがウェブサービスのすべてのマッピングする必要をカバーするとは限らない場合、新規マッピングモジュールが作成されるべきです。新規マッピングするモジュールを作成する方法に関してもっと学習するために、OTRS開発マニュアルを調べてください。

このモジュールは、デフォルト値をマッピングさせる機会を与えます。各キーあるいは全体のコミュニケーション・データに見合う値のために。

画面の初めに、あなたがデフォルトルールをセットできる一般的なセクションを見ます。そのルールは全てのマップされていないキーや値に適用します。利用可能な3つのオプションがあり、これらのオプションは下のようにリストされます:

- 保持 (変更しないままにして) : キーや値をとにかく触りません。
- 無視 (キー/値ペアを捨てます):これがキーに適用されれば、それはキーと値を削除します。なぜならキーが削除されると続いてその関連値も削除されるからです。これが値に適用されれば、値だけが削除され、キーは保持されます。この時それは空の値に関連付けられます。

- MapTo (デフォルトとして供給されたキーまたは値の使用) : 定義されたマッピングルールのない全てのキーとまたは値は、デフォルトとしてこれを使います。このオプションを選択するとき、新規のテキストフィールドがこのデフォルトをセットするために現れます。

新規キーマップのために「+」ボタンをクリックすると、単一のマッピング構成用の新規ボックスを表示します。必要なだけ多くのキーマッピングを追加することができます。再度「+」をクリックするだけで新規マッピングボックスが既存のものの下に現れます。このマッピングボックスから、次のようなオプションを持つ単一のキーのためにマップを定義することができます。

- 正確な値(s):古いキーが正確に一致すれば、古い重要な文字列は新規ものに変更されます。
- Regular expression: the key string will be replaced following a regular expression rule.

新規値マップ「+」ボタンを押すと、値マップのための新規列を表示します。ここではキーマップに関して同じオプションでマップすべき各値(正確な値および正規表現)に関するルールを定義することも可能も可能です。必要なだけ多くのマップする値を追加できます。そしてもしそれらのひとつを削除したければ、単に各マッピング値の列の「-」ボタンをクリックします。

完全なキーマッピングセクション(ボックス)を削除可能ならば、単に削除したいボックスの右上端にある「-」ボタンを押します。

完全なマッピング構成を削除する必要がある場合: 対応するオペレーションか依頼アクション(Invokers)画面に戻って、以前に選択し、その値を「-」にセットするというマッピング指示を捜して、変更を適用するために構成を保存してください。

図4.113 Web service mapping

GenericInterface Mapping Simple for Web Service Webservice one

You are here: Web Services > Webservice one > Operation CreateTicket > Simple Mapping for Outgoing Data

Actions

Go back to operation

Mapping Simple

Default rule for unmapped keys: This rule will apply for all keys with no mapping rule.

Default rule for unmapped values: This rule will apply for all values with no mapping rule.

New key map:

▼ Mapping for Key KeyNew

Key mapping: * Map key: matching this: * to new key:

Value mapping: * Map value: matching this: * to new value:

matching this: * to new value:

New value map:

Save or Save and finish or Cancel

11.5. ウェブサービス・コマンドライン・インターフェイス

The bin/otrs.Console.pl Admin::WebService::* commands were developed in order to create basic, but fast and powerful tools to work with web service configurations. They give you the ability to perform the following actions:

- 追加: 構成ソースとしてYAMLファイルを使うウェブサービスを作成します。
- 更新: 既存のウェブサービスを変更します。異なるまたは変更されたYAMLファイルを使って構成は変更可能です。
- Dump: to save the current web service configuration to a file.

- リスト:システムに登録されたすべてのウェブサービスの完全なリストを入手します。
- 削除:システムからウェブサービスを削除すること。このアクションは取消不能なので利用の際はご注意ください。

サンプル : 新規ウェブサービス構成の作成:

```
shell> bin/otrs.Console.pl Admin::WebService::Add --name <webservice_name> --source-path /  
path/to/yaml/file
```

11.6. ウェブサービス構成

その設計から、ウェブサービスは

単一のOTRSシステムから別のシステム（例えば、テストか開発環境からプロダクション・システムまで）まで

ポータブルになるように着想されました。したがって、それはデータベースからウェブサービス構成を抽出し、かつそれを別のものにインポートする、容易な方法を持つために必要でした。このタスクを遂行するために、一般インターフェースはウェブサービス構成基礎としてYAMLファイルを使用します。

なぜYAMLなのでしょう？

YAMLは人間が読み書きするのに優しいことを目指したマークアップ言語です(JSONより理解するほうが簡単です)。YAMLは数的タグのようなXMLが持ついくつかの制限を持ちません。それはオープンで標準化されており、全ウェブサービス構成を格納するほどに十分に完全です。

注記

YAMLについてより知りたければ <http://www.yaml.org/> をご覧ください。

下記はYAMLフォーマットによるウェブサービス設定ファイル例です:

```
---  
Debugger:  
  DebugThreshold: debug  
Description: This an example of a web service configuration  
Provider:  
  Operation:  
    CloseIncident:  
      Description: This is a test operation  
      MappingInbound: {}  
      MappingOutbound: {}  
      RemoteSystemGuid: ''  
      Type: Test::Test  
    Test:  
      Description: This is a test operation  
      MappingInbound:  
        Config:  
          KeyMapDefault:  
            MapTo: ''  
            MapType: Keep  
          KeyMapExact:  
            Prio: Priority  
          ValueMap:  
            Priority:  
              ValueMapExact:  
                Critical: 5 Very High  
                Information: 1 Very Low  
                Warning: 3 Normal  
            ValueMapDefault:  
              MapTo: 3 Normal  
              MapType: MapTo  
          Type: Simple  
      MappingOutbound:
```

```

Config:
  KeyMapDefault:
    MapTo: ''
    MapType: Ignore
  KeyMapExact:
    Priority: Prio
  ValueMap:
    Prio:
      ValueMapExact:
        1 Very Low: Information
        3 Normal: Warning
        5 Very High: Critical
    ValueMapDefault:
      MapTo: ''
      MapType: Ignore
      Type: Simple
      Type: Test::Test
Transport:
  Config:
    MaxLength: 10000000
    NameSpace: http://www.example.com/actions
    Type: HTTP::SOAP
RemoteSystem: remote.system.description.example.com
Requester:
  Invoker:
    Test:
      Description: This is a test invoker
      Events:
        - Asynchronous: 1
          Event: TicketCreate
        - Asynchronous: 0
          Event: ArticleUpdate
      MappingInbound:
        Type: Simple
      MappingOutbound:
        Type: Simple
      Type: Test::Test
Transport:
  Config:
    Authentication:
      Password: '*****'
      Type: BasicAuth
      User: otrs
    Encoding: utf-8
    Endpoint: http://www.example.com:8080/endpoint
    NameSpace: http://www.example.com/actions
    SOAPAction: Yes
    SOAPActionSeparator: '#'
    Type: HTTP::SOAP
  
```

11.6.1. 構成詳細

11.6.1.1. 一般

- Description(摘要):ウェブサービスを記述する短いテキスト。
- RemoteSystem (リモート・システム):リモート・システムの短い摘要。
- Debugger(デバッガ) :デバッガ・セッティング用のコンテナ。
- Provider(供給者):供給者セッティング用のコンテナ。
- Requester(依頼者):依頼者セッティング用のコンテナ。

11.6.1.2. デバッガ

- DebugThreshold: the debugger level.

可能な値

- debug(デバッグ): 全てのログはすべてデータベースに格納されます。
- info(情報): 情報、通知およびエラーレベルログはデータベースに格納されます。
- notice(通知): 通知、エラーレベルログデータベースに格納されます。
- error(エラー): エラーレベルログだけがデータベースに格納されます。

11.6.1.3. 供給者

- Operation(オペレーション): 各オペレーション設定用コンテナ。
- Transport (トランスポート): ネットワーク・トランスポート用コンテナ。

11.6.1.3.1. オペレーション

- <OperationName>: オペレーション用のユニークな名前、それ自身のオペレーション設定用コンテナ(基数0..n, しかし重複しない).

11.6.1.3.1.1. <OperationName>

このセクションは、他のオペレーションがもっと含んでいるかもしれないタイ「Test::Test」、あるいは異なるセッティング、からのオペレーションに基づきます。

- Description (摘要): オペレーションを記述する短いテキスト。
- MappingInbound (マッピング・インバウンド): 入信依頼データ用マッピング設定用コンテナ。
- MappingOutbound (マッピング・アウトバウンド): 発信応答データ用マッピング用設定コンテナ。
- Type (タイプ): Controller::Operation formatでのオペレーション・バックエンド。

11.6.1.3.1.1.1. MappingInbound (マッピング・インバウンド)

このセクションは、タイプ「Simple」からのマッピングに基づきます。他のマッピングはより多くの異なる設定を含みます。

- Config(構成): このマッピング設定用コンテナ。
- Type (タイプ): マッピング・バックエンド。

11.6.1.3.1.1.1.1. Config (構成)

- KeyMapDefault: マップ未設定キーのコンテナ
- ValueMapDefault: 全てのマップ未設定の値の設定のコンテナ。
- KeyMapExact: 全ての正確なキーマッピング (基数 0 .. 1)。
- KeyMapRegEx: 全ての正規表現キーマッピング用コンテナ (基数 0 .. 1)。
- ValueMap: 全ての値マッピング用コンテナ (基数 0 .. 1)。

11.6.1.3.1.1.1.1.1. KeyMapDefault (マップ未設定キーのコンテナ)

- MapTo: 使用される新しい値 (MapTypeがMapToにセットされた場合のみ適用可能)。
- MapType: マッピング用規則。

可能な値

- Keep (保持): 変更なく終了。

- Ignore (無視): やめる
- MapTo (マップトゥー): MapTo値を変更

11.6.1.3.1.1.1.1.2. ValueMapDefault (値マップ・デフォルト)

KeyMapDefault (キーマップ・デフォルト) に似ています。

11.6.1.3.1.1.1.1.3. KeyMapExact (正確なキーマップ)

- <oldkey>: <newkey> (基数 0 .. n 但し重複なく)。

11.6.1.3.1.1.1.1.4. KeyMapRegEx

- <oldkey(RegEx)>: <newkey> (基数 0 .. n 但し重複なく)。

11.6.1.3.1.1.1.1.5. ValueMap

- <newkey>: a container for value mappings for this new key (KeyMapExact and KeyMapRegExからの新規キーに依存する基数)

11.6.1.3.1.1.1.1.5.1. <newkey>

- ValueMapExact: 全ての性格な値マッピング用コンテナ (基数 0 .. 1)。
- ValueMapRegEx: 全ての正規表現値のマッピング用コンテナ(基数 0 .. 1)。

11.6.1.3.1.1.1.1.5.1.1. ValueMapExact

- <oldvalue>: <newvalue> (基数 0 .. n 但し重複なく)。

11.6.1.3.1.1.1.1.5.1.2. ValueMapRegEx

- <oldvalue(RegEx)>: <newvalue> (基数 0 .. n 但し重複なく)。

11.6.1.3.1.1.2. MappingOutbound

MappingInboundと同じ。

11.6.1.3.1.1.3. トランスポート

このセクションは、供給者ネットワーク・トランスポートHTTP::SOAPに基づきます。他のトランスポートはより多く異なるセッティングを含んでいるかもしれません。

- Config (構成): 特定のネットワークトランスポート構成セッティング用のコンテナ。
- Type: 供給者ネットワークトランスポートバックエンド。

11.6.1.3.1.1.3.1. Config (構成)

- MaxLength: OTRSによってSOAPメッセージで読まれるバイトで最大の長さ。
- NameSpace: すべてのオペレーションにこのウェブサービスが所有しているコンテキストを与えるURI。

11.6.1.4. 依頼者

- Invoker (依頼アクション): 各依頼アクション(Invokers)のセッティング用のコンテナ。
- Transport(トランスポート): 依頼者ネットワーク・トランスポート設定用コンテナ。

11.6.1.4.1. 依頼アクション(Invokers)

- <InvokerName>: 依頼アクション用のユニーク名前。依頼アクションそれ自身の設定用コンテナ。(基数0..n 但し重複なく)

11.6.1.4.1.1. <InvokerName>

このセクションは、タイプ"Test::Test"からの依頼アクションに基づいています。他の依頼アクションはより多く異なる設定を含んでいるかもしれません。

- Description: a short text that describes the invoker.
- Events (イベント): イベント・トリガー設定の未命名のリスト用コンテナ
- MappingInbound (マッピング・インバウンド): 入信応答データ用マッピング設定用コンテナ
- MappingOutbound (マッピング・アウトバウンド): 発信依頼データ用マッピング設定用コンテナ
- Type (タイプ): Controller::Invoker フォーマットでの依頼アクションのバックエンド

11.6.1.4.1.1.1. イベント

- *List Element*: (cardinality 0 .. n).
- Asynchronous: to set if the invoker execution will be delegated to the OTRS Daemon.

可能な値

- 0: not handled by the OTRS Daemon.
- 1: handled by the OTRS Daemon.
- Event (イベント): イベント・。トリガー名。

Possible Values (チケットのイベント用の)

- チケット作成
- TicketDelete (チケット削除)
- TicketTitleUpdate (チケット・タイトル・更新)
- TicketUnlockTimeoutUpdate (チケット・アンロック・タイムアウト更新)
- TicketQueueUpdate (チケットキュー更新)
- TicketTypeUpdate (チケット・タイプ・更新)
- TicketServiceUpdate (チケットサービス更新)
- TicketSLAUpdate (チケットSLA更新)
- TicketCustomerUpdate (チケット顧客更新)
- TicketFreeTextUpdate (チケットフリーテキスト更新)
- TicketFreeTimeUpdate (チケットフリータイム更新)
- TicketPendingTimeUpdate (チケット保留時間更新)
- TicketLockUpdate (チケットロック更新)
- TicketArchiveFlagUpdate (チケットアーカイブ更新)
- TicketStateUpdate (チケット・状態・更新)

- TicketOwnerUpdate (チケット所有者更新)
- TicketResponsibleUpdate (チケット応答可能更新)
- TicketPriorityUpdate (チケット優先権更新)
- HistoryAdd (履歴追加)
- HistoryDelete (履歴削除)
- TicketAccountTime (チケットアカウント時間)
- TicketMerge (チケット結合)
- TicketSubscribe (チケット・登録)
- TicketUnsubscribe (チケット・登録解除)
- TicketFlagSet (チケットフラグセット)
- TicketFlagDelete (チケットフラグ削除)
- TicketSlaveLinkAdd (チケットスレーブリンク追加)
- TicketSlaveLinkDelete (チケットスレーブリンク削除)
- TicketMasterLinkDelete (チケットマスターリンク削除)

Possible Values (for article events) (可能な値 (記事イベントに関する))

- ArticleCreate (記事作成)
- ArticleFreeTextUpdate (記事フリーテキスト更新)
- ArticleUpdate (記事更新)
- ArticleSend (記事送信)
- ArticleBounce (記事返答)
- ArticleAgentNotification (記事担当者通知)
- ArticleCustomerNotification (記事顧客通知)
- ArticleAutoResponse (記事自動返信)
- ArticleFlagSet (記事フラグセット)
- ArticleFlagDelete (記事フラグ削除)
- ArticleAgentNotification (記事担当者通知)
- ArticleCustomerNotification (記事顧客通知)

11.6.1.4.1.1.2. MappingInbound (マッピング・インバウンド)

オペレーションMappingInboundと同じ。

11.6.1.4.1.1.3. MappingOutbound

オペレーションMappingInboundと同じ。

11.6.1.4.1.1.4. トランスポート

このセクションは、依頼者ネットワーク・トランスポートHTTP::SOAPに基づきます。他のトランスポートはより多く異なる設定を含むかもしれません。

- Config (構成): 特定のネットワークトランスポート構成セッティング用のコンテナ。
- Type (タイプ): 依頼者ネットワークトランスポートバックエンド

11.6.1.4.1.1.4.1. Config (構成)

- Authentication(認証): 認証セッティング用のコンテナ
- Encoding: the SOAP Message request encoding.
- Endpoint: the URI of the Remote Server web service to accept OTRS requests.
- NameSpace(名前空間): すべての依頼アクション(Invokers)にこのウェブサービスが所有しているコンテキストを与えるURI.
- SOAPAction(SOAPアクション): SOAPメッセージ(in "<NameSpace> <Separator> <Action>" format).の中の空が満たされたSOAPActionヘッダーを送ること。

可能な値

- Yes: to send a filled SOAPAction header.
- No(いいえ): 空のSOAPActionヘッダーを送る
- SOAPActionSeparator: 記入された SOAPAction ヘッダの <Separator> をセットする。

可能な値

- '/': .netウェブサービスのために使用されます。
- '#': すべての休息ウェブサービスのために使用されます。

11.6.1.4.1.1.4.1.1. 認証

- User (ユーザ): リモート・ウェブサービスにアクセスする特権ユーザー名
- Password (パスワード): プレーンテキスト中の特権ユーザー用のパスワード
- Type (タイプ): 認証のタイプ

11.7. コネクタ

コネクタは、OTRSがウェブサービス供給者あるいは依頼アクションとして働く場合、あるいは、OTRSがウェブサービス依頼者として働く場合、オペレーションとも呼ばれるアクションのセットの核心になります。しかし、さらに、それは特別のマッピングあるいはトランスポートも含むことができます。

1つのコネクタは、オペレーションのみ、依頼アクション(Invokers)のみ、あるいはその両方だけ、であり得ます。コネクタはマッピングやトランスポートのように他のコネクタのパーツを利用することさえ可能です。そのようなことは何もコネクタにとっては特殊なことではなくむしろそれらを実装しようとしている。

言いかえれば、コネクタは単なるコントローラー層に制限されていない。しかし、もし必要ならばそれはデータマッピングまたはネットワークのトランスポート層まで拡張することができます。

一般インターフェースのモジュール設計により、コネクタはプラグ・インと見なすことができます。;これは、コネクタを加えることによって、次のものを使用して、一般インターフェースの能力

を拡張することができることを意味します: 使用法 : OTRS機能追加、OTRSカスタム・モジュール、サードパーティ・モジュール等。

11.7.1. バンドル・コネクタ

Included with this version of OTRS the following connectors are ready to be used:

- セッション
- チケット

11.7.1.1. セッション・コネクタ

このコネクタは他のオペレーションの中で使用することができる有効なSessionIDを作成するのに有能である。

提供 :

- オペレーション:
 - セッション作成

11.7.1.1.1. オペレーション

11.7.1.1.1.1. セッション作成

Creates a new valid SessionID to be used in other operations from other connectors like TicketCreate.

注記

他のコネクタからの他のオペレーションの中でSessionIDを使用するために、オペレーションはSessionIDによって認証を実装する必要がある。バンドルされたオペレーションの残りはすべて認証方法として有効なSessionIDを受け入れることができます。

可能な属性:

```
<SessionCreate>
  <!--このレベルでは次の2つの必須選択項目があります。-->
  <!--Optional:-->
  <UserLogin?></UserLogin>
  <!--Optional:-->
  <CustomerUserLogin?></CustomerUserLogin>
  <!--Optional:-->
  <Password?></Password>
</SessionCreate>
```

11.7.1.2. チケット・コネクタ

This connector supplies the basic functionality to interact with tickets.

提供 :

- オペレーション:
 - チケット作成
 - TicketCreate(チケット作成)
 - TicketGet(チケット取得)
 - TicketSearch(チケット検索)

11.7.1.2.1. オペレーション

11.7.1.2.1.1. チケット作成

TicketCreateは、OTRSにチケットを作成するインターフェースを提供します。チケットは記事を含んでいなければいけないし、いくつか添付を含むことができます。全ての定義された動的フィールドも、TicketCreateオペレーション上でセットすることができます。

可能な属性:

```
<TicketCreate>
  <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
  <!--Optional:-->
  <UserLogin?></UserLogin>
  <!--Optional:-->
  <CustomerUserLogin?></CustomerUserLogin>
  <!--Optional:-->
  <SessionID?></SessionID>
  <!--Optional:-->
  <Password?></Password>
  <Ticket>
    <Title?></Title>
    <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <QueueID?></QueueID>
    <!--Optional:-->
    <Queue?></Queue>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <TypeID?></TypeID>
    <!--Optional:-->
    <Type?></Type>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ServiceID?></ServiceID>
    <!--Optional:-->
    <Service?></Service>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <SLAID?></SLAID>
    <!--Optional:-->
    <SLA?></SLA>
    <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <StateID?></StateID>
    <!--Optional:-->
    <State?></State>
    <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <PriorityID?></PriorityID>
    <!--Optional:-->
    <Priority?></Priority>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <OwnerID?></OwnerID>
    <!--Optional:-->
    <Owner?></Owner>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ResponsibleID?></ResponsibleID>
    <!--Optional:-->
    <Responsible?></Responsible>
    <CustomerUser?></CustomerUser>
    <!--Optional:-->
    <CustomerID?></CustomerID>
    <!--Optional:-->
    <PendingTime>
      <!--You have a CHOICE of the next and the other 5 items at this level-->
      <Diff?></Diff>
```

```

    <Year>?</Year>
    <Month>?</Month>
    <Day>?</Day>
    <Hour>?</Hour>
    <Minute>?</Minute>
  </PendingTime>
</Ticket>
<Article>
  <!--You have a CHOICE of the next 2 items at this level-->
  <!--Optional:-->
  <ArticleTypeID>?</ArticleTypeID>
  <!--Optional:-->
  <ArticleType>?</ArticleType>
  <!--You have a CHOICE of the next 2 items at this level-->
  <!--Optional:-->
  <SenderTypeID>?</SenderTypeID>
  <!--Optional:-->
  <SenderType>?</SenderType>
  <!--Optional:-->
  <From>?</From>
  <Subject>?</Subject>
  <Body>?</Body>
  <!--You have a CHOICE of the next 2 items at this level-->
  <!--Optional:-->
  <ContentType>?</ContentType>
  <Charset>?</Charset>
  <MimeType>?</MimeType>
  <!--Optional:-->
  <HistoryType>?</HistoryType>
  <!--Optional:-->
  <HistoryComment>?</HistoryComment>
  <!--Optional:-->
  <AutoResponseType>?</AutoResponseType>
  <!--Optional:-->
  <TimeUnit>?</TimeUnit>
  <!--Optional:-->
  <NoAgentNotify>?</NoAgentNotify>
  <!--Zero or more repetitions:-->
  <ForceNotificationToUserID>?</ForceNotificationToUserID>
  <!--Zero or more repetitions:-->
  <ExcludeNotificationToUserID>?</ExcludeNotificationToUserID>
  <!--Zero or more repetitions:-->
  <ExcludeMuteNotificationToUserID>?</ExcludeMuteNotificationToUserID>
</Article>
<!--Zero or more repetitions:-->
<DynamicField>
  <Name>?</Name>
  <!--1 or more repetitions:-->
  <Value>?</Value>
</DynamicField>
<!--Zero or more repetitions:-->
<Attachment>
  <Content>cid:61886944659</Content>
  <ContentType>?</ContentType>
  <Filename>?</Filename>
</Attachment>
</TicketCreate>

```

11.7.1.2.1.2. TicketCreate(チケット作成)

チケット更新オペレーションは、既存のチケットからの属性を修正するかあるいは新規記事を追加する能力を追加します。その記事は、チケットと新規記事のための添付と全ての定義済動的フィールドを含みます。

注記

チケット属性を修正する新規記事を作成することは必要ではありません。

可能な属性:

```

<TicketUpdate>
  <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
  <!--Optional:-->
  <UserLogin?</UserLogin>
  <!--Optional:-->
  <CustomerUserLogin?</CustomerUserLogin>
  <!--Optional:-->
  <SessionID?</SessionID>
  <!--Optional:-->
  <Password?</Password>
  <!--You have a CHOICE of the next 2 items at this level-->
  <TicketID?</TicketID>
  <TicketNumber?</TicketNumber>
  <!--Optional:-->
  <Ticket>
    <!--Optional:-->
    <Title?</Title>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <QueueID?</QueueID>
    <!--Optional:-->
    <Queue?</Queue>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <TypeID?</TypeID>
    <!--Optional:-->
    <Type?</Type>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ServiceID?</ServiceID>
    <!--Optional:-->
    <Service?</Service>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <SLAID?</SLAID>
    <!--Optional:-->
    <SLA?</SLA>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <StateID?</StateID>
    <!--Optional:-->
    <State?</State>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <PriorityID?</PriorityID>
    <!--Optional:-->
    <Priority?</Priority>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <OwnerID?</OwnerID>
    <!--Optional:-->
    <Owner?</Owner>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ResponsibleID?</ResponsibleID>
    <!--Optional:-->
    <Responsible?</Responsible>
    <!--Optional:-->
    <CustomerUser?</CustomerUser>
    <!--Optional:-->
    <CustomerID?</CustomerID>
    <!--Optional:-->
    <PendingTime>
      <!--You have a CHOICE of the next and the other 5 items at this level-->
      <Diff?</Diff>
      <Year?</Year>
      <Month?</Month>
      <Day?</Day>
      <Hour?</Hour>
      <Minute?</Minute>

```

```

    </PendingTime>
  </Ticket>
  <!--Optional:-->
  <Article>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ArticleTypeID?</ArticleTypeID>
    <!--Optional:-->
    <ArticleType?</ArticleType>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <SenderTypeID?</SenderTypeID>
    <!--Optional:-->
    <SenderType?</SenderType>
    <!--Optional:-->
    <From?</From>
    <Subject?</Subject>
    <Body?</Body>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ContentType?</ContentType>
    <Charset?</Charset>
    <MimeType?</MimeType>
    <!--Optional:-->
    <HistoryType?</HistoryType>
    <!--Optional:-->
    <HistoryComment?</HistoryComment>
    <!--Optional:-->
    <AutoResponseType?</AutoResponseType>
    <!--Optional:-->
    <TimeUnit?</TimeUnit>
    <!--Optional:-->
    <NoAgentNotify?</NoAgentNotify>
    <!--Zero or more repetitions:-->
    <ForceNotificationToUserID?</ForceNotificationToUserID>
    <!--Zero or more repetitions:-->
    <ExcludeNotificationToUserID?</ExcludeNotificationToUserID>
    <!--Zero or more repetitions:-->
    <ExcludeMuteNotificationToUserID?</ExcludeMuteNotificationToUserID>
  </Article>
  <!--Zero or more repetitions:-->
  <DynamicField>
    <Name?</Name>
    <!--1 or more repetitions:-->
    <Value?</Value>
  </DynamicField>
  <!--Zero or more repetitions:-->
  <Attachment>
    <Content>cid:166861569966</Content>
    <ContentType?</ContentType>
    <Filename?</Filename>
  </Attachment>
</TicketUpdate>

```

11.7.1.2.1.3. TicketGet(チケット取得)

このオペレーションは全てのチケットの属性を得るために使用されます。(この属性は、動的フィールド、すべての記事、およびチケットに属する全ての添付を含みます。)

可能な属性:

```

<TicketGet>
  <!--このレベルでは次の3つの必須選択項目があります。-->
  <!--Optional:-->
  <UserLogin?</UserLogin>
  <!--Optional:-->
  <CustomerUserLogin?</CustomerUserLogin>
  <!--Optional:-->

```

```

<SessionID>?</SessionID>
<!--Optional:-->
<Password>?</Password>
<!--1 or more repetitions:-->
<TicketID>?</TicketID>
<!--Optional:-->
<DynamicFields>?</DynamicFields>
<!--Optional:-->
<Extended>?</Extended>
<!--Optional:-->
<AllArticles>?</AllArticles>
<!--Optional:-->
<ArticleSenderType>?</ArticleSenderType>
<!--Optional:-->
<ArticleOrder>?</ArticleOrder>
<!--Optional:-->
<ArticleLimit>?</ArticleLimit>
<!--Optional:-->
<Attachments>?</Attachments>
</TicketGet>

```

11.7.1.2.1.4. TicketSearch(チケット検索)

TicketSearchオペレーションは、事前定義された基準に一致するチケットIDのリストを返しません。

可能な属性:

```

<TicketSearch>
<!--You have a MANDATORY CHOICE of the next 3 items at this level-->
<!--Optional:-->
<UserLogin>?</UserLogin>
<!--Optional:-->
<CustomerUserLogin>?</CustomerUserLogin>
<!--Optional:-->
<SessionID>?</SessionID>
<!--Optional:-->
<Password>?</Password>
<!--Optional:-->
<Limit>?</Limit>
<!--Zero or more repetitions:-->
<TicketNumber>?</TicketNumber>
<!--Zero or more repetitions:-->
<Title>?</Title>
<!--Zero or more repetitions:-->
<Queues>?</Queues>
<!--Zero or more repetitions:-->
<QueueIDs>?</QueueIDs>
<!--Optional:-->
<UseSubQueues>?</UseSubQueues>
<!--Zero or more repetitions:-->
<Types>?</Types>
<!--Zero or more repetitions:-->
<TypeIDIDs>?</TypeIDIDs>
<!--Zero or more repetitions:-->
<States>?</States>
<!--Zero or more repetitions:-->
<StateIDs>?</StateIDs>
<!--Zero or more repetitions:-->
<StateType>?</StateType>
<!--Zero or more repetitions:-->
<StateTypeIDIDs>?</StateTypeIDIDs>
<!--Zero or more repetitions:-->
<Priorities>?</Priorities>
<!--Zero or more repetitions:-->
<PriorityIDs>?</PriorityIDs>
<!--Zero or more repetitions:-->
<Services>?</Services>

```

```

<!--Zero or more repetitions:-->
<ServiceIDs>?</ServiceIDs>
<!--Zero or more repetitions:-->
<SLAs>?</SLAs>
<!--Zero or more repetitions:-->
<SLAIDs>?</SLAIDs>
<!--Zero or more repetitions:-->
<Locks>?</Locks>
<!--Zero or more repetitions:-->
<LockIDs>?</LockIDs>
<!--Zero or more repetitions:-->
<OwnerIDs>?</OwnerIDs>
<!--Zero or more repetitions:-->
<ResponsibleIDs>?</ResponsibleIDs>
<!--Zero or more repetitions:-->
<WatchUserIDs>?</WatchUserIDs>
<!--Zero or more repetitions:-->
<CustomerID>?</CustomerID>
<!--Zero or more repetitions:-->
<CustomerUserLogin>?</CustomerUserLogin>
<!--Zero or more repetitions:-->
<CreatedUserIDs>?</CreatedUserIDs>
<!--Zero or more repetitions:-->
<CreatedTypes>?</CreatedTypes>
<!--Zero or more repetitions:-->
<CreatedTypeID>?</CreatedTypeID>
<!--Zero or more repetitions:-->
<CreatedPriorities>?</CreatedPriorities>
<!--Zero or more repetitions:-->
<CreatedPriorityIDs>?</CreatedPriorityIDs>
<!--Zero or more repetitions:-->
<CreatedStates>?</CreatedStates>
<!--Zero or more repetitions:-->
<CreatedStateIDs>?</CreatedStateIDs>
<!--Zero or more repetitions:-->
<CreatedQueues>?</CreatedQueues>
<!--Zero or more repetitions:-->
<CreatedQueueIDs>?</CreatedQueueIDs>
<!--Zero or more repetitions:-->
<DynamicFields>
  <!--You have a MANDATORY CHOICE of the next 6 items at this level-->
  <!--Optional:-->
  <Equals>?</Equals>
  <!--Optional:-->
  <Like>?</Like>
  <!--Optional:-->
  <GreaterThan>?</GreaterThan>
  <!--Optional:-->
  <GreaterThanEquals>?</GreaterThanEquals>
  <!--Optional:-->
  <SmallerThan>?</SmallerThan>
  <!--Optional:-->
  <SmallerThanEquals>?</SmallerThanEquals>
</DynamicFields>
<!--Optional:-->
<Ticketflag>
  <!--Optional:-->
  <Seen>?</Seen>
</Ticketflag>
<!--Optional:-->
<From>?</From>
<!--Optional:-->
<To>?</To>
<!--Optional:-->
<Cc>?</Cc>
<!--Optional:-->
<Subject>?</Subject>
<!--Optional:-->
<Body>?</Body>
<!--Optional:-->
<FullTextIndex>?</FullTextIndex>
<!--Optional:-->

```



```

<ContentSearch>?</ContentSearch>
<!--Optional:-->
<ConditionInline>?</ConditionInline>
<!--Optional:-->
<ArticleCreateTimeOlderMinutes>?</ArticleCreateTimeOlderMinutes>
<!--Optional:-->
<ArticleCreateTimeNewerMinutes>?</ArticleCreateTimeNewerMinutes>
<!--Optional:-->
<ArticleCreateTimeNewerDate>?</ArticleCreateTimeNewerDate>
<!--Optional:-->
<ArticleCreateTimeOlderDate>?</ArticleCreateTimeOlderDate>
<!--Optional:-->
<TicketCreateTimeOlderMinutes>?</TicketCreateTimeOlderMinutes>
<!--Optional:-->
<ATicketCreateTimeNewerMinutes>?</ATicketCreateTimeNewerMinutes>
<!--Optional:-->
<TicketCreateTimeNewerDate>?</TicketCreateTimeNewerDate>
<!--Optional:-->
<TicketCreateTimeOlderDate>?</TicketCreateTimeOlderDate>
<!--Optional:-->
<TicketLastChangeTimeOlderMinutes>?</TicketLastChangeTimeOlderMinutes>
<!--Optional:-->
<TicketLastChangeTimeNewerMinutes>?</TicketLastChangeTimeNewerMinutes>
<!--Optional:-->
<TicketLastChangeTimeNewerDate>?</TicketLastChangeTimeNewerDate>
<!--Optional:-->
<TicketLastChangeTimeOlderDate>?</TicketLastChangeTimeOlderDate>
<!--Optional:-->
<TicketChangeTimeOlderMinutes>?</TicketChangeTimeOlderMinutes>
<!--Optional:-->
<TicketChangeTimeNewerMinutes>?</TicketChangeTimeNewerMinutes>
<!--Optional:-->
<TicketChangeTimeNewerDate>?</TicketChangeTimeNewerDate>
<!--Optional:-->
<TicketChangeTimeOlderDate>?</TicketChangeTimeOlderDate>
<!--Optional:-->
<TicketCloseTimeOlderMinutes>?</TicketCloseTimeOlderMinutes>
<!--Optional:-->
<TicketCloseTimeNewerMinutes>?</TicketCloseTimeNewerMinutes>
<!--Optional:-->
<TicketCloseTimeNewerDate>?</TicketCloseTimeNewerDate>
<!--Optional:-->
<TicketCloseTimeOlderDate>?</TicketCloseTimeOlderDate>
<!--Optional:-->
<TicketPendingTimeOlderMinutes>?</TicketPendingTimeOlderMinutes>
<!--Optional:-->
<TicketPendingTimeNewerMinutes>?</TicketPendingTimeNewerMinutes>
<!--Optional:-->
<TicketPendingTimeNewerDate>?</TicketPendingTimeNewerDate>
<!--Optional:-->
<TicketPendingTimeOlderDate>?</TicketPendingTimeOlderDate>
<!--Optional:-->
<TicketEscalationTimeOlderMinutes>?</TicketEscalationTimeOlderMinutes>
<!--Optional:-->
<TTicketEscalationTimeNewerMinutes>?</TTicketEscalationTimeNewerMinutes>
<!--Optional:-->
<TicketEscalationTimeNewerDate>?</TicketEscalationTimeNewerDate>
<!--Optional:-->
<TicketEscalationTimeOlderDate>?</TicketEscalationTimeOlderDate>
<!--Optional:-->
<ArchiveFlags>?</ArchiveFlags>
<!--Zero or more repetitions:-->
<OrderBy>?</OrderBy>
<!--Zero or more repetitions:-->
<SortBy>?</SortBy>
<!--Zero or more repetitions:-->
<CustomerUserID>?</CustomerUserID>
</TicketSearch>

```

11.7.2. サンプル:

11.7.2.1. ウェブサービス構成

The following is a basic but complete web service configuration file in YAML format to use all the Ticket Connector operations with the SOAP network transport. In order to use it in OTRS you need to copy the content, save it into a file and call it `GenericTicketConnectorSOAP.yml`, and import it into OTRS in the Web Services screen in the Admin panel by clicking in the "Add web service" button from the overview screen and then clicking in the "Import web service" button in the add screen.

```
---
Debugger:
  DebugThreshold: debug
  TestMode: 0
Description: Ticket Connector SOAP Sample
FrameworkVersion: 3.4.x git
Provider:
  Operation:
    SessionCreate:
      Description: Creates a Session
      MappingInbound: {}
      MappingOutbound: {}
      Type: Session::SessionCreate
    TicketCreate:
      Description: Creates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketCreate
    TicketUpdate:
      Description: Updates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketUpdate
    TicketGet:
      Description: Retrieves Ticket data
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketGet
    TicketSearch:
      Description: Search for Tickets
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketSearch
  Transport:
    Config:
      MaxLength: 100000000
      Namespace: http://www.otrs.org/TicketConnector/
      Type: HTTP::SOAP
RemoteSystem: ''
Requester:
  Transport:
  Type: ''
```

Similar example can be done for the REST network transport, REST web services uses HTTP operations such as "POST", "GET", "PUT", "PATCH" etc. This operations in conjunction with a URI path called resource defines a OTRS Generic Interface Operation or Invoker (depending on the communication way).

The following example uses `/Session` resource for `SessionCreate`, `/Ticket` resource for `TicketSearch` and `TicketCreate` and resource `/Ticket/{TicketID}` for `TicketGet` and `TicketUpdate` (Where `{TicketID}` is the actual `TicketID` value of a ticket e.g. `/Ticket/123`). In order to use it in OTRS you need to copy the content, save it into a file and call it

GenericTicketConnectorREST.yml, and import it into OTRS in the Web Services screen in the Admin panel by clicking in the "Add web service" button from the overview screen and then clicking in the "Import web service" button in the add screen.

```
---
Debugger:
  DebugThreshold: debug
  TestMode: '0'
Description: Ticket Connector REST Sample
FrameworkVersion: 3.4.x git
Provider:
  Operation:
    SessionCreate:
      Description: Creates a Session
      MappingInbound: {}
      MappingOutbound: {}
      Type: Session::SessionCreate
    TicketCreate:
      Description: Creates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketCreate
    TicketGet:
      Description: Retrieves Ticket data
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketGet
    TicketSearch:
      Description: Search for Tickets
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketSearch
    TicketUpdate:
      Description: Updates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketUpdate
  Transport:
    Config:
      KeepAlive: ''
      MaxLength: '100000000'
      RouteOperationMapping:
        SessionCreate:
          RequestMethod:
            - POST
          Route: /Session
        TicketCreate:
          RequestMethod:
            - POST
          Route: /Ticket
        TicketGet:
          RequestMethod:
            - GET
          Route: /Ticket/:TicketID
        TicketSearch:
          RequestMethod:
            - GET
          Route: /Ticket
        TicketUpdate:
          RequestMethod:
            - PATCH
          Route: /Ticket/:TicketID
      Type: HTTP::REST
  RemoteSystem: ''
  Requester:
    Transport:
      Type: ''
```

11.7.2.2. パールSOAP依頼者

The following code is a Perl script that can connect to OTRS via the generic interface. In order to perform the operations provided by the Ticket Connector, it uses two Perl CPAN modules SOAP::Lite and Data::Dumper. Please make sure that your environment is capable to use these modules before you try to run the script.

```
#!/usr/bin/perl -w
# --
# otrs.SOAPRequest.pl - sample to send a SOAP request to OTRS Generic Interface Ticket
Connector
# Copyright (C) 2001-2016 OTRS AG, http://otrs.com/
# --
# This program is free software; you can redistribute it and/or modify
# it under the terms of the GNU AFFERO General Public License as published by
# the Free Software Foundation; either version 3 of the License, or
# any later version.
#
# This program is distributed in the hope that it will be useful,
# but WITHOUT ANY WARRANTY; without even the implied warranty of
# MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the
# GNU General Public License for more details.
#
# You should have received a copy of the GNU Affero General Public License
# along with this program; if not, write to the Free Software
# Foundation, Inc., 59 Temple Place, Suite 330, Boston, MA 02111-1307 USA
# or see http://www.gnu.org/licenses/agpl.txt.
# --

use strict;
use warnings;

# use ../ as lib location
use File::Basename;
use FindBin qw($RealBin);
use lib dirname($RealBin);

use SOAP::Lite;
use Data::Dumper;

# ---
# Variables to be defined.

# this is the URL for the web service
# the format is
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl/Webservice/<WEB_SERVICE_NAME>
# or
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl/WebserviceID/<WEB_SERVICE_ID>
my $URL = 'http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnector';

# this name space should match the specified name space in the SOAP transport for the web
service.
my $NameSpace = 'http://www.otrs.org/TicketConnector/';

# this is operation to execute, it could be TicketCreate, TicketUpdate, TicketGet,
TicketSearch
# or SessionCreate. and they must to be defined in the web service.
my $Operation = 'TicketCreate';

# this variable is used to store all the parameters to be included on a request in XML
format. Each
# operation has a determined set of mandatory and non mandatory parameters to work
correctly. Please
# check the OTRS Admin Manual in order to get a complete list of parameters.
my $XMLData = '
<UserLogin>some user login</UserLogin>
<Password>some password</Password>
<Ticket>
  <Title>some title</Title>
```

```

    <CustomerUser>some customer user login</CustomerUser>
    <Queue>some queue</Queue>
    <State>some state</State>
    <Priority>some priority</Priority>
</Ticket>
<Article>
  <Subject>some subject</Subject>
  <Body>some body</Body>
  <ContentType>text/plain; charset=utf8</ContentType>
</Article>
';

# ---

# create a SOAP::Lite data structure from the provided XML data structure.
my $SOAPData = SOAP::Data
  ->type( 'xml' => $XMLData );

my $SOAPObject = SOAP::Lite
  ->uri($NameSpace)
  ->proxy($URL)
  ->$Operation($SOAPData);

# check for a fault in the soap code.
if ( $SOAPObject->fault ) {
  print $SOAPObject->faultcode, " ", $SOAPObject->faultstring, "\n";
}

# otherwise print the results.
else {

  # get the XML response part from the SOAP message.
  my $XMLResponse = $SOAPObject->context()->transport()->proxy()->http_response()-
>content();

  # deserialize response (convert it into a perl structure).
  my $Deserialized = eval {
    SOAP::Deserializer->deserialize($XMLResponse);
  };

  # remove all the headers and other not needed parts of the SOAP message.
  my $Body = $Deserialized->body();

  # just output relevant data and no the operation name key (like TicketCreateResponse).
  for my $ResponseKey ( keys %{$Body} ) {
    print Dumper( $Body->{$ResponseKey} );
  }
}

```

11.7.2.3. Perl REST Requester

The following code is a Perl script that can connect to OTRS via the generic interface. In order to perform the operations provided by the Ticket Connector, it uses three Perl CPAN modules JSON, REST::Client and Data::Dumper. Please make sure that your environment is capable to use these modules before you try to run the script.

```

#!/usr/bin/perl
# --
# otrs.RESTRequest.pl - sample to send a REST request to OTRS Generic Interface Ticket
Connector
# Copyright (C) 2001-2016 OTRS AG, http://otrs.com/
# --
# This program is free software; you can redistribute it and/or modify
# it under the terms of the GNU AFFERO General Public License as published by
# the Free Software Foundation; either version 3 of the License, or
# any later version.
#

```

```

# This program is distributed in the hope that it will be useful,
# but WITHOUT ANY WARRANTY; without even the implied warranty of
# MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the
# GNU General Public License for more details.
#
# You should have received a copy of the GNU Affero General Public License
# along with this program; if not, write to the Free Software
# Foundation, Inc., 51 Franklin St, Fifth Floor, Boston, MA 02110-1301 USA
# or see http://www.gnu.org/licenses/agpl.txt.
# --

use strict;
use warnings;

## nofilter(TidyAll::Plugin::OTRS::Perl::Dumper)

# use ../ as lib location
use File::Basename;
use FindBin qw($RealBin);
use lib dirname($RealBin);

use JSON;
use REST::Client;

# ---
# Variables to be defined

# This is the HOST for the web service the format is:
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl
my $Host = 'http://localhost/otrs/nph-genericinterface.pl';

my $RestClient = REST::Client->new(
    {
        host => $Host,
    }
);

# This is the Controller and Request the format is:
# /Webservice/<WEB_SERVICE_NAME>/<RESOURCE>/<REQUEST_VALUE>
# or
# /WebserviceID/<WEB_SERVICE_ID>/<RESOURCE>/<REQUEST_VALUE>
# This example will retrieve the Ticket with the TicketID = 1 (<REQUEST_VALUE>)
my $ControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket/1';

my $Params = {
    UserLogin    => "some user login",      # to be filled with valid agent login
    Password     => "some user password",  # to be filled with valid agent password
    DynamicFields => 1,                    # optional, if set to 1,
                                                # ticket dynamic fields included in response
    AllArticles  => 1,                    # optional, if set to 1,
                                                # all ticket articles are included in response
                                                # more options to be found in
        # /Kernel/GenericInterface/Operation/Ticket/TicketGet.pm's
        # Run() subroutine documentation.
};

my @RequestParam;

# As sample web service configuration for TicketGet uses HTTP method GET all other
# parameters needs
# to be sent as URI query parameters

# ---
# For GET method
my $QueryParams = $RestClient->buildQuery( %{ $Params } );

$ControllerAndRequest .= $QueryParams;

# The @RequestParam array on position 0 holds controller and request
@RequestParam = ($ControllerAndRequest);

$RestClient->GET(@RequestParam);

```

```
# ----
# # ----
# # For POST method
# my $JSONParams = encode_json $Params;

# # The @RequestParam array on position 0 holds controller and request
# # on position 1 it holds the JSON data string that gets posted
# @RequestParam = (
#   $ControllerAndRequest,
#   $JSONParams
# );

# $RestClient->POST(@RequestParam);
# # ----

# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $ResponseCode = $RestClient->responseCode();
if ( $ResponseCode ne '200' ) {
    print "Request failed, response code was: $ResponseCode\n";
    exit;
}

# If the request was answered correctly, we receive a JSON string here.
my $ResponseContent = $RestClient->responseContent();

my $Data = decode_json $ResponseContent;

# Just to print out the returned Data structure:
use Data::Dumper;
print "Response was:\n";
print Dumper($Data);
```

11.7.2.4. cURL Examples for REST Requests

Given the above example on a REST configuration for Generic Ticket Connector we have that:

For Ticket Create: use POST method on /Ticket path.

For Ticket Search: use GET method on /Ticket path.

For Ticket Update: use PATCH method on /Ticket/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

For Ticket Get: use GET method on /Ticket/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

11.7.2.4.1. Create a New Ticket

cURL Command:

```
shell> curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/
GenericTicketConnectorREST/Ticket?UserLogin=agent&Password=123" -H "Content-Type:
application/json" -d "{\"Ticket\":{\"Title\":\"REST Create Test\", \"Type\": \"Unclassified
\", \"Queue\":\"Raw\", \"State\":\"open\", \"Priority\":\"3 normal\", \"CustomerUser\":
\"customer\"}, \"Article\":{\"Subject\":\"Rest Create Test\", \"Body\":\"This is only a test
\", \"ContentType\":\"text/plain; charset=utf8\"}}" -X POST
```

Response:

```
{
  "ArticleID":5484,
  "TicketNumber":"1001936",
  "TicketID":"1686"
}
```

11.7.2.4.2. Get Ticket Details

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/Ticket/1686?UserLogin=agent&Password=123"
```

Response:

```
{
  "Ticket": [
    {
      "Age": 777,
      "PriorityID": 3,
      "ServiceID": "",
      "Type": "Unclassified",
      "Responsible": "root@localhost",
      "StateID": 4,
      "ResponsibleID": 1,
      "ChangeBy": 2,
      "EscalationTime": 0,
      "Changed": "2014-06-30 19:08:14",
      "OwnerID": 2,
      "RealTillTimeNotUsed": 0,
      "GroupID": 1,
      "Owner": "agent",
      "CustomerID": "OTRS",
      "TypeID": 1,
      "Created": "2014-06-30 19:08:12",
      "Priority": "3 normal",
      "UntilTime": 0,
      "EscalationUpdateTime": 0,
      "QueueID": 2,
      "Queue": "Raw",
      "State": "open",
      "Title": "REST Create Test",
      "CreateBy": 2,
      "TicketID": 1686,
      "StateType": "open",
      "EscalationResponseTime": 0,
      "UnlockTimeout": 0,
      "EscalationSolutionTime": 0,
      "LockID": 1,
      "TicketNumber": "1001936",
      "ArchiveFlag": "n",
      "Lock": "unlock",
      "CreateTimeUnix": 1404173292,
      "SLAID": "",
      "CustomerUserID": "customer"
    }
  ]
}
```

11.7.2.4.3. Update Ticket

cURL Command:


```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/Ticket/1686?UserLogin=agent&Password=123" -H "Content-Type: application/json" -d '{"Ticket":{"Queues":{"Postmaster"}}}' -X PATCH
```

Response:

```
{
  "TicketNumber": "1001936",
  "TicketID": "1686"
}
```

11.7.2.4.4. Search for Tickets

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/Ticket?UserLogin=agent&Password=123&Queue=Postmaster"
```

Response:

```
{
  "TicketID": [
    "1686",
    "102",
    "100",
    "1"
  ]
}
```

12. The OTRS Daemon

The OTRS Daemon is an independent set of system processes that plan and execute tasks in background, either on a recurrent basis or triggered by events. OTRS Daemon is fundamental for the correct system operation.

In previous versions of OTRS (from 3.1 to 4) there was another process called OTRS Scheduler that does part of the work that the OTRS Daemon do in OTRS 5. This old process is replaced by the OTRS Daemon which was re-written from the ground to make it more stable, scalable and robust than its predecessor.

The OTRS Daemon is capable to handle up to 10 tasks at the same time and it can work cooperatively with other OTRS Daemons on different frontend servers in a cluster environment.

When idle OTRS Daemon consist in five processes:

- The main daemon (`bin/otrs.Daemon.pl`)

This process is in charge to start and keep running the other children daemons.

- Task `worker daemon` (Kernel/System/Daemon/DaemonModules/SchedulerTaskWorker.pm)

This daemon executes all tasks that have in a list, in a first in first out basis. It can handle simultaneous tasks by creating its own children processes and it checks the task list

several times per second. The task list can be filled by task manager daemons, event handlers, and other parts of the system.

Its main mission is to handle all the tasks in the list as soon as possible.

- Future task manager daemon (Kernel/System/Daemon/DaemonModules/SchedulerFutureTaskManager.pm)

This daemon checks for non recurring tasks that are set to be executed in the future (e.g. when a Generic Interface invoker tries to reach a server and it can't, a task could be set to schedule for execution in the next 5 minutes). At the correct time it sends it the task worker daemon.

- Cron task manager daemon (Kernel/System/Daemon/DaemonModules/SchedulerCronTaskManager.pm)

This daemon calculates when is the next execution time of all recurring tasks (e.g. a cache cleanup one time per week). This kind of tasks are specified in the SysConfig. At the right time for each task it sends the required information to the task worker daemon to execute them.

注記

If a task execution time definition is changed in SysConfig, it might take up to an hour for the daemon to pick up the change automatically. Alternatively the OTRS Daemon can be restarted to apply the change immediately.

- Generic Agent task manager daemon (Kernel/System/Daemon/DaemonModules/SchedulerGenericAgentTaskManager.pm)

This daemon scans for Generic Agent jobs stored in the database that have a time schedule (discarding all other Generic Agent jobs that are set to be executed by events). When is time to run a Generic Agent job it sends the task information to the task worker daemon to handle the task.

注記

The number of active processes depends on the number of tasks that the OTRS Daemon is executing simultaneously in a time frame.

By default the each daemon logs all error messages on a separated file located in /opt/otrs/var/log/Daemon/*.log. These logs are kept in the system for a defined period. To change this behavior and/or to also log the non error messages, please update SysConfig settings in Daemon -> Core: :Log.

When a task could not be executed successfully for any reason, an email is sent to a predefined recipient reporting the issue. The content of the email includes the error messages and trace (if available).

The OTRS Daemon is an automated process that normally does not require human interaction. However it is possible to query its status and start or stop it if needed.

To be sure that the OTRS Daemon is running there is a Cron job that constantly checks that the process is alive. The main daemon is prepared to work even without a database connection, so is perfectly safe if the Cron task to start it is executed even before the database process in the system startup, and it is also tolerant to database disconnections.

If for any reason the OTRS Daemon needs to be stop (for example during a system maintenance), all unhandled tasks are saved, and as soon as the process is started again it continues with all pending tasks. For recurring tasks it will only execute the last instance of the task (if its due time was during the downtime).

12.1. OTRS Daemon Graphical Interface

The OTRS Daemon is not visible in the OTRS Graphical User Interface unless it stops running.

When the system detects that the OTRS Daemon is not running, a notification is presented to a defined group of users ("admin" by default).

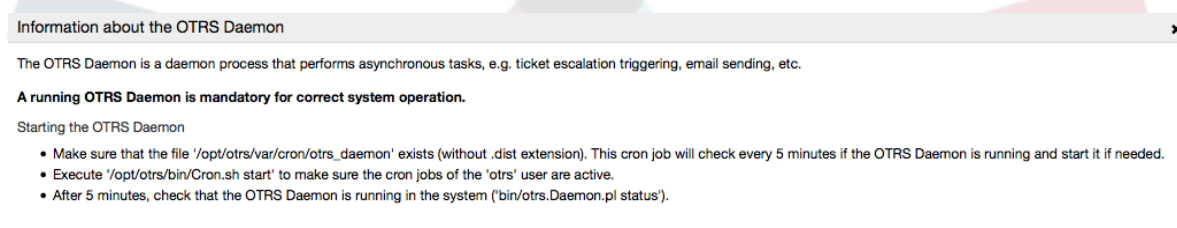
To disable the notification (not recommended), change or add the notification groups, please edit the Frontend: :NotifyModule###800-Daemon-Check setting in the SysConfig.

☒ 4.114 Daemon notification



Clicking the notification the system presents an overlay window explaining the steps to bring the OTRS Daemon up and running.

☒ 4.115 Start Daemon



12.2. OTRS Daemon Command Line Interface

The OTRS Daemon command line tools let you control the main daemon process (Start / Stop) or query its status. There are also tools to get more detailed information about the other four children daemons.

12.2.1. Main Daemon Tools

To start, stop or query daemon status bin/otrs.Daemon.pl script is used.

例 4.30 Example to start the OTRS Daemon

```
shell> cd /opt/otrs/
shell> OTRS_HOME/bin/otrs.Daemon.pl start
```

利用可能なオプション

- **start** - to start the OTRS Daemon process.
- **stop** - to stop the OTRS Daemon process.
- **status** - to query the OTRS Damon process status.
- **start --debug** - to start the OTRS Daemon process in debug mode.

In this mode each daemon reports different messages depending on the actions that are been executed. This mode is not recommended for production environments.

- **stop --force** - to stop the OTRS Daemon process in reducing the wait for children processes to finish.

A forced stop reduces the amount of time the main daemon waits to successful stop the other children processes from 30 seconds (normal) to 5 seconds (forced).

12.2.2. Other Daemon Tools

To list all configured child daemons that the main daemon should start and keep running use the console command: `Maint::Daemon::List`.

例4.31 Example to list all configured daemons

```
shell> cd /opt/otrs/  
shell> bin/otrs.Console.pl Maint::Daemon::List
```

To list detailed information of all daemons use the console command: `Maint::Daemon::Summary`.

例4.32 Example to a summary of all daemon tasks

```
shell> cd /opt/otrs/  
shell> bin/otrs.Console.pl Maint::Daemon::Summary
```

第5章 カスタマイズ

1. アクセス・コントロール・リスト(ACL)

1.1. 導入

From OTRS 2.0 on, Access Control Lists (ACLs) can be used to control access to tickets, modules, queues, etc., or to influence actions on tickets (closing, moving, etc.) in certain situations. ACLs can be used to supplement the existing permission system of roles and groups. Using ACLs, rudimentary work-flows within the system can be mapped, based on ticket attributes.

In a general way ACLs are used to reduce the possible options for a ticket based on a defined set of rules.

ACLs can be directly entered into the Kernel/Config.pm file. However this is not any more recommended as OTRS comes now with a GUI Access Control Lists in the Admin panel that allows to save the ACLs in the Database as the first step and then deploy them into a file when they are ready.

This chapter has some ACL examples which will walk you through the process of defining ACL definitions, and a reference of all possible important ACL settings.

警告

The default user 'root@localhost' is not affected by the Ticket ACLs

1.2. 記述

The ACL definition can be split into two big parts, 'Matching' and 'Change'. In the matching sections the ACLs contains attributes that has to be met in order to use the ACL. If the attributes defined in the ACL does not match with the attributes that are sent, then the ACL does not take any affect, but any other match ACL will. The change sections contains the rules to reduce the possible options for a ticket.

Matching Sections

- 項目

This section contains matching options that can be changed on the fly. For example on a ticket creation time the data of the ticket changes dynamically as the agent sets the information. If an ACL is set to match a ticket attribute then only when the matching attribute is selected the ACL will be active and might reduce other ticket attributes, but as soon as another value is selected the ACL will not take any affect.

- PropertiesDatabase

This section is similar to 'Properties' but does not take changes in ticket attributes that are not saved into the DataBase, this means that changing an attribute without submit will not make any effect. This section is not use for ticket creation screens (as tickets are not yet created in the Database).

Change Sections

- Possible

Possible section resets the data to be reduce to only the elements that are set in this section.

- PossibleAdd

Elements in PossibleAdd section add missing elements that were reduced in other ACLs. PossibleAdd is only used in together with other ACLs that have Possible or PossibleNot sections.

- PossibleNot

This section is used to remove specific elements from the current data. It could be used stand alone or together with other ACLs with a Possible or PossibleAdd sections.

In order to make the development of ACLs easier and more powerful there is a set of so called modifiers for the attributes on each section. This modifiers are explained below:

Modifiers

- [Not]

This modifier is used to negate a value for example: '[Not]2 low' in this case talking about ticket priorities will be the same as to have: '1 very low', '3 normal', '4 high', '5 very high'.

- [RegExp]

It is use to define a regular expression for matching several values, for example '[RegExp]low' talking about priorities is the same as '1 very low', '2 low'.

- [regex]

It is very similar to [RegExp] but it is case insensitive.

- [NotRegExp]

Negated regular expressions for example '[NotRegExp]low' talking about priorities is the same as '3 normal', '4 high', '5 very high'.

- [Notregex]

It is very similar to [NotRegExp] but it is case insensitive.

1.3. サンプル

The following examples are shown in both ways graphical and text based.

例5.1 ACLはチケット優先度5のチケットのみをキューへの移動を許可します。

This example shows you the basic structure of an ACL. First, it needs to have a name. In this case, it is "100-Example-ACL". Note that the ACLs will be numerically sorted before execution, so you should use the names carefully.

Secondly, you have a "Properties" section which is a filter for your tickets. All the criteria defined here will be applied to a ticket to determine if the ACL must be applied or not. In our example, a ticket will match if it is in the queue "Raw" and has priority "5 very high". This is also affected by changes in the form (e.g. if the ticket is the queue "Raw" and had a priority "3 normal" at this moment the ACL will not match, but then priority drop-down is selected and the priority is changed now to "5 very high" then will also match).

最後に、「可能」セクションは画面への修正を定義します。この場合、利用可能キューから、「警告」キューだけがチケット・画面の中で選択することができます。

図5.1 ACL 100-Example-ACL

▼ Edit ACL structure

Match settings

- ▼ Properties
 - ▼ Ticket
 - Queue:
 - Raw × Exact match ▾
 - Priority:
 - 5 very high × Exact match ▾

Change settings

- ▼ Possible
 - ▼ Ticket
 - Queue:
 - Alert × Exact match ▾

```
# ticket acl
$self->{TicketAcl}->{'100-Example-ACL'} = {
  # match properties
  Properties => {
    # current ticket match properties
    Ticket => {
      Queue => ['Raw'],
      Priority => ['5 very high'],
    }
  },
  # return possible options (white list)
  Possible => {
    # possible ticket options (white list)
    Ticket => {
      Queue => ['Alert'],
    },
  },
};
```

例5.2 データベースに格納された優先度5のチケットだけのキューへ移動を許可するACL

この例は先のものに非常に似ています。しかしながら、この例では、「生で」かつ優先度が「5：非常に高い」チケットのみが両者ともにデータベースに保存されて、マッチします。チケットがデータベースの中で実際に更新される前に、この種のACLはフォームの変更を考慮しません。

☒ 5.2 ACL 102-Example-ACL

▼ Edit ACL structure

Match settings

- ▼ PropertiesDatabase
 - ▼ Ticket
 - Queue:
 - Raw x Exact match [dropdown] [input]
 - Priority:
 - 5 very high x Exact match [dropdown] [input]
 - [input]
 - [dropdown]
 - [input]

Change settings

- ▼ Possible
 - ▼ Ticket
 - Queue:
 - Alert x Exact match [dropdown] [input]
 - [input]
 - [dropdown]
 - [input]

```
# ticket acl
$self->{TicketAcl}->{'102-Example-ACL'} = {
  # match properties
  PropertiesDatabase => {
    # current ticket match properties
    Ticket => {
      Queue => ['Raw'],
      Priority => ['5 very high'],
    }
  },
  # return possible options (white list)
  Possible => {
    # possible ticket options (white list)
    Ticket => {
      Queue => ['Alert'],
    },
  },
};
```

例5.3 未対応のキュー中のチケットの完了を不能にし、閉じるボタンを隠すACL

この例では、どのようにチケット・フィールド（の状態）が、（フォームを選択する1つ以上の可能な値で）フィルターされるかを理解できるでしょう。あるチケット用に実行することができるアクションを制限することも可能です。この場合、チケットは完了できません。

例5.3 ACL 102-Second-Example-ACL

▼ Edit ACL structure

Match settings

- ▼ Properties
 - ▼ Ticket
 - Queue:
 - Raw x Exact match

Change settings

- ▼ Possible
 - ▼ Ticket
 - State:
 - new x open x pending reminder x Exact match
- ▼ PossibleNot
 - ▼ Action
 - AgentTicketClose x Exact match

```

$Self->{TicketAcl}->{'102-Second-Example-ACL'} = {
  # match properties
  Properties => {
    # current ticket match properties
    Ticket => {
      Queue => ['Raw'],
    }
  },
  # return possible options (white list)
  Possible => {
    # possible ticket options (white list)
    Ticket => {
      State => ['new', 'open', 'pending reminder'],
    },
  },
  # return also not possible options (black list)
  PossibleNot => {
    # not possible action options
    Action => [ 'AgentTicketClose' ],
  },
};

```

例5.4 状態：「閉鎖成功」を常に削除するACL

この例では、否定フィルタ（状態：「完了（成功）」を取り除く）をどのようにして定義可能か例示します。チケット用のマッチ・プロパティを定義しなければ、どんなチケットでもマッチすることもわかります。例えばACLが常に当てはまります。これは、もしデフォルトで特定の値を非表示にしたいかつ、特殊な環境（例えば担当者が特定のグループにいるならば）だけにそれらを可能にしたいなら活用可能になります。

図5.4 ACL 103-Third-ACL-Example

▼ Edit ACL structure

Match settings

Change settings

- ▼ PossibleNot
 - ▼ Ticket
 - State:
 - closed successful × Exact match
 -
 -
 -
 -

```
$Self->{TicketAcl}->{'103-Third-ACL-Example'} = {
  # match properties
  Properties => {
    # current ticket match properties (match always)
  },
  # return possible options
  PossibleNot => {
    # possible ticket options
    Ticket => {
      State => ['closed successful'],
    },
  },
};
```

例5.5 "HW"で始まるキューが作成されるハードウェア・サービス・チケットのみを表示するACL

ここでは、マッチするチケットと利用可能なオプションのフィルタリングのための正規表現を使用することができるかについても例示します。

図5.5 ACL 104-Only-Hardware-Services-for-HW-Queues-ACL

▼ Edit ACL structure

Match settings

- ▼ Properties
 - ▼ Ticket
 - Queue:
 - [RegExp]HW × Regex
 -
 -
 -
 -

Change settings

- ▼ Possible
 - ▼ Ticket
 - Queue:
 - [RegExp]^Hardware × Regex
 -
 -
 -
 -

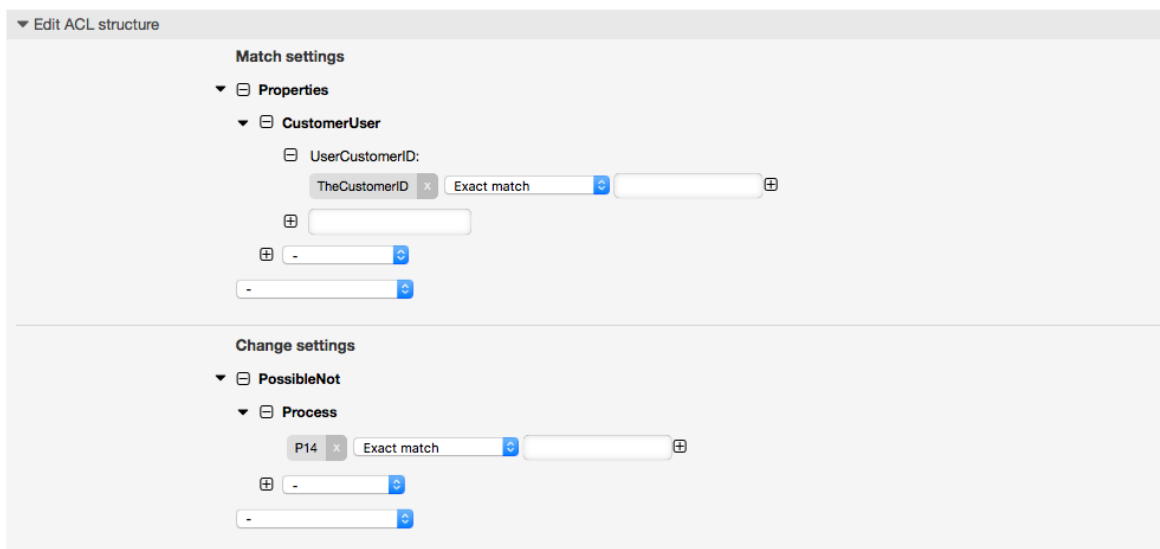
```

$self->{TicketAcl}->{'104-Only-Hardware-Services-for-HW-Queues-ACL'} = {
  # match properties
  # note we don't have "Ticket => {" because there's no ticket yet
  Properties => {
    Queue => {
      Name => ['[RegExp]HW'],
    }
  },
  # return possible options
  Possible => {
    # possible ticket options
    Ticket => {
      Service => ['[RegExp]^(Hardware)'],
    },
  },
};

```

例5.6 ACL to restrict a Process in the customer frontend using the CustomerID.

図5.6 ACL 105-Disallow-Process-For-CustomerID



```

$self->{TicketAcl}->{"105-Disallow-Process-For-CustomerID"} = {
  'Possible' => {},
  'PossibleNot' => {
    'Process' => [
      'P14'
    ]
  },
  'Properties' => {
    'CustomerUser' => {
      'UserCustomerID' => [
        'CustomerID'
      ]
    }
  },
  'PropertiesDatabase' => {},
  'StopAfterMatch' => 0
};

```

1.4. 参照

下記の例において、ACLで使用可能な全パラメーターのリストがあります。

Please see the section on ACLs in the ProcessManagement documentation for a detailed description of how to use ACLs for process tickets.

例5.7 全ての可能かつ重要なACL設定を示すリファレンス (参照)

```
# ticket acl
$self->{TicketAcl}->{'200-ACL-Reference'} = {
  # match properties (current values from the form)
  Properties => {

    # the used frontend module
    Frontend => {
      Action => ['AgentTicketPhone', 'AgentTicketEmail'],
    },

    # the logged in agent
    User => {
      UserLogin => ['some login'],
      Group_rw => [
        'hotline',
      ],
      Role => [
        'admin',
      ],
      # ...
    },

    # the logged in customer
    CustomerUser => {
      UserLogin => ['some login'],
      UserCustomerID => ['some customer id'],
      Group_rw => [
        'hotline',
      ],
      Role => [
        'admin',
      ],
      # ...
    },

    # process properties
    Process => {
      ProcessEntityID => ['Process-9c378d7cc59f0fce4cee7bb9995ee3eb'],
      # the Process that the current ticket is part of
      ActivityEntityID => ['Activity-f8b2fdebe54eeb7b147a5f8e1da5e35c'],
      # the current Activity of the ticket
      ActivityDialogEntityID => ['ActivityDialog-aff0ae05fe6803f38de8ffff6cf33b7ce'],
      # the current ActivityDialog that the Agent/Customer is using
    },

    # ticket properties
    Queue => {
      Name => ['Raw'],
      QueueID => ['some id'],
      GroupID => ['some id'],
      Email => ['some email'],
      RealName => ['OTRS System'],
      # ...
    },

    Service => {
      ServiceID => ['some id'],
      Name => ['some name'],
      ParentID => ['some id'],
      # ...
    },

    Type => {
      ID => ['some id'],
      Name => ['some name'],
      # ...
    },
  },
}
```

```

Priority = {
  ID => ['some id'],
  Name => ['some name'],
  # ...
},
SLA = {
  SLAID => ['some id'],
  Name => ['some name'],
  Calendar => ['some calendar'],
  # ...
},
State = {
  ID => ['some id'],
  Name => ['some name'],
  TypeName => ['some state type name'],,
  TypeID => ['some state type id'],
  # ...
},
Owner => {
  UserLogin => ['some login'],
  Group_rw => [
    'some group',
  ],
  Role => [
    'admin',
  ],
  # ...
},
Responsible => {
  UserLogin => ['some login'],
  Group_rw => [
    'some group',
  ],
  Role => [
    'admin',
  ],
  # ...
},
DynamicField => {
  # Names must be in DynamicField_<field_name> format.
  # Values in [ ... ] must always be the untranslated internal data keys
  # specified in the dynamic field definition and
  # not the data values shown to the user.
  DynamicField_Field1 => ['some value'],
  DynamicField_OtherField => ['some value'],
  DynamicField_TicketFreeText2 => ['some value'],
  # ...
},
# alternatively, ticket properties can be specified in the ticket hash
Ticket => {
  Queue => ['Raw'],
  State => ['new', 'open'],
  Priority => ['some priority'],
  Lock => ['lock'],
  CustomerID => ['some id'],
  CustomerUserID => ['some id'],
  Owner => ['some owner'],
  DynamicField_Field1 => ['some value'],
  DynamicField_MyField => ['some value'],
  # ...
},
},
# match properties (existing values from the database)
PropertiesDatabase => {
  # See section "Properties", the same config can be used here.
  # ...
}

# reset possible options (white list)
Possible => {
  # possible ticket options (white list)

```

```

Ticket => {
  Queue => ['Hotline', 'Coordination'],
  State => ['some state'],
  Priority => ['5 very high'],
  DynamicField_Field1 => ['some value'],
  DynamicField_MyField => ['some value'],
  # ...
  NewOwner => ['some owner'],
  OldOwner => ['some owner'],
  # ...
},

# Limit the number of possible ActivityDialogs the Agent/Customer
# can use in a process ticket.
ActivityDialog => ['AD1', 'AD3'],

# Limit the number of possible Processes that can be started
Process => ['Process-9c378d7cc59f0fce4cee7bb9995ee3eb',
'Process-12345678901234567890123456789012'],

# possible action options (white list)
Action => [
  'AgentTicketBounce',
  'AgentTicketPhone'.      # only used to show/hide the Split action
  'AgentLinkObject',      # only used to show/hide the Link action
  # ...
],
},
# add options (white list)
PossibleAdd => {
  # See section "Possible"
  # ...
},
# remove options (black list)
PossibleNot => {
  # See section "Possible"
  # ...
},
};

```

注記

ACLとマッチしている間に、CustomerUserIDパラメーターが送られると、ACLメカニズムは、CustomerUserハッシュを満たすCustomerUser詳細を集めるために、供給されたCustomerUserIDを使用して、定義されたACLを比較します。またそれは、プロパティ（特性）・マッチ用のチケット・ハッシュ中の顧客情報を無効に(override)します。この計算もPropertiesDatabase部分のためになされるが、その一方で、データを集めるために基礎としてチケット・顧客(the Ticket Customer)を使用しています。

顧客・インターフェースでは、CustomerUserIDが現在の記録された顧客ユーザとともに常に送信されることに注目してください。

Be aware that in ticket search screens (AgentTicketSearch and CustomerTicketSearch) the only affected attributes by ACLs are the Dynamic Fields. This means that this screens you can not restrict any other attribute like ticket type, state, queue, etc.

From OTRS 4 the 'Action' parameter is not longer a hash but an array reference and it can be used in any of the Change sections using any of the Modifiers.

2. 工程管理

2.1. 導入

OTRSのこの機能により、チケット・システムでプロセス(ワークフロー)をモデル化することが可能です。この基本概念は再現するプロセスを定義可能にし、異なる人々に作業項目を任せられるためのものです。またある基準に基づく異なる指示のプロセス進行をリードします。

2.2. サンプル・プロセス

より実地的なサンプルで見てください。ここでは本の注文プロセスを定義します:

2.2.1. 要求の記録

受注前に、従業員によって書物の需要が記録されます。以下の本がここでの例に必要となります:

タイトル: Prozessmanagement für Dummies、著者: Thilo Knuppertz、ISBN: 3527703713

2.2.2. マネージャーによる承認

従業員の部長は注文に関して以下を決定する必要があります。否認の場合には、理由がマネージャーによって記録されるべきです。承認の場合には、オーダーが購買部に渡されます。

2.2.3. 購買部による処理

購入するとは、本を最良の条件で本を注文する場所を見つける職務です。品切れの場合、注文に記録します。購入が成約した場合はサプライヤー、購入価格、配達日を記録します。

2.2.4. 郵便室による処理

貨物が会社に入荷すると、貨物の入荷受付部は、その貨物をチェックし受領日を記録します。従業員はこの注文が到着を知らされ、貨物を取りに行く準備をしましょう。

2.3. 例の実行

チケットが、このワークフロー中で、

変更ノートを受け取ることができる添付書類のように作用すると考えれば、既にプロセス・チケットの明瞭な青写真を持っていることとなります。

サンプル・プロセスの分析から、次の必須アイテムを識別することができます。

- データを記録する可能性、それをアクティビティ・ダイアログと呼びます。
- データ変更されたことに対して自動的に反応するチェック機構、それを推移 (Transitions)と呼びます。
- プロセス・チケットの推移が成功した後でプロセス・チケットに適用可能な変更、それを推移アクション (Transition Actions) と呼びます。

さらにそれほど明白でないかもしれない追加項目を必要とします:

- 利用可能なアクティビティ・ダイアログをひとつ以上提供する可能性。ここでの例においては、マネージャーが「承認」「拒絶」の選択を持っていない場合これ (提供する可能性) が必要です。これをアクティビティと呼びます。

さて、アクティビティ、アクティビティ・ダイアログ、推移と推移アクションにより、私たちは、私たちの例の個々のステップを形成するための必要なツールを持つことになります。私たちは、各々のワークフローにとってステップの順番が指定されうるエリアをまだ見つけていません。これをプロセスと呼びましょう。これらのすべての実体（エンティティ）を後で参照することができるようにするために、それらを括弧中の略語で指定します。この省略は EntityIDs と呼ばれる内部識別メカニズムに基づきます。

エンティティIDs(EntityIDs)は、1個あるいは2個の文字（プロセス部分あるいは実体に依存しません）と連続した番号で組み合わせて作られます。

- プロセス (Process) : 'P1', 'P2' ... 'Pn'.
- アクティビティ (Activity) : 'A1', 'A2' ... 'An'.
- アクティビティ・ダイアログ (Activity Dialog) : 'AD1', 'AD2' ... 'ADn'.
- 推移 (Transition) : 'T1', 'T2' ... 'Tn'.
- 推移アクション (Transition Action) : 'TA1', 'TA2' ... 'TAn'.

プロセスとその部分の生成がシステムを準備するために必要とする前に、いくつかのSysConfigオプションのセット、キュー、ユーザー、動的フィールドを定義する必要があります。

次のキューを作成します：

- 管理： Management
- 顧客： Employees
- 購買： Purchasing
- 郵便局： Post office

次のユーザーを作成します。

- 管理者： Manager
- 顧客： Employee

次の動的フィールドを作成します。

- タイトル

ラベル	タイトル
タイプ	テキスト
オブジェクト	チケット

- 著者

ラベル	著者
タイプ	テキスト
オブジェクト	チケット

- ISBN

ラベル	ISBN
タイプ	テキスト

オブジェクト	チケット
--------	------

• 状態

ラベル	状態
タイプ	ドロップダウン
オブジェクト	チケット
可能な値	<ul style="list-style-type: none"> • 承認 • 承認拒否 • 承認済 • 注文拒否 • 発注済 • 貨物受取済

ノート: フィールド設定の「キー」と「値」は的確に使用して下さい。

• サプライヤー

ラベル	サプライヤー
タイプ	テキスト
オブジェクト	チケット

• 価格

ラベル	価格
タイプ	テキスト
オブジェクト	チケット

• 配達日 (DeliveryDate)

ラベル	配達日
タイプ	日付
オブジェクト	チケット

• 受領日 (DateOfReceipt)

ラベル	受領日
タイプ	日付
オブジェクト	チケット

次のSysConfigの設定をセットします :

- 'Ticket::Responsible': はい
- 'Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroups':

キー:	コンテンツ:
本	タイトル、著者、ISBN
一般	状態

キー:	コンテンツ:
注文	価格、サプライヤー、配達日
配送	受領日 (DateOfReceipt)

- 'Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField':

キー:	コンテンツ:
著者	1
受領日 (DateOfReceipt)	1
配達日 (DeliveryDate)	1
ISBN	1
価格	1
状態	1
サプライヤー	1
タイトル	1

それでは、実際のプロセス管理職員で開始しましょう。次のステップで、必要とする個々の実体を定義します。

2.3.1. プロセス(コンテナとしての)

管理者パネル中のシステム管理ボックスの中の「プロセス・マネジメント」リンクをクリックする際には、新しいプロセスを作成する必要があります。これはプロセス・マネジメント概要への通じます。プロセスの生成の後、他のすべての実体(あるいはプロセス部分)を作成することができます。

注記

1つのプロセスの中で定義されたアクティビティ、アクティビティ・ダイアログ、推移および推移アクションは、システムでのすべてのプロセスに利用可能になります。

図5.7 OTRS 管理者画面 - システム管理

	System Administration	Online Admin Manual ↗
et types.	GenericAgent Manage tasks triggered by event or time based execution.	System Registration Manage system registration.
et states.	OTRS Business Solution™ Deploy and manage OTRS Business Solution™.	Support Data Collector Manage support data.
ices.	Cloud Services Manage OTRS Group cloud services.	Admin Notification Send notifications to users.
ts	Session Management Manage existing sessions.	System Maintenance Schedule a maintenance period.
vice Level	Performance Log View performance benchmark results.	System Log View system log messages.
	SQL Box Execute SQL statements.	Process Management Configure Processes.
	SysConfig Edit the system configuration settings.	Web Services Create and manage web services.
	Package Manager Update and extend your system with software packages.	Chat Channel Create and manage chat channels.

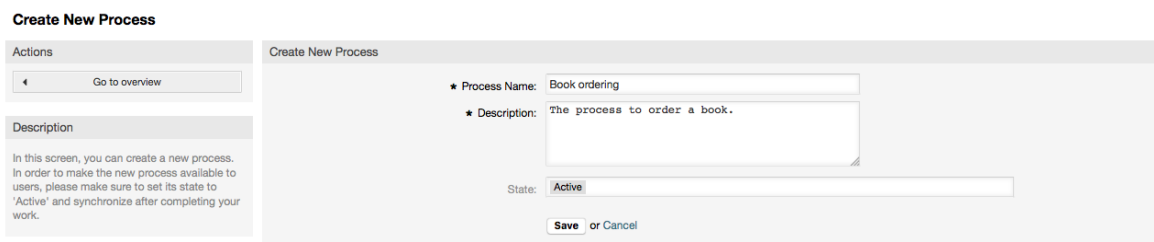
アクション・ボックスから「新しいプロセスを作成する」アクションをクリックしてください。

図5.8 新しいプロセス・ボタンの作成



プロセス情報を記入し、プロセス名と摘要を設定し、全てのタスクが終了するまでプロセスの状態を「不活性」のままにしておきます。プロセスを保存します。

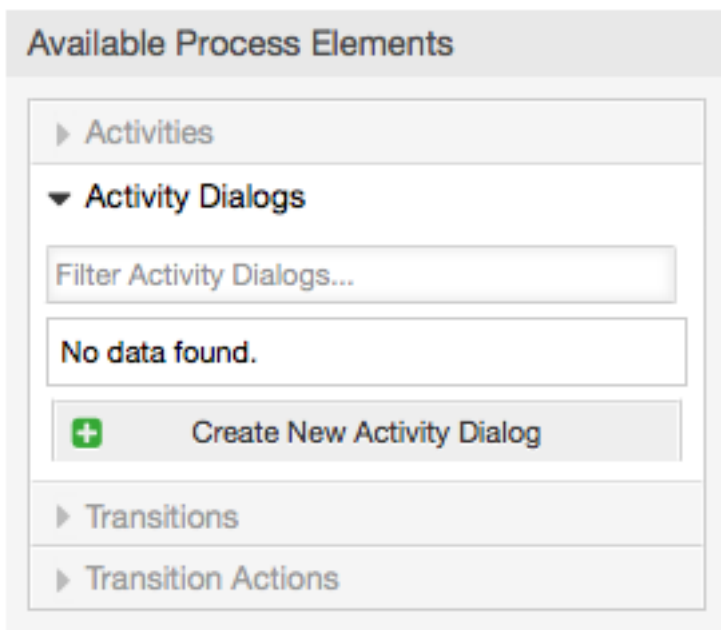
図5.9 新しいプロセスの追加



2.3.2. アクティビティ・ダイアログ

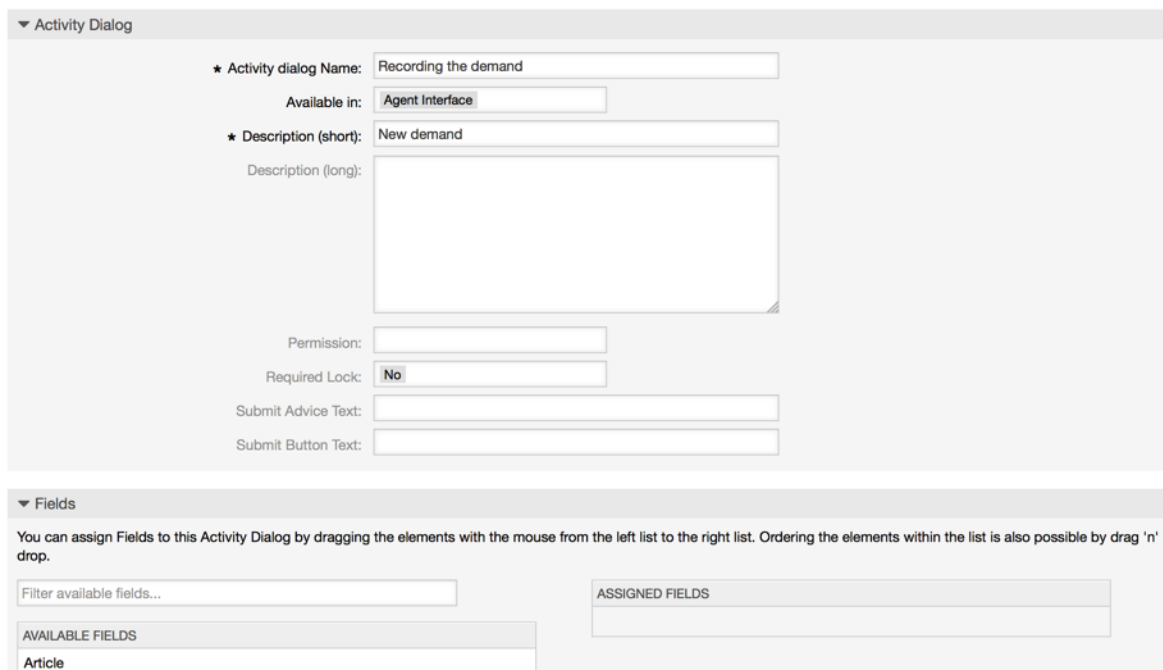
Click on the new process name in the Process Management Overview Screen, then in the "Available Process Elements" click in "Activity Dialogs" (this action will expand the activity dialog options and will collapse all others doing an accordion like effect), then click on "Create New Activity Dialog".

図5.10 新しいアクティビティ・ダイアログ・ボタンの作成



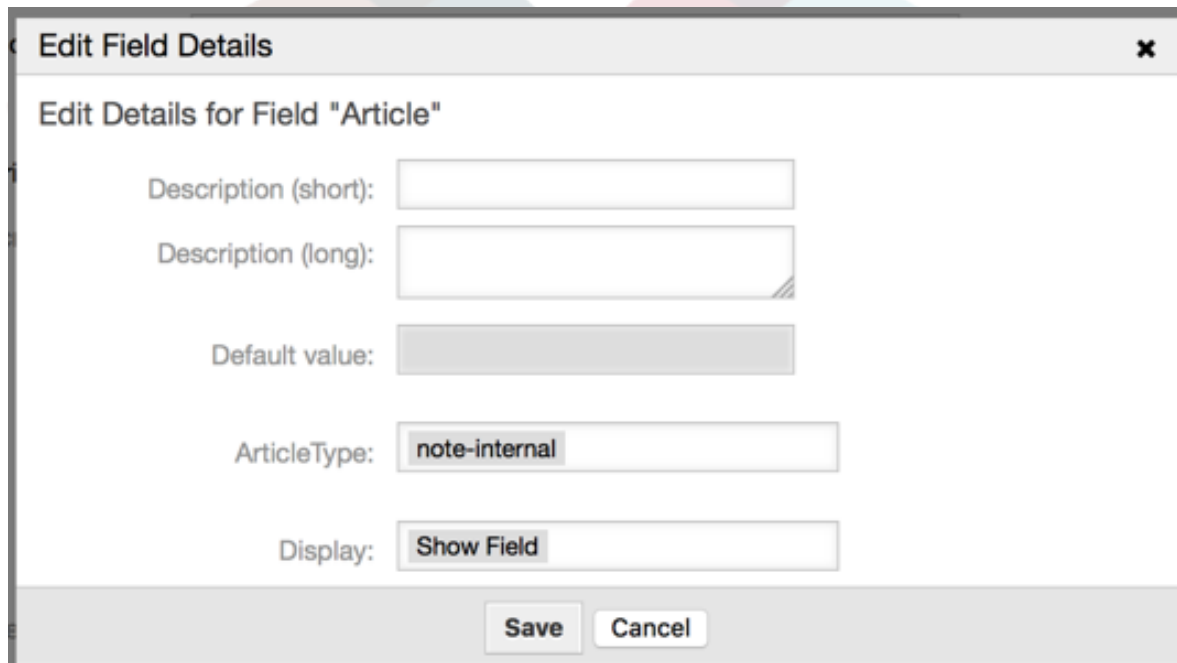
In the opened popup screen fill the "Activity dialog Name" as well as the "Description (short)" fields, for this example we will leave all other fields as the default, to assign fields to the Activity Dialog simple drag the required field from the "Available Fields" pool and drop into the "Assigned Fields" pool. The order in the "Assigned Fields" pool is the order as the fields will have in the screen, to modify the order simply drag and drop the field within the pool to rearrange it in the correct place.

図5.11 新規アクティビティ・ダイアログの追加



フィールドが「指定されたフィールド」プールにドロップされるとすぐに、別のポップ・アップ・画面が開き、フィールドに関するいくつかの詳細が表示されます。デフォルト・オプションはそのままとして、また記事フィールドのみに関しては、記事タイプ・フィールドが「ノート内部：（note-internal）」にセットされることを確かめねばなりません。

図5.12 フィールド詳細(記事)の編集



全てのフィールドが指定された後で、変更を保存するためにメインのポップアップ画面にて、送信ボタンをクリックします。

この例では、私たちは記事フィールドをコメントに使用します。しかし、別のオプションは TextAreaタイプ動的フィールドを作成できます。下記のラインの言及されたフィールドの残りは、私たちが事前に定義する動的フィールドです。

Please be aware that in this screen all the Dynamic Fields has the prefix "DynamicField_" as in "DynamicField_Title". Do not confuse with the field "Title" that is the Ticket Title.

次のアクティビティ・ダイアログを作成してください:

- 「依頼の記録」(AD1)

注文のために収集されるデータ用の全ての必須フィールドを含むアクティビティ・ダイアログ (タイトル、著者、ISBN) と、「承認」を選択する可能性を持つ状態フィールド。

- 「承認拒否」(AD2)

コメント・フィールド (記事) を持つアクティビティ・フィールドとオプション「承認拒否」を備えた状態フィールド

- 「承認済」(AD3)

ここでは「承認済」オプションを持つ状態フィールドが必要となります。

- 「注文拒否」(AD4)

購入時不可能な注文 (在庫切れの本) を拒否することを可能にするアクティビティ・ダイアログ。ここでは「注文拒否」オプションを持つ状態フィールドが必要となります。

- 「発注」(AD5)

購入時のフィールド・サプライヤー、価格、配達日、及び「注文拒否」オプションを持つ状態フィールドを、持つアクティビティ・ダイアログ。

- 「貨物受取」(AD6)

「受取日のフィールドを備えた郵便室」および「貨物受取」オプションを備えた状態・フィールド用のアクティビティ。

To restrict the Status field for each activity dialog we need to add some ACLs in the Kernel/Config.pm or to a new Perl file located in Kernel/Config/Files.

```

$self->{TicketAcl}->{'P1-AD1-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD1'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Approval'],
        },
    },
};

$self->{TicketAcl}->{'P1-AD2-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD2'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Approval denied'],
        },
    },
};

$self->{TicketAcl}->{'P1-AD3-1'} = {

```

```

Properties => {
  Process => {
    ActivityDialogEntityID => ['AD3'],
  },
},
Possible => {
  Ticket => {
    DynamicField_Status => ['Approved'],
  },
},
};

$Self->{TicketAcl}->{'P1-AD4-1'} = {
  Properties => {
    Process => {
      ActivityDialogEntityID => ['AD4'],
    },
  },
  Possible => {
    Ticket => {
      DynamicField_Status => ['Order denied'],
    },
  },
};

$Self->{TicketAcl}->{'P1-AD5-1'} = {
  Properties => {
    Process => {
      ActivityDialogEntityID => ['AD5'],
    },
  },
  Possible => {
    Ticket => {
      DynamicField_Status => ['Order placed'],
    },
  },
};

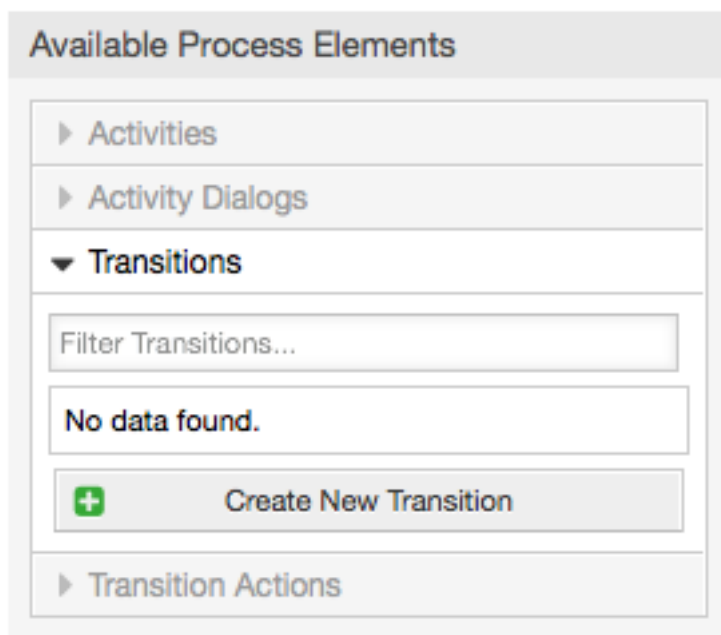
$Self->{TicketAcl}->{'P1-AD6-1'} = {
  Properties => {
    Process => {
      ActivityDialogEntityID => ['AD6'],
    },
  },
  Possible => {
    Ticket => {
      DynamicField_Status => ['Shipment received'],
    },
  },
};

```

2.3.3. 推移

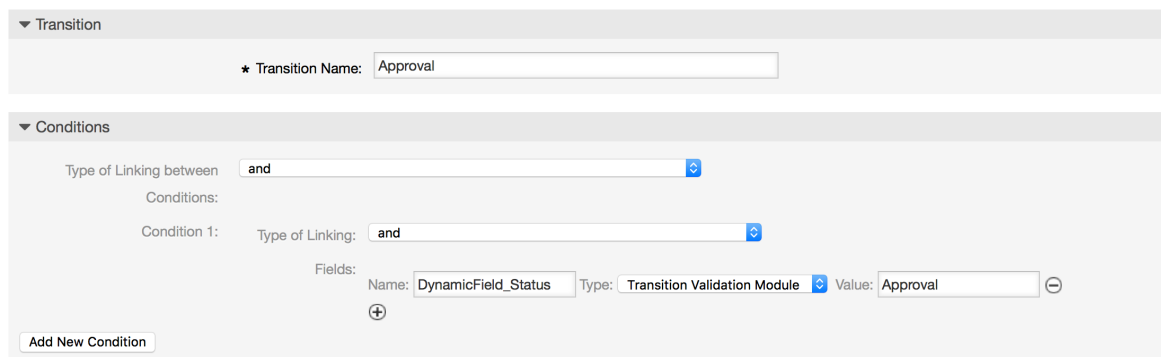
「推移」で「利用可能なプロセス要素」をクリックして、その後、「新しい推移の作成」をクリックしてください。

図5.13 新規推移ボタンの作成



開いたポップ・アップ・画面中に「推移名」を記入します。それからこの条件では、この例に対してひとつの条件とひとつのフィールドを使います。その両方に対してリンクのタイプを「and」のままにします。そしてフィールド一致タイプ値として「String」を使います。

図5.14 新規推移の追加



全ての条件を設定後、変更を保存するために送信ボタンをクリックします。

次の推移を作成してください:

- 「承認」(T1)

状態フィールドが「承認」にセットされるかどうかをチェックする推移。

- 「承認拒否」(T2)

状態フィールドが「承認拒否」にセットされるかどうかをチェックする推移。

- 「承認済」(T3)

状態フィールドが着手されるかどうかをチェックする推移は「承認済」

- 「注文拒否」(T4)

状態フィールドが「注文拒否」にセットされるかどうかをチェックする推移。

- 「発注」 (T5)

状態フィールドが「発注」にセットされるかどうかをチェックする推移。

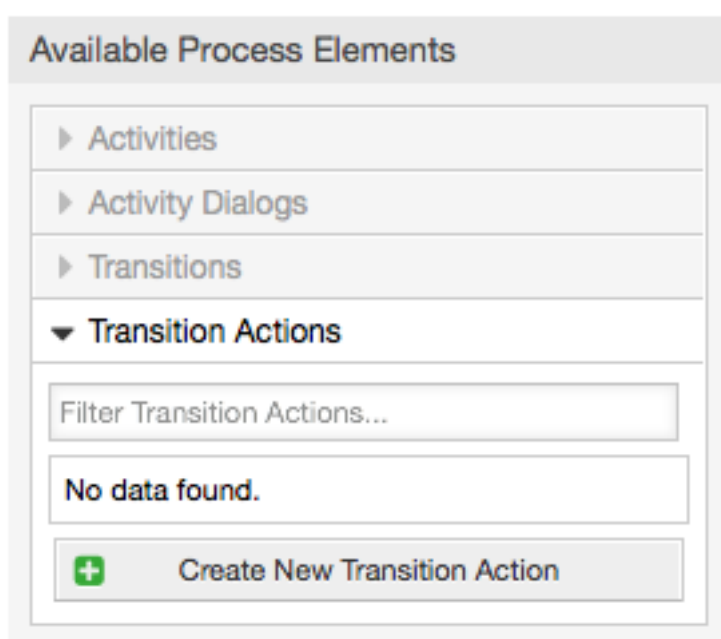
- 「貨物受取」 (T6)

状態フィールドが「貨物受取」にセットされるかどうかをチェックする推移。

2.3.4. 推移アクション

「利用可能なプロセス要素」中の「推移アクション」をクリックして、次に、「新規推移アクションの作成」をクリックしてください。

図5.15 新規推移アクションボタンの作成



In the opened popup screen fill the "Transition Action Name", and the "Transition Action module" then add the required and optional parameter names and values.

All the Transition Action Modules are located in Kernel/System/ProcessManagement/TransitionAction and the following is the list of bundled Transition Actions included in this release:

- DynamicFieldSet (動的フィールドのセット)
- TicketArticleCreate (チケット記事の作成)
- チケット作成
- TicketCustomerSet (チケット・顧客・セット)
- TicketLockSet (チケット・ロック・セット)
- TicketOwnerSet (チケット・所有者・セット)
- TicketQueueSet (チケット・キュー・セット)

- TicketResponsibleSet (チケット・責任者・セット)
- TicketServiceSet (チケット・サービス・セット)
- TicketSLASet (チケット・SLA・セット)
- TicketStateSet (チケット・状態・セット)
- TicketTitleSet (チケット・タイトル・セット)
- TicketTypeSet (チケット・タイプ・セット)

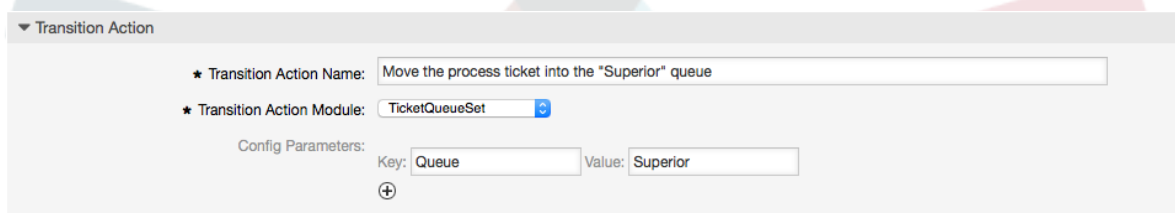
モジュールはそれぞれ自身のものおよび異なるパラメータを持っています。全ての必須及び任意のパラメタを知るためにモジュール・ドキュメンテーションをレビューして下さい。

注記

From OTRS 4.0.1, parameters are not longer mandatory fixed values, but instead, they can inherit from the original ticket using format: <OTRS_Ticket_property>.

From OTRS 4.0.6, the format <OTRS_TICKET_property> is now supported, older format is still usable, but deprecated as it will be dropped in further versions.

図5.16 新規推移アクションの追加



全ての条件を設定後、変更を保存するために送信ボタンをクリックします。

次の推移アクションを作成してください:

- 「「管理」キューへプロセス・チケットを移動」(TA1)
このアクションは推移「承認」(T1)が適用される時、実行されると思われます。
- 「チケットの責任者を「マネージャ」に変更」(TA2)
推移「承認」(T1)の適用時、実行されるべきです。
- "Move process ticket into the 'Employees' queue" (TA3)
以下の場合実行されるべきです :
 - 推移: 「否認」(T2)が適用された
 - 推移: 「注文拒否」(T4)が適用された
 - 推移: 「出荷受取」(T6)が適用された
- 「チケットの責任者を「従業員」へ変更」(TA4)
以下の場合実行されるべきです :
 - 推移: 「否認」(T2)が適用された
 - 推移: 「注文拒否」(T4)が適用された

- 推移: 「出荷受取」(T6)が適用された
- 「プロセス・チケットを「購入」キュー」(TA5)へ移動する
推移「承認済」(T3)が適用された場合に実行されるべきです。
- 「プロセス・チケットを「郵便局」キューへ移動」(TA6)
推移「発注」(T5)が適用されたら実行されるべきです。
- 「チケットが正しく完了しました(TA7)」

以下の場合実行されるべきです:

- 推移: 「貨物受取」(T6)が適用された
- 「チケットが正しく完了しませんでした」(TA8)

以下の場合実行されるべきです:

- 推移: 「否認」(T2)が適用された
- 推移: 「注文拒否」(T4)が適用された

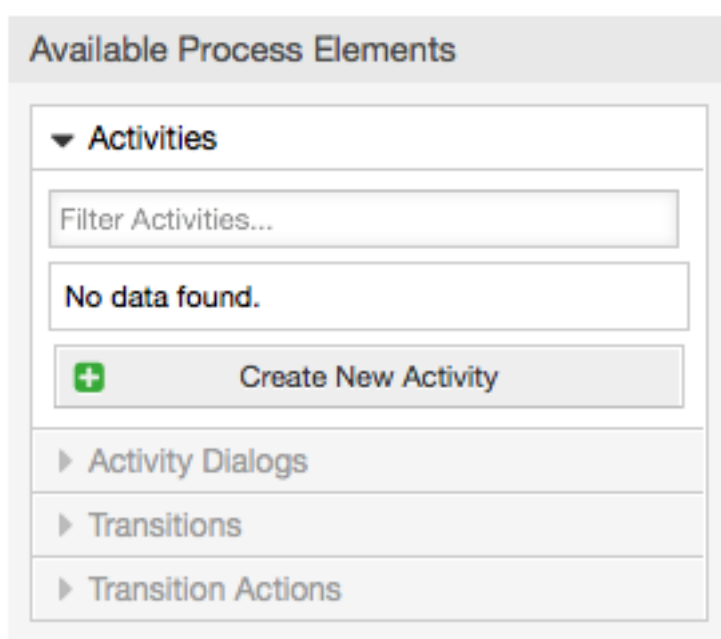
ご覧のように、同じ推移アクションが実行されるべき場所があります。したがって、それらを再使用することができるように推移アクションと推移とを自由にリンクすることを可能にすることは合理的なやり方です。

2.3.5. アクティビティ

アクティビティをひとつのバスケットとみなすアプローチを選択します。それは単数または複数のアクティビティ・ダイアログを含むことができます。

「利用可能なプロセス要素」中の「アクティビティ」をクリックして、次に、「新規アクティビティの作成」をクリックしてください。

図5.17 新規アクティビティボタンの作成



In the opened popup screen fill the "Activity Name", then drag the required Activity Dialogs from the "Available Activity Dialogs" pool, and drop them into to the "Assigned Activity Dialogs" pool. This dialogs will be presented (in the ticket zoom screen) in the same order as it is defined on this screen translating from top to bottom, from left to right.

This order is specially important in the first Activity, since the first Activity Dialog for this activity is the only one that is presented when the process starts.

次のアクティビティを作成しましょう。

- 「依頼 (要求) の記録」 (A1)

アクティビティ・ダイアログ「依頼 (要求) の記録」を含みます (AD1)

- 「承認」 (A2)

アクティビティ・ダイアログ「承認」 (AD3)と同様に「承認拒否」 (AD2)を含みます。

- 「注文」 (A3)

アクティビティ・ダイアログ「発注」 (AD5)と同様に「注文拒否」 (AD4)を含みます。 (AD5)

- 「入荷」 (A4)

アクティビティ・ダイアログ「貨物受取」 (AD6)を含みます。

- 「プロセス完了」 (A5) : これは可能なアクティビティ・ダイアログのないアクティビティです。「承認拒否」、「注文拒否」または「貨物受取」の後にセットされ、プロセスの終了を表します。

アクティビティが、プロセス・チケットの正確に定義された状態であることを明確に理解しました。成功した推移の後、プロセス・チケットはあるアクティビティから別のアクティビティへ遷移します。

2.3.6. 本の注文プロセスのパス

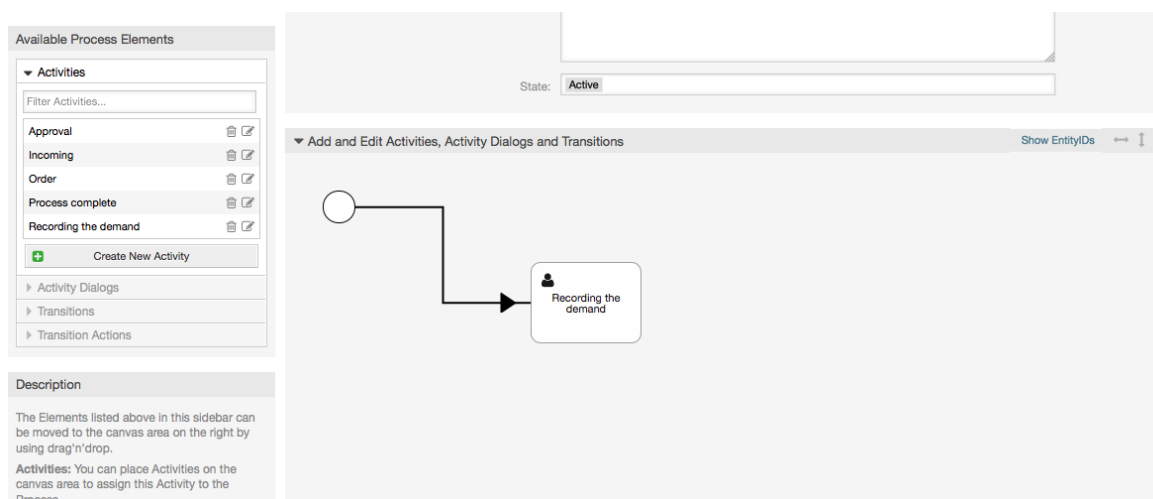
フローの記述者としてのプロセス、パズルの最後の欠けた 1 ピースで私たちの例を終えることにしましょう。私たちのケースでは、これは全注文ワークフローです。他のプロセスは事務用品注文あるいは完全に異なるプロセスでありえます。

プロセスには、スタート・アクティビティおよびスタート・アクティビティ・ダイアログをから成る、出発点があります。任意の新しい本オーダーについては、スタート・アクティビティ・ダイアログ(最初のアクティビティのための第1のアクティビティ・ダイアログ)は、表示される最初の画面です。これが完成し保存されれば、プロセス・チケットは作成され、形成されたワークフローに続くことができます。

プロセスには、プロセス・チケットどのようにしてがプロセスを通過できるのかについての指示も含まれています。これを「パス」と呼びましょう。それは、スタート・アクティビティ、1つ以上の推移(恐らく推移アクションを持った)および他の活動から成ります。

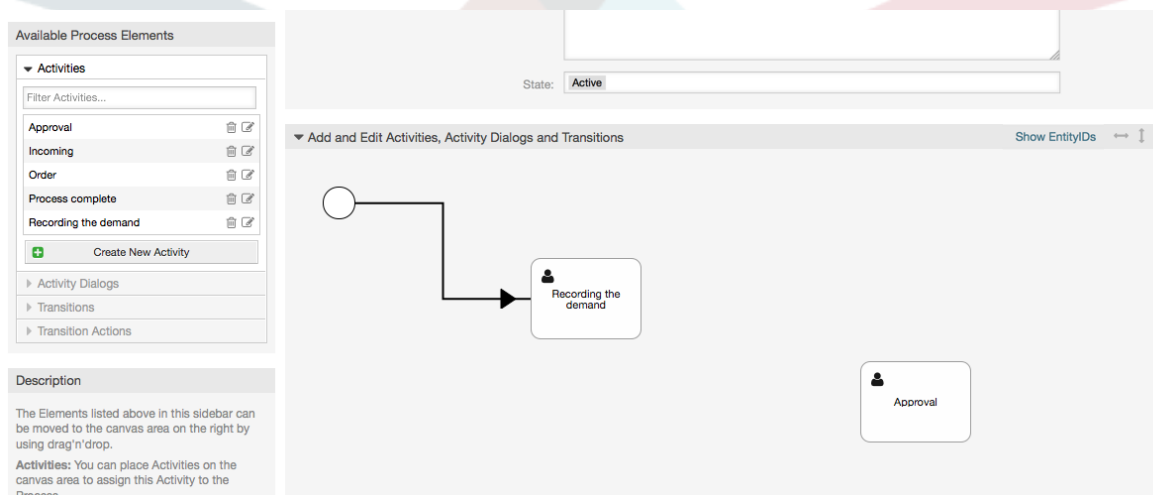
アクティビティがすでにアクティビティ・ダイアログを割り当てたと仮定すると、アクティビティをアコーディオン (画面左部) からドラッグします。そしてそれをキャンバスエリア (以下のプロセス情報) にドロップします。プロセス・スタート(緑の円)からアクティビティまでの矢印が自動的に置かれることに注目してください。(これは最初のアクティビティです。また、その最初のアクティビティ・ダイアログは プロセスが開始するときに表示される最初の画面です)。

図5.18 キャンバスに第1のアクティビティをドラッグしてください。



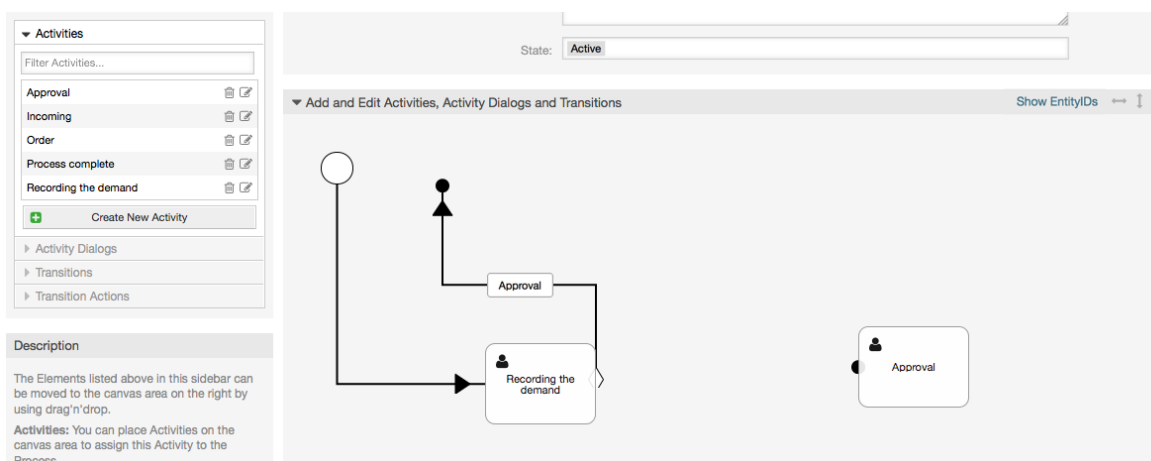
Next, drag another Activity into the canvas too. Now we will have two Activities in the canvas. The first one is connected to the start point and the second has no connections. You can hover the mouse over each activity to reveal their own Activity Dialogs.

図5.19 第二のアクティビティをキャンバスにドラッグします。



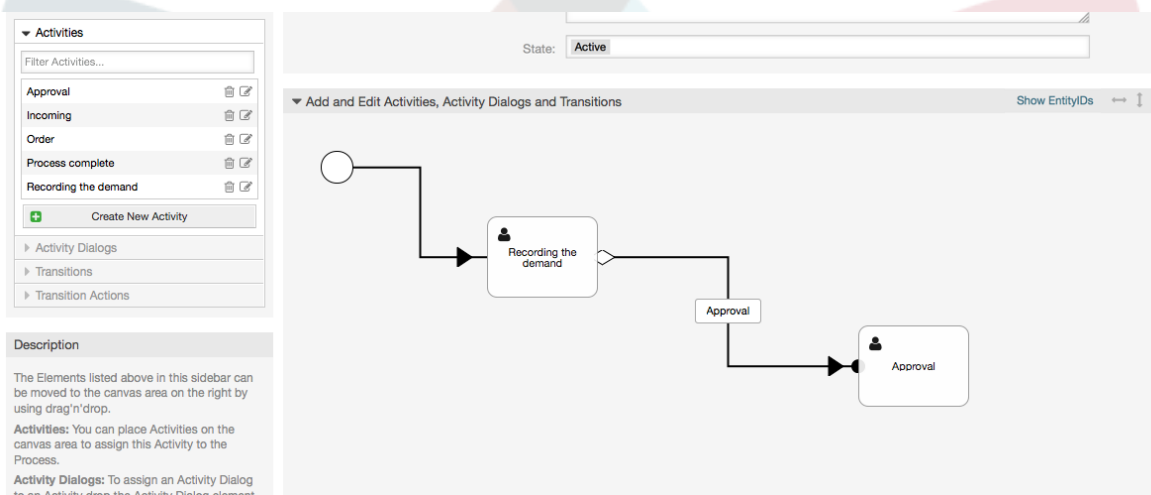
Then let's create the "Path" (connection) between this two Activities, for this we will use the Transitions. Click on Transitions in the accordion drag a Transition and drop it inside the first Activity. Notice that the Activity changes its color indicating that the Transition is attached. As soon as the Transition is dropped the end point of the Transition arrow will be placed next to the process start point. Drag the Transition arrow end point and drop it inside the other Activity to create the connection between the Activities.

図5.20 キャンバスに推移をドラッグします。



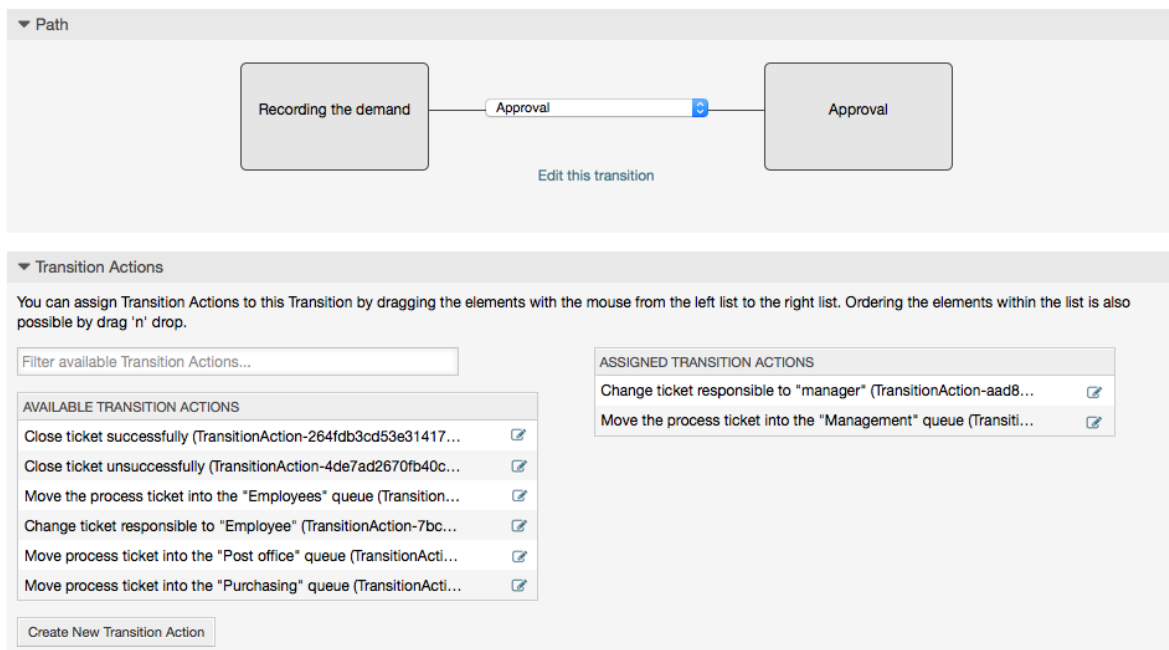
アクション間の「パス」が今定義されたので、次に推移に推移アクションを割り当てる必要があります。推移ラベル(キャンバス中の)をダブルクリックし、新しいポップアップ・ウィンドウを開きます。

図5.21 推移を使用して、アクティビティを接続します。



必要な推移アクションを利用可能な推移アクションプールからドラッグし、それらを割り当てた推移アクションプールにドロップし、送信ボタンをクリックします。

図5.22 推移アクションを割り当てます。



メインプロセス編集画面に戻って（キャンバス下にある他のすべての変更を保存するための）保存ボタンをクリックします。

Complete the "path" adding the following Activities, Transitions and Transition Actions:

「承認」まで依頼・要求を記録すること

- Starting point: Activity: "Recording the demand" (A1)
- Possible Transition: "Approval" (T1)
 - If the condition of this activity is fulfilled, the ticket will move to Activity: "Approval" (A2)
 - さらに、次の推移アクションが実行されます:
 - 「「管理」キューへプロセス・チケットを移動」(TA1)
 - 「チケットの責任者を「マネージャ」に変更」(TA2)

The Activity: "Recording the demand" (A1) is a defined step of the process ticket, where there is the possibility for the Transition: "Approval" (T1). If this applies, the ticket will move to the next Activity: "Approval" (A2), and the Transition Actions: "Move the process ticket into the 'Management' queue" (TA1) and "Change ticket responsible to 'manager'" (TA2) are executed. In the Activity: "Approval" (A2), the Activity Dialogs: "Approval denied" (AD2) and "Approved" (AD3) are available.

承認

- 出発点:アクティビティ: 「承認」(A2)
- 可能な推移:
 - 「承認拒否」(T2)
 - If this matches, the process ticket will move to Activity: "Process complete" (A5).
 - さらに、次の推移アクションが実行されます:

- "Move process ticket into the 'Employees' queue" (TA3)
- 「チケットの責任者を「従業員」へ変更」(TA4)
- 「チケットが正しく完了しませんでした」(TA8)
- 「承認済」(T3)
- これが一致すれば、プロセス・チケットはアクティビティ：「注文」に移ります(A3)
- さらに次の推移アクションが実行されます
 - 「プロセス・チケットを「購入」キュー」(TA5)へ移動する

プロセスチケットのステップを定義する現在のアクティビティを見ればわかることがあります。推移には1個以上の可能性があり、それはまさにひとつのターゲット・アクティビティです。(そしておそらく1個以上の推移アクションです。)

注文

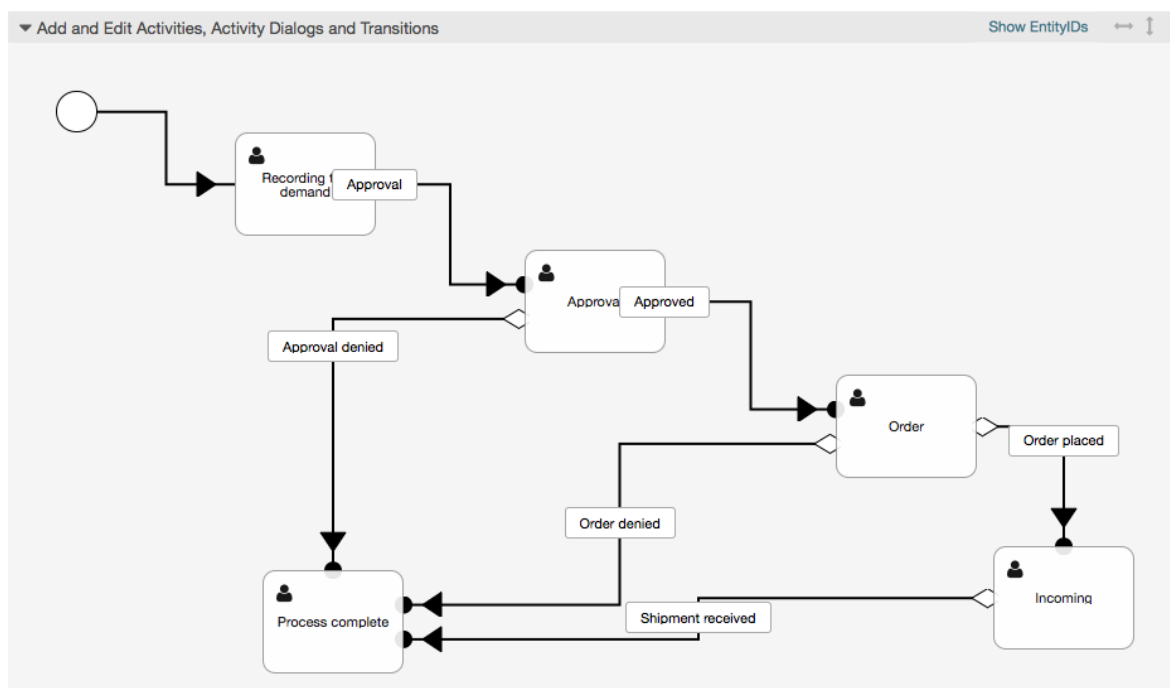
- 開始点：アクティビティ「注文」(A3)
- 可能な推移:
 - 「注文拒否」(T4)
 - If this matches, the process ticket will move to Activity: "Process complete" (A5).
 - さらに、次の推移アクションが実行されます:
 - "Move process ticket into the 'Employees' queue" (TA3)
 - 「チケットの責任者を「従業員」設定」(TA4)
 - 「チケットが正しく完了しませんでした」(TA8)
 - 「発注」(T5)
 - If this matches, the process ticket will move to Activity: "Incoming" (A4).
 - さらに次の推移アクションが実行されます
 - 「プロセス・チケットを「郵便局」キューへ移動」(TA6)

Incoming (入信)

- 出発点：アクティビティ「入信」A4
- 可能な推移:
 - 「貨物受取」(T6)
 - If this matches, the process ticket will move to Activity: "Process complete" (A5).
 - さらに、次の推移アクションが実行されます:
 - "Move process ticket into the 'Employees' queue" (TA3)
 - 「チケットの責任者を「従業員」設定」(TA4)
 - 「チケットが正しく完了しました」(TA7)

本の注文プロセスの完全なパスはこのように見えるでしょう。

図5.23 本の注文の完全なプロセス・パス



After you finish the process path please click on "Save" button in the lower part of the canvas and then click on "Synchronize All Processes" button. This will gather all processes information form the Database and create a cache file (in Perl language). This cache file is actually the processes configuration that the system will use to create or use process tickets.

プロセス(GUIの中のもの)に行なわれるどんな変更も、システムで変更を反映するために再度キャッシュ・ファイルを同期させる必要があります。

さらに、YAMLファイルから全工程をインポートすることは可能です。しかし、インポートの前に各プロセスによって必要な動的フィールド、ユーザ、キューなどをすべて作ることがまだ必要です。

プロセスがACLの使用を要求する場合、手動でセットされることも必要であることに注目してください。

The following is the complete YAML file for the book ordering process example:

```

---
Activities:
  A1:
    ActivityDialogs:
      - AD1
    ChangeTime: 2012-11-23 14:49:22
    Config:
      ActivityDialog:
        1: AD1
    CreateTime: 2012-11-23 11:49:38
    EntityID: A1
    ID: 151
    Name: Recording the demand
  A2:
    ActivityDialogs:
      - AD2
      - AD3
    ChangeTime: 2012-12-13 00:55:12
    Config:
      ActivityDialog:

```

```
    1: AD2
    2: AD3
  CreateTime: 2012-11-23 11:50:11
  EntityID: A2
  ID: 152
  Name: Approval
A3:
  ActivityDialogs:
    - AD4
    - AD5
  ChangeTime: 2012-11-23 18:12:14
  Config:
    ActivityDialog:
      1: AD4
      2: AD5
  CreateTime: 2012-11-23 11:50:35
  EntityID: A3
  ID: 153
  Name: Order
A4:
  ActivityDialogs:
    - AD6
  ChangeTime: 2012-11-23 18:12:35
  Config:
    ActivityDialog:
      1: AD6
  CreateTime: 2012-11-23 11:51:00
  EntityID: A4
  ID: 154
  Name: Incoming
A5:
  ActivityDialogs: []
  ChangeTime: 2012-11-23 11:51:33
  Config: {}
  CreateTime: 2012-11-23 11:51:33
  EntityID: A5
  ID: 155
  Name: Process complete
ActivityDialogs:
AD1:
  ChangeTime: 2012-12-06 02:16:21
  Config:
    DescriptionLong: ''
    DescriptionShort: Recoding the demand
    FieldOrder:
      - DynamicField_Author
      - DynamicField_ISBN
      - DynamicField_Title
      - DynamicField_Status
    Fields:
      DynamicField_Author:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_ISBN:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Status:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Title:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
  Interface:
    - AgentInterface
```

```
Permission: ''
RequiredLock: 0
SubmitAdviceText: ''
SubmitButtonText: ''
CreateTime: 2012-11-23 14:34:43
EntityID: AD1
ID: 154
Name: Recording the demand
AD2:
ChangeTime: 2012-11-23 14:57:41
Config:
  DescriptionLong: ''
  DescriptionShort: Approval denied
  FieldOrder:
    - Article
    - DynamicField_Status
  Fields:
    Article:
      Config:
        ArticleType: note-internal
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Status:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
    Interface:
      - AgentInterface
  Permission: ''
  RequiredLock: 0
  SubmitAdviceText: ''
  SubmitButtonText: Deny Request
CreateTime: 2012-11-23 14:36:39
EntityID: AD2
ID: 155
Name: Approval denied
AD3:
ChangeTime: 2012-12-14 03:14:23
Config:
  DescriptionLong: ''
  DescriptionShort: Approved
  FieldOrder:
    - DynamicField_Status
  Fields:
    DynamicField_Status:
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
    Interface:
      - AgentInterface
  Permission: ''
  RequiredLock: 0
  SubmitAdviceText: ''
  SubmitButtonText: Approve Request
CreateTime: 2012-11-23 14:37:35
EntityID: AD3
ID: 156
Name: Approved
AD4:
ChangeTime: 2012-11-23 14:58:52
Config:
  DescriptionLong: ''
  DescriptionShort: Order rejected
  FieldOrder:
    - Article
    - DynamicField_Status
  Fields:
    Article:
```

```
    Config:
      ArticleType: note-internal
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
    DynamicField_Status:
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
  Interface:
    - AgentInterface
  Permission: ''
  RequiredLock: 0
  SubmitAdviceText: ''
  SubmitButtonText: Reject Order
  CreateTime: 2012-11-23 14:38:48
  EntityID: AD4
  ID: 157
  Name: Order rejected
AD5:
  ChangeTime: 2012-12-06 02:20:12
  Config:
    DescriptionLong: ''
    DescriptionShort: Order placed
    FieldOrder:
      - DynamicField_DeliveryDate
      - DynamicField_Price
      - DynamicField_Supplier
      - DynamicField_Status
    Fields:
      DynamicField_DeliveryDate:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Price:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Status:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Supplier:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
  Interface:
    - AgentInterface
  Permission: ''
  RequiredLock: 0
  SubmitAdviceText: ''
  SubmitButtonText: Place Order
  CreateTime: 2012-11-23 14:41:28
  EntityID: AD5
  ID: 158
  Name: Order placed
AD6:
  ChangeTime: 2012-11-23 14:42:43
  Config:
    DescriptionLong: ''
    DescriptionShort: Shipment received
    FieldOrder:
      - DynamicField_DateOfReceipt
      - DynamicField_Status
    Fields:
      DynamicField_DateOfReceipt:
```

```
    DefaultValue: ''
    DescriptionLong: ''
    DescriptionShort: ''
    Display: 1
  DynamicField_Status:
    DefaultValue: ''
    DescriptionLong: ''
    DescriptionShort: ''
    Display: 1
  Interface:
    - AgentInterface
  Permission: ''
  RequiredLock: 0
  SubmitAdviceText: ''
  SubmitButtonText: ''
  CreateTime: 2012-11-23 14:42:43
  EntityID: AD6
  ID: 159
  Name: Shipment received
Process:
  Activities:
    - A1
    - A2
    - A3
    - A4
    - A5
  ChangeTime: 2012-12-06 02:31:59
  Config:
    Description: The process to order a book
    Path:
      A1:
        T1:
          ActivityEntityID: A2
          TransitionAction:
            - TA2
            - TA1
        A2:
          T2:
            ActivityEntityID: A5
            TransitionAction:
              - TA3
              - TA4
              - TA8
          T3:
            ActivityEntityID: A3
            TransitionAction:
              - TA5
        A3:
          T4:
            ActivityEntityID: A5
            TransitionAction:
              - TA3
              - TA4
              - TA8
          T5:
            ActivityEntityID: A4
            TransitionAction:
              - TA6
        A4:
          T6:
            ActivityEntityID: A5
            TransitionAction:
              - TA3
              - TA4
              - TA7
      A5: {}
    StartActivity: A1
    StartActivityDialog: AD1
  CreateTime: 2012-11-23 11:45:12
  EntityID: P1
  ID: 94
  Layout:
```

```
A1:
  left: 172
  top: 63
A2:
  left: 402
  top: 156
A3:
  left: 649
  top: 255
A4:
  left: 774
  top: 391
A5:
  left: 194
  top: 410
Name: Book ordering
State: Active
StateEntityID: S1
TransitionActions:
  - TA1
  - TA2
  - TA3
  - TA4
  - TA8
  - TA5
  - TA3
  - TA4
  - TA8
  - TA6
  - TA3
  - TA4
  - TA7
Transitions:
  - T1
  - T2
  - T3
  - T4
  - T5
  - T6
TransitionActions:
TA1:
  ChangeTime: 2012-11-23 16:01:37
  Config:
    Queue: Management
    Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
  CreateTime: 2012-11-23 15:50:59
  EntityID: TA1
  ID: 61
  Name: Move the process ticket into the "Management" queue
TA2:
  ChangeTime: 2012-11-23 16:02:12
  Config:
    Config:
      Responsible: manager
    Module: Kernel::System::ProcessManagement::TransitionAction::TicketResponsibleSet
  CreateTime: 2012-11-23 15:58:22
  EntityID: TA2
  ID: 62
  Name: Change ticket responsible to "manager"
TA3:
  ChangeTime: 2012-11-24 14:27:02
  Config:
    Config:
      Queue: Employees
    Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
  CreateTime: 2012-11-23 16:02:54
  EntityID: TA3
  ID: 63
  Name: Move the process ticket into the "Employees" queue
TA4:
  ChangeTime: 2012-11-23 16:04:06
```

```
Config:
  Config:
    Responsible: Employee
    Module: Kernel::System::ProcessManagement::TransitionAction::TicketResponsibleSet
  CreateTime: 2012-11-23 16:04:06
  EntityID: TA4
  ID: 64
  Name: Change ticket responsible to "Employee"
TA5:
  ChangeTime: 2012-12-06 02:18:34
  Config:
    Config:
      Queue: Purchasing
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 16:04:54
    EntityID: TA5
    ID: 65
    Name: Move process ticket into the "Purchasing" queue
TA6:
  ChangeTime: 2012-12-06 02:18:48
  Config:
    Config:
      Queue: Post office
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 16:06:20
    EntityID: TA6
    ID: 66
    Name: Move process ticket into the "Post office" queue
TA7:
  ChangeTime: 2012-12-06 02:29:55
  Config:
    Config:
      State: closed successful
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketStateSet
    CreateTime: 2012-12-06 02:29:27
    EntityID: TA7
    ID: 67
    Name: Close ticket successfully
TA8:
  ChangeTime: 2012-12-06 02:31:12
  Config:
    Config:
      State: closed unsuccessful
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketStateSet
    CreateTime: 2012-12-06 02:31:12
    EntityID: TA8
    ID: 68
    Name: Close ticket unsuccessfully
Transitions:
T1:
  ChangeTime: 2012-11-23 15:12:20
  Config:
    Condition:
      1:
        Fields:
          DynamicField_Status:
            Match: Approval
            Type: String
          Type: and
        ConditionLinking: and
    CreateTime: 2012-11-23 11:53:52
    EntityID: T1
    ID: 94
    Name: Approval
T2:
  ChangeTime: 2012-11-23 15:12:50
  Config:
    Condition:
      1:
        Fields:
          DynamicField_Status:
            Match: Approval denied
```

```
    Type: String
    Type: and
    ConditionLinking: and
    CreateTime: 2012-11-23 11:54:26
    EntityID: T2
    ID: 95
    Name: Approval denied
T3:
    ChangeTime: 2012-11-23 15:13:29
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Approved
              Type: String
            Type: and
            ConditionLinking: and
            CreateTime: 2012-11-23 11:54:54
            EntityID: T3
            ID: 96
            Name: Approved
T4:
    ChangeTime: 2012-11-23 15:14:08
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Order denied
              Type: String
            Type: and
            ConditionLinking: and
            CreateTime: 2012-11-23 11:55:25
            EntityID: T4
            ID: 97
            Name: Order denied
T5:
    ChangeTime: 2012-11-23 18:30:33
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Order placed
              Type: String
            Type: and
            ConditionLinking: and
            CreateTime: 2012-11-23 11:56:15
            EntityID: T5
            ID: 98
            Name: Order placed
T6:
    ChangeTime: 2012-11-23 15:15:30
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Shipment received
              Type: String
            Type: and
            ConditionLinking: and
            CreateTime: 2012-11-23 11:56:48
            EntityID: T6
            ID: 99
            Name: Shipment received
```


2.4. プロセス構成リファレンス

2.4.1. プロセス

1つのプロセスはワークフロー/プロセスのパスを形成します。このパス上の中間地点はアクティビティまたは推移になりえます。これらについては後程お話しします。

2.4.1.1. プロセス構成

The Process configuration can be done in the file Kernel/Config.pm but it is strongly recommended to create new files like Kernel/Config/Files/MyProcess.pm. Notice that the GUI generates the file Kernel/Config/File/ZZZProcessManagement please avoid to use that filename, otherwise it will be overwritten when you sync processes. Let's see an example process configuration (from process cache file):

```
$Self->{'Process'} = {
  'P1' => {
    Name           => '本の注文',
    CreateTime     => '16-02-2012 13:37:00',
    CreateBy       => '1',
    ChangeTime     => '17-02-2012 13:37:00',
    ChangeBy       => '1',
    State          => 'Active',
    StartActivity  => 'A1',
    StartActivityDialog => 'AD1',
    Path => {
      'A1' => {
        'T1' => {
          ActivityEntityID => 'A2',
        },
      },
      'A2' => {
        'T2' => {
          ActivityEntityID => 'A3',
        },
      },
    },
  },
  'P2' => {
    Name           => 'IT 注文',
    CreateTime     => '26-02-2012 13:37:00',
    CreateBy       => '1',
    ChangeTime     => '27-02-2012 13:37:00',
    ChangeBy       => '1',
    State          => 'Active',
    StartActivity  => 'A2',
    StartActivityDialog => 'AD2',
    Path => {
      'A2' => {
        'T3' => {
          ActivityEntityID => 'A4',
        },
      },
    },
  },
};
```

2.4.1.2. Name

プロセスの名前、新しいプロセス・チケットを作成する場合、担当者はこれを選択することができます。

2.4.1.3. CreateTime

プロセスの作成時刻。

2.4.1.4. CreateBy

プロセスを作成するユーザのUID

2.4.1.5. ChangeTime

プロセスの変更時刻

2.4.1.6. ChangeBy

プロセスの最終変更ユーザのUID

2.4.1.7. State

プロセスの状態を定義します。可能な値:

- 「Active (アクティブ)」は、新しいプロセス・チケットの中で使用することができる全てのプロセスです。
- 「FadeAway (消失)」は、もはやさらなる新規チケットを選択できないプロセスです。既存チケットはまだプロセスを使用可能です。
- 「Inactive」(インアクティブ)は、不活性化されたプロセスです。新規も既存チケットも使用できません。

2.4.1.8. StartActivity

新しいプロセス・チケットを作成する場合、StartActivityを定義しなければいけません。チケットが作成されるとすぐに、このアクティビティは最初の推移チェック用の基礎としてセットされ使用されるでしょう。

2.4.1.9. StartActivityDialog

新しいプロセス・チケットでは、StartActivityDialogは定義されなければいけません。新しいプロセス・チケット(プロセスが選択された後)を作成する時、これが示されるでしょう。このポイントでは、チケットはまだ存在しません、それはStartActivityDialogを提出した後に作成されるでしょう。

2.4.1.10. パス

パスは、現在のプロセスのために、アクティビティの構造およびそれらの間の可能な推移を含みます。そしてさらに発生する推移アクションは移行時に起こります。これは、プロセス・チケットがとることができる方法をコントロールします。

```
'A1' => {  
  'T1' => {  
    ActivityEntityID => 'A2',  
  },  
  'T2' => {  
    ActivityEntityID => 'A3',  
  },  
  'T3' => {  
    ActivityEntityID => 'A4',  
    TransitionAction => ['TA1', 'TA2'],  
  },  
},
```

プロセス・チケットがアクティビティ('A1')にある場合、それには別の活動に到着する3つの可能な方法がある。推移('T1')に、「T3」に、条件は定義され、プロセス・チケットは別のアクティビティへの遷移を完了しなければならない。

If in this case all the values of the process ticket and its dynamic fields that are needed for the Transition 'T2' are correct, the ticket will be moved from Activity 'A1' to 'A3'. After an ActivityDialog is submitted, or any other change is made to a ticket, it will be checked for possible Transitions from the current Activity. If multiple Transitions are possible, the first one will be used (based on numerical sorting of the TransitionIDs).

さらに、パス設定中の推移に推移アクションを割り当てることは可能です。これらは成功した推移の後に実行されるモジュールである。それらは例でのような配列形式で指定しなければならない。詳細は後述します。

2.4.2. アクティビティ

アクティビティは1つ以上のアクティビティ・ダイアログを含んでおり、プロセスの「ステップ」をモデル化します。現在のアクティビティの全てのアクティビティダイアログはチケット・ズームで表示され、推移の条件が満たされるまで使用することができます。

2.4.2.1. アクティビティ構成

サンプルのアクティビティ構成を見ましょう:

```
$Self->{'Process::Activity'} =
{
  'A1' => {
    Name      => 'Activity 1 optional',
    CreateTime => '16-02-2012 13:37:00',
    CreateBy  => '1',
    ChangeTime => '17-02-2012 13:37:00',
    ChangeBy  => '1',
    ActivityDialog => {
      1 => 'AD1',
    },
  },
  'A2' => {
    Name      => 'Activity 2 optional',
    CreateTime => '16-02-2012 13:37:00',
    CreateBy  => '1',
    ChangeTime => '17-02-2012 13:37:00',
    ChangeBy  => '1',
    ActivityDialog => {
      1 => 'AD5',
      2 => 'AD6',
      3 => 'AD1',
    },
  },
};
```

2.4.2.2. Name

アクティビティの名前

2.4.2.3. CreateTime

アクティビティの作成時刻

2.4.2.4. CreateBy

アクティビティの作成ユーザーのユーザのUID

2.4.2.5. ChangeTime

アクティビティの変更時刻

2.4.2.6. ChangeBy

アクティビティの最終変更ユーザのユーザのUID

2.4.2.7. ActivityDialog (アクティビティ・ダイアログ)

アクティビティダイアログは、このアクティビティにおいて利用可能なアクティビティ・ダイアログのリストを含んでいます。現在のアクティビティの全てのアクティビティ・ダイアログはチケット・ズームで表示されます。それらの順序は、構成の中の順序でここでセットされます。「AD5」は「AD6」および「AD1」の前に示されます。

2.4.3. ActivityDialog (アクティビティ・ダイアログ)

アクティビティ・ダイアログは特別の画面で、異なるアクティビティの中で使用することができます。

2.4.3.1. ActivityDialog (アクティビティ・ダイアログ) の構成

Let's see an example config:

```
$Self->{'Process::ActivityDialog'} = {
  'AD1' => {
    Name           => 'ActivityDialog 1 optional',
    DescriptionShort => 'Basic info',
    DescriptionLong => 'Please insert the necessary basic information for IT orders',
    CreateTime     => '28-02-2012 13:37:00',
    CreateBy       => '1',
    ChangeTime     => '29-02-2012 13:37:00',
    ChangeBy       => '1',
    Fields => {
      PriorityID => {
        DescriptionShort => 'Priority ID',
        DescriptionLong  => 'Enter the priority here',
        Display           => 2,
      },
    },
    FieldOrder     => [ 'PriorityID' ],
    SubmitAdviceText => 'Note: If you submit the form...',
    SubmitButtonText => 'Send request',
  },
  'AD2' => {
    Name           => 'ActivityDialog 2 optional',
    DescriptionShort => 'Basic info',
    DescriptionLong => 'Please insert the necessary basic information for Book
orders',
    CreateTime     => '28-02-2012 13:37:00',
    CreateBy       => '1',
    ChangeTime     => '29-02-2012 13:37:00',
    ChangeBy       => '1',
    Fields => {
      StateID => {
        DescriptionShort => 'State ID',
        DescriptionLong  => 'Enter the state here',
        Display           => 2,
        DefaultValue     => '2',
      },
      Queue => {
        DescriptionShort => 'Queue ID',
        DescriptionLong  => 'Enter the queue here',
        Display           => 2,
        DefaultValue     => 'Raw',
      },
    },
    Title => {
      DescriptionShort => 'Title',
      DescriptionLong  => 'Enter the title here',
      Display           => 1,
      DefaultValue     => 'Default Title',
    },
  },
}
```

```

    },
    DynamicField_Anzahl => {
      DescriptionShort => 'Amount',
      DescriptionLong  => 'Enter the amount here',
      Display          => 2,
      DefaultValue     => '4',
    },
  },
  FieldOrder          => [ 'DynamicField_Anzahl', 'StateID', 'Queue', 'Title' ],
  SubmitAdviceText    => 'Note: If you submit the form...',
  SubmitButtonText    => 'Send request',
},
};

```

2.4.3.2. Name

アクティビティ・ダイアログの名前

2.4.3.3. CreateTime

アクティビティの作成時刻

2.4.3.4. CreateBy

このアクティビティ・ダイアログを作成したユーザのUID

2.4.3.5. ChangeTime

アクティビティの変更時刻

2.4.3.6. ChangeBy

このアクティビティダイアログの最終変更者のユーザのUID

2.4.3.7. フィールド

このアクティビティダイアログで表示することができる全てのフィールドを含んでいます。次のフィールドは現在使用することができます:

```

Title
State
StateID
Priority
PriorityID
Lock
LockID
Queue
QueueID
Customer
CustomerID
CustomerNo
CustomerUserID
Owner
OwnerID
Type
TypeID
SLA
SLAID
Service
ServiceID
Responsible
ResponsibleID
PendingTime
DynamicField_$FieldName # 全ての動的フィールド用

```

単一のフィールド構成の例：

```
StateID => {
  DescriptionShort => 'State ID',
  DescriptionLong  => 'Enter the state here',
  Display          => 2,
  DefaultValue     => '2',
},
```

The field "Article" is a special case. If it is present in a "Fields" configuration, the Activity Dialog will contain a complete Richtext editor with subject field and attachment handling. The entered text will then be added to the ticket as an article and sent by email. Let's see an example Article field configuration:

```
Article => {
  DescriptionShort => 'ここにコメントを挿入して下さい',
  DescriptionLong => '',
  Display         => 1,
  Config          => {
    ArticleType => 'note-internal',
    LabelSubject => '',
    LabelBody   => '',
  },
},
```

フィールド構成オプションを見ましょう:

2.4.3.7.1. DescriptionShort (短い摘要)

フィールドタイトルで表示される短い摘要 (オプション)。

2.4.3.7.2. DescriptionLong (長い摘要)

マウスがフィールド上に乗る時、表示されるより長い摘要 (オプション)。フィールドの入力方法についての例示アドバイス。

2.4.3.7.3. Display (表示)

フィールドが示される かつ、または 必須の場合のコントロール。可能な値:

- '0': フィールドは不可視です。フィールド値が自動的にセットならより便利でしょう。構成されたDefaultValueはこのケースでは格納されるでしょう。
- '1': フィールドは可視ですが任意です。
- '2': field is visible and mandatory. The following fields can only be invisible or mandatory:

```
QueueID
Queue
State
StateID
Lock
LockID
Priority
PriorityID
Type
TypeID
```

フィールドが任意として設定され、ユーザが値を送信しなければ、アクティビティ・ダイアログがユーザによって送信される時、デフォルト値が保存されます。

2.4.3.7.4. DefaultValue (デフォルト値)

「ID」(QueueID、OwnerIDのように)を備えたフィールドに関して、これは、値のデータベースIDを参照します。「ID」(キュー、オーナーのように)のない他のフィールドについては、DefaultValueは値自体を含んでいなければいけません。例:

```
Queue => {
  DescriptionShort => 'Queue',
  DescriptionLong => 'Enter the queue here',
  Display          => 2,
  DefaultValue     => 'Raw',
},
```

2.4.3.8. FieldOrder (フィールド順序)

ここで、フィールドの表示順序は設定されます。重要:保存する時単に設定されたフィールドが考慮されるので、目に見えないフィールドはさらにここで設定されなければいけません。設定されないフィールドは保存されないでしょう。

2.4.3.9. SubmitAdviceText (アドバイス用テキストの送信)

補足的ヘルプかアドバイス用テキストのための送信ボタン上に示される任意のテキスト。

2.4.3.10. SubmitButtonText (送信ボタンのテキスト)

送信ボタンのための任意のカスタム・テキスト。

2.4.4. Transition (推移)

推移は、設定可能な条件に基づいて決定します。プロセス中でパスが取得されているような条件です。(例えば プロセス・チケットが移動されるアクティビティへのパスです)

2.4.4.1. Transition configuration (推移構成)

サンプルを見ましょう:

```
$Self->{'Process::Transition'} = {
  'T1' => {
    Name => 'Transition 1',
    CreateTime => '14-03-2012 13:37:00', # optional
    CreateBy => '1', # optional
    ChangeTime => '15-03-2012 13:37:00', # optional
    ChangeBy => '15-03-2012 13:37:00', # optional
    Condition => {
      Cond1 => {
        Fields => {
          StateID => {
            Type => 'String',
            Match => '1',
          },
        },
      },
    },
  },
  'T2' => {
    Name => 'Transition 2 optional',
    CreateTime => 'DATE', # optional
    CreateBy => 'USERID', # optional
    ChangeTime => 'DATE', # optional
    ChangeBy => 'USERID', # optional
    Condition => {
      Cond1 => {
        Queue => 'Raw',
      },
    },
  },
},
```

```

        DynamicField_Farbe => '2',
        DynamicField_Anzahl => '1',
      },
    },
  },
};

```

2.4.4.2. Name

推移の名前。

2.4.4.3. CreateTime

アクティビティ・ダイアログ作成時刻

2.4.4.4. CreateBy

この推移を作成したユーザのUID。

2.4.4.5. ChangeTime

アクティビティ・ダイアログの最終変更時刻

2.4.4.6. ChangeBy

この推移の最終変更者のユーザのUID。

2.4.4.7. Condition (条件)

Contains all conditions that are necessary for this Transition to take effect. Example:

```

Condition => {
  Type => 'and',
  Cond1 => {
    Type => 'and',
    Fields => {
      StateID => {
        Type => 'String',
        Match => '1',
      },
      DynamicField_Marke => {
        Type => 'String',
        Match => 'VW',
      },
    },
  },
  Cond2 => {
    Type => 'and',
    Fields => {
      Queue => {
        Type => 'String',
        Match => 'Raw',
      },
    },
  },
},
};

```

構成の条件を詳細に見ましょう。

2.4.4.7.1. タイプ (条件)

異なる条件要素が互いに接続される方法を指定します。可能な値:

- 'and': これはデフォルトです。推移が有効になるために条件をすべて満たさなければなりません。

- 'or': 少なくとも1つの条件は一致しなければいけません。
- 'xor': 1つの条件のみ一致しなければいけません。

2.4.4.7.2. Cond1

これはサンプルの条件の名前です。それは自由に選ぶことができます。条件はソート順に評価されます。

2.4.4.7.3. タイプ(Cond)

この条件の個々のフィールド試験が互いに接続される方法を指定します。可能な値:

- 'and': これはデフォルトです。全てのフィールド・テスト条件をすべて満たさなければなりません。
- 'or': 少なくとも1つの条件は一致しなければいけません。
- 'xor': 1つの条件のみ一致しなければいけません。

2.4.4.7.4. フィールド

Specifies the particular fields whose values should be tested. From our example:

```
Fields => {  
  StateID => {  
    Type => 'String',  
    Match => '1',  
  },  
}
```

2.4.4.7.5. StateID

Example of a field name. The following ticket fields can be used:

```
Title  
State  
StateID  
Priority  
PriorityID  
Lock  
LockID  
Queue  
QueueID  
Customer  
CustomerID  
CustomerNo  
CustomerUserID  
Owner  
OwnerID  
Type  
TypeID  
SLA  
SLAID  
Service  
ServiceID  
Responsible  
ResponsibleID  
DynamicField_FieldName # for all DynamicFields
```

「ID」(SLAIDのように)を備えたフィールドをテストする時、フィールドのデータベースIDは、実際の値がそのために使用される他のフィールド(SLAのような)のための試験に使用されます。

2.4.4.7.6. タイプ

フィールド試験の種類を決定します。可能な値:

- 「String」: フィールド値を「Match」で指定されたStringと比較します。それらが正確に同じである場合マッチします。
- 「ハッシュ(Hush)」: フィールド値(ハッシュ)を「Match」で指定されたハッシュと比較します。ハッシュ値はすべて同じでなければいけない。
- 「配列(array)」: フィールド値(配列)を「Match」で指定された配列と比較します。両方のリストは同じでなければなりません。
- 「Regex:」: フィールド値は正規表現でテストすることができます。「Match」が基本的条件として`qr{ }xms`を含むことは重要です。{ }間に、実際の正規表現を記述することができます。
- 「モジュール:」: 条件チェックのためにperlモジュールを使用することができます。チェックが1を返すならば、チェックは成功です。Kernel/System/ProcessManagement/TransitionValidation/ValidateDemo.pm. でサンプル・モジュールを見つけることができます。

2.4.5. 推移アクション

推移アクションは、推移がうまく適用された後で、きっかけとなるアクションです。(プロセス・チケットがひとつのアクティビティから別のアクティビティへ移る場合) これらの推移アクションはチケットで異なる変更を実施するために使われます。(例えば、キューまたはチケットのオーナーの変更) そうすれば、さらに、他の複雑な変更を行なうために自分の推移アクションを作成することができます。

2.4.5.1. 推移アクション構成

サンプルを見ましょう:

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Queue Move',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
    Config => {
      Queue => 'Junk',
      UserID => 123,
    },
  },
};
```

2.4.5.2. Name

推移アクションの名前。

2.4.5.3. Module (モジュール)

使用されるパール・モジュールを指定します。

2.4.5.4. Config (構成)

This parameter contains all settings which are required for the module. Its content depends on the particular Transition Action module which is used. Please see the documentation of the individual modules for details. In our example, only the Queue must be specified. Nevertheless we are also sending UserID parameter, by using the UserID parameter. The transition action will be executed impersonating the user with the given UserID.

The use of UserID inside the "Config" parameter of a Transition Action is accepted by all Transition Actions (since OTRS 3.2.4). In this example it could be particularly important if the user that triggers the Transition does not have permissions to move the ticket to the queue 'Junk', while the user with the UserID 123 might have.

2.4.5.5. 推移アクション・モジュールの再使用

To use Transition Action modules multiple times, just specify several Transition Actions in your configuration. Example:

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Queue Move Junk',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
    Config => {
      Queue => 'Junk',
    },
  },
  'TA2' => {
    Name => 'Queue Move Raw',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
    Config => {
      Queue => 'Raw',
    },
  },
};
```

ここで、同じモジュールは、「未対応」キューにプロセス・チケット移動するために、そしてある時はジャンクキューへそれを移動するために、使用されます。特別の推移に使用されることが求められる推移アクションは、プロセス構成の「パス」設定から決定されます。

2.4.5.6. 利用可能な推移アクション

OTRSは、あなたのプロセスで使用できるいくつかの推移アクションを搭載しています。ここでは、それらのドキュメンテーション、およびどのようにしてそれらを設定する必要があるかを見つけることができます。

2.4.5.6.1. DynamicFieldSet (動的フィールドのセット)

プロセス・チケットで1つ以上の動的フィールドをセットします。

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Set DynamicField MasterSlave to Master and Approved to 1',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::DynamicFieldSet',
    Config => {
      MasterSlave => 'Master',
      Approved => '1',
    },
  },
};
```

「Name」は、設定された推移アクション名前を指定します。

「MasterSlave」と「Approved: 承認済」は DynamicField名のサンプルを付与されます。フィールド値(「Master」と「1」)はこの推移アクションによってセットされます。

2.4.5.6.2. TicketArticleCreate (チケット記事の作成)

記事を作成し、ノートあるいは電子メール返答を作成するために使用することができます。例:

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Article Create Note Internal',
    Module =>
    'Kernel::System::ProcessManagement::TransitionAction::TicketArticleCreate',
```

```

    Config => {
      ArticleType      => 'note-internal',                #
note-external|phone|fax|sms|...                          #
excluding any email type
      SenderType      => 'agent',                        #
agent|system|customer
      ContentType     => 'text/plain; charset=ISO-8859-15', # or
optional Charset & MimeType (e.g. 'text/html; charset=UTF-8')
      Subject        => 'some short description',        #
required
      Body           => 'the message text',              #
required
      HistoryType     => 'OwnerUpdate',                  #
EmailCustomer|Move|AddNote|PriorityUpdate|WebRequestCustomer|...
      HistoryComment  => 'Some free text!',              #
      From           => 'Some Agent <email@example.com>', #
not required but useful
      To             => 'Some Customer A <customer-a@example.com>', #
not required but useful
      Cc            => 'Some Customer B <customer-b@example.com>', #
not required but useful
      ReplyTo       => 'Some Customer B <customer-b@example.com>', #
not required
      InReplyTo     => '<asdasdasd.12@example.com>',      #
not required but useful
      References    => '<asdasdasd.1@example.com> <asdasdasd.12@example.com>', #
not required but useful
      NoAgentNotify  => 0,                               # if
you don't want to send agent notifications
      AutoResponseType => 'auto reply',                 #
auto reject|auto follow up|auto reply/new ticket|auto remove

      ForceNotificationToUserID => [ 1, 43, 56 ],        # if
you want to force somebody
      ExcludeNotificationToUserID => [ 43, 56 ],
      # if you want full exclude somebody from notifications,
      # will also be removed in To: line of article,
      # higher prio as ForceNotificationToUserID
      ExcludeMuteNotificationToUserID => [ 43, 56 ],
      # the same as ExcludeNotificationToUserID but only the
      # sending gets muted, agent will still shown in To:
      # line of article
    },
  },
};

```

「Name」は、設定された推移アクション名前を指定します。それは自由に選ぶことができますが、設定されたアクションの目的を反映するべきです。

「ArticleType」は、作成される記事のタイプを定義します。可能な値:電話、ファックス、sms、webrequest、ノート内部、ノート外部およびノート報告書。

'SenderType' defines the sender type of the article. Possible values: agent, system, customer.

「ContentType」は、記事のコンテンツ・タイプを定義します。可能な値:'プレーンテキスト';charset=ISO-8859-15'又は他の有効なcharsetとMIMEタイプ。

「Subject」は記事タイトルを定義します。必須項目。

「Body」は記事内容を定義します。必須項目。

'HistoryType' defines the type of the history entry. Possible values: AddNote, ArchiveFlagUpdate, Bounce, CustomerUpdate, EmailAgent, EmailCustomer, EscalationResponseTimeNotifyBefore, EscalationResponseTimeStart, EscalationResponseTimeStop, EscalationSolutionTimeNotifyBefore, EscalationSolutionTimeStart, EscalationSolutionTimeStop,

EscalationUpdateTimeNotifyBefore, EscalationUpdateTimeStart,
 EscalationUpdateTimeStop, FollowUp, Forward, Lock, LoopProtection, Merged,
 Misc, Move, NewTicket, OwnerUpdate, PhoneCallAgent, PhoneCallCustomer,
 PriorityUpdate, Remove, ResponsibleUpdate, SendAgentNotification, SendAnswer,
 SendAutoFollowUp, SendAutoReject, SendAutoReply, SendCustomerNotification,
 ServiceUpdate, SetPendingTime, SLAUpdate, StateUpdate, Subscribe, SystemRequest,
 TicketDynamicFieldUpdate, TicketLinkAdd, TicketLinkDelete, TimeAccounting,
 TypeUpdate, Unlock, Unsubscribe, WebRequestCustomer.

「HistoryComment」は、履歴エントリーの内容を定義します。

上で指定した表記法で'From', 'To', 'Cc' and 'ReplyTo'はEメール・アドレスをとります。

「InReplyTo」および「References」はEメール・メッセージIDをとります。

「NoAgentNotify」-1にセットされれば、担当者への電子メール通知は送られません。

「AutoResponseType」は次の値をとることができます:自動フォローアップ、自動拒否、自動削除、自動応答、自動返答/新規チケット。

'ForceNotificationToUserID',
 'ExcludeNotificationToUserID','ExcludeMuteNotificationToUserID' は、ユーザーIDのリストをとることができます。そのリストとは、「常に通知」、「非通知」、または「通知されるが実際には通知メールを送らない、です。

2.4.5.6.3. チケット作成

Creates a ticket with an article, the new ticket can be linked with process ticket. Example:

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Ticket Create',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketCreate',
    Config => {

      # ticket required:
      Title => 'Some Ticket Title',
      Queue => 'Raw', # or QueueID => 123,
      Lock => 'unlock',
      Priority => '3 normal', # or PriorityID => 2,
      State => 'new', # or StateID => 5,
      CustomerID => '123465',
      CustomerUser => 'customer@example.com',
      OwnerID => 123,

      # ticket optional:
      TN => $TicketObject->TicketCreateNumber(), # optional
      Type => 'Incident', # or TypeID => 1, not required
      Service => 'Service A', # or ServiceID => 1, not required
      SLA => 'SLA A', # or SLAID => 1, not required
      ResponsibleID => 123, # not required
      ArchiveFlag => 'y', # (y|n) not required
      PendingTime => '2011-12-23 23:05:00', # optional (for pending states)
      PendingTimeDiff => 123, # optional (for pending states)

      # article required:
      ArticleType => 'note-internal', # note-external|
      phone|fax|sms|... # excluding any
      email type
      SenderType => 'agent', # agent|system|
      customer
      ContentType => 'text/plain; charset=ISO-8859-15', # or optional
      Charset & MimeType (e.g. 'text/html; charset=UTF-8')
      Subject => 'some short description', # required
      Body => 'the message text', # required
    }
  }
}
```

```

HistoryType      => 'OwnerUpdate',          #
EmailCustomer|Move|AddNote|PriorityUpdate|WebRequestCustomer|...
HistoryComment   => 'Some free text!',

# article optional:
From             => 'Some Agent <email@example.com>',      # not required but
useful
To               => 'Some Customer A <customer-a@example.com>', # not required
but useful
Cc              => 'Some Customer B <customer-b@example.com>', # not required
but useful
ReplyTo         => 'Some Customer B <customer-b@example.com>', # not required
MessageID       => '<asdasdasd.123@example.com>',          # not required but
useful
InReplyTo       => '<asdasdasd.12@example.com>',          # not required but
useful
References      => '<asdasdasd.1@example.com> <asdasdasd.12@example.com>', #
not required but useful
NoAgentNotify   => 0,                                # if you don't want
to send agent notifications
AutoResponseType => 'auto reply'                    # auto reject|auto
follow up|auto reply/new ticket|auto remove

ForceNotificationToUserID => [ 1, 43, 56 ],          # if you want to
force somebody
ExcludeNotificationToUserID => [ 43,56 ],          # if you want full
exclude somebody from notifications,
# will also be
removed in To: line of article,
# higher prio as
ForceNotificationToUserID
ExcludeMuteNotificationToUserID => [ 43,56 ],      # the same as
ExcludeNotificationToUserID but only the
# sending gets
muted, agent will still shown in To:
# line of article

TimeUnit        => 123

# other:
DynamicField_NameX => $Value,
LinkAs          => $LinkType,                      # Normal, Parent,
Child, etc. (respective original ticket)
UserID          => 123,                             # optional, to
override the UserID from the logged user
  },
},
};

```

「Name」は、設定された推移アクション名前を指定します。それは自由に選ぶことができますが、設定されたアクションの目的を反映するべきです。

'Title' The ticket title.

'Queue' or 'QueueID' specifies the name or id of the queue to be used in the new ticket.

'Lock' or 'LockID' sets the lock status of the ticket.

'Priority' or 'PriorityID' specifies the name or id of the priority to be used in the new ticket.

'State' or 'StateID' specifies the name or id of the state to be used in the new ticket.

'CustomerID', the customer id to be set for the new ticket.

'CustomerUser', the login of the customer that will be assigned in the ticket.

'OwnerID', the ID of the agent that will be the new ticket owner.

'TN', custom number for the new ticket.

'Type' or 'TypeID' specifies the name or id of the ticket type to be used in the new ticket.

'Service' or 'ServiceID' specifies the name or id of the service to be used in the new ticket.

'SLA' or 'SLAID' specifies the name or id of the SLA to be used in the new ticket.

'ResponsibleID', the ID of the agent that will be the new ticket responsible.

'PendingTime', a predefined date to set the Ticket Pending Times, when the ticket state belongs to a pending state type.

'PendingTimeDiff', a dynamically date (expressed in seconds from current date/time) to set the Ticket Pending Times, when the ticket state belongs to a pending state type.

「ArticleType」は、作成される記事のタイプを定義します。可能な値:電話、ファックス、sms、webrequest、ノート内部、ノート外部およびノート報告書。

「SenderType」は送り手タイプの記事を定義します。可能な値:担当者、システム、顧客。

「ContentType」は、記事のコンテンツ・タイプを定義します。可能な値:'プレインテキスト';charset=ISO-8859-15'又は他の有効なcharsetとMIMEタイプ。

「Subject」は記事タイトルを定義します。必須項目。

「Body」は記事内容を定義します。必須項目。

'HistoryType' defines the type of the history entry. Possible values: AddNote, ArchiveFlagUpdate, Bounce, CustomerUpdate, EmailAgent, EmailCustomer, EscalationResponseTimeNotifyBefore, EscalationResponseTimeStart, EscalationResponseTimeStop, EscalationSolutionTimeNotifyBefore, EscalationSolutionTimeStart, EscalationSolutionTimeStop, EscalationUpdateTimeNotifyBefore, EscalationUpdateTimeStart, EscalationUpdateTimeStop, FollowUp, Forward, Lock, LoopProtection, Merged, Misc, Move, NewTicket, OwnerUpdate, PhoneCallAgent, PhoneCallCustomer, PriorityUpdate, Remove, ResponsibleUpdate, SendAgentNotification, SendAnswer, SendAutoFollowUp, SendAutoReject, SendAutoReply, SendCustomerNotification, ServiceUpdate, SetPendingTime, SLAUpdate, StateUpdate, Subscribe, SystemRequest, TicketDynamicFieldUpdate, TicketLinkAdd, TicketLinkDelete, TimeAccounting, TypeUpdate, Unlock, Unsubscribe, WebRequestCustomer.

「HistoryComment」は、履歴エントリーの内容を定義します。

上で指定した表記法で'From', 'To', 'Cc' and 'ReplyTo'はEメール・アドレスをとります。

「InReplyTo」および「References」はEメール・メッセージIDをとります。

「NoAgentNotify」-1にセットされれば、担当者への電子メール通知は送られません。

「AutoResponseType」は次の値をとることができます:自動フォローアップ、自動拒否、自動削除、自動応答、自動返答/新規チケット。

'ForceNotificationToUserID',

'ExcludeNotificationToUserID','ExcludeMuteNotificationToUserID' は、ユーザーIDのリストをとることができます。そのリストとは、「常に通知」、「非通知」、または「通知されるが実際には通知メールを送らない、です。

'TimeUnit' the time invested in the current ticket article expressed in seconds, minutes, hours, etc.

'DynamicField_NameX' where DynamicField_ is a required prefix and NameX is the name of a Dynamic Field to be set in the new ticket (on ticket level, not article levels).

'LinkAs' to define the new ticket relation with originator ticket, from the new ticket point of view, for example Normal, Parent, Child etc.

2.4.5.6.4. TicketCustomerSet (チケット・顧客・セット)

顧客にプロセス・チケットをセットします。例：

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Customer Set Customer to test',
    Module => 'Kernel::System::Process::TransitionAction::TicketCustomerSet',
    Config => {
      No => 'test',
      User => 'client-user-123',
      # or in other words
      # CustomerID => 'client123',
      # CustomerUserID => 'client-user-123',
    },
  },
};
```

「Name」は、設定された推移アクション名前を指定します。

'No' or 'CustomerID' set the Customer ID of the customer.

'User' or 'CustomerUserID' set the Username of the customer.

2.4.5.6.5. TicketLockSet (チケット・ロック・セット)

プロセス・チケットのロックを変更します。例:

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Set Lock to lock',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketLockSet',
    Config => {
      Lock => 'lock',
      # or
      LockID => 2,
    },
  },
};
```

「Name」は、設定された推移アクション名前を指定します。

「Lock」は、プロセス・チケットの新しいロックを定義します。

「LockID」は、新しいロックの内部IDを定義します。

2.4.5.6.6. TicketOwnerSet (チケット・所有者・セット)

プロセス・チケットの所有者を変更します。

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Owner Set root@localhost',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketOwnerSet',
    Config => {
      Owner => 'root@localhost',
      # or
      OwnerID => 1,
    },
  },
};
```



```

    },
  };

```

「Name」は、設定された推移アクション名前を指定します。

「Owner」は、新しい所有者のログイン名を指定します。

「OwnerID」は、新しい所有者の内部IDを指定します。

2.4.5.6.7. TicketQueueSet (チケット・キュー・セット)

ターゲット・キューにチケットを移動します。

```

$self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Queue Move Raw',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
    Config => {
      Queue => 'Raw',
      # or
      # QueueID => '2',
    },
  },
};

```

「Name」は、設定された推移アクション名前を指定します。

「Queue」は、対象のキューの名前を指定します。

「QueueID」は、対象のキューの内部IDを指定します。

2.4.5.6.8. TicketResponsibleSet (チケット・責任者・セット)

プロセス・チケットの責任者を変更します。

```

$self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Responsible Set root@localhost',
    Module =>
      'Kernel::System::ProcessManagement::TransitionAction::TicketResponsibleSet',
    Config => {
      Responsible => 'root@localhost',
      # or
      ResponsibleID => 1,
    },
  },
};

```

「Name」は、設定された推移アクション名前を指定します。

「Responsible」は、新しい責任者のログイン名を指定します。

「ResponsibleID」は新しい責任者の内部IDを指定します。

2.4.5.6.9. TicketServiceSet (チケット・サービス・セット)

プロセス・チケットにサービスを割り当てます。チケットは顧客を持つことを要求します。そしてそのサービスは、顧客に割り当てなければいけません。例:

```

$self->{'Process::TransitionAction'} = {
  'TA1' => {

```

```

Name => 'Set MyService service',
Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketServiceSet',
Config => {
  Service => 'MyService',
  # or
  ServiceID => 123,
},
};

```

「Name」は、設定された推移アクション名前を指定します。

「Service」は、プロセス・チケットの新しいサービスを定義します。姓名は必要です(例えば GrandFatherService::FatherService::SonService)。

「ServiceID」は、新しいサービスの内部IDを定義します。

2.4.5.6.10. TicketSLASet (チケット・SLA・セット)

プロセス・チケットにサービスレベル合意を割り当てます。チケットはサービスを持つために要求します。また、SLAはそのサービスに割り当てられなければいけません。例:

```

$self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Set MySLA SLA',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketSLASet',
    Config => {
      SLA => 'MySLA',
      # or
      SLAID => 123,
    },
  },
};

```

「Name」は、設定された推移アクション名前を指定します。

「SLA」は、プロセス・チケットの新しいサービスレベル合意を定義します。

「SLAID」は、新しいSLAの内部IDを定義します。

2.4.5.6.11. TicketStateSet (チケット・状態・セット)

プロセス・チケットの状態を変更します。

```

$self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Set State to open',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketStateSet',
    Config => {
      State => 'open',
      # or
      StateID => 4,

      PendingTimeDiff => 123,
    },
  },
};

```

「Name」は、設定された推移アクション名前を指定します。

「State」は、プロセス・チケットの新しい状態を定義します。

「StateID」は、新しい状態の内部IDを定義します。

Typeの状態が保留の時のみ使用する「PendingTimeDiff」は、チケットのの保留時間を設定するために（例えば保留時間3600は、推移アクションの実行後、一時間を意味します）、秒単位での時差（推移アクション実行時間に関連して）を定義します。

2.4.5.6.12. TicketTitleSet (チケット・タイトル・セット)

プロセス・チケットのチケット・タイトルをセットします。例:

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Set Ticket Title to Ticket-title',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketTitleSet',
    Config => {
      Title => 'Ticket-title',
    },
  },
};
```

「Name」は、設定された推移アクション名前を指定します。

「Title」は、チケットの新しいタイトルを指定します。

2.4.5.6.13. TicketTypeSet (チケット・タイプ・セット)

チケット・タイプのプロセス・チケットをセットします。例:

```
$Self->{'Process::TransitionAction'} = {
  'TA1' => {
    Name => 'Set Ticket Type to default',
    Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketTypeSet',
    Config => {
      Type => 'default',
      # or
      # TypeID => '1',
    },
  },
};
```

「Name」は、設定された推移アクション名前を指定します。

「Type」は、チケット・タイプの名前を指定します。

「TypeID」は、チケット・タイプの内部IDを指定します。

2.4.6. アクセス・コントロール・リスト(ACL)

ACLの支援によって、プロセス・チケット中の選択可能な値を制限することができます。チケットACLシンタックスの詳細記述については、さらにACLリファレンスを参照ください。

2.4.6.1. ACL構成

ACLは単にKernel/Config.pmに定義することができます。例:

```
$Self->{TicketAcl}->{'001-ACL-ProcessProperties'} = {
  Properties => {
    Process => {
      ProcessEntityID => ['P1'],
      ActivityEntityID => ['A1'],
      ActivityDialogEntityID => ['AD1'],
    }
  },
  Possible => {
```

```

    ActivityDialog => ['AD1', 'AD3'],
  },
  PossibleNot => {
    ActivityDialog => ['AD3'],
  },
};

```

2.4.6.2. 001-ACL-ProcessProperties

ACL規則の名前。ACL規則一般についてのさらに詳しい情報については、ACLマニュアルを調べてください:

2.4.6.3. プロセス

これはACLが適用されなければいけないかどうかをチェックするために使用されるセクションです。それが指定された値を持っている場合、規則が適用されます。次の値は使用することができます:

2.4.6.3.1. ProcessEntityID

プロセスのID、プロセス。チケットがこのプロセスに割り当てられる場合マッチします。

2.4.6.3.2. ActivityEntityID

プロセス・チケットが現在割り当てられるアクティビティのID。

2.4.6.3.3. ActivityDialogEntityID

プロセス・チケットには現在開いているアクティビティ・ダイアログのID。

2.4.6.4. 「可能」(Possible)/「不可能」(PossibleNot) アクティビティ・ダイアログ

ここでは、アクティビティ・ダイアログIDのリストを指定することができます。このリストは、チケット・ズーム・マスク中のユーザに提示される可能なアクティビティ・ダイアログを制限するでしょう。

「Possible (可能)」は、許可されるアクティビティ・ダイアログをリストします。上記のセッティングは、設定されたアクティビティ・ダイアログのリストの「AD1」および「AD3」のみを許可するでしょう。

「PossibleNot (不可能)」は、許可されないアクティビティ・ダイアログをリストします。上記の例において、セッティングは設定されたアクティビティ・ダイアログのリストから「AD3」を取り除くでしょう。

「可能」と「不可能」の両方が指定されれば、設定されたアクティビティ・ダイアログのリストはまず「可能」でフィルタされます。サンプルではAD1とAD3のみそのまま残してあります。つぎに「不可能」が適用されます。「AD3」はフィルタで除外され、それゆえに「AD1」のみが残り、ユーザが使える可能なアクティビティ・ダイアログとして表示されます。

複数のACL規則がマッチすればしたら、すべてのマッチング規則の共通部分は可能なアクティビティ・ダイアログを決定するために計算されます。例:

Configured Activity Dialogs: 'AD1', 'AD2', 'AD3', 'AD4', 'AD5', 'AD6', 'AD7'.

```

$self->{TicketAcl}->{'001-ACL-Status'} = {
  Properties => {
    Ticket => {
      Status => 'new',
    }
  },
};

```

```

Possible => {
  ActivityDialog => ['AD1', 'AD2', 'AD3', 'AD6', 'AD7'],
},
};
$self->{TicketAcl}->{'002-ACL-Queue'} = {
  Properties => {
    Ticket => {
      Queue => ['Raw']
    }
  },
  Possible => {
    ActivityDialog => ['AD2', 'AD3', 'AD4', 'AD7'],
  },
};
$self->{TicketAcl}->{'003-ACL-Priority'} = {
  Properties => {
    Ticket => {
      Priority => ['3 normal']
    }
  },
  PossibleNot => {
    ActivityDialog => ['AD3', 'AD4'],
  },
};

```

プロセス・チケットが状態「new」を持ち、それが「未対応」キューにあり優先度「3 普通」を持つならば、その後、すべてのACL規則がマッチします。

第一のルールはアクティビティ・ダイアログを 'AD1', 'AD2', 'AD3', 'AD4', 'AD5', 'AD6', 'AD7' から 'AD1', 'AD2', 'AD3', 'AD6', 'AD7' に減らし、'AD4' and 'AD5'を禁止します。

第二のルールはさらに残っているアクティビティ・ダイアログを減らし、ここでの例の'AD2','AD3','AD7'が残ります。。

3番目の規則は、さらに「不可能」によってリストを縮小するでしょう。「AD3」はリストから取り除かれます。それがリストの第一位に載っていなかったため、「AD4」は削除されません。最後に、「AD2」および「AD7」は、ユーザが利用することができる可能なアクティビティ・ダイアログとして残ります。

It is also possible to limit the processes that can be displayed in the "New process ticket" screen. The functionality is similar to limiting the Activity Dialogs with one exception: The ACLs could only be based on Users.

以下のサンプルを御覧ください。

```

$self->{TicketAcl}->{'200-ACL-Process'} = {
  # match properties
  Properties => {
    User => {
      UserID => [2, 3],
    },
  },
  Possible => {
    Process => ['P1', 'P2', 'P3'],
  },
  PossibleNot => {
    Process => ['P4'],
  },
};

```

```

$self->{TicketAcl}->{'201-ACL-Process'} = {
  # match properties
  Properties => {
    User => {
      Group_rw => [ 'MyGroup' ],
    },
  },
};

```

```
    },  
  },  
  Possible => {  
    Process => ['P1', 'P2', 'P3'],  
  },  
  PossibleNot => {  
    Process => ['P4'],  
  },  
};
```

```
$Self->{TicketAcl}->{'202-ACL-Process'} = {  
  # match properties  
  Properties => {  
    User => {  
      Role => [ 'MyRole' ],  
    },  
  },  
  Possible => {  
    Process => ['P1', 'P2', 'P3'],  
  },  
  PossibleNot => {  
    Process => ['P4'],  
  },  
};
```

3. Localization of the OTRS Front End

Procedures for localization for the OTRS framework, steps to be followed to create a new language translation, as well as procedures for translation customizations, can be found in the "[Language Translations](#)" chapter from the developer manual on <http://otrs.github.io/doc>.

第6章 パフォーマンス・チューニング

以下はOTRS導入のための強化テクニックのパフォーマンスのリストです。構成、コーディング、メモリ使用、その他を含みます。

1. OTRS

OTRSのパフォーマンスを改善するいくつかのオプションがあります。

1.1. TicketIndexModule

There are two backend modules for the index for the ticket queue view:

- Using `Kernel::System::Ticket::IndexAccelerator::RuntimeDB` (default), generate each queue view on the fly from the ticket table. You will not have performance trouble until you have about 60,000 open tickets in your system.
- `Kernel::System::Ticket::IndexAccelerator::StaticDB`, the most powerful module, should be used when you have above 80,000 open tickets. It uses an extra `ticket_index` table, which works like a view. Use `bin/otrs.Console.pl Maint::Ticket::QueueIndexRebuild` for generating an initial index after switching backends.

SysConfig経由でIndexAcceleratorを変更することができます。

1.2. TicketStorageModule (チケット・格納・モジュール)

チケット・記事記憶装置用の2つの異なるバックエンド・モジュールがあります:

- Configure `Kernel::System::Ticket::ArticleStorageDB` (default) to store attachments, etc., in the database. Note: Don't use it with large setups.

賛成意見:ウェブサーバー・ユーザが「otrs」ユーザでない場合は、ファイル許可問題を回避するためにこのモジュールを使用してください。

反対意見:あなたのデータベースに添付ファイルを格納することは望ましくありません。あなたのデータベースは大きなオブジェクトを格納することに気を配って下さい。例えば8MBのオブジェクト(デフォルトは2MBです)を格納するために「set-variable = max_allowed_packet=8M」でMySQLを設定します。

- Configure `Kernel::System::Ticket::ArticleStorageFS` to store attachments etc. on the local file system. Note: Recommended for large setups.

賛成意見: 速いですね!

反対意見:ウェブサーバ・ユーザは「otrs」ユーザであるべきです。さらに、多数のフロントエンドのサーバーを持つなら、ファイルシステムがサーバー間で共有されることを確かめるべきです。NFS共有が可能ならSANかそれに類似のソリューションに置いて下さい。

Note: you can switch from one back-end to the other on the fly. You can switch the backend in the SysConfig, and then run the command line utility `bin/otrs.Console.pl Admin::Article::StorageSwitch` to put the articles from the database onto the filesystem or the other way around. You can use the `--target` option to specify the target backend. Please note that the entire process can take considerable time to run, depending on the number of articles you have and the available CPU power and/or network capacity.

```
shell> bin/otrs.Console.pl Admin::Article::StorageSwitch --target ArticleStorageFS
```

Script: Switching storage back-ends from database to filesystem.

If you want to keep old attachments in the database, you can activate the SysConfig option `Ticket::StorageModule::CheckAllBackends` to make sure OTRS will still find them.

1.3. チケットのアーカイブに保管

監査に耐えうるシステムとしてOTRSを使うならば、完了したチケットを削除することはよい考えとはいえません。そのため我々はチケットをアーカイブすることができる機能を実装しました。

Tickets that match certain criteria can be marked as "archived". These tickets are not accessed if you do a regular ticket search or run a Generic Agent job. The system itself does not have to deal with a huge amount of tickets any longer as only the "latest" tickets are taken into consideration when using OTRS. This can result in a huge performance gain on large systems.

アーカイブ機能を使用するには次のステップに従います:

1. SysConfigのアーカイブシステムを活性化します。

管理者ページで、SysConfigに行って、グループ・チケットを選択してください。Core::Ticketでは、デフォルトで「no」にセットされるオプションTicket::ArchiveSystemを見つけます。この設定を「yes」に変更し変更を保存します。

2. GenericAgentジョブを定義する

On the Admin page, select GenericAgent and add a new job there.

a. ジョブ設定

アーカイブに保管するジョブの名前を与え、この仕事を予定する適切なオプションを選択してください。

b. チケット・フィルタ

チケット・フィルタは選択された基準と一致するチケット検索です。完了した状態（数か月前に完了した）のチケットのみをアーカイブするのは良い考えです。

c. チケット・アクション

このセクションでは、「選択したチケットをアーカイブ」「チケットをアーカイブ」とラベルしたフィールドをセットしてください。

d. 仕事を保存する

ページの終わりに、仕事を保存するオプションを見つけるでしょう。

e. 影響を受けたチケット

システムは、一般担当者のジョブを実行する時にアーカイブされる全てのチケットを表示します。

3. チケット検索

チケットを検索する場合、システムはデフォルトでアーカイブに保管されないチケットを探索します。さらにアーカイブに保管されたチケットを捜したい場合は、検索基準を定義する時に単に「archive search」を加えてください。

1.4. キャッシュ

OTRS caches a lot of temporary data in `/opt/otrs/var/tmp`. Please make sure that this uses a high performance file system/storage. If you have enough RAM, you can also try to put this directory on a ramdisk like this:

```
shell> /opt/otrs/bin/otrs.Console.pl Maint::Session::DeleteAll
shell> /opt/otrs/bin/otrs.Console.pl Maint::Cache::Delete
shell> sudo mount -o size=16G -t tmpfs none /opt/otrs/var/tmp

# add persistent mount point in /etc/fstab
```

注記

Please note that this will be a non-permanent storage that will be lost on server reboot. All your sessions (if you store them in the filesystem) and your cache data will be lost.

There is also a centralized memcached based Cache backend available for purchase from OTRS Group.

2. データベース

DB発行は使用されているデータベースによって変わります。データベース管理者とデータベースがチェックのためのドキュメンテーションを研究してください。

2.1. MySQL

MySQLテーブル・タイプMyISAM(デフォルトです)を使用し、テーブルの大部分を削除したならば、あるいは可変長列(VARCHAR、BLOBあるいはTEXTカラムがあるテーブル)でテーブルに多くの変更を加えていれば、「optimize (最適化)」コマンドでデータ・ファイル(テーブル)をフラグメンテーション解消しなければいけません。

mysqldデーモンがCPU時間の多くを必要とする場合、テーブルの最適化を試みるべきです。 - チケット、ticket_historyおよび記事(下記のスクリプトを参照)。

```
shell> mysql -u user -p database
mysql> optimize table ticket;
mysql> optimize table ticket_history;
mysql> optimize table article;
```

スクリプト:データ・ベース・テーブルの最適化。

2.2. PostgreSQL

PostgreSQL is best tuned by modifying the `postgresql.conf` file in your PostgreSQL data directory. For advice on how to do this, reference the following articles:

- <http://www.revsys.com/writings/postgresql-performance.html>
- <http://varlena.com/GeneralBits/Tidbits/perf.html>
- http://varlena.com/GeneralBits/Tidbits/annotated_conf_e.html

パフォーマンスが不十分な場合、PostgreSQLパフォーマンス・メーリング・リスト(<http://www.postgresql.org/community/lists/>)に参加しそこに質問をすることを提案します。PostgreSQLリスト上の人々は非常にフレンドリーで、おそらく助けてくれることでしょう。

3. ウェブサーバ

mod_perl 2.0(<http://perl.apache.org/>)を使用すべきです。それは純粋なcgiよりはるかに速い(~ * 100)。しかし、それはより多くのRAMを必要とします。

3.1. 事前に確立しているデータベース接続

ウェブサーバのスタートアップに先んじてあらかじめデータベース接続を確立することができます。時間の節約になります(README.webserverを参照)。

3.2. プレインストールされたモジュール - startup.pl

スタートアップ・スクリプト・スクリプトscripts/apache2-perl-startup.plを使用して下さい。それはmod_perlウェブサーバ上の事前ロードされ、コンパイルされたPerlをより早くします。しかもより小さいメモリで。(README.webserverを参照)。

3.3. ディスク上で更新された時パール・モジュールをリロードします。

By default Apache::Reload is used in scripts/apache2-httpd.include.conf. Disable it and you will get 8% more speed. But remember to restart the web server if you install any modules via the OTRS Package Manager, or any values in your SysConfig or in Kernel/Config.pm. Important: this would also mean you can't use the OTRS Package Manager via the web interface, you need to use the command line variant - bin/otrs.PackageManager.pl.

3.4. 正しい戦略の選択

より大きな装置(例えば40人以上担当者または1,000枚/day以上の新しいチケット)を持っているなら、mod_perlユーザ・ガイド(<http://perl.apache.org/docs/2.0/user/index.html>)の性能についての章を読むと良いでしょう。

3.5. mod_gzip/mod_deflate

帯域幅が小さい場合は、Apache2用のmod_deflateをご利用ください。45000のHTMLページを持っているなら、mod_gzip/mod_deflateは約7000にそれを圧縮します。欠点は、これがサーバー側のロードを増加させるということです。

付録A 追加の資料

otrs.com

The OTRS website with source code, documentation and news is available at www.otrs.com. Here you can also find information about professional services and OTRS Administrator training seminars from OTRS Group, the creator of OTRS.

メーリングリスト

表A.1 メーリングリスト

Name & URL	摘要
announce@otrs.org	新しいOTRSリリースおよびセキュリティ問題に関するアナウンスのためリスト。英語で、転送量は少量です。
otrs@otrs.org	全ての関連質問および製品サポートについてのリスト。英語で、流量は中/多量です。
otrs-de@otrs.org	全ての関連質問および製品サポートについてのリスト。ドイツ語で、流量は中/多量です。
dev@otrs.org	OTRS開発者がさまざまなデザインや実装の問題を議論するリスト。英語で、流量は中程度です。

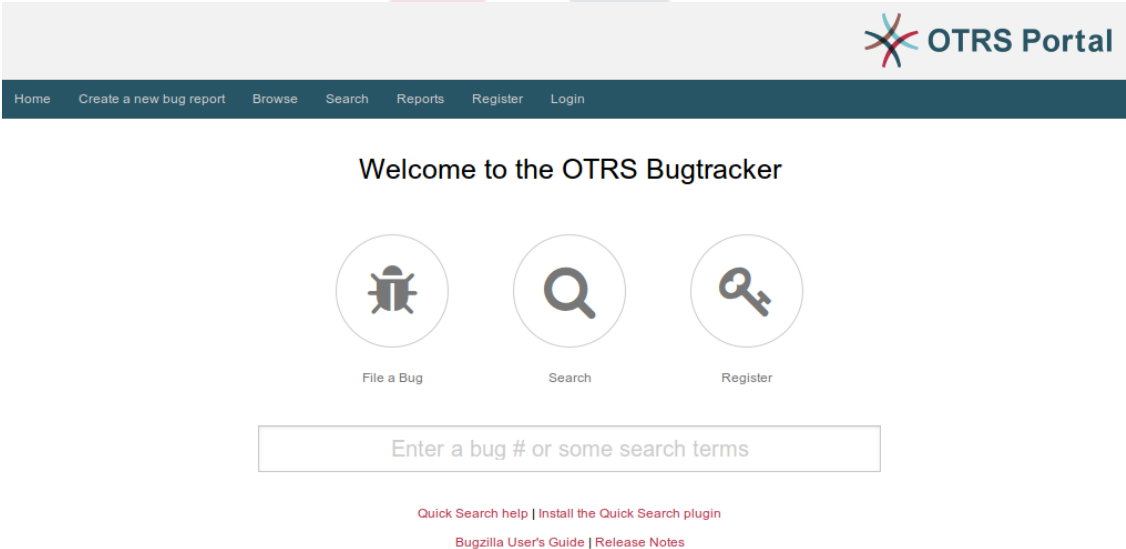
翻訳

You can help translate OTRS to your language at Transifex.

バグ・トラッキング

To report software defects, please visit <http://bugs.otrs.org/> (see figure below). Please take note of the difference between a bug and a configuration issue. Configuration issues are problems that you encounter when setting a system, or general questions regarding the use of OTRS. Bug reports should only be used for issues with the source code of OTRS or other open source OTRS modules itself. For configuration issues, you should either use the [commercial support, available from OTRS](#), or the public mailing lists.

図A.1 バグ・トラッキング・ツール



The screenshot shows the OTRS Portal header with the OTRS logo and the text "OTRS Portal". Below the header is a navigation bar with links: Home, Create a new bug report, Browse, Search, Reports, Register, Login. The main content area displays "Welcome to the OTRS Bugtracker" and three circular icons: "File a Bug" (bug icon), "Search" (magnifying glass icon), and "Register" (key icon). Below these icons is a search input field with the placeholder text "Enter a bug # or some search terms". At the bottom, there are links for "Quick Search help | Install the Quick Search plugin" and "Bugzilla User's Guide | Release Notes".

付録B 構成オプションリファレンス

1. CloudService

CloudService → CloudService::Admin::ModuleRegistration

CloudService::Admin::Module###100-SupportDataCollector

Cloud service admin module registration for the transport layer.

デフォルト値:

```
$Self->{'CloudService::Admin::Module'}->{'100-SupportDataCollector'} = {
  'ConfigDialog' => 'AdminCloudServiceSupportDataCollector',
  'Description' => 'Configure sending of support data to OTRS Group for improved
support.',
  'Icon' => 'fa fa-compass',
  'Name' => 'Support data collector'
};
```

CloudService::Admin::Module###200-SMS

Cloud service admin module registration for the transport layer.

デフォルト値:

```
$Self->{'CloudService::Admin::Module'}->{'200-SMS'} = {
  'ConfigDialog' => 'AdminCloudServiceSMS',
  'Description' => 'This will allow the system to send text messages via SMS.',
  'Icon' => 'fa fa-mobile',
  'IsOTRSBusiness' => '1',
  'Name' => 'SMS'
};
```

CloudService → Core

CloudServices::Disabled

Disables the communication between this system and OTRS Group servers that provides cloud services. If active, some functionality will be lost such as system registration, support data sending, upgrading to and use of OTRS Business Solution™, OTRS Verify™, OTRS News and product News dashboard widgets, among others.

This setting is not active by default.

デフォルト値:

```
$Self->{'CloudServices::Disabled'} = '0';
```

CloudService → Frontend::Agent::ModuleNotify

Frontend::NotifyModule###1000-CloudServicesDisabled

Defines the module to display a notification if cloud services are disabled.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'1000-CloudServicesDisabled'} = {
  'Group' => 'admin',
  'Module' => 'Kernel::Output::HTML::Notification::AgentCloudServicesDisabled'
};
```

2. Daemon

Daemon → Core::Daemon::ModuleRegistration

DaemonModules###SchedulerGenericAgentTaskManager

The daemon registration for the scheduler generic agent task manager.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DaemonModules'}->{'SchedulerGenericAgentTaskManager'} = {
  'Module' => 'Kernel::System::Daemon::DaemonModules::SchedulerGenericAgentTaskManager'
};
```

DaemonModules###SchedulerCronTaskManager

The daemon registration for the scheduler cron task manager.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DaemonModules'}->{'SchedulerCronTaskManager'} = {
  'Module' => 'Kernel::System::Daemon::DaemonModules::SchedulerCronTaskManager'
};
```

DaemonModules###SchedulerFutureTaskManager

The daemon registration for the scheduler future task manager.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DaemonModules'}->{'SchedulerFutureTaskManager'} = {
  'Module' => 'Kernel::System::Daemon::DaemonModules::SchedulerFutureTaskManager'
};
```

DaemonModules###SchedulerTaskWorker

The daemon registration for the scheduler task worker.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DaemonModules'}->{'SchedulerTaskWorker'} = {
  'Module' => 'Kernel::System::Daemon::DaemonModules::SchedulerTaskWorker'
};
```

Daemon → Core::Log

Daemon::Log::DaysToKeep

Defines the number of days to keep the daemon log files.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::Log::DaysToKeep'} = '1';
```

Daemon::Log::STDOUT

If enabled the daemon will redirect the standard output stream to a log file.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Daemon::Log::STDOUT'} = '0';
```

Daemon::Log::STDERR

If enabled the daemon will redirect the standard error stream to a log file.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Daemon::Log::STDERR'} = '1';
```

Daemon → Core::Web

Loader::Agent::CommonCSS###001-Daemon

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Agent::CommonCSS'}->{'001-Daemon'} = [
  'Core.Agent.Daemon.css'
];
```

Loader::Agent::CommonJS###001-Daemon

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Agent::CommonJS'}->{'001-Daemon'} = [
  'Core.Agent.Daemon.js'
];
```

Daemon → Daemon::SchedulerCronTaskManager::Task

Daemon::SchedulerCronTaskManager::Task###CoreCacheCleanup

Delete expired cache from core modules.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'CoreCacheCleanup'} = {
  'Function' => 'Cleanup',
  'MaximumParallelInstances' => '1',
  'Module' => 'Kernel::System::Cache',
  'Params' => [
    'Expired',
    '1'
  ],
  'Schedule' => '20 0 * * 0',
  'TaskName' => 'CoreCacheCleanup'
};
```

Daemon::SchedulerCronTaskManager::Task###WebUploadCacheCleanup

Delete expired upload cache hourly.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'WebUploadCacheCleanup'} = {
  'Function' => 'FormIDCleanup',
  'MaximumParallelInstances' => '1',
  'Module' => 'Kernel::System::Web::UploadCache',
  'Params' => [],
  'Schedule' => '46 * * * *',
  'TaskName' => 'WebUploadCacheCleanup'
};
```

Daemon::SchedulerCronTaskManager::Task###LoaderCacheDelete

Delete expired loader cache weekly (Sunday mornings).

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'LoaderCacheDelete'} = {
  'Function' => 'CacheDelete',
  'MaximumParallelInstances' => '1',
  'Module' => 'Kernel::System::Loader',
  'Params' => [],
  'Schedule' => '30 0 * * 0',
  'TaskName' => 'LoaderCacheDelete'
};
```

Daemon::SchedulerCronTaskManager::Task###FetchMail

Fetch emails via fetchmail.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'FetchMail'} = {
  'Function' => 'Fetch',
  'MaximumParallelInstances' => '1',
  'Module' => 'Kernel::System::FetchMail',
  'Params' => [],
  'Schedule' => '* /5 * * * *',
  'TaskName' => 'FetchMail'
};
```

Daemon::SchedulerCronTaskManager::Task###FetchMailSSL

Fetch emails via fetchmail (using SSL).

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'FetchMailSSL'} = {
  'Function' => 'Fetch',
  'MaximumParallelInstances' => '1',
  'Module' => 'Kernel::System::FetchMail',
  'Params' => [
    'SSL',
    '1'
  ],
  'Schedule' => '* /5 * * * *',
  'TaskName' => 'FetchMailSSL'
};
```

Daemon::SchedulerCronTaskManager::Task###GenerateDashboardStats

Generate dashboard statistics.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'GenerateDashboardStats'} = {
  'Function' => 'Execute',
  'MaximumParallelInstances' => '1',
  'Module' => 'Kernel::System::Console::Command::Maint::Stats::Dashboard::Generate',
  'Params' => [],
  'Schedule' => '5 * * * *',
  'TaskName' => 'GenerateDashboardStats'
};
```

Daemon::SchedulerCronTaskManager::Task###EscalationCheck

Triggers ticket escalation events and notification events for escalation.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'EscalationCheck'} = {
  'Function' => 'Execute',
```

```
'MaximumParallelInstances' => '1',
'Module' => 'Kernel::System::Console::Command::Maint::Ticket::EscalationCheck',
'Params' => [],
'Schedule' => '*/*5 * * * *',
'TaskName' => 'EscalationCheck'
};
```

Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck

Process pending tickets.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'TicketPendingCheck'} = {
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
'Module' => 'Kernel::System::Console::Command::Maint::Ticket::PendingCheck',
'Params' => [],
'Schedule' => '45 */2 * * *',
'TaskName' => 'TicketPendingCheck'
};
```

Daemon::SchedulerCronTaskManager::Task###SpoolMailsReprocess

Reprocess mails from spool directory that could not be imported in the first place.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'SpoolMailsReprocess'} = {
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
'Module' =>
'Kernel::System::Console::Command::Maint::PostMaster::SpoolMailsReprocess',
'Params' => [],
'Schedule' => '10 0 * * *',
'TaskName' => 'SpoolMailsReprocess'
};
```

Daemon::SchedulerCronTaskManager::Task###MailAccountFetch

Fetch incoming emails from configured mail accounts.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'MailAccountFetch'} = {
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
'Module' => 'Kernel::System::Console::Command::Maint::PostMaster::MailAccountFetch',
'Params' => [],
'Schedule' => '*/*10 * * * *',
'TaskName' => 'MailAccountFetch'
};
```

Daemon::SchedulerCronTaskManager::Task###TicketAcceleratorRebuild

Rebuild the ticket index for AgentTicketQueue.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'TicketAcceleratorRebuild'} = {
'Function' => 'TicketAcceleratorRebuild',
'MaximumParallelInstances' => '1',
'Module' => 'Kernel::System::Ticket',
'Params' => [],
'Schedule' => '01 01 * * *',
'TaskName' => 'TicketAcceleratorRebuild'
};
```

Daemon::SchedulerCronTaskManager::Task###SessionDeleteExpired

Delete expired sessions.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'SessionDeleteExpired'} = {
```



```
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
'Module' => 'Kernel::System::Console::Command::Maint::Session::DeleteExpired',
'Params' => [],
'Schedule' => '55 */2 * * *',
'TaskName' => 'SessionDeleteExpired'
};
```

Daemon::SchedulerCronTaskManager::Task###TicketUnlockTimeout

Unlock tickets that are past their unlock timeout.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'TicketUnlockTimeout'} = {
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
'Module' => 'Kernel::System::Console::Command::Maint::Ticket::UnlockTimeout',
'Params' => [],
'Schedule' => '35 * * * *',
'TaskName' => 'TicketUnlockTimeout'
};
```

Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIMECertificates

Renew existing SMIME certificates from customer backend. Note: SMIME and SMIME::FetchFromCustomer needs to be active in SysConfig and customer backend needs to be configured to fetch UserSMIMECertificate attribute.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'RenewCustomerSMIMECertificates'} =
{
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
'Module' =>
'Kernel::System::Console::Command::Maint::SMIME::CustomerCertificate::Renew',
'Params' => [],
'Schedule' => '02 02 * * *',
'TaskName' => 'RenewCustomerSMIMECertificates'
};
```

Daemon::SchedulerCronTaskManager::Task###Custom1

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'Custom1'} = {
'Function' => '',
'MaximumParallelInstances' => '1',
'Module' => '',
'Params' => [],
'Schedule' => '* * * * *',
'TaskName' => 'Custom1'
};
```

Daemon::SchedulerCronTaskManager::Task###Custom2

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'Custom2'} = {
'Function' => '',
'MaximumParallelInstances' => '1',
'Module' => '',
'Params' => [],
'Schedule' => '* * * * *',
};
```

```
'TaskName' => 'Custom2'
};
```

Daemon::SchedulerCronTaskManager::Task###Custom3

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'Custom3'} = {
  'Function' => '',
  'MaximumParallelInstances' => '1',
  'Module' => '',
  'Params' => [],
  'Schedule' => '* * * * *',
  'TaskName' => 'Custom3'
};
```

Daemon::SchedulerCronTaskManager::Task###Custom4

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'Custom4'} = {
  'Function' => '',
  'MaximumParallelInstances' => '1',
  'Module' => '',
  'Params' => [],
  'Schedule' => '* * * * *',
  'TaskName' => 'Custom4'
};
```

Daemon::SchedulerCronTaskManager::Task###Custom5

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'Custom5'} = {
  'Function' => '',
  'MaximumParallelInstances' => '1',
  'Module' => '',
  'Params' => [],
  'Schedule' => '* * * * *',
  'TaskName' => 'Custom5'
};
```

Daemon::SchedulerCronTaskManager::Task###Custom6

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'Custom6'} = {
  'Function' => '',
  'MaximumParallelInstances' => '1',
  'Module' => '',
  'Params' => [],
  'Schedule' => '* * * * *',
  'TaskName' => 'Custom6'
};
```

Daemon::SchedulerCronTaskManager::Task###Custom7

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'Custom7'} = {
  'Function' => '',
  'MaximumParallelInstances' => '1',
  'Module' => '',
  'Params' => [],
  'Schedule' => '* * * * *',
  'TaskName' => 'Custom7'
};
```

Daemon::SchedulerCronTaskManager::Task###Custom8

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'Custom8'} = {
  'Function' => '',
  'MaximumParallelInstances' => '1',
  'Module' => '',
  'Params' => [],
  'Schedule' => '* * * * *',
  'TaskName' => 'Custom8'
};
```

Daemon::SchedulerCronTaskManager::Task###Custom9

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'Custom9'} = {
  'Function' => '',
  'MaximumParallelInstances' => '1',
  'Module' => '',
  'Params' => [],
  'Schedule' => '* * * * *',
  'TaskName' => 'Custom9'
};
```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1

Run file based generic agent jobs (Note: module name need needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'GenericAgentFile1'} = {
  'Function' => 'Execute',
  'MaximumParallelInstances' => '1',
  'Module' => 'Kernel::System::Console::Command::Maint::GenericAgent::Run',
  'Params' => [
    '--configuration-module',
    '<ModuleName>'
  ],
  'Schedule' => '* / 20 * * * *',
  'TaskName' => 'GenericAgentFile1'
};
```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile2

Run file based generic agent jobs (Note: module name need needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'GenericAgentFile2'} = {  
  'Function' => 'Execute',  
  'MaximumParallelInstances' => '1',  
  'Module' => 'Kernel::System::Console::Command::Maint::GenericAgent::Run',  
  'Params' => [  
    '--configuration-module',  
    '<ModuleName>'  
  ],  
  'Schedule' => '*/*20 * * * *',  
  'TaskName' => 'GenericAgentFile2'  
};
```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile3

Run file based generic agent jobs (Note: module name need needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'GenericAgentFile3'} = {  
  'Function' => 'Execute',  
  'MaximumParallelInstances' => '1',  
  'Module' => 'Kernel::System::Console::Command::Maint::GenericAgent::Run',  
  'Params' => [  
    '--configuration-module',  
    '<ModuleName>'  
  ],  
  'Schedule' => '*/*20 * * * *',  
  'TaskName' => 'GenericAgentFile3'  
};
```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile4

Run file based generic agent jobs (Note: module name need needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'GenericAgentFile4'} = {  
  'Function' => 'Execute',  
  'MaximumParallelInstances' => '1',  
  'Module' => 'Kernel::System::Console::Command::Maint::GenericAgent::Run',  
  'Params' => [  
    '--configuration-module',  
    '<ModuleName>'  
  ],  
  'Schedule' => '*/*20 * * * *',  
  'TaskName' => 'GenericAgentFile4'  
};
```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5

Run file based generic agent jobs (Note: module name need needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'GenericAgentFile5'} = {  
  'Function' => 'Execute',  
  'MaximumParallelInstances' => '1',  
  'Module' => 'Kernel::System::Console::Command::Maint::GenericAgent::Run',  
  'Params' => [  
    '--configuration-module',  
    '<ModuleName>'  
  ],  
  'Schedule' => '*/*20 * * * *',  
  'TaskName' => 'GenericAgentFile5'  
};
```

```
'--configuration-module',
'<ModuleName>'
],
'Schedule' => '*/*20 * * * *',
'TaskName' => 'GenericAgentFile5'
};
```

Daemon::SchedulerCronTaskManager::Task###RegistrationUpdateSend

Sends registration information to OTRS group.

This setting can not be changed.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'RegistrationUpdateSend'} = {
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
'Module' => 'Kernel::System::Console::Command::Maint::Registration::UpdateSend',
'Params' => [],
'Schedule' => '30 * * * *',
'TaskName' => 'RegistrationUpdateSend'
};
```

Daemon::SchedulerCronTaskManager::Task###SupportDataCollectAsynchronous

Collect support data for asynchronous plug-in modules.

This setting can not be changed.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'SupportDataCollectAsynchronous'} =
{
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
'Module' =>
'Kernel::System::Console::Command::Maint::SupportData::CollectAsynchronous',
'Params' => [],
'Schedule' => '1 * * * *',
'TaskName' => 'SupportDataCollectAsynchronous'
};
```

Daemon::SchedulerCronTaskManager::Task###OTRSBusinessEntitlementCheck

Checks the entitlement status of OTRS Business Solution™.

This setting can not be changed.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'OTRSBusinessEntitlementCheck'} =
{
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
'Module' => 'Kernel::System::Console::Command::Maint::OTRSBusiness::EntitlementCheck',
'Params' => [],
'Schedule' => '25,45 */1 * * *',
'TaskName' => 'OTRSBusinessEntitlementCheck'
};
```

Daemon::SchedulerCronTaskManager::Task###OTRSBusinessAvailabilityCheck

Checks the availability of OTRS Business Solution™ for this system.

This setting can not be changed.

デフォルト値:

```
$Self->{'Daemon::SchedulerCronTaskManager::Task'}->{'OTRSBusinessAvailabilityCheck'} =
{
'Function' => 'Execute',
'MaximumParallelInstances' => '1',
```

```
'Module' =>
'Kernel::System::Console::Command::Maint::OTRSBusiness::AvailabilityCheck',
'Params' => [],
'Schedule' => '15,35,55 */1 * * *',
'TaskName' => 'OTRSBusinessAvailabilityCheck'
};
```

Daemon → Daemon::SchedulerGenericAgentTaskManager

Daemon::SchedulerGenericAgentTaskManager::TicketLimit

Defines the maximum number of affected tickets per job.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Daemon::SchedulerGenericAgentTaskManager::TicketLimit'} = '4000';
```

Daemon::SchedulerGenericAgentTaskManager::SleepTime

Defines a sleep time in microseconds between tickets while they are been processed by a job.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Daemon::SchedulerGenericAgentTaskManager::SleepTime'} = '0';
```

Daemon → Daemon::SchedulerGenericInterfaceTaskManager

Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff

Defines the default the number of seconds (from current time) to re-schedule a generic interface failed task.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff'} = '300';
```

Daemon → Daemon::SchedulerTaskWorker

Daemon::SchedulerTaskWorker::MaximumWorkers

Defines the maximum number of tasks to be executed as the same time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Daemon::SchedulerTaskWorker::MaximumWorkers'} = '5';
```

Daemon::SchedulerTaskWorker::NotificationRecipientEmail

Specifies the email addresses to get notification messages from scheduler tasks.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Daemon::SchedulerTaskWorker::NotificationRecipientEmail'} = 'root@localhost';
```

Daemon → Frontend::Admin::ModuleRegistration

Frontend::Module###AgentDaemonInfo

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentDaemonInfo'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Title' => 'Shows information on how to start OTRS Daemon'
};
```

Daemon → Frontend::Agent::ModuleNotify

Frontend::NotifyModule###8000-Daemon-Check

Defines the module to display a notification in the agent interface if the OTRS Daemon is not running.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'8000-Daemon-Check'} = {
  'Module' => 'Kernel::Output::HTML::Notification::DaemonCheck'
};
```

3. DynamicFields

DynamicFields → DynamicFields::Driver::Registration

DynamicFields::Driver###Text

DynamicField backend registration.

デフォルト値:

```
$Self->{'DynamicFields::Driver'}->{'Text'} = {
  'ConfigDialog' => 'AdminDynamicFieldText',
  'DisplayName' => 'Text',
  'Module' => 'Kernel::System::DynamicField::Driver::Text'
};
```

DynamicFields::Driver###TextArea

DynamicField backend registration.

デフォルト値:

```
$Self->{'DynamicFields::Driver'}->{'TextArea'} = {
  'ConfigDialog' => 'AdminDynamicFieldText',
  'DisplayName' => 'Textarea',
  'Module' => 'Kernel::System::DynamicField::Driver::TextArea'
};
```

DynamicFields::Driver###Checkbox

DynamicField backend registration.

デフォルト値:

```
$Self->{'DynamicFields::Driver'}->{'Checkbox'} = {
  'ConfigDialog' => 'AdminDynamicFieldCheckbox',
  'DisplayName' => 'Checkbox',
  'Module' => 'Kernel::System::DynamicField::Driver::Checkbox'
};
```

DynamicFields::Driver###Dropdown

DynamicField backend registration.

デフォルト値:

```
$Self->{'DynamicFields::Driver'}->{'Dropdown'} = {
  'ConfigDialog' => 'AdminDynamicFieldDropdown',
};
```

```
'DisplayName' => 'Dropdown',
'Module' => 'Kernel::System::DynamicField::Driver::Dropdown'
};
```

DynamicFields::Driver###DateTime

DynamicField backend registration.

デフォルト値:

```
$Self->{'DynamicFields::Driver'}->{'DateTime'} = {
  'ConfigDialog' => 'AdminDynamicFieldDateTime',
  'DisplayName' => 'Date / Time',
  'Module' => 'Kernel::System::DynamicField::Driver::DateTime'
};
```

DynamicFields::Driver###Date

DynamicField backend registration.

デフォルト値:

```
$Self->{'DynamicFields::Driver'}->{'Date'} = {
  'ConfigDialog' => 'AdminDynamicFieldDateTime',
  'DisplayName' => 'Date',
  'Module' => 'Kernel::System::DynamicField::Driver::Date'
};
```

DynamicFields::Driver###Multiselect

DynamicField backend registration.

デフォルト値:

```
$Self->{'DynamicFields::Driver'}->{'Multiselect'} = {
  'ConfigDialog' => 'AdminDynamicFieldMultiselect',
  'DisplayName' => 'Multiselect',
  'ItemSeparator' => ', ',
  'Module' => 'Kernel::System::DynamicField::Driver::Multiselect'
};
```

DynamicFields → DynamicFields::ObjectType::Registration

DynamicFields::ObjectType###CustomerCompany

DynamicField object registration.

デフォルト値:

```
$Self->{'DynamicFields::ObjectType'}->{'CustomerCompany'} = {
  'DisplayName' => 'Customer',
  'Module' => 'Kernel::System::DynamicField::ObjectType::CustomerCompany',
  'Prio' => '120',
  'UseObjectName' => '1'
};
```

DynamicFields::ObjectType###CustomerUser

DynamicField object registration.

デフォルト値:

```
$Self->{'DynamicFields::ObjectType'}->{'CustomerUser'} = {
  'DisplayName' => 'Customer User',
  'Module' => 'Kernel::System::DynamicField::ObjectType::CustomerUser',
  'Prio' => '130',
  'UseObjectName' => '1'
};
```

DynamicFields::ObjectType###Article

DynamicField object registration.

デフォルト値:


```
$Self->{'DynamicFields::ObjectType'}->{'Article'} = {
  'DisplayName' => 'Article',
  'Module' => 'Kernel::System::DynamicField::ObjectType::Article',
  'Prio' => '110'
};
```

DynamicFields::ObjectType###Ticket

DynamicField object registration.

デフォルト値:

```
$Self->{'DynamicFields::ObjectType'}->{'Ticket'} = {
  'DisplayName' => 'Ticket',
  'Module' => 'Kernel::System::DynamicField::ObjectType::Ticket',
  'Prio' => '100'
};
```

DynamicFields → Frontend::Admin::ModuleRegistration

Frontend::Module###AdminDynamicField

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminDynamicField'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.DynamicField.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.DynamicField.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage dynamic fields.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Dynamic Fields',
    'Prio' => '1000'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Dynamic Fields GUI'
};
```

Frontend::Module###AdminDynamicFieldText

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminDynamicFieldText'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.DynamicField.js',
      'Core.Agent.Admin.DynamicFieldText.js'
    ]
  },
  'Title' => 'Dynamic Fields Text Backend GUI'
};
```

Frontend::Module###AdminDynamicFieldCheckbox

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminDynamicFieldCheckbox'} = {  
  'Description' => 'This module is part of the admin area of OTRS.',  
  'Group' => [  
    'admin'  
  ],  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.Admin.DynamicField.js',  
      'Core.Agent.Admin.DynamicFieldCheckbox.js'  
    ]  
  },  
  'Title' => 'Dynamic Fields Checkbox Backend GUI'  
};
```

Frontend::Module###AdminDynamicFieldDropdown

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminDynamicFieldDropdown'} = {  
  'Description' => 'This module is part of the admin area of OTRS.',  
  'Group' => [  
    'admin'  
  ],  
  'Loader' => {  
    'CSS' => [  
      'Core.Agent.Admin.DynamicField.css'  
    ],  
    'JavaScript' => [  
      'Core.Agent.Admin.DynamicField.js',  
      'Core.Agent.Admin.DynamicFieldDropdown.js'  
    ]  
  },  
  'Title' => 'Dynamic Fields Drop-down Backend GUI'  
};
```

Frontend::Module###AdminDynamicFieldDateTime

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminDynamicFieldDateTime'} = {  
  'Description' => 'This module is part of the admin area of OTRS.',  
  'Group' => [  
    'admin'  
  ],  
  'Loader' => {  
    'CSS' => [  
      'Core.Agent.Admin.DynamicField.css'  
    ],  
    'JavaScript' => [  
      'Core.Agent.Admin.DynamicField.js',  
      'Core.Agent.Admin.DynamicFieldDateTime.js'  
    ]  
  },  
  'Title' => 'Dynamic Fields Date Time Backend GUI'  
};
```

Frontend::Module###AdminDynamicFieldMultiselect

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminDynamicFieldMultiselect'} = {  
  'Description' => 'This module is part of the admin area of OTRS.',  
  'Group' => [  
    'admin'  
  ],  
};
```

```
'Loader' => {
  'CSS' => [
    'Core.Agent.Admin.DynamicField.css'
  ],
  'JavaScript' => [
    'Core.Agent.Admin.DynamicField.js',
    'Core.Agent.Admin.DynamicFieldMultiselect.js'
  ]
},
'Title' => 'Dynamic Fields Multiselect Backend GUI'
};
```

DynamicFields → Frontend::Agent::Preferences

PreferencesGroups###DynamicField

Defines the config parameters of this item, to be shown in the preferences view.

This setting is not active by default.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'DynamicField'} = {
  'Active' => '1',
  'Block' => 'Input',
  'Column' => 'Other Settings',
  'Data' => "[% Env('UserDynamicField_NameX') %]",
  'Key' => 'Default value for NameX',
  'Label' => 'NameX',
  'Module' => 'Kernel::Output::HTML::Preferences::Generic',
  'PrefKey' => 'UserDynamicField_NameX',
  'Prio' => '7000'
};
```

PreferencesGroups###DynamicFieldsOverviewPageShown

Parameters for the pages (in which the dynamic fields are shown) of the dynamic fields overview.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'DynamicFieldsOverviewPageShown'} = {
  'Active' => '0',
  'Column' => 'Other Settings',
  'Data' => {
    '10' => '10',
    '15' => '15',
    '20' => '20',
    '25' => '25',
    '30' => '30',
    '35' => '35'
  },
  'DataSelected' => '25',
  'Key' => 'Dynamic fields limit per page for Dynamic Fields Overview',
  'Label' => 'Dynamic Fields Overview Limit',
  'Module' => 'Kernel::Output::HTML::Preferences::Generic',
  'PrefKey' => 'AdminDynamicFieldsOverviewPageShown',
  'Prio' => '8000'
};
```

4. Framework

Framework → Core

SecureMode

Disables the web installer (<http://yourhost.example.com/otrs/installer.pl>), to prevent the system from being hijacked. If set to "No", the system can be reinstalled and the current basic configuration will be used to pre-populate the questions within the

installer script. If not active, it also disables the GenericAgent, PackageManager and SQL Box.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SecureMode'} = '0';
```

Frontend::DebugMode

Enables or disables the debug mode over frontend interface.

デフォルト値:

```
$Self->{'Frontend::DebugMode'} = '0';
```

Frontend::AjaxDebug

Delivers extended debugging information in the frontend in case any AJAX errors occur, if enabled.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::AjaxDebug'} = '0';
```

Frontend::TemplateCache

Enables or disables the caching for templates. **WARNING: Do NOT disable template caching for production environments for it will cause a massive performance drop! This setting should only be disabled for debugging reasons!**

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::TemplateCache'} = '1';
```

ConfigLevel

Sets the configuration level of the administrator. Depending on the config level, some sysconfig options will be not shown. The config levels are in ascending order: Expert, Advanced, Beginner. The higher the config level is (e.g. Beginner is the highest), the less likely is it that the user can accidentally configure the system in a way that it is not usable any more.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ConfigLevel'} = '100';
```

ConfigImportAllowed

Controls if the admin is allowed to import a saved system configuration in SysConfig.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ConfigImportAllowed'} = '1';
```

ProductName

Defines the name of the application, shown in the web interface, tabs and title bar of the web browser.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ProductName'} = 'OTRS 6';
```

SystemID

Defines the system identifier. Every ticket number and http session string contains this ID. This ensures that only tickets which belong to your system will be processed as follow-ups (useful when communicating between two instances of OTRS).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SystemID'} = '10';
```

FQDN

Defines the fully qualified domain name of the system. This setting is used as a variable, OTRS_CONFIG_FQDN which is found in all forms of messaging used by the application, to build links to the tickets within your system.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'FQDN'} = 'yourhost.example.com';
```

SupportDataCollector::HTTPHostname

Defines the HTTP hostname for the support data collection with the public module 'PublicSupportDataCollector' (e.g. used from the OTRS Daemon).

This setting is not active by default.

デフォルト値:

```
$Self->{'SupportDataCollector::HTTPHostname'} = '';
```

NodeID

Defines the cluster node identifier. This is only used in cluster configurations where there is more than one OTRS frontend system. Note: only values from 1 to 99 are allowed.

This setting is not active by default.

デフォルト値:

```
$Self->{'NodeID'} = '1';
```

HttpType

Defines the type of protocol, used by the web server, to serve the application. If https protocol will be used instead of plain http, it must be specified here. Since this has no affect on the web server's settings or behavior, it will not change the method of access to the application and, if it is wrong, it will not prevent you from logging into the application. This setting is only used as a variable, OTRS_CONFIG_HttpType which is found in all forms of messaging used by the application, to build links to the tickets within your system.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'HttpType'} = 'http';
```

ScriptAlias

Sets the prefix to the scripts folder on the server, as configured on the web server. This setting is used as a variable, OTRS_CONFIG_ScriptAlias which is found in all forms of messaging used by the application, to build links to the tickets within the system.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ScriptAlias'} = 'otrs/';
```

AdminEmail

Defines the system administrator's email address. It will be displayed in the error screens of the application.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'AdminEmail'} = 'admin@example.com';
```

Organization

Company name which will be included in outgoing emails as an X-Header.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Organization'} = 'Example Company';
```

DefaultLanguage

Defines the default front-end language. All the possible values are determined by the available language files on the system (see the next setting).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DefaultLanguage'} = 'en';
```

DefaultUsedLanguages

Defines all the languages that are available to the application. Specify only English names of languages here.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DefaultUsedLanguages'} = {  
  'ar_SA' => 'Arabic (Saudi Arabia)',  
  'bg' => 'Bulgarian',  
  'ca' => 'Catalan',  
  'cs' => 'Czech',  
  'da' => 'Danish',  
  'de' => 'German',  
  'el' => 'Greek',  
  'en' => 'English (United States)',  
  'en_CA' => 'English (Canada)',  
  'en_GB' => 'English (United Kingdom)',  
  'es' => 'Spanish',  
  'es_CO' => 'Spanish (Colombia)',  
  'es_MX' => 'Spanish (Mexico)',  
  'et' => 'Estonian',  
  'fa' => 'Persian',  
  'fi' => 'Finnish',  
  'fr' => 'French',  
  'fr_CA' => 'French (Canada)',  
  'gl' => 'Galician',  
  'he' => 'Hebrew',  
  'hi' => 'Hindi',  
  'hr' => 'Croatian',  
  'hu' => 'Hungarian',  
  'id' => 'Indonesian',
```

```
'it' => 'Italian',
'ja' => 'Japanese',
'lt' => 'Lithuanian',
'lv' => 'Latvian',
'ms' => 'Malay',
'nb_NO' => 'Norwegian',
'nl' => 'Nederlands',
'pl' => 'Polish',
'pt' => 'Portuguese',
'pt_BR' => 'Portuguese (Brasil)',
'ru' => 'Russian',
'sk_SK' => 'Slovak',
'sl' => 'Slovenian',
'sr_Cyrl' => 'Serbian Cyrillic',
'sr_Latn' => 'Serbian Latin',
'sv' => 'Swedish',
'sw' => 'Swahili',
'th_TH' => 'Thai',
'tr' => 'Turkish',
'uk' => 'Ukrainian',
'vi_VN' => 'Vietnam',
'zh_CN' => 'Chinese (Simplified)',
'zh_TW' => 'Chinese (Traditional)'
};
```

DefaultUsedLanguagesNative

Defines all the languages that are available to the application. Specify only native names of languages here.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DefaultUsedLanguagesNative'} = {
  'ar_SA' => 'العَرَبِيَّةُ',
  'bg' => 'Български',
  'ca' => 'Català',
  'cs' => 'Česky',
  'da' => 'Dansk',
  'de' => 'Deutsch',
  'el' => 'Ελληνικά',
  'en' => 'English (United States)',
  'en_CA' => 'English (Canada)',
  'en_GB' => 'English (United Kingdom)',
  'es' => 'Español',
  'es_CO' => 'Español (Colombia)',
  'es_MX' => 'Español (México)',
  'et' => 'Eesti',
  'fa' => 'فارسی',
  'fi' => 'Suomi',
  'fr' => 'Français',
  'fr_CA' => 'Français (Canada)',
  'gl' => 'Galego',
  'he' => '#####',
  'hi' => '#####',
  'hr' => 'Hrvatski',
  'hu' => 'Magyar',
  'id' => 'Bahasa Indonesia',
  'it' => 'Italiano',
  'ja' => '日本語',
  'lt' => 'Lietuvių kalba',
  'lv' => 'Latvijas',
  'ms' => 'Melayu',
  'nb_NO' => 'Norsk bokmål',
  'nl' => 'Nederlandse',
  'pl' => 'Polski',
  'pt' => 'Português',
  'pt_BR' => 'Português Brasileiro',
  'ru' => 'Русский',
  'sk_SK' => 'Slovenčina',
  'sl' => 'Slovenščina',
```

```
'sr_Cyrl' => 'Српски',  
'sr_Latn' => 'Srpski',  
'sv' => 'Svenska',  
'sw' => 'Kiswahili',  
'th_TH' => '#####',  
'tr' => 'Türkçe',  
'uk' => 'Українська',  
'vi_VN' => 'Việt Nam',  
'zh_CN' => '简体中文',  
'zh_TW' => '正體中文'  
};
```

DefaultTheme

Defines the default front-end (HTML) theme to be used by the agents and customers. If you like, you can add your own theme. Please refer the administrator manual located at <http://otrs.github.io/doc/>.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DefaultTheme'} = 'Standard';
```

DefaultTheme::HostBased

It is possible to configure different themes, for example to distinguish between agents and customers, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a valid theme on your system. Please see the example entries for the proper form of the regex.

This setting is not active by default.

デフォルト値:

```
$Self->{'DefaultTheme::HostBased'} = {  
  'host1\\.example\\.com' => 'SomeTheme1',  
  'host2\\.example\\.com' => 'SomeTheme2'  
};
```

CheckMXRecord

Makes the application check the MX record of email addresses before sending an email or submitting a telephone or email ticket.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CheckMXRecord'} = '1';
```

CheckMXRecord::Nameserver

Defines the address of a dedicated DNS server, if necessary, for the "CheckMXRecord" look-ups.

This setting is not active by default.

デフォルト値:

```
$Self->{'CheckMXRecord::Nameserver'} = 'ns.example.com';
```

CheckEmailAddresses

Makes the application check the syntax of email addresses.

This setting can not be deactivated.

デフォルト値:


```
$Self->{'CheckEmailAddresses'} = '1';
```

CheckEmailValidAddress

Defines a regular expression that excludes some addresses from the syntax check (if "CheckEmailAddresses" is set to "Yes"). Please enter a regex in this field for email addresses, that aren't syntactically valid, but are necessary for the system (i.e. "root@localhost").

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CheckEmailValidAddress'} = '^(root@localhost|admin@localhost)$';
```

CheckEmailInvalidAddress

Defines a regular expression that filters all email addresses that should not be used in the application.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CheckEmailInvalidAddress'} = '@(example)\.\.(\.|\.)$';
```

CGILogPrefix

Specifies the text that should appear in the log file to denote a CGI script entry.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CGILogPrefix'} = 'OTRS-CGI';
```

DemoSystem

Runs the system in "Demo" mode. If set to "Yes", agents can change preferences, such as selection of language and theme via the agent web interface. These changes are only valid for the current session. It will not be possible for agents to change their passwords.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DemoSystem'} = '0';
```

OutOfOfficeMessageTemplate

Defines out of office message template. Two string parameters (%s) available: end date and number of days left.

デフォルト値:

```
$Self->{'OutOfOfficeMessageTemplate'} = '*** out of office until %s (%s d left) ***';
```

SwitchToUser

Allows the administrators to login as other users, via the users administration panel.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SwitchToUser'} = '0';
```

SwitchToCustomer

Allows the administrators to login as other customers, via the customer user administration panel.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SwitchToCustomer'} = '0';
```

SwitchToCustomer::PermissionGroup

Specifies the group where the user needs rw permissions so that he can access the "SwitchToCustomer" feature.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SwitchToCustomer::PermissionGroup'} = 'admin';
```

NotificationSenderName

Specifies the name that should be used by the application when sending notifications. The sender name is used to build the complete display name for the notification master (i.e. "OTRS Notifications" otrs@your.example.com).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'NotificationSenderName'} = 'OTRS Notifications';
```

NotificationSenderEmail

Specifies the email address that should be used by the application when sending notifications. The email address is used to build the complete display name for the notification master (i.e. "OTRS Notifications" otrs@your.example.com). You can use the OTRS_CONFIG_FQDN variable as set in your configuration, or choose another email address.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'NotificationSenderEmail'} = 'otrs@<OTRS_CONFIG_FQDN>';
```

System::Customer::Permission

Defines the standard permissions available for customers within the application. If more permissions are needed, you can enter them here. Permissions must be hard coded to be effective. Please ensure, when adding any of the afore mentioned permissions, that the "rw" permission remains the last entry.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'System::Customer::Permission'} = [  
  'ro',  
  'rw'  
];
```

LanguageDebug

Debugs the translation set. If this is set to "Yes" all strings (text) without translations are written to STDERR. This can be helpful when you are creating a new translation file. Otherwise, this option should remain set to "No".

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LanguageDebug'} = '0';
```

Secure::DisableBanner

If enabled, the OTRS version tag will be removed from the Webinterface, the HTTP headers and the X-Headers of outgoing mails.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Secure::DisableBanner'} = '0';
```

Framework → Core::Cache

Cache::Module

Selects the cache backend to use.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Cache::Module'} = 'Kernel::System::Cache::FileStorable';
```

Cache::InMemory

Should the cache data be held in memory?

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Cache::InMemory'} = '1';
```

Cache::InBackend

Should the cache data be stored in the selected cache backend?

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Cache::InBackend'} = '1';
```

Cache::SubdirLevels

Specify how many sub directory levels to use when creating cache files. This should prevent too many cache files being in one directory.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Cache::SubdirLevels'} = '2';
```

Framework → Core::CustomerCompany

CustomerCompany::EventModulePost###2000-UpdateCustomerUsers

Event module that updates customer users after an update of the Customer.

デフォルト値:

```
$Self->{'CustomerCompany::EventModulePost'}->{'2000-UpdateCustomerUsers'} = {
  'Event' => 'CustomerCompanyUpdate',
  'Module' => 'Kernel::System::CustomerCompany::Event::CustomerUserUpdate',
  'Transaction' => '0'
};
```

CustomerCompany::EventModulePost###2100-UpdateDynamicFieldName

Event module that updates customer company object name for dynamic fields.

デフォルト値:

```
$Self->{'CustomerCompany::EventModulePost'}->{'2100-UpdateDynamicFieldObjectName'} = {
  'Event' => 'CustomerCompanyUpdate',
  'Module' => 'Kernel::System::CustomerCompany::Event::DynamicFieldObjectNameUpdate',
  'Transaction' => '0'
};
```

Framework → Core::CustomerUser

CustomerUser::EventModulePost###2100-UpdateSearchProfiles

Event module that updates customer user search profiles if login changes.

デフォルト値:

```
$Self->{'CustomerUser::EventModulePost'}->{'2100-UpdateSearchProfiles'} = {
  'Event' => 'CustomerUserUpdate',
  'Module' => 'Kernel::System::CustomerUser::Event::SearchProfileUpdate',
  'Transaction' => '0'
};
```

CustomerUser::EventModulePost###2200-UpdateServiceMembership

Event module that updates customer user service membership if login changes.

デフォルト値:

```
$Self->{'CustomerUser::EventModulePost'}->{'2200-UpdateServiceMembership'} = {
  'Event' => 'CustomerUserUpdate',
  'Module' => 'Kernel::System::CustomerUser::Event::ServiceMemberUpdate',
  'Transaction' => '0'
};
```

CustomerUser::EventModulePost###2000-UpdateDynamicFieldObjectName

Event module that updates customer user object name for dynamic fields.

デフォルト値:

```
$Self->{'CustomerUser::EventModulePost'}->{'2000-UpdateDynamicFieldObjectName'} = {
  'Event' => 'CustomerUserUpdate',
  'Module' => 'Kernel::System::CustomerUser::Event::DynamicFieldObjectNameUpdate',
  'Transaction' => '0'
};
```

Framework → Core::Fetchmail

Fetchmail::Bin

Defines the fall-back path to open fetchmail binary. Note: The name of the binary needs to be 'fetchmail', if it is different please use a symbolic link.

This setting is not active by default.

デフォルト値:

```
$Self->{'Fetchmail::Bin'} = '/usr/bin/fetchmail';
```

Framework → Core::LinkObject

LinkObject::ViewMode

Determines the way the linked objects are displayed in each zoom mask.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LinkObject::ViewMode'} = 'Simple';
```

LinkObject::Type###Normal

Defines the link type 'Normal'. If the source name and the target name contain the same value, the resulting link is a non-directional one; otherwise, the result is a directional link.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LinkObject::Type'}->{'Normal'} = {
  'SourceName' => 'Normal',
  'TargetName' => 'Normal'
};
```

LinkObject::Type###ParentChild

Defines the link type 'ParentChild'. If the source name and the target name contain the same value, the resulting link is a non-directional one; otherwise, the result is a directional link.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LinkObject::Type'}->{'ParentChild'} = {
  'SourceName' => 'Parent',
  'TargetName' => 'Child'
};
```

LinkObject::TypeGroup###0001

Defines the link type groups. The link types of the same group cancel one another. Example: If ticket A is linked per a 'Normal' link with ticket B, then these tickets could not be additionally linked with link of a 'ParentChild' relationship.

デフォルト値:

```
$Self->{'LinkObject::TypeGroup'}->{'0001'} = [
  'Normal',
  'ParentChild'
];
```

Framework → Core::Log

LogModule

Defines the log module for the system. "File" writes all messages in a given logfile, "SysLog" uses the syslog daemon of the system, e.g. syslogd.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LogModule'} = 'Kernel::System::Log::SysLog';
```

LogModule::SysLog::Facility

If "SysLog" was selected for LogModule, a special log facility can be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LogModule::SysLog::Facility'} = 'user';
```

LogModule::SysLog::Charset

If "SysLog" was selected for LogModule, the charset that should be used for logging can be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LogModule::SysLog::Charset'} = 'utf-8';
```

LogModule::LogFile

If "file" was selected for LogModule, a logfile must be specified. If the file doesn't exist, it will be created by the system.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LogModule::LogFile'} = '/tmp/otrs.log';
```

LogModule::LogFile::Date

Adds a suffix with the actual year and month to the OTRS log file. A logfile for every month will be created.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LogModule::LogFile::Date'} = '0';
```

MinimumLogLevel

Set minimum loglevel. If you select 'error', just errors are logged. With 'debug' you get all logging messages.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'MinimumLogLevel'} = 'error';
```

Framework → Core::MIME-Viewer

MIME-Viewer###application/excel

Specifies the path to the converter that allows the view of Microsoft Excel files, in the web interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'MIME-Viewer'}->{'application/excel'} = 'xlhtml';
```

MIME-Viewer###application/msword

Specifies the path to the converter that allows the view of Microsoft Word files, in the web interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'MIME-Viewer'}->{'application/msword'} = 'wvWare';
```

MIME-Viewer###application/pdf

Specifies the path to the converter that allows the view of PDF documents, in the web interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'MIME-Viewer'}->{'application/pdf'} = 'pdftohtml -stdout -i';
```

MIME-Viewer###text/xml

Specifies the path to the converter that allows the view of XML files, in the web interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'MIME-Viewer'}->{'text/xml'} = '<OTRS_CONFIG_Home>/scripts/tools/xml2html.pl';
```

Framework → Core::MirrorDB

Core::MirrorDB::DSN

OTRS can use one or more readonly mirror databases for expensive operations like fulltext search or statistics generation. Here you can specify the DSN for the first mirror database.

This setting is not active by default.

デフォルト値:

```
$Self->{'Core::MirrorDB::DSN'} = 'DBI:mysql:database=mirrordb;host=mirrordbhost';
```

Core::MirrorDB::User

Specify the username to authenticate for the first mirror database.

This setting is not active by default.

デフォルト値:

```
$Self->{'Core::MirrorDB::User'} = 'some_user';
```

Core::MirrorDB::Password

Specify the password to authenticate for the first mirror database.

This setting is not active by default.

デフォルト値:

```
$Self->{'Core::MirrorDB::Password'} = 'some_password';
```

Core::MirrorDB::AdditionalMirrors###1

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

デフォルト値:

```
$Self->{'Core::MirrorDB::AdditionalMirrors'}->{'1'} = {  
  'DSN' => 'DBI:mysql:database=mirrordb;host=mirrordbhost',  
  'Password' => 'some_password',  
  'User' => 'some_user'  
};
```

Core::MirrorDB::AdditionalMirrors###2

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

デフォルト値:

```
$Self->{'Core::MirrorDB::AdditionalMirrors'}->{'2'} = {  
  'DSN' => 'DBI:mysql:database=mirrordb;host=mirrordbhost',  
  'Password' => 'some_password',  
  'User' => 'some_user'  
};
```

Core::MirrorDB::AdditionalMirrors###3

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

デフォルト値:

```
$Self->{'Core::MirrorDB::AdditionalMirrors'}->{'3'} = {
  'DSN' => 'DBI:mysql:database=mirrordb;host=mirrordbhost',
  'Password' => 'some_password',
  'User' => 'some_user'
};
```

Core::MirrorDB::AdditionalMirrors###4

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

デフォルト値:

```
$Self->{'Core::MirrorDB::AdditionalMirrors'}->{'4'} = {
  'DSN' => 'DBI:mysql:database=mirrordb;host=mirrordbhost',
  'Password' => 'some_password',
  'User' => 'some_user'
};
```

Core::MirrorDB::AdditionalMirrors###5

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

デフォルト値:

```
$Self->{'Core::MirrorDB::AdditionalMirrors'}->{'5'} = {
  'DSN' => 'DBI:mysql:database=mirrordb;host=mirrordbhost',
  'Password' => 'some_password',
  'User' => 'some_user'
};
```

Framework → Core::OTRSBusiness

OTRSBusiness::ReleaseChannel

Specify the channel to be used to fetch OTRS Business Solution™ updates. Warning: Development releases might not be complete, your system might experience unrecoverable errors and on extreme cases could become unresponsive!

This setting can not be deactivated.

デフォルト値:

```
$Self->{'OTRSBusiness::ReleaseChannel'} = '1';
```

Framework → Core::PDF

PDF::LogoFile

Specifies the path of the file for the logo in the page header (gif|jpg|png, 700 x 100 pixel).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::LogoFile'} = '<OTRS_CONFIG_Home>/var/logo-otrs.png';
```

PDF::PageSize

Defines the standard size of PDF pages.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::PageSize'} = 'a4';
```

PDF::MaxPages

Defines the maximum number of pages per PDF file.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::MaxPages'} = '100';
```

PDF::TTFontFile###Proportional

Defines the path and TTF-File to handle proportional font in PDF documents.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::TTFontFile'}->{'Proportional'} = 'DejaVuSans.ttf';
```

PDF::TTFontFile###ProportionalBold

Defines the path and TTF-File to handle bold proportional font in PDF documents.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::TTFontFile'}->{'ProportionalBold'} = 'DejaVuSans-Bold.ttf';
```

PDF::TTFontFile###ProportionalItalic

Defines the path and TTF-File to handle italic proportional font in PDF documents.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::TTFontFile'}->{'ProportionalItalic'} = 'DejaVuSans-Oblique.ttf';
```

PDF::TTFontFile###ProportionalBoldItalic

Defines the path and TTF-File to handle bold italic proportional font in PDF documents.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::TTFontFile'}->{'ProportionalBoldItalic'} = 'DejaVuSans-BoldOblique.ttf';
```

PDF::TTFontFile###Monospaced

Defines the path and TTF-File to handle monospaced font in PDF documents.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::TTFontFile'}->{'Monospaced'} = 'DejaVuSansMono.ttf';
```

PDF::TTFontFile###MonospacedBold

Defines the path and TTF-File to handle bold monospaced font in PDF documents.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::TTFontFile'}->{'MonospacedBold'} = 'DejaVuSansMono-Bold.ttf';
```

PDF::TTFontFile###MonospacedItalic

Defines the path and TTF-File to handle italic monospaced font in PDF documents.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::TTFontFile'}->{'MonospacedItalic'} = 'DejaVuSansMono-Oblique.ttf';
```

PDF::TTFontFile###MonospacedBoldItalic

Defines the path and TTF-File to handle bold italic monospaced font in PDF documents.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PDF::TTFontFile'}->{'MonospacedBoldItalic'} = 'DejaVuSansMono-BoldOblique.ttf';
```

Framework → Core::Package

Package::FileUpload

Enables file upload in the package manager frontend.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Package::FileUpload'} = '1';
```

Package::RepositoryRoot

Defines the location to get online repository list for additional packages. The first available result will be used.

デフォルト値:

```
$Self->{'Package::RepositoryRoot'} = [
  'http://ftp.otrs.org/pub/otrs/misc/packages/repository.xml'
];
```

Package::RepositoryList

Defines the list of online repositories. Another installations can be used as repository, for example: Key="http://example.com/otrs/public.pl?Action=PublicRepository;File=" and Content="Some Name".

This setting is not active by default.

デフォルト値:

```
$Self->{'Package::RepositoryList'} = {
  'ftp://ftp.example.com/pub/otrs/misc/packages/' => '[Example] ftp://ftp.example.com/'
};
```

Package::RepositoryAccessRegExp

Defines the IP regular expression for accessing the local repository. You need to enable this to have access to your local repository and the package::RepositoryList is required on the remote host.

This setting is not active by default.

デフォルト値:

```
$Self->{'Package::RepositoryAccessRegExp'} = '127\.\.0\.\.0\.\.1';
```

Package::**Timeout**

Sets the timeout (in seconds) for package downloads. Overwrites "WebUserAgent::Timeout".

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Package::Timeout'} = '120';
```

Package::**Proxy**

Fetches packages via proxy. Overwrites "WebUserAgent::Proxy".

This setting is not active by default.

デフォルト値:

```
$Self->{'Package::Proxy'} = 'http://proxy.sn.no:8001/';
```

Package::**AllowLocalModifications**

If this setting is active, local modifications will not be highlighted as errors in the package manager and support data collector.

This setting is not active by default.

デフォルト値:

```
$Self->{'Package::AllowLocalModifications'} = '0';
```

Package::**ShowFeatureAddons**

Toggles display of OTRS FeatureAddons list in PackageManager.

デフォルト値:

```
$Self->{'Package::ShowFeatureAddons'} = '1';
```

Package::**EventModulePost###9000-SupportDataSend**

Package event module file a scheduler task for update registration.

デフォルト値:

```
$Self->{'Package::EventModulePost'}->{'9000-SupportDataSend'} = {
  'Event' => '(PackageInstall|PackageReinstall|PackageUpgrade|PackageUninstall)',
  'Module' => 'Kernel::System::Package::Event::SupportDataSend',
  'Transaction' => '1'
};
```

Framework → Core::**PerformanceLog**

PerformanceLog

Enables performance log (to log the page response time). It will affect the system performance. Frontend::Module###AdminPerformanceLog must be enabled.

デフォルト値:

```
$Self->{'PerformanceLog'} = '0';
```

PerformanceLog::**File**

Specifies the path of the file for the performance log.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PerformanceLog::File'} = '<OTRS_CONFIG_Home>/var/log/Performance.log';
```

PerformanceLog::FileMax

Defines the maximum size (in MB) of the log file.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PerformanceLog::FileMax'} = '25';
```

Framework → Core::ReferenceData

ReferenceData::OwnCountryList

This setting allows you to override the built-in country list with your own list of countries. This is particularly handy if you just want to use a small select group of countries.

This setting is not active by default.

デフォルト値:

```
$Self->{'ReferenceData::OwnCountryList'} = {  
  'AT' => 'Austria',  
  'CH' => 'Switzerland',  
  'DE' => 'Germany'  
};
```

Framework → Core::SOAP

SOAP::User

Defines the username to access the SOAP handle (bin/cgi-bin/rpc.pl).

This setting is not active by default.

デフォルト値:

```
$Self->{'SOAP::User'} = 'some_user';
```

SOAP::Password

Defines the password to access the SOAP handle (bin/cgi-bin/rpc.pl).

This setting is not active by default.

デフォルト値:

```
$Self->{'SOAP::Password'} = 'some_pass';
```

SOAP::Keep-Alive

Enable keep-alive connection header for SOAP responses.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SOAP::Keep-Alive'} = '0';
```

Framework → Core::Sendmail

SendmailModule

Defines the module to send emails. "Sendmail" directly uses the sendmail binary of your operating system. Any of the "SMTP" mechanisms use a specified (external) mailserver. "DoNotSendEmail" doesn't send emails and it is useful for test systems.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SendmailModule'} = 'Kernel::System::Email::Sendmail';
```

SendmailModule::CMD

If "Sendmail" was selected as SendmailModule, the location of the sendmail binary and the needed options must be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SendmailModule::CMD'} = '/usr/sbin/sendmail -i -f';
```

SendmailModule::Host

If any of the "SMTP" mechanisms was selected as SendmailModule, the mailhost that sends out the mails must be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SendmailModule::Host'} = 'mail.example.com';
```

SendmailModule::Port

If any of the "SMTP" mechanisms was selected as SendmailModule, the port where your mailserver is listening for incoming connections must be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'SendmailModule::Port'} = '25';
```

SendmailModule::AuthUser

If any of the "SMTP" mechanisms was selected as SendmailModule, and authentication to the mail server is needed, an username must be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'SendmailModule::AuthUser'} = 'MailserverLogin';
```

SendmailModule::AuthPassword

If any of the "SMTP" mechanisms was selected as SendmailModule, and authentication to the mail server is needed, a password must be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'SendmailModule::AuthPassword'} = 'MailserverPassword';
```

SendmailBcc

Sends all outgoing email via bcc to the specified address. Please use this only for backup reasons.

デフォルト値:

```
$Self->{'SendmailBcc'} = '';
```

SendmailEnvelopeFrom

If set, this address is used as envelope sender in outgoing messages (not notifications - see below). If no address is specified, the envelope sender is equal to queue e-mail address.

This setting is not active by default.

デフォルト値:

```
$Self->{'SendmailEnvelopeFrom'} = '';
```

SendmailNotificationEnvelopeFrom

If set, this address is used as envelope sender header in outgoing notifications. If no address is specified, the envelope sender header is empty.

This setting is not active by default.

デフォルト値:

```
$Self->{'SendmailNotificationEnvelopeFrom'} = '';
```

SendmailEncodingForce

Forces encoding of outgoing emails (7bit|8bit|quoted-printable|base64).

This setting is not active by default.

デフォルト値:

```
$Self->{'SendmailEncodingForce'} = 'base64';
```

Sendmail::DefaultHeaders

Defines default headers for outgoing emails.

This setting is not active by default.

デフォルト値:

```
$Self->{'Sendmail::DefaultHeaders'} = {  
  'Auto-Submitted:' => 'auto-generated',  
  'Precedence:' => 'bulk'  
};
```

Framework → Core::Session

SessionModule

Defines the module used to store the session data. With "DB" the frontend server can be splitted from the db server. "FS" is faster.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionModule'} = 'Kernel::System::AuthSession::DB';
```

SessionName

Defines the name of the session key. E.g. Session, SessionID or OTRS.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionName'} = 'OTRSAgentInterface';
```

CustomerPanelSessionName

Defines the name of the key for customer sessions.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelSessionName'} = 'OTRSCustomerInterface';
```

SessionCheckRemoteIP

Turns on the remote ip address check. It should be set to "No" if the application is used, for example, via a proxy farm or a dialup connection, because the remote ip address is mostly different for the requests.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionCheckRemoteIP'} = '1';
```

SessionDeleteIfNotRemoteID

Deletes a session if the session id is used with an invalid remote IP address.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionDeleteIfNotRemoteID'} = '1';
```

SessionMaxTime

Defines the maximal valid time (in seconds) for a session id.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionMaxTime'} = '57600';
```

SessionMaxIdleTime

Sets the inactivity time (in seconds) to pass before a session is killed and a user is logged out.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionMaxIdleTime'} = '21600';
```

SessionActiveTime

Sets the time (in seconds) a user is marked as active (minimum active time is 300 seconds).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionActiveTime'} = '600';
```

SessionDeleteIfTimeToOld

Deletes requested sessions if they have timed out.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionDeleteIfTimeToOld'} = '1';
```

SessionUseCookie

Makes the session management use html cookies. If html cookies are disabled or if the client browser disabled html cookies, then the system will work as usual and append the session id to the links.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionUseCookie'} = '1';
```

SessionUseCookieAfterBrowserClose

Stores cookies after the browser has been closed.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionUseCookieAfterBrowserClose'} = '0';
```

SessionCSRFProtection

Protection against CSRF (Cross Site Request Forgery) exploits (for more info see http://en.wikipedia.org/wiki/Cross-site_request_forgery).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionCSRFProtection'} = '1';
```

AgentSessionLimitPriorWarning

Sets the maximum number of active agents within the timespan defined in SessionActiveTime before a prior warning will be visible for the logged in agents.

This setting is not active by default.

デフォルト値:

```
$Self->{'AgentSessionLimitPriorWarning'} = '90';
```

AgentSessionLimit

Sets the maximum number of active agents within the timespan defined in SessionActiveTime.

デフォルト値:

```
$Self->{'AgentSessionLimit'} = '100';
```

AgentSessionPerUserLimit

Sets the maximum number of active sessions per agent within the timespan defined in SessionActiveTime.

デフォルト値:

```
$Self->{'AgentSessionPerUserLimit'} = '20';
```

CustomerSessionLimit

Sets the maximum number of active customers within the timespan defined in SessionActiveTime.

デフォルト値:

```
$Self->{'CustomerSessionLimit'} = '100';
```

CustomerSessionPerUserLimit

Sets the maximum number of active sessions per customers within the timespan defined in SessionActiveTime.

デフォルト値:

```
$Self->{'CustomerSessionPerUserLimit'} = '20';
```


SessionDir

If "FS" was selected for SessionModule, a directory where the session data will be stored must be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionDir'} = '<OTRS_CONFIG_Home>/var/sessions';
```

SessionTable

If "DB" was selected for SessionModule, a table in database where session data will be stored must be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SessionTable'} = 'sessions';
```

Framework → Core::SpellChecker

SpellChecker

Enables spell checker support.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SpellChecker'} = '0';
```

SpellCheckerBin

Install ispell or aspell on the system, if you want to use a spell checker. Please specify the path to the aspell or ispell binary on your operating system.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SpellCheckerBin'} = '/usr/bin/ispell';
```

SpellCheckerDictDefault

Defines the default spell checker dictionary.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SpellCheckerDictDefault'} = 'english';
```

SpellCheckerIgnore

Defines a default list of words, that are ignored by the spell checker.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SpellCheckerIgnore'} = [  
  'www',  
  'webmail',  
  'https',  
  'http',  
  'html',  
  'rfc'  
];
```

Framework → Core::Stats

Stats::StatsHook

Sets the stats hook.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::StatsHook'} = 'Stat#';
```

Stats::StatsStartNumber

Start number for statistics counting. Every new stat increments this number.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::StatsStartNumber'} = '10000';
```

Stats::MaxXaxisAttributes

Defines the default maximum number of X-axis attributes for the time scale.

This setting is not active by default.

デフォルト値:

```
$Self->{'Stats::MaxXaxisAttributes'} = '1000';
```

Framework → Core::Time

TimeInputFormat

Defines the date input format used in forms (option or input fields).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeInputFormat'} = 'Option';
```

TimeShowAlwaysLong

Shows time in long format (days, hours, minutes), if set to "Yes"; or in short format (days, hours), if set to "No".

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeShowAlwaysLong'} = '0';
```

TimeZone

This setting is deprecated. Set OTRSTimeZone instead.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone'} = '+0';
```

OTRSTimeZone

Sets the time zone being used internally by OTRS to e. g. store dates and times in the database. **WARNING:** This setting must not be changed once set and tickets or any other data containing date/time have been created.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'OTRSTimeZone'} = 'UTC';
```

UserDefaultTimeZone

Sets the time zone that will be assigned to newly created users and will be used for users that haven't yet set a time zone. This is the time zone being used as default to convert date and time between the OTRS time zone and the user's time zone.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'UserDefaultTimeZone'} = 'UTC';
```

ShowUserTimeZoneSelectionNotification

If enabled, users that haven't selected a time zone yet will be notified to do so. Note: Notification will not be shown if (1) user has not yet selected a time zone and (2) OTRSTimeZone and UserDefaultTimeZone do match and (3) are not set to UTC.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ShowUserTimeZoneSelectionNotification'} = '1';
```

MaximumCalendarNumber

Maximum Number of a calendar shown in a dropdown.

This setting is not active by default.

デフォルト値:

```
$Self->{'MaximumCalendarNumber'} = '50';
```

CalendarWeekDayStart

Define the start day of the week for the date picker.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart'} = '1';
```

TimeVacationDays

Adds the permanent vacation days. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays'} = {  
  '1' => {  
    '1' => 'New Year\'s Day'  
  },  
  '12' => {  
    '24' => 'Christmas Eve',  
    '25' => 'First Christmas Day',  
    '26' => 'Second Christmas Day',  
    '31' => 'New Year\'s Eve'  
  },  
}
```

```
'5' => {  
  '1' => 'International Workers\' Day'  
}  
};
```

TimeVacationDaysOneTime

Adds the one time vacation days. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime'} = {  
  '2004' => {  
    '1' => {  
      '1' => 'test'  
    }  
  }  
};
```

TimeWorkingHours

Defines the hours and week days to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours'} = {  
  'Fri' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Mon' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Sat' => [],  
  'Sun' => [],  
  'Thu' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',
```

```
'16',
'17',
'18',
'19',
'20'
],
'Tue' => [
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
],
'Wed' => [
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
]
]
};
```

TimeShowCompleteDescription

Shows time use complete description (days, hours, minutes), if set to "Yes"; or just first letter (d, h, m), if set to "No".

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeShowCompleteDescription'} = '0';
```

Framework → Core::Time::Calendar1

TimeZone::Calendar1Name

Defines the name of the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeZone::Calendar1Name'} = 'Calendar Name 1';
```

TimeZone::Calendar1

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone::Calendar1'} = 'UTC';
```

CalendarWeekDayStart::Calendar1

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart::Calendar1'} = '1';
```

TimeVacationDays::Calendar1

Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays::Calendar1'} = {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
```

TimeVacationDaysOneTime::Calendar1

Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime::Calendar1'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
```

TimeWorkingHours::Calendar1

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours::Calendar1'} = {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
  ],
};
```

```
'19',  
'20'  
],  
'Mon' => [  
  '8',  
  '9',  
  '10',  
  '11',  
  '12',  
  '13',  
  '14',  
  '15',  
  '16',  
  '17',  
  '18',  
  '19',  
  '20'  
],  
'Sat' => [],  
'Sun' => [],  
'Thu' => [  
  '8',  
  '9',  
  '10',  
  '11',  
  '12',  
  '13',  
  '14',  
  '15',  
  '16',  
  '17',  
  '18',  
  '19',  
  '20'  
],  
'Tue' => [  
  '8',  
  '9',  
  '10',  
  '11',  
  '12',  
  '13',  
  '14',  
  '15',  
  '16',  
  '17',  
  '18',  
  '19',  
  '20'  
],  
'Wed' => [  
  '8',  
  '9',  
  '10',  
  '11',  
  '12',  
  '13',  
  '14',  
  '15',  
  '16',  
  '17',  
  '18',  
  '19',  
  '20'  
]  
];
```

Framework → Core::Time::Calendar2

TimeZone::Calendar2Name

Defines the name of the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeZone::Calendar2Name'} = 'Calendar Name 2';
```

TimeZone::Calendar2

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone::Calendar2'} = 'UTC';
```

CalendarWeekDayStart::Calendar2

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart::Calendar2'} = '1';
```

TimeVacationDays::Calendar2

Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays::Calendar2'} = {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
```

TimeVacationDaysOneTime::Calendar2

Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime::Calendar2'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
```

TimeWorkingHours::Calendar2

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours::Calendar2'} = {  
  'Fri' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Mon' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Sat' => [],  
  'Sun' => [],  
  'Thu' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Tue' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Wed' => [  
    '8',  
    '9',  
    '10',  
    '11',  
  ]  
}
```

```
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
]
};
```

Framework → Core::Time::Calendar3

TimeZone::Calendar3Name

Defines the name of the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeZone::Calendar3Name'} = 'Calendar Name 3';
```

TimeZone::Calendar3

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone::Calendar3'} = 'UTC';
```

CalendarWeekDayStart::Calendar3

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart::Calendar3'} = '1';
```

TimeVacationDays::Calendar3

Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays::Calendar3'} = {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
```

TimeVacationDaysOneTime::Calendar3

Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime::Calendar3'} = {  
  '2004' => {  
    '1' => {  
      '1' => 'test'  
    }  
  }  
};
```

TimeWorkingHours::Calendar3

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours::Calendar3'} = {  
  'Fri' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Mon' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Sat' => [],  
  'Sun' => [],  
  'Thu' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Tue' => [  
    '8',  
    '9',  
    '10',
```

```
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
],
'Wed' => [
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
]
};
```

Framework → Core::Time::Calendar4

TimeZone::Calendar4Name

Defines the name of the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeZone::Calendar4Name'} = 'Calendar Name 4';
```

TimeZone::Calendar4

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone::Calendar4'} = 'UTC';
```

CalendarWeekDayStart::Calendar4

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart::Calendar4'} = '1';
```

TimeVacationDays::Calendar4

Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays::Calendar4'} = {
'1' => {
```

```
'1' => 'New Year\'s Day'
},
'12' => {
  '24' => 'Christmas Eve',
  '25' => 'First Christmas Day',
  '26' => 'Second Christmas Day',
  '31' => 'New Year\'s Eve'
},
'5' => {
  '1' => 'International Workers\' Day'
}
};
```

TimeVacationDaysOneTime::Calendar4

Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime::Calendar4'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
```

TimeWorkingHours::Calendar4

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours::Calendar4'} = {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Mon' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Sat' => [],
  'Sun' => [],
  'Thu' => [
```

```
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
],
'Tue' => [
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
],
'Wed' => [
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
]
];
```

Framework → Core::Time::Calendar5

TimeZone::Calendar5Name

Defines the name of the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeZone::Calendar5Name'} = 'Calendar Name 5';
```

TimeZone::Calendar5

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone::Calendar5'} = 'UTC';
```

CalendarWeekDayStart::Calendar5

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart::Calendar5'} = '1';
```

TimeVacationDays::Calendar5

Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays::Calendar5'} = {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
```

TimeVacationDaysOneTime::Calendar5

Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime::Calendar5'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
```

TimeWorkingHours::Calendar5

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours::Calendar5'} = {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ]
};
```

```
],
'Mon' => [
  '8',
  '9',
  '10',
  '11',
  '12',
  '13',
  '14',
  '15',
  '16',
  '17',
  '18',
  '19',
  '20'
],
'Sat' => [],
'Sun' => [],
'Thu' => [
  '8',
  '9',
  '10',
  '11',
  '12',
  '13',
  '14',
  '15',
  '16',
  '17',
  '18',
  '19',
  '20'
],
'Tue' => [
  '8',
  '9',
  '10',
  '11',
  '12',
  '13',
  '14',
  '15',
  '16',
  '17',
  '18',
  '19',
  '20'
],
'Wed' => [
  '8',
  '9',
  '10',
  '11',
  '12',
  '13',
  '14',
  '15',
  '16',
  '17',
  '18',
  '19',
  '20'
]
};
```

Framework → Core::Time::Calendar6

TimeZone::Calendar6Name

Defines the name of the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeZone::Calendar6Name'} = 'Calendar Name 6';
```

TimeZone::Calendar6

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone::Calendar6'} = 'UTC';
```

CalendarWeekDayStart::Calendar6

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart::Calendar6'} = '1';
```

TimeVacationDays::Calendar6

Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays::Calendar6'} = {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
```

TimeVacationDaysOneTime::Calendar6

Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime::Calendar6'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
```

TimeWorkingHours::Calendar6

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours::Calendar6'} = {  
  'Fri' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Mon' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Sat' => [],  
  'Sun' => [],  
  'Thu' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Tue' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Wed' => [  
    '8',  
    '9',  
    '10',  
    '11',
```

```
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
]
};
```

Framework → Core::Time::Calendar7

TimeZone::Calendar7Name

Defines the name of the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeZone::Calendar7Name'} = 'Calendar Name 7';
```

TimeZone::Calendar7

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone::Calendar7'} = 'UTC';
```

CalendarWeekDayStart::Calendar7

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart::Calendar7'} = '1';
```

TimeVacationDays::Calendar7

Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays::Calendar7'} = {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
```

TimeVacationDaysOneTime::Calendar7

Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime::Calendar7'} = {  
  '2004' => {  
    '1' => {  
      '1' => 'test'  
    }  
  }  
};
```

TimeWorkingHours::Calendar7

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours::Calendar7'} = {  
  'Fri' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Mon' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Sat' => [],  
  'Sun' => [],  
  'Thu' => [  
    '8',  
    '9',  
    '10',  
    '11',  
    '12',  
    '13',  
    '14',  
    '15',  
    '16',  
    '17',  
    '18',  
    '19',  
    '20'  
  ],  
  'Tue' => [  
    '8',  
    '9',  
    '10',
```

```
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
],
'Wed' => [
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
]
};
```

Framework → Core::Time::Calendar8

TimeZone::Calendar8Name

Defines the name of the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeZone::Calendar8Name'} = 'Calendar Name 8';
```

TimeZone::Calendar8

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone::Calendar8'} = 'UTC';
```

CalendarWeekDayStart::Calendar8

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart::Calendar8'} = '1';
```

TimeVacationDays::Calendar8

Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays::Calendar8'} = {
'1' => {
```

```
'1' => 'New Year\'s Day'
},
'12' => {
  '24' => 'Christmas Eve',
  '25' => 'First Christmas Day',
  '26' => 'Second Christmas Day',
  '31' => 'New Year\'s Eve'
},
'5' => {
  '1' => 'International Workers\' Day'
}
};
```

TimeVacationDaysOneTime::Calendar8

Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime::Calendar8'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
```

TimeWorkingHours::Calendar8

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours::Calendar8'} = {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Mon' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Sat' => [],
  'Sun' => [],
  'Thu' => [
```

```
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
],
'Tue' => [
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
],
'Wed' => [
'8',
'9',
'10',
'11',
'12',
'13',
'14',
'15',
'16',
'17',
'18',
'19',
'20'
]
];
```

Framework → Core::Time::Calendar9

TimeZone::Calendar9Name

Defines the name of the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeZone::Calendar9Name'} = 'Calendar Name 9';
```

TimeZone::Calendar9

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'TimeZone::Calendar9'} = 'UTC';
```

CalendarWeekDayStart::Calendar9

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CalendarWeekDayStart::Calendar9'} = '1';
```

TimeVacationDays::Calendar9

Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDays::Calendar9'} = {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
```

TimeVacationDaysOneTime::Calendar9

Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeVacationDaysOneTime::Calendar9'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
```

TimeWorkingHours::Calendar9

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TimeWorkingHours::Calendar9'} = {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Mon' => [
```



```

    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Sat' => [],
  'Sun' => [],
  'Thu' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Tue' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Wed' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ]
];

```

Framework → Core::Web

Frontend::WebPath

Defines the URL base path of icons, CSS and Java Script.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::WebPath'} = '/otrs-web/';
```

Frontend::ImagePath

Defines the URL image path of icons for navigation.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::ImagePath'} = '<OTRS_CONFIG_Frontend::WebPath>skins/Agent/default/img/';
```

Frontend::CSSPath

Defines the URL CSS path.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::CSSPath'} = '<OTRS_CONFIG_Frontend::WebPath>css/';
```

Frontend::JavaScriptPath

Defines the URL java script path.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::JavaScriptPath'} = '<OTRS_CONFIG_Frontend::WebPath>js/';
```

Frontend::RichText

Uses richtext for viewing and editing: articles, salutations, signatures, standard templates, auto responses and notifications.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::RichText'} = '1';
```

Frontend::RichTextPath

Defines the URL rich text editor path.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::RichTextPath'} = '<OTRS_CONFIG_Frontend::WebPath>js/thirdparty/ckeditor-4.5.11/';
```

Frontend::RichTextWidth

Defines the width for the rich text editor component. Enter number (pixels) or percent value (relative).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::RichTextWidth'} = '620';
```

Frontend::RichTextHeight

Defines the height for the rich text editor component. Enter number (pixels) or percent value (relative).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::RichTextHeight'} = '320';
```

Frontend::RichText::DefaultCSS

Defines the default CSS used in rich text editors.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::RichText::DefaultCSS'} = 'font-family:Geneva,Helvetica,Arial,sans-serif; font-size: 12px;';
```

Frontend::RichText::EnhancedMode

Defines if the enhanced mode should be used (enables use of table, replace, subscript, superscript, paste from word, etc.).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::RichText::EnhancedMode'} = '0';
```

Frontend::RichText::EnhancedMode::Customer

Defines if the enhanced mode should be used (enables use of table, replace, subscript, superscript, paste from word, etc.) in customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::RichText::EnhancedMode::Customer'} = '0';
```

DisableIFrameOriginRestricted

Disable HTTP header "X-Frame-Options: SAMEORIGIN" to allow OTRS to be included as an IFrame in other websites. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

デフォルト値:

```
$Self->{'DisableIFrameOriginRestricted'} = '0';
```

DisableContentSecurityPolicy

Disable HTTP header "Content-Security-Policy" to allow loading of external script contents. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

デフォルト値:

```
$Self->{'DisableContentSecurityPolicy'} = '0';
```

DefaultViewNewLine

Automated line break in text messages after x number of chars.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DefaultViewNewLine'} = '90';
```

DefaultViewLines

Sets the number of lines that are displayed in text messages (e.g. ticket lines in the QueueZoom).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DefaultViewLines'} = '6000';
```

Frontend::MenuDragDropEnabled

Turns on drag and drop for the main navigation.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::MenuDragDropEnabled'} = '1';
```

AttachmentDownloadType

Allows choosing between showing the attachments of a ticket in the browser (inline) or just make them downloadable (attachment).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'AttachmentDownloadType'} = 'attachment';
```

WebMaxFileUpload

Defines the maximal size (in bytes) for file uploads via the browser. Warning: Setting this option to a value which is too low could cause many masks in your OTRS instance to stop working (probably any mask which takes input from the user).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'WebMaxFileUpload'} = '24000000';
```

WebUploadCacheModule

Selects the module to handle uploads via the web interface. "DB" stores all uploads in the database, "FS" uses the file system.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'WebUploadCacheModule'} = 'Kernel::System::Web::UploadCache::DB';
```

Frontend::Output::FilterText###AAAURL

Defines the filter that processes the text in the articles, in order to highlight URLs.

デフォルト値:

```
$Self->{'Frontend::Output::FilterText'}->{'AAAURL'} = {  
  'Module' => 'Kernel::Output::HTML::FilterText::URL',  
  'Templates' => {  
    'AgentTicketZoom' => '1'  
  }  
};
```

Frontend::Themes

Activates the available themes on the system. Value 1 means active, 0 means inactive.

デフォルト値:

```
$Self->{'Frontend::Themes'} = {  
  'Lite' => '0',  
  'Standard' => '1'  
};
```

Frontend::Output::FilterText###OutputFilterTextAutoLink

Defines a filter to process the text in the articles, in order to highlight predefined keywords.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::Output::FilterText'}->{'OutputFilterTextAutoLink'} = {
  'Module' => 'Kernel::Output::HTML::FilterText::AutoLink',
  'Templates' => {
    'AgentTicketZoom' => '1'
  }
};
```

Frontend::Output::OutputFilterTextAutoLink###CVE

Defines a filter for html output to add links behind CVE numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'CVE'} = {
  'RegExp' => [
    '(CVE|CAN)\-\(\\d{3,4})\-\(\\d{2,})'
  ],
  'Templates' => {
    'AgentTicketZoom' => '1'
  },
  'URL1' => {
    'Description' => 'Mitre',
    'Image' => 'http://cve.mitre.org/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>'
  },
  'URL2' => {
    'Description' => 'Google',
    'Image' => 'http://www.google.de/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>'
  },
  'URL3' => {
    'Description' => 'US-CERT NVD',
    'Image' => 'http://nvd.nist.gov/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>-<MATCH2>-<MATCH3>'
  }
};
```

Frontend::Output::OutputFilterTextAutoLink###Bugtraq

Defines a filter for html output to add links behind bugtraq numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'Bugtraq'} = {
  'RegExp' => [
    'Bugtraq[\\s\\w\\t]*?ID[\\s\\w\\t]*?:[\\s\\w\\t]*?(\\d{2,8})',
    'Bugtraq[\\s\\w\\t]*?ID[\\s\\w\\t]*?(\\d{2,8})',
    'Bugtraq[\\s\\w\\t]*?:[\\s\\w\\t]*?(\\d{2,8})',
    'Bugtraq[\\s\\w\\t]*?(\\d{2,8})',
    'BID[\\s\\w\\t]*?:[\\s\\w\\t]*?(\\d{2,8})',
  ],
};
```

```

    'BID[\\s\\w\\t]*?(\\d{2,8})'
  ],
  'Templates' => {
    'AgentTicketZoom' => '1'
  },
  'URL1' => {
    'Description' => 'Security Focus',
    'Image' => 'http://www.securityfocus.com/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://www.securityfocus.com/bid/<MATCH1>/info'
  },
  'URL2' => {
    'Description' => 'Google',
    'Image' => 'http://www.google.de/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://google.com/search?q=<MATCH>'
  }
};

```

Frontend::Output::OutputFilterTextAutoLink###MSBulletins

Defines a filter for html output to add links behind MSBulletin numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

デフォルト値:

```

$self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'MSBulletins'} = {
  'RegExp' => [
    'MS[^A-Za-z]{0,5}(\\d\\d)?.?(\\d{2,4})'
  ],
  'Templates' => {
    'AgentTicketZoom' => '1'
  },
  'URL1' => {
    'Description' => 'Microsoft Technet',
    'Image' => 'http://www.microsoft.com/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://www.microsoft.com/technet/security/bulletin/MS<MATCH1>-<MATCH2>.mspx'
  },
  'URL2' => {
    'Description' => 'Google',
    'Image' => 'http://www.google.de/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://google.com/search?q=MS<MATCH1>-<MATCH2>'
  }
};

```

Frontend::Output::OutputFilterTextAutoLink###Setting1

Define a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

デフォルト値:

```

$self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'Setting1'} = {
  'RegExp' => [
    'RegExp'
  ],
  'Templates' => {
    'AgentTicketZoom' => '1'
  },
  'URL1' => {
    'Description' => 'Description',

```

```
'Image' => 'right-small.png',
'Target' => '_blank',
'URL' => 'URL'
},
'URL2' => {
  'Description' => 'Description',
  'Image' => 'Image',
  'Target' => '_blank',
  'URL' => 'URL'
}
};
```

Frontend::Output::OutputFilterTextAutoLink###Setting2

Defines a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'Setting2'} = {
  'RegExp' => [
    'RegExp'
  ],
  'Templates' => {
    'AgentTicketZoom' => '1'
  },
  'URL1' => {
    'Description' => 'Description',
    'Image' => 'right-small.png',
    'Target' => '_blank',
    'URL' => 'URL'
  },
  'URL2' => {
    'Description' => 'Description',
    'Image' => 'Image',
    'Target' => '_blank',
    'URL' => 'URL'
  },
  'URL3' => {
    'Description' => 'Description',
    'Image' => 'Image',
    'Target' => '_blank',
    'URL' => 'URL'
  }
};
```

Loader::Enabled::CSS

If enabled, OTRS will deliver all CSS files in minified form.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Enabled::CSS'} = '1';
```

Loader::Enabled::JS

If enabled, OTRS will deliver all JavaScript files in minified form.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Enabled::JS'} = '1';
```

Loader::Agent::CommonCSS###000-Framework

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Agent::CommonCSS'}->{'000-Framework'} = [
  'Core.Reset.css',
  'Core.Default.css',
  'Core.Header.css',
  'Core.OverviewControl.css',
  'Core.OverviewSmall.css',
  'Core.OverviewMedium.css',
  'Core.OverviewLarge.css',
  'Core.Footer.css',
  'Core.PageLayout.css',
  'Core.Form.css',
  'Core.Table.css',
  'Core.Login.css',
  'Core.Widget.css',
  'Core.WidgetMenu.css',
  'Core.TicketDetail.css',
  'Core.Tooltip.css',
  'Core.Dialog.css',
  'Core.InputFields.css',
  'Core.Print.css',
  'Core.Animations.css'
];
```

Loader::Agent::ResponsiveCSS###000-Framework

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Agent::ResponsiveCSS'}->{'000-Framework'} = [
  'Core.Responsive.css'
];
```

Loader::Agent::CommonJS###000-Framework

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Agent::CommonJS'}->{'000-Framework'} = [
  'thirdparty/jquery-3.1.1/jquery.js',
  'thirdparty/jquery-browser-detection/jquery-browser-detection.js',
  'thirdparty/jquery-ui-1.12.1/jquery-ui.js',
  'thirdparty/jquery-ui-touch-punch-0.2.3/jquery.ui.touch-punch.js',
  'thirdparty/jquery-validate-1.14.0/jquery.validate.js',
  'thirdparty/stacktrace-0.6.4/stacktrace.js',
  'thirdparty/jquery-pubsub/pubsub.js',
  'thirdparty/jquery-jstree-3.1.1/jquery.jstree.js',
  'thirdparty/nunjucks-2.4.2/nunjucks.js',
  'Core.Init.js',
  'Core.JavaScriptEnhancements.js',
  'Core.Debug.js',
  'Core.Exception.js',
  'Core.Data.js',
  'Core.Config.js',
  'Core.Language.js',
  'Core.Template.js',
  'Core.JSON.js',
  'Core.App.js',
  'Core.App.Responsive.js',
  'Core.AJAX.js',
  'Core.UI.js',
  'Core.UI.InputFields.js',
  'Core.UI.Accordion.js',
];
```



```
'Core.UI.Datepicker.js',
'Core.UI.DnD.js',
'Core.UI.Floater.js',
'Core.UI.Resizable.js',
'Core.UI.Table.js',
'Core.UI.Accessibility.js',
'Core.UI.RichTextEditor.js',
'Core.UI.Dialog.js',
'Core.UI.ActionRow.js',
'Core.UI.Popup.js',
'Core.UI.TreeSelection.js',
'Core.UI.Autocomplete.js',
'Core.Form.js',
'Core.Form.ErrorTooltips.js',
'Core.Form.Validate.js',
'Core.Agent.js',
'Core.Agent.Search.js',
'Core.Agent.CustomerInformationCenterSearch.js',
'Core.Agent.Header.js',
'Core.UI.Notification.js',
'Core.Agent.Responsive.js'
];
```

Loader::Agent::CommonJS###001-JQueryMigrate

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

This setting is not active by default.

デフォルト値:

```
$Self->{'Loader::Agent::CommonJS'}->{'001-JQueryMigrate'} = [
'thirdparty/jquery-migrate-3.0.0/jquery-migrate.js'
];
```

Loader::Agent::CommonJS###100-CKEditor

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Agent::CommonJS'}->{'100-CKEditor'} = [
'thirdparty/ckeditor-4.5.11/ckeditor.js'
];
```

Loader::Customer::CommonCSS###000-Framework

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Customer::CommonCSS'}->{'000-Framework'} = [
'Core.Reset.css',
'Core.Default.css',
'Core.Form.css',
'Core.Dialog.css',
'Core.Tooltip.css',
'Core.Login.css',
'Core.Control.css',
'Core.Table.css',
'Core.TicketZoom.css',
'Core.InputFields.css',
'Core.Print.css',
'Core.Animations.css'
];
```

Loader::Customer::ResponsiveCSS###000-Framework

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Customer::ResponsiveCSS'}->{'000-Framework'} = [  
  'Core.Responsive.css'  
];
```

Loader::Customer::CommonJS###000-Framework

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Customer::CommonJS'}->{'000-Framework'} = [  
  'thirdparty/jquery-3.1.1/jquery.js',  
  'thirdparty/jquery-browser-detection/jquery-browser-detection.js',  
  'thirdparty/jquery-validate-1.14.0/jquery.validate.js',  
  'thirdparty/jquery-ui-1.12.1/jquery-ui.js',  
  'thirdparty/stacktrace-0.6.4/stacktrace.js',  
  'thirdparty/jquery-pubsub/pubsub.js',  
  'thirdparty/jquery-jstree-3.1.1/jquery.jstree.js',  
  'thirdparty/nunjucks-2.4.2/nunjucks.js',  
  'Core.Init.js',  
  'Core.Debug.js',  
  'Core.Exception.js',  
  'Core.Data.js',  
  'Core.JSON.js',  
  'Core.JavaScriptEnhancements.js',  
  'Core.Config.js',  
  'Core.Language.js',  
  'Core.Template.js',  
  'Core.App.js',  
  'Core.App.Responsive.js',  
  'Core.AJAX.js',  
  'Core.UI.js',  
  'Core.UI.InputFields.js',  
  'Core.UI.Accessibility.js',  
  'Core.UI.Dialog.js',  
  'Core.UI.RichTextEditor.js',  
  'Core.UI.Datepicker.js',  
  'Core.UI.Popup.js',  
  'Core.UI.TreeSelection.js',  
  'Core.UI.Autocomplete.js',  
  'Core.Form.js',  
  'Core.Form.ErrorTooltips.js',  
  'Core.Form.Validate.js',  
  'Core.Customer.js',  
  'Core.Customer.Responsive.js'  
];
```

Loader::Customer::CommonJS###001-JQueryMigrate

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

This setting is not active by default.

デフォルト値:

```
$Self->{'Loader::Customer::CommonJS'}->{'001-JQueryMigrate'} = [  
  'thirdparty/jquery-migrate-3.0.0/jquery-migrate.js'  
];
```

Loader::Customer::CommonJS###100-CKEditor

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

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Customer::CommonJS'}->{'100-CKEditor'} = [
  'thirdparty/ckeditor-4.5.11/ckeditor.js'
];
```

Framework → Core::WebUserAgent

WebUserAgent::Timeout

Sets the timeout (in seconds) for http/ftp downloads.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'WebUserAgent::Timeout'} = '15';
```

WebUserAgent::Proxy

Defines the connections for http/ftp, via a proxy.

This setting is not active by default.

デフォルト値:

```
$Self->{'WebUserAgent::Proxy'} = 'http://proxy.sn.no:8001/';
```

WebUserAgent::DisableSSLVerification

Turns off SSL certificate validation, for example if you use a transparent HTTPS proxy. Use at your own risk!

This setting can not be deactivated.

デフォルト値:

```
$Self->{'WebUserAgent::DisableSSLVerification'} = '0';
```

Framework → Crypt::PGP

PGP

Enables PGP support. When PGP support is enabled for signing and encrypting mail, it is HIGHLY recommended that the web server runs as the OTRS user. Otherwise, there will be problems with the privileges when accessing .gnupg folder.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PGP'} = '0';
```

PGP::Bin

Defines the path to PGP binary.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PGP::Bin'} = '/usr/bin/gpg';
```

PGP::Options

Sets the options for PGP binary.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PGP::Options'} = '--homedir /opt/otrs/.gnupg/ --batch --no-tty --yes';
```

PGP::Options::DigestPreference

Sets the preferred digest to be used for PGP binary.

デフォルト値:

```
$Self->{'PGP::Options::DigestPreference'} = 'sha256';
```

PGP::Key::Password

Sets the password for private PGP key.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PGP::Key::Password'} = {  
  '488A0B8F' => 'SomePassword',  
  'D2DF79FA' => 'SomePassword'  
};
```

PGP::TrustedNetwork

Set this to yes if you trust in all your public and private pgp keys, even if they are not certified with a trusted signature.

デフォルト値:

```
$Self->{'PGP::TrustedNetwork'} = '0';
```

PGP::Log

Configure your own log text for PGP.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PGP::Log'} = {  
  'BADSIG' => 'The PGP signature with the keyid has not been verified successfully.',  
  'ERRSIG' => 'It was not possible to check the PGP signature, this may be caused by a  
missing public key or an unsupported algorithm.',  
  'EXPKEYSIG' => 'The PGP signature was made by an expired key.',  
  'GOODSIG' => 'Good PGP signature.',  
  'KEYREVOKED' => 'The PGP signature was made by a revoked key, this could mean that the  
signature is forged.',  
  'NODATA' => 'No valid OpenPGP data found.',  
  'NO_PUBKEY' => 'No public key found.',  
  'REVKEYSIG' => 'The PGP signature was made by a revoked key, this could mean that the  
signature is forged.',  
  'SIGEXPIRED' => 'The PGP signature is expired.',  
  'SIG_ID' => 'Signature data.',  
  'TRUST_UNDEFINED' => 'This key is not certified with a trusted signature!.',  
  'VALIDSIG' => 'The PGP signature with the keyid is good.'  
};
```

PGP::StoreDecryptedData

If this option is enabled, then the decrypted data will be stored in the database if they are displayed in AgentTicketZoom.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PGP::StoreDecryptedData'} = '1';
```

PGP::Method

Sets the method PGP will use to sign and encrypt emails. Note Inline method is not compatible with RichText messages.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PGP::Method'} = 'Detached';
```

Framework → Crypt::SMIME

SMIME

Enables S/MIME support.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SMIME'} = '0';
```

SMIME::Bin

Defines the path to open ssl binary. It may need a HOME env ($\$ENV\{HOME\} = '/var/lib/wwrun';$).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SMIME::Bin'} = '/usr/bin/openssl';
```

SMIME::CertPath

Specifies the directory where SSL certificates are stored.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SMIME::CertPath'} = '/etc/ssl/certs';
```

SMIME::PrivatePath

Specifies the directory where private SSL certificates are stored.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SMIME::PrivatePath'} = '/etc/ssl/private';
```

SMIME::CacheTTL

Cache time in seconds for the SSL certificate attributes.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SMIME::CacheTTL'} = '86400';
```

SMIME::StoreDecryptedData

If this option is enabled, then the decrypted data will be stored in the database if they are displayed in AgentTicketZoom.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SMIME::StoreDecryptedData'} = '1';
```

SMIME::FetchFromCustomer

Enables fetch S/MIME from CustomerUser backend support.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SMIME::FetchFromCustomer'} = '0';
```

Framework → CustomerInformationCenter

AgentCustomerInformationCenter::MainMenu###010-EditCustomerID

Main menu registration.

This setting is not active by default.

デフォルト値:

```
$Self->{'AgentCustomerInformationCenter::MainMenu'}->{'010-EditCustomerID'} = {  
  'Link' => "[% Env('Baselink')  
%]Action=AdminCustomerCompany;Subaction=Change;CustomerID=[% Data.CustomerID | uri  
%];Nav=0",  
  'Name' => 'Edit customer company'  
};
```

Framework → Frontend::Admin

Events###Package

List of all Package events to be displayed in the GUI.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Events'}->{'Package'} = [  
  'PackageInstall',  
  'PackageReinstall',  
  'PackageUpgrade',  
  'PackageUninstall'  
];
```

Events###DynamicField

List of all DynamicField events to be displayed in the GUI.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Events'}->{'DynamicField'} = [  
  'DynamicFieldAdd',  
  'DynamicFieldUpdate',  
  'DynamicFieldDelete'  
];
```

Events###CustomerUser

List of all CustomerUser events to be displayed in the GUI.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Events'}->{'CustomerUser'} = [  
  'CustomerUserAdd',  
  'CustomerUserUpdate'  
];
```

Events###CustomerCompany

List of all CustomerCompany events to be displayed in the GUI.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Events'}->{'CustomerCompany'} = [
  'CustomerCompanyAdd',
  'CustomerCompanyUpdate'
];
```

Framework → Frontend::Admin::AdminCustomerCompany

AdminCustomerCompany::RunInitialWildcardSearch

Runs an initial wildcard search of the existing customer company when accessing the AdminCustomerCompany module.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'AdminCustomerCompany::RunInitialWildcardSearch'} = '1';
```

Framework → Frontend::Admin::AdminCustomerUser

AdminCustomerUser::RunInitialWildcardSearch

Runs an initial wildcard search of the existing customer users when accessing the AdminCustomerUser module.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'AdminCustomerUser::RunInitialWildcardSearch'} = '1';
```

Framework → Frontend::Admin::AdminSelectBox

AdminSelectBox::AllowDatabaseModification

Controls if the admin is allowed to make changes to the database via AdminSelectBox.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'AdminSelectBox::AllowDatabaseModification'} = '0';
```

Framework → Frontend::Admin::ModuleRegistration

Frontend::Module###Admin

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'Admin'} = {
  'Description' => 'Admin Area.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.SysConfig.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'a',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=Admin',
    }
  ]
};
```

```

    'LinkOption' => '',
    'Name' => 'Admin',
    'NavBar' => 'Admin',
    'Prio' => '10000',
    'Type' => 'Menu'
  }
],
'NavBarModule' => {
  'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin'
},
'NavBarName' => 'Admin',
'Title' => ''
};

```

Frontend::Module###AdminInit

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminInit'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarName' => '',
  'Title' => 'Init'
};

```

Frontend::Module###AdminUser

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminUser'} = {
  'Description' => 'Create and manage agents.',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Create and manage agents.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Agents',
    'Prio' => '100'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Agents'
};

```

Frontend::Module###AdminGroup

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminGroup'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Group.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Create and manage groups.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Groups',
    'Prio' => '150'
  },
};

```



```
'NavBarName' => 'Admin',
'Title' => 'Groups'
};
```

Frontend::Module###AdminUserGroup

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminUserGroup'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.UserGroup.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Link agents to groups.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Agents ↔ Groups',
    'Prio' => '200'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Agents ↔ Groups'
};
```

Frontend::Module###AdminCustomerUser

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminCustomerUser'} = {
  'Description' => 'Edit Customer Users.',
  'Group' => [
    'admin',
    'users'
  ],
  'GroupRo' => [
    ''
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js',
      'Core.Agent.Admin.CustomerUser.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => '',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=AdminCustomerUser;Nav=Agent',
      'LinkOption' => '',
      'Name' => 'Customer User Administration',
      'NavBar' => 'Customers',
      'Prio' => '9000',
      'Type' => ''
    }
  ],
  'NavBarModule' => {
    'Block' => 'Customer',
    'Description' => 'Create and manage customer users.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Customer User',
    'Prio' => '300'
  },
  'NavBarName' => 'Customers',
};
```

```
'Title' => 'Customer Users'
};
```

Frontend::Module###AdminCustomerCompany

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminCustomerCompany'} = {
  'Description' => 'Edit Customer Companies.',
  'Group' => [
    'admin',
    'users'
  ],
  'GroupRo' => [
    ''
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.CustomerCompany.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => '',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=AdminCustomerCompany;Nav=Agent',
      'LinkOption' => '',
      'Name' => 'Customer Administration',
      'NavBar' => 'Customers',
      'Prio' => '9100',
      'Type' => ''
    }
  ],
  'NavBarModule' => {
    'Block' => 'Customer',
    'Description' => 'Create and manage customers.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Customers',
    'Prio' => '310'
  },
  'NavBarName' => 'Customers',
  'Title' => 'Customer Companies'
};
```

Frontend::Module###AdminCustomerUserGroup

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminCustomerUserGroup'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.CustomerUserGroup.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Customer',
    'Description' => 'Link customer user to groups.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Customer User ↔ Groups',
    'Prio' => '400'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Customers ↔ Groups'
};
```

Frontend::Module###AdminCustomerUserService

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminCustomerUserService'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.CustomerUserService.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Customer',
    'Description' => 'Link customer user to services.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Customer User ↔ Services',
    'Prio' => '500'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Customer User ↔ Services'
};
```

Frontend::Module###AdminRole

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminRole'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Role.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Create and manage roles.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Roles',
    'Prio' => '600'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Roles'
};
```

Frontend::Module###AdminRoleUser

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminRoleUser'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.RoleUser.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Link agents to roles.',
  }
```

```
'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
'Name' => 'Agents ↔ Roles',
'Prio' => '700'
},
'NavBarName' => 'Admin',
'Title' => 'Agents ↔ Roles'
};
```

Frontend::Module###AdminRoleGroup

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminRoleGroup'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.RoleGroup.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Link roles to groups.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Roles ↔ Groups',
    'Prio' => '800'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Roles ↔ Groups'
};
```

Frontend::Module###AdminSMIME

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminSMIME'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.SMIME.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Email',
    'Description' => 'Manage S/MIME certificates for email encryption.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'S/MIME Certificates',
    'Prio' => '1100'
  },
  'NavBarName' => 'Admin',
  'Title' => 'S/MIME Management'
};
```

Frontend::Module###AdminPGP

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminPGP'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
};
```

```
'NavBarModule' => {
  'Block' => 'Email',
  'Description' => 'Manage PGP keys for email encryption.',
  'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
  'Name' => 'PGP Keys',
  'Prio' => '1200'
},
'NavBarName' => 'Admin',
'Title' => 'PGP Key Management'
};
```

Frontend::Module###AdminMailAccount

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminMailAccount'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.MailAccount.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Email',
    'Description' => 'Manage POP3 or IMAP accounts to fetch email from.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'PostMaster Mail Accounts',
    'Prio' => '100'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Mail Accounts'
};
```

Frontend::Module###AdminPostMasterFilter

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminPostMasterFilter'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.PostMasterFilter.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.PostMasterFilter.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Email',
    'Description' => 'Filter incoming emails.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'PostMaster Filters',
    'Prio' => '200'
  },
  'NavBarName' => 'Admin',
  'Title' => 'PostMaster Filters'
};
```

Frontend::Module###AdminEmail

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminEmail'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Send notifications to users.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Admin Notification',
    'Prio' => '400'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Admin Notification'
};
```

Frontend::Module###AdminSession

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminSession'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Session.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Manage existing sessions.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Session Management',
    'Prio' => '500'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Session Management'
};
```

Frontend::Module###AdminPerformanceLog

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminPerformanceLog'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.PerformanceLog.css'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'View performance benchmark results.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Performance Log',
    'Prio' => '550'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Performance Log'
};
```

Frontend::Module###AdminRegistration

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminRegistration'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.Registration.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.Registration.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Manage system registration.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'System Registration',
    'Prio' => '350'
  },
  'NavBarName' => 'Admin',
  'Title' => 'System Registration'
};
```

Frontend::Module###AdminOTRSBusiness

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminOTRSBusiness'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.OTRSBusiness.css'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Deploy and manage OTRS Business Solution™.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'OTRS Business Solution™',
    'Prio' => '360'
  },
  'NavBarName' => 'Admin',
  'Title' => 'OTRS Business Solution™'
};
```

Frontend::Module###AdminSupportDataCollector

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminSupportDataCollector'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.SupportDataCollector.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.SupportDataCollector.js'
    ]
  },
  'NavBarModule' => {
```

```
'Block' => 'System',
'Description' => 'Manage support data.',
'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
'Name' => 'Support Data Collector',
'Prio' => '370'
},
'NavBarName' => 'Admin',
'Title' => 'Support Data Collector'
};
```

Frontend::Module###AdminCloudServices

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminCloudServices'} = {
'Description' => 'Admin',
'Group' => [
'admin'
],
'Loader' => {
'CSS' => [
'Core.Agent.Admin.CloudServices.css'
]
},
'NavBarModule' => {
'Block' => 'System',
'Description' => 'Manage OTRS Group cloud services.',
'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
'Name' => 'Cloud Services',
'Prio' => '380'
},
'NavBarName' => 'Admin',
'Title' => 'Cloud Services'
};
```

Frontend::Module###AdminLog

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminLog'} = {
'Description' => 'Admin',
'Group' => [
'admin'
],
'Loader' => {
'JavaScript' => [
'Core.Agent.Admin.Log.js'
]
},
'NavBarModule' => {
'Block' => 'System',
'Description' => 'View system log messages.',
'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
'Name' => 'System Log',
'Prio' => '600'
},
'NavBarName' => 'Admin',
'Title' => 'System Log'
};
```

Frontend::Module###AdminSelectBox

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminSelectBox'} = {
'Description' => 'Admin',
'Group' => [
```



```

    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.SelectBox.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Execute SQL statements.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'SQL Box',
    'Prio' => '700'
  },
  'NavBarName' => 'Admin',
  'Title' => 'SQL Box'
};

```

Frontend::Module###AdminPackageManager

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminPackageManager'} = {
  'Description' => 'Software Package Manager.',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Update and extend your system with software packages.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Package Manager',
    'Prio' => '1000'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Package Manager'
};

```

Frontend::Module###AdminSystemMaintenance

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminSystemMaintenance'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.SystemMaintenance.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Schedule a maintenance period.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'System Maintenance',
    'Prio' => '501'
  },
  'NavBarName' => 'Admin',
  'Title' => 'System Maintenance'
};

```

Frontend::Module###AdminCloudServiceSupportDataCollector

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminCloudServiceSupportDataCollector'} = {

```

```
'Description' => 'Admin',
'Group' => [
  'admin'
],
'Loader' => {
  'CSS' => [
    'Core.Agent.Admin.CloudService.SupportDataCollector.css'
  ]
},
'Title' => 'Support data collector'
};
```

Framework → Frontend::Agent

AgentLogo

The logo shown in the header of the agent interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server.

デフォルト値:

```
$Self->{'AgentLogo'} = {
  'StyleHeight' => '85px',
  'StyleRight' => '38px',
  'StyleTop' => '4px',
  'StyleWidth' => '270px',
  'URL' => 'skins/Agent/default/img/logo_bg.png'
};
```

AgentLogoCustom###default

The logo shown in the header of the agent interface for the skin "default". See "AgentLogo" for further description.

This setting is not active by default.

デフォルト値:

```
$Self->{'AgentLogoCustom'}->{'default'} = {
  'StyleHeight' => '67px',
  'StyleRight' => '38px',
  'StyleTop' => '4px',
  'StyleWidth' => '270px',
  'URL' => 'skins/Agent/default/img/logo_bg.png'
};
```

AgentLogoCustom###slim

The logo shown in the header of the agent interface for the skin "slim". See "AgentLogo" for further description.

This setting is not active by default.

デフォルト値:

```
$Self->{'AgentLogoCustom'}->{'slim'} = {
  'StyleHeight' => '67px',
  'StyleRight' => '38px',
  'StyleTop' => '4px',
  'StyleWidth' => '270px',
  'URL' => 'skins/Agent/default/img/logo_bg.png'
};
```

AgentLogoCustom###ivory

The logo shown in the header of the agent interface for the skin "ivory". See "AgentLogo" for further description.

This setting is not active by default.

デフォルト値:

```
$Self->{'AgentLogoCustom'}->{'ivory'} = {
  'StyleHeight' => '67px',
  'StyleRight' => '38px',
  'StyleTop' => '4px',
  'StyleWidth' => '270px',
  'URL' => 'skins/Agent/default/img/logo_bg.png'
};
```

AgentLogoCustom###ivory-slim

The logo shown in the header of the agent interface for the skin "ivory-slim". See "AgentLogo" for further description.

This setting is not active by default.

デフォルト値:

```
$Self->{'AgentLogoCustom'}->{'ivory-slim'} = {
  'StyleHeight' => '67px',
  'StyleRight' => '38px',
  'StyleTop' => '4px',
  'StyleWidth' => '270px',
  'URL' => 'skins/Agent/default/img/logo_bg.png'
};
```

AgentLoginLogo

The logo shown on top of the login box of the agent interface. The URL to the image must be relative URL to the skin image directory.

デフォルト値:

```
$Self->{'AgentLoginLogo'} = {
  'StyleHeight' => '70px',
  'URL' => 'skins/Agent/default/img/loginlogo_default.png'
};
```

LoginURL

Defines an alternate URL, where the login link refers to.

This setting is not active by default.

デフォルト値:

```
$Self->{'LoginURL'} = 'http://host.example.com/login.html';
```

LogoutURL

Defines an alternate URL, where the logout link refers to.

This setting is not active by default.

デフォルト値:

```
$Self->{'LogoutURL'} = 'http://host.example.com/thanks-for-using-otrs.html';
```

PreApplicationModule###AgentInfo

Defines a useful module to load specific user options or to display news.

This setting is not active by default.

デフォルト値:

```
$Self->{'PreApplicationModule'}->{'AgentInfo'} = 'Kernel::Modules::AgentInfo';
```

InfoKey

Defines the key to be checked with Kernel::Modules::AgentInfo module. If this user preferences key is true, the message is accepted by the system.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'InfoKey'} = 'wpt22';
```

InfoFile

File that is displayed in the Kernel::Modules::AgentInfo module, if located under Kernel/Output/HTML/Templates/Standard/AgentInfo.tt.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'InfoFile'} = 'AgentInfo';
```

LostPassword

Activates lost password feature for agents, in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LostPassword'} = '1';
```

ShowMotd

Shows the message of the day on login screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ShowMotd'} = '0';
```

NotificationSubjectLostPasswordToken

Defines the subject for notification mails sent to agents, with token about new requested password.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'NotificationSubjectLostPasswordToken'} = 'New OTRS password request';
```

NotificationBodyLostPasswordToken

Defines the body text for notification mails sent to agents, with token about new requested password (after using this link the new password will be sent).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'NotificationBodyLostPasswordToken'} = 'Hi <OTRS_USERFIRSTNAME>,  
  
You or someone impersonating you has requested to change your OTRS  
password.  
  
If you want to do this, click on the link below. You will receive another email  
containing the password.  
  
<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl?  
Action=LostPassword;Token=<OTRS_TOKEN>  
  
If you did not request a new password, please ignore this email.  
';
```

NotificationSubjectLostPassword

Defines the subject for notification mails sent to agents, about new password.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'NotificationSubjectLostPassword'} = 'New OTRS password';
```

NotificationBodyLostPassword

Defines the body text for notification mails sent to agents, about new password (after using this link the new password will be sent).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'NotificationBodyLostPassword'} = 'Hi <OTRS_USERFIRSTNAME>,  
  
Here\'s your new OTRS password.  
New password: <OTRS_NEWPW>  
You can log in via the following URL:  
<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl  
';
```

OpenMainMenuOnHover

If enabled, the first level of the main menu opens on mouse hover (instead of click only).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'OpenMainMenuOnHover'} = '0';
```

FirstnameLastnameOrder

Specifies the order in which the firstname and the lastname of agents will be displayed.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'FirstnameLastnameOrder'} = '0';
```

Loader::Agent::Skin###000-default

Default skin for the agent interface.

デフォルト値:

```
$Self->{'Loader::Agent::Skin'}->{'000-default'} = {  
  'Description' => 'This is the default orange - black skin.',  
  'HomePage' => 'www.otrs.org',  
  'InternalName' => 'default',  
  'VisibleName' => 'Default'  
};
```

Loader::Agent::Skin###001-slim

Default skin for the agent interface (slim version).

デフォルト値:

```
$Self->{'Loader::Agent::Skin'}->{'001-slim'} = {  
  'Description' => '"Slim" skin which tries to save screen space for power users.',  
  'HomePage' => 'www.otrs.org',  
  'InternalName' => 'slim',  
  'VisibleName' => 'Default (Slim)'  
};
```

Loader::Agent::Skin###001-ivory

Balanced white skin by Felix Niklas.

デフォルト値:

```
$Self->{'Loader::Agent::Skin'}->{'001-ivory'} = {
  'Description' => 'Balanced white skin by Felix Niklas.',
  'HomePage' => 'www.felixniklas.de',
  'InternalName' => 'ivory',
  'VisibleName' => 'Ivory'
};
```

Loader::Agent::Skin###001-ivory-slim

Balanced white skin by Felix Niklas (slim version).

デフォルト値:

```
$Self->{'Loader::Agent::Skin'}->{'001-ivory-slim'} = {
  'Description' => 'Balanced white skin by Felix Niklas (slim version).',
  'HomePage' => 'www.felixniklas.de',
  'InternalName' => 'ivory-slim',
  'VisibleName' => 'Ivory (Slim)'
};
```

Loader::Agent::DefaultSelectedSkin

The agent skin's InternalName which should be used in the agent interface. Please check the available skins in Frontend::Agent::Skins.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Agent::DefaultSelectedSkin'} = 'default';
```

Loader::Agent::DefaultSelectedSkin::HostBased

It is possible to configure different skins, for example to distinguish between different agents, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a valid skin on your system. Please see the example entries for the proper form of the regex.

This setting is not active by default.

デフォルト値:

```
$Self->{'Loader::Agent::DefaultSelectedSkin::HostBased'} = {
  'host1\\.example\\.com' => 'SomeSkin1',
  'host2\\.example\\.com' => 'SomeSkin2'
};
```

AutoComplete::Agent###Default

Defines the config options for the autocompletion feature.

デフォルト値:

```
$Self->{'AutoComplete::Agent'}->{'Default'} = {
  'AutoCompleteActive' => '1',
  'ButtonText' => 'Search',
  'MaxResultsDisplayed' => '20',
  'MinQueryLength' => '2',
  'QueryDelay' => '100'
};
```

AutoComplete::Agent###CustomerSearch

Defines the config options for the autocompletion feature.

デフォルト値:

```
$Self->{'AutoComplete::Agent'}->{'CustomerSearch'} = {
  'AutoCompleteActive' => '1',
  'ButtonText' => 'Search Customer',
  'MaxResultsDisplayed' => '20',
  'MinQueryLength' => '2',
  'QueryDelay' => '100'
};
```

AutoComplete::Agent###UserSearch

Defines the config options for the autocomplete feature.

デフォルト値:

```
$Self->{'AutoComplete::Agent'}->{'UserSearch'} = {
  'AutoCompleteActive' => '1',
  'ButtonText' => 'Search User',
  'MaxResultsDisplayed' => '20',
  'MinQueryLength' => '2',
  'QueryDelay' => '100'
};
```

PossibleNextActions

Defines the list of possible next actions on an error screen, a full path is required, then is possible to add external links if needed.

デフォルト値:

```
$Self->{'PossibleNextActions'} = {
  '[% Env(\'CGIHandle\') %]?Action=AgentDashboard' => 'Go to dashboard!'
};
```

ModernizeFormFields

Use new type of select and autocomplete fields in agent interface, where applicable (InputFields).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ModernizeFormFields'} = '1';
```

Framework → Frontend::Agent::Auth::TwoFactor

AuthTwoFactorModule

Defines the two-factor module to authenticate agents.

This setting is not active by default.

デフォルト値:

```
$Self->{'AuthTwoFactorModule'} =
  'Kernel::System::Auth::TwoFactor::GoogleAuthenticator';
```

AuthTwoFactorModule::SecretPreferencesKey

Defines the agent preferences key where the shared secret key is stored.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'AuthTwoFactorModule::SecretPreferencesKey'} =
  'UserGoogleAuthenticatorSecretKey';
```

AuthTwoFactorModule::AllowEmptySecret

Defines if agents should be allowed to login if they have no shared secret stored in their preferences and therefore are not using two-factor authentication.

デフォルト値:

```
$Self->{'AuthTwoFactorModule::AllowEmptySecret'} = '1';
```

AuthTwoFactorModule::AllowPreviousToken

Defines if the previously valid token should be accepted for authentication. This is slightly less secure but gives users 30 seconds more time to enter their one-time password.

デフォルト値:

```
$Self->{'AuthTwoFactorModule::AllowPreviousToken'} = '1';
```

Framework → Frontend::Agent::Dashboard

AgentCustomerInformationCenter::Backend###0600-CIC-CustomerCompanyInformation

Parameters for the dashboard backend of the customer company information of the agent interface. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

デフォルト値:

```
$Self->{'AgentCustomerInformationCenter::Backend'}->{'0600-CIC-CustomerCompanyInformation'} = {
  'Attributes' => '',
  'Block' => 'ContentSmall',
  'Default' => '1',
  'Description' => 'Customer Information',
  'Group' => '',
  'Module' => 'Kernel::Output::HTML::Dashboard::CustomerCompanyInformation',
  'Title' => 'Customer Information'
};
```

DashboardBackend###0000-ProductNotify

Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0000-ProductNotify'} = {
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '1440',
  'Default' => '1',
  'Description' => 'News about OTRS releases!',
  'Group' => 'admin',
  'Module' => 'Kernel::Output::HTML::Dashboard::ProductNotify',
  'Title' => 'Product News'
};
```

DashboardBackend###0390-UserOutOfOffice

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0390-UserOutOfOffice'} = {
  'Block' => 'ContentSmall',
```



```
'CacheTTLLocal' => '5',
'Default' => '1',
'Description' => '',
'Group' => '',
'IdleMinutes' => '60',
'Limit' => '10',
'Module' => 'Kernel::Output::HTML::Dashboard::UserOutOfOffice',
'SortBy' => 'UserFullname',
'Title' => 'Out Of Office'
};
```

DashboardBackend###0400-UserOnline

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0400-UserOnline'} = {
  'Block' => 'ContentSmall',
  'CacheTTLLocal' => '5',
  'Default' => '0',
  'Description' => '',
  'Filter' => 'Agent',
  'Group' => '',
  'IdleMinutes' => '60',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::Dashboard::UserOnline',
  'ShowEmail' => '0',
  'SortBy' => 'UserFullname',
  'Title' => 'OnLine'
};
```

DashboardBackend###0405-News

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0405-News'} = {
  'Block' => 'ContentSmall',
  'CacheTTL' => '360',
  'Default' => '1',
  'Description' => '',
  'Group' => '',
  'Limit' => '6',
  'Module' => 'Kernel::Output::HTML::Dashboard::News',
  'Title' => 'OTRS News'
};
```

DashboardBackend###0410-RSS

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin.

This setting is not active by default.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0410-RSS'} = {
```

```
'Block' => 'ContentSmall',
'CacheTTL' => '360',
'Default' => '1',
'Description' => '',
'Group' => '',
'Limit' => '6',
'Module' => 'Kernel::Output::HTML::Dashboard::RSS',
'Title' => 'Custom RSS Feed',
'URL' => 'http://www.otrs.com/en/rss.xml',
'URL_de' => 'http://www.otrs.com/de/rss.xml',
'URL_es' => 'http://www.otrs.com/es/rss.xml',
'URL_nl' => 'http://www.otrs.com/nl/rss.xml',
'URL_ru' => 'http://www.otrs.com/ru/rss.xml',
'URL_zh' => 'http://www.otrs.com/cn/rss.xml'
};
```

DashboardBackend###0420-CommandOutput

Defines the parameters for the dashboard backend. "Cmd" is used to specify command with parameters. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin.

This setting is not active by default.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0420-CommandOutput'} = {
'Block' => 'ContentSmall',
'CacheTTL' => '60',
'Cmd' => '/bin/echo Configure me please.',
'Default' => '0',
'Description' => '',
'Group' => '',
'Module' => 'Kernel::Output::HTML::Dashboard::CommandOutput',
'Title' => 'Sample command output'
};
```

DashboardBackend###0200-Image

Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin.

This setting is not active by default.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0200-Image'} = {
'Block' => 'ContentLarge',
'Default' => '1',
'Description' => 'Some picture description!',
'Group' => '',
'Height' => '140',
'Link' => 'http://otrs.org/',
'LinkTitle' => 'http://otrs.org/',
'Module' => 'Kernel::Output::HTML::Dashboard::Image',
'Title' => 'A picture',
'URL' => 'http://www.otrs.com/wp-uploads//2013/10/OTRS_Logo-300x170.png',
'Width' => '198'
};
```

DashboardBackend###0210-MOTD

Shows the message of the day (MOTD) in the agent dashboard. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually.

This setting is not active by default.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0210-MOTD'} = {
  'Block' => 'ContentLarge',
  'Default' => '1',
  'Group' => '',
  'Module' => 'Kernel::Output::HTML::Dashboard::MOTD',
  'Title' => 'Message of the Day'
};
```

DashboardBackend###0300-IFrame

Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin.

This setting is not active by default.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0300-IFrame'} = {
  'Align' => 'left',
  'Block' => 'ContentLarge',
  'Default' => '1',
  'Description' => 'Some description!',
  'Frameborder' => '1',
  'Group' => '',
  'Height' => '800',
  'Link' => 'http://otrs.org/',
  'LinkTitle' => 'OTRS.org/',
  'Marginheight' => '5',
  'Marginwidth' => '5',
  'Module' => 'Kernel::Output::HTML::Dashboard::IFrame',
  'Scrolling' => 'auto',
  'Title' => 'A Website',
  'URL' => 'http://www.otrs.org/',
  'Width' => '1024'
};
```

AgentCustomerInformationCenter::Backend###0050-CIC-CustomerUserList

Parameters for the dashboard backend of the customer user list overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

デフォルト値:

```
$Self->{'AgentCustomerInformationCenter::Backend'}->{'0050-CIC-CustomerUserList'} = {
  'Attributes' => '',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'Description' => 'All customer users of a CustomerID',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::Dashboard::CustomerUserList',
  'Permission' => 'ro',
  'Title' => 'Customer Users'
};
```

Framework → Frontend::Agent::LinkObject

Frontend::AgentLinkObject::WildcardSearch

Starts a wildcard search of the active object after the link object mask is started.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::AgentLinkObject::WildcardSearch'} = '0';
```

Framework → Frontend::Agent::ModuleMetaHead

Frontend::HeaderMetaModule###100-Refresh

Defines the module to generate code for periodic page reloads.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::HeaderMetaModule'}->{'100-Refresh'} = {  
  'Module' => 'Kernel::Output::HTML::HeaderMeta::Refresh'  
};
```

Framework → Frontend::Agent::ModuleNotify

Frontend::NotifyModule###1100-OTRSBusiness

Defines the module to display a notification in different interfaces on different occasions for OTRS Business Solution™.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'1100-OTRSBusiness'} = {  
  'Group' => 'admin',  
  'Module' => 'Kernel::Output::HTML::Notification::AgentOTRSBusiness'  
};
```

Frontend::NotifyModule###2000-UID-Check

Defines the module to display a notification in the agent interface, if the system is used by the admin user (normally you shouldn't work as admin).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'2000-UID-Check'} = {  
  'Module' => 'Kernel::Output::HTML::Notification::UIDCheck'  
};
```

Frontend::NotifyModule###2500-AgentSessionLimit

Defines the module to display a notification in the agent interface, if the agent session limit prior warning is reached.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'2500-AgentSessionLimit'} = {  
  'Module' => 'Kernel::Output::HTML::Notification::AgentSessionLimit'  
};
```

Frontend::NotifyModule###3000-ShowAgentOnline

Defines the module that shows all the currently logged in agents in the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'3000-ShowAgentOnline'} = {
```

```
'IdleMinutes' => '60',
'Module' => 'Kernel::Output::HTML::Notification::AgentOnline',
'ShowEmail' => '1'
};
```

Frontend::NotifyModule###4000-ShowCustomerOnline

Defines the module that shows all the currently logged in customers in the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'4000-ShowCustomerOnline'} = {
  'IdleMinutes' => '60',
  'Module' => 'Kernel::Output::HTML::Notification::CustomerOnline',
  'ShowEmail' => '1'
};
```

Frontend::NotifyModule###5500-OutofOffice-Check

Defines the module to display a notification in the agent interface, if the agent is logged in while having out-of-office active.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'5500-OutofOffice-Check'} = {
  'Module' => 'Kernel::Output::HTML::Notification::OutofOfficeCheck'
};
```

Frontend::NotifyModule###6000-SystemMaintenance-Check

Defines the module to display a notification in the agent interface, if the agent is logged in while having system maintenance active.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'6000-SystemMaintenance-Check'} = {
  'Module' => 'Kernel::Output::HTML::Notification::SystemMaintenanceCheck'
};
```

Frontend::NotifyModule###7000-AgentTimeZone-Check

Defines the module to display a notification in the agent interface, if the agent has not yet selected a time zone.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'7000-AgentTimeZone-Check'} = {
  'Module' => 'Kernel::Output::HTML::Notification::AgentTimeZoneCheck'
};
```

Frontend::NotifyModule###9000-Generic

Defines the module that shows a generic notification in the agent interface. Either "Text" - if configured - or the contents of "File" will be displayed.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::NotifyModule'}->{'9000-Generic'} = {
  'File' => '<OTRS_CONFIG_Home>/var/notify.txt',
  'Link' => 'http://www.otrs.com',
};
```

```
'Module' => 'Kernel::Output::HTML::Notification::Generic',
'Priority' => 'Warning',
'Text' => 'The OTRS Website'
};
```

Framework → Frontend::Agent::ModuleRegistration

Frontend::Module###Logout

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'Logout'} = {
  'Description' => 'Logout',
  'NavBarName' => '',
  'Title' => ''
};
```

Frontend::Module###AgentDashboard

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentDashboard'} = {
  'Description' => 'Agent Dashboard',
  'Loader' => {
    'CSS' => [
      'Core.Agent.Dashboard.css',
      'Core.AllocationList.css',
      'thirdparty/fullcalendar-2.8.0/fullcalendar.min.css',
      'thirdparty/nvd3-1.7.1/nv.d3.css'
    ],
    'JavaScript' => [
      'thirdparty/momentjs-2.13.0/moment.min.js',
      'thirdparty/fullcalendar-2.8.0/fullcalendar.min.js',
      'thirdparty/d3-3.5.6/d3.min.js',
      'thirdparty/nvd3-1.7.1/nvd3.min.js',
      'thirdparty/nvd3-1.7.1/models/OTRSLineChart.js',
      'thirdparty/nvd3-1.7.1/models/OTRSMultiBarChart.js',
      'thirdparty/nvd3-1.7.1/models/OTRSStackedAreaChart.js',
      'thirdparty/canvg-1.4/rgbcolor.js',
      'thirdparty/canvg-1.4/StackBlur.js',
      'thirdparty/canvg-1.4/canvg.js',
      'thirdparty/StringView-8/stringview.js',
      'Core.UI.AdvancedChart.js',
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js',
      'Core.Agent.Dashboard.js',
      'Core.Agent.Statistics.ParamsWidget.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'd',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=AgentDashboard',
      'LinkOption' => '',
      'Name' => 'Dashboard',
      'NavBar' => 'Dashboard',
      'Prio' => '50',
      'Type' => 'Menu'
    }
  ],
  'NavBarName' => 'Dashboard',
  'Title' => ''
};
```

Frontend::Module###AgentCustomerInformationCenter

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentCustomerInformationCenter'} = {
  'Description' => 'Customer Information Center.',
  'Loader' => {
    'CSS' => [
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.Dashboard.js',
      'Core.Agent.TableFilters.js',
      'Core.Agent.CustomerInformationCenter.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'c',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=AgentCustomerInformationCenter',
      'LinkOption' => 'onclick="window.setTimeout(function()
(Core.Agent.CustomerInformationCenterSearch.OpenSearchDialog());, 0); return false;"',
      'Name' => 'Customer Information Center',
      'NavBar' => 'Customers',
      'Prio' => '50',
      'Type' => ''
    },
    {
      'AccessKey' => '',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=AgentCustomerInformationCenter',
      'LinkOption' => '',
      'Name' => 'Customers',
      'NavBar' => 'Customers',
      'Prio' => '60',
      'Type' => 'Menu'
    }
  ],
  'NavBarName' => 'Customers',
  'Title' => ''
};
```

Frontend::Module###AgentCustomerInformationCenterSearch

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentCustomerInformationCenterSearch'} = {
  'Description' => 'Customer Information Center Search.',
  'Title' => ''
};
```

Frontend::Module###AgentPreferences

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentPreferences'} = {
  'Description' => 'Agent Preferences.',
  'Loader' => {
    'CSS' => [
      'Core.Agent.Preferences.css'
    ],
    'JavaScript' => [
      'Core.Agent.Preferences.js'
    ]
  },
  'NavBarName' => 'Preferences',
  'Title' => ''
};
```

```
};
```

Frontend::Module###PictureUpload

Frontend module registration for the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'PictureUpload'} = {  
  'Description' => 'Picture upload module.',  
  'NavBarName' => 'Ticket',  
  'Title' => 'Picture Upload'  
};
```

Frontend::Module###AgentSpelling

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentSpelling'} = {  
  'Description' => 'Spell checker.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketAction.js'  
    ]  
  },  
  'NavBarName' => '',  
  'Title' => 'Spell Checker'  
};
```

Frontend::Module###SpellingInline

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'SpellingInline'} = {  
  'Description' => 'Spell checker.',  
  'NavBarName' => '',  
  'Title' => 'Spell Checker'  
};
```

Frontend::Module###AgentBook

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentBook'} = {  
  'Description' => 'Address book of CustomerUser sources.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.CustomerSearch.js',  
      'Core.Agent.CustomerSearchAutoComplete.js',  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.Book.js'  
    ]  
  },  
  'NavBarName' => '',  
  'Title' => 'Address Book'  
};
```

Frontend::Module###AgentLinkObject

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentLinkObject'} = {  
  'Description' => 'Link Object.',
```



```
'Loader' => {
  'JavaScript' => [
    'Core.Agent.LinkObject.SearchForm.js'
  ]
},
'NavBarName' => '',
'Title' => 'Link Object'
};
```

Frontend::Module###AgentInfo

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentInfo'} = {
  'Description' => 'Generic Info module.',
  'NavBarName' => '',
  'Title' => 'Info'
};
```

Frontend::Module###AgentSearch

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentSearch'} = {
  'Description' => 'Global Search Module.',
  'NavBarName' => '',
  'Title' => 'Search'
};
```

Frontend::Module###AgentOTRSBusiness

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentOTRSBusiness'} = {
  'Description' => 'Agent',
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.OTRSBusiness.css'
    ]
  },
  'NavBarName' => '',
  'Title' => 'OTRS Business Solution™'
};
```

CustomerFrontend::Module###SpellingInline

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'SpellingInline'} = {
  'Description' => 'Spell checker.',
  'NavBarName' => '',
  'Title' => 'Spell Checker'
};
```

Frontend::Module###AgentHTMLReference

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentHTMLReference'} = {
  'Description' => 'HTML Reference.',
  'Group' => [
    'users'
  ],
};
```

```
'GroupRo' => [
  'users'
],
'Loader' => {
  'CSS' => [
    'Core.Agent.HTMLReference.css'
  ]
},
'NavBarName' => '',
'Title' => 'HTML Reference'
};
```

Frontend::Module###AgentStatistics

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentStatistics'} = {
  'Description' => '',
  'Group' => [
    'stats'
  ],
  'GroupRo' => [
    'stats'
  ],
  'Loader' => {
    'CSS' => [
      'thirdparty/nvd3-1.7.1/nv.d3.css',
      'Core.Agent.Statistics.css'
    ],
    'JavaScript' => [
      'thirdparty/d3-3.5.6/d3.min.js',
      'thirdparty/nvd3-1.7.1/nvd3.min.js',
      'thirdparty/nvd3-1.7.1/models/OTRSLineChart.js',
      'thirdparty/nvd3-1.7.1/models/OTRSMultiBarChart.js',
      'thirdparty/nvd3-1.7.1/models/OTRSStackedAreaChart.js',
      'thirdparty/canvg-1.4/rgbcolor.js',
      'thirdparty/canvg-1.4/StackBlur.js',
      'thirdparty/canvg-1.4/canvg.js',
      'thirdparty/StringView-8/stringview.js',
      'Core.Agent.Statistics.js',
      'Core.UI.AdvancedChart.js',
      'Core.Agent.Statistics.ParamsWidget.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => '',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=AgentStatistics;Subaction=Overview',
      'LinkOption' => '',
      'Name' => 'Reports',
      'NavBar' => 'Reports',
      'Prio' => '8500',
      'Type' => 'Menu'
    },
    {
      'AccessKey' => '',
      'Block' => '',
      'Description' => '',
      'GroupRo' => [
        'stats'
      ],
      'Link' => 'Action=AgentStatisticsReports;Subaction=Overview',
      'LinkOption' => 'class="OTRSBusinessRequired"',
      'Name' => 'Reports (OTRS Business Solution™)',
      'NavBar' => 'Reports',
      'Prio' => '100',
      'Type' => ''
    }
  ],
}
```

```

'AccessKey' => '',
'Block' => '',
'Description' => '',
'GroupRo' => [
  'stats'
],
'Link' => 'Action=AgentStatistics;Subaction=0verview',
'LinkOption' => '',
'Name' => 'Statistics',
'NavBar' => 'Reports',
'Prio' => '200',
'Type' => ''
}
],
'NavBarName' => 'Reports',
'Title' => 'Statistics'
};

```

Framework → Frontend::Agent::NavBarModule

Frontend::NavBarModule###6-CustomerCompany

Frontend module registration (disable company link if no company feature is used).

デフォルト値:

```

$self->{'Frontend::NavBarModule'}->{'6-CustomerCompany'} = {
  'Module' => 'Kernel::Output::HTML::NavBar::CustomerCompany'
};

```

Frontend::NavBarModule###7-AgentTicketService

Frontend module registration (disable AgentTicketService link if Ticket Service feature is not used).

デフォルト値:

```

$self->{'Frontend::NavBarModule'}->{'7-AgentTicketService'} = {
  'Module' => 'Kernel::Output::HTML::NavBar::AgentTicketService'
};

```

Framework → Frontend::Agent::Preferences

PreferencesTable

Defines the name of the table where the user preferences are stored.

This setting can not be deactivated.

デフォルト値:

```

$self->{'PreferencesTable'} = 'user_preferences';

```

PreferencesTableKey

Defines the column to store the keys for the preferences table.

This setting can not be deactivated.

デフォルト値:

```

$self->{'PreferencesTableKey'} = 'preferences_key';

```

PreferencesTableValue

Defines the name of the column to store the data in the preferences table.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PreferencesTableValue'} = 'preferences_value';
```

PreferencesTableUserID

Defines the name of the column to store the user identifier in the preferences table.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PreferencesTableUserID'} = 'user_id';
```

PreferencesView

Sets the display order of the different items in the preferences view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PreferencesView'} = [
  'User Profile',
  'Notification Settings',
  'Other Settings'
];
```

PreferencesGroups###Password

Defines the config parameters of this item, to be shown in the preferences view. 'PasswordRegExp' allows to match passwords against a regular expression. Define the minimum number of characters using 'PasswordMinSize'. Define if at least 2 lowercase and 2 uppercase letter characters are needed by setting the appropriate option to '1'. 'PasswordMin2Characters' defines if the password needs to contain at least 2 letter characters (set to 0 or 1). 'PasswordNeedDigit' controls the need of at least 1 digit (set to 0 or 1 to control). 'PasswordMaxLoginFailed' allows to set an agent to invalid-temporarily if max failed logins reached.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'Password'} = {
  'Active' => '1',
  'Area' => 'Agent',
  'Column' => 'User Profile',
  'Label' => 'Change password',
  'Module' => 'Kernel::Output::HTML::Preferences::Password',
  'PasswordMaxLoginFailed' => '0',
  'PasswordMin2Characters' => '0',
  'PasswordMin2Lower2UpperCharacters' => '0',
  'PasswordMinSize' => '0',
  'PasswordNeedDigit' => '0',
  'PasswordRegExp' => '',
  'Prio' => '0500'
};
```

PreferencesGroups###GoogleAuthenticatorSecretKey

Defines the config parameters of this item, to be shown in the preferences view.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'GoogleAuthenticatorSecretKey'} = {
  'Active' => '0',
  'Block' => 'Input',
  'Column' => 'User Profile',
  'Desc' => 'Enter your shared secret to enable two factor authentication.',
  'Key' => 'Shared Secret',
  'Label' => 'Google Authenticator',
  'Module' => 'Kernel::Output::HTML::Preferences::Generic',
  'PrefKey' => 'UserGoogleAuthenticatorSecretKey',
  'Prio' => '0600'
};
```

PreferencesGroups###SpellDict

Defines the config parameters of this item, to be shown in the preferences view. Take care to maintain the dictionaries installed in the system in the data section.

This setting is not active by default.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'SpellDict'} = {  
  'Active' => '1',  
  'Column' => 'User Profile',  
  'Data' => {  
    'deutsch' => 'Deutsch',  
    'english' => 'English'  
  },  
  'DataSelected' => 'english',  
  'Key' => 'Default spelling dictionary',  
  'Label' => 'Spelling Dictionary',  
  'Module' => 'Kernel::Output::HTML::Preferences::Generic',  
  'PrefKey' => 'UserSpellDict',  
  'Prio' => '2000'  
};
```

PreferencesGroups###Comment

Defines the config parameters of this item, to be shown in the preferences view.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'Comment'} = {  
  'Active' => '0',  
  'Block' => 'Input',  
  'Column' => 'Other Settings',  
  'Data' => "[% Env('UserComment') %]",  
  'Key' => 'Comment',  
  'Label' => 'Comment',  
  'Module' => 'Kernel::Output::HTML::Preferences::Generic',  
  'PrefKey' => 'UserComment',  
  'Prio' => '6000'  
};
```

PreferencesGroups###Language

Defines the config parameters of this item, to be shown in the preferences view.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'Language'} = {  
  'Active' => '1',  
  'Column' => 'User Profile',  
  'Key' => 'Language',  
  'Label' => 'Language',  
  'Module' => 'Kernel::Output::HTML::Preferences::Language',  
  'PrefKey' => 'UserLanguage',  
  'Prio' => '1000'  
};
```

PreferencesGroups###Skin

Defines the config parameters of this item, to be shown in the preferences view.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'Skin'} = {  
  'Active' => '1',  
  'Column' => 'Other Settings',  
  'Key' => 'Skin',  
  'Label' => 'Skin',  
  'Module' => 'Kernel::Output::HTML::Preferences::Skin',  
  'PrefKey' => 'UserSkin',  
  'Prio' => '100'  
};
```

PreferencesGroups###Theme

Defines the config parameters of this item, to be shown in the preferences view.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'Theme'} = {
  'Active' => '1',
  'Column' => 'User Profile',
  'Key' => 'Frontend theme',
  'Label' => 'Theme',
  'Module' => 'Kernel::Output::HTML::Preferences::Theme',
  'PrefKey' => 'UserTheme',
  'Prio' => '3000'
};
```

PreferencesGroups###TimeZone

Defines the config parameters of this item, to be shown in the preferences view.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'TimeZone'} = {
  'Active' => '1',
  'Column' => 'User Profile',
  'Key' => 'Time Zone',
  'Label' => 'Time Zone',
  'Module' => 'Kernel::Output::HTML::Preferences::TimeZone',
  'PrefKey' => 'UserTimeZone',
  'Prio' => '3500'
};
```

PreferencesGroups###OutOfOffice

Defines the config parameters of this item, to be shown in the preferences view.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'OutOfOffice'} = {
  'Active' => '1',
  'Block' => 'OutOfOffice',
  'Column' => 'User Profile',
  'Key' => '',
  'Label' => 'Out Of Office Time',
  'Module' => 'Kernel::Output::HTML::Preferences::OutOfOffice',
  'PrefKey' => 'UserOutOfOffice',
  'Prio' => '4000'
};
```

PreferencesGroups###CSVSeparator

Gives end users the possibility to override the separator character for CSV files, defined in the translation files.

This setting is not active by default.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'CSVSeparator'} = {
  'Active' => '1',
  'Column' => 'Other Settings',
  'Data' => {
    '' => ',',
    ';' => ';',
    ':' => ':',
    '\t' => 'tab',
    '|' => '|'
  },
  'DataSelected' => '0',
  'Desc' => 'Select the separator character used in CSV files (stats and searches). If you don\'t select a separator here, the default separator for your language will be used.',
  'Key' => 'CSV Separator',
  'Label' => 'CSV Separator',
};
```

```
'Module' => 'Kernel::Output::HTML::Preferences::Generic',
'PrefKey' => 'UserCSVSeparator',
'Prio' => '4000'
};
```

Framework → Frontend::Agent::SearchRouter

Frontend::SearchDefault

Search backend default router.

デフォルト値:

```
$Self->{'Frontend::SearchDefault'} = 'Action=AgentTicketSearch;Subaction=AJAX';
```

Framework → Frontend::Agent::Stats

Stats::SearchPageShown

Defines the default maximum number of statistics per page on the overview screen.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::SearchPageShown'} = '50';
```

Stats::DefaultSelectedDynamicObject

Defines the default selection at the drop down menu for dynamic objects (Form: Common Specification).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::DefaultSelectedDynamicObject'} = 'Ticket';
```

Stats::DefaultSelectedPermissions

Defines the default selection at the drop down menu for permissions (Form: Common Specification).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::DefaultSelectedPermissions'} = [
  'stats'
];
```

Stats::DefaultSelectedFormat

Defines the default selection at the drop down menu for stats format (Form: Common Specification). Please insert the format key (see Stats::Format).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::DefaultSelectedFormat'} = [
  'Print',
  'CSV',
  'Excel',
  'D3::BarChart',
  'D3::LineChart',
  'D3::StackedAreaChart'
];
```

Stats::SearchLimit

Defines the search limit for the stats.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::SearchLimit'} = '1000';
```

Stats::Format

Defines all the possible stats output formats.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::Format'} = {  
  'CSV' => 'CSV',  
  'D3::BarChart' => 'Graph: Bar Chart',  
  'D3::LineChart' => 'Graph: Line Chart',  
  'D3::StackedAreaChart' => 'Graph: Stacked Area Chart',  
  'Excel' => 'Excel',  
  'Print' => 'Print'  
};
```

Stats::ExchangeAxis

Allows agents to exchange the axis of a stat if they generate one.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::ExchangeAxis'} = '0';
```

Stats::UseAgentElementInStats

Allows agents to generate individual-related stats.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::UseAgentElementInStats'} = '0';
```

Stats::UseInvalidAgentInStats

Allows invalid agents to generate individual-related stats.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::UseInvalidAgentInStats'} = '1';
```

Stats::CustomerIDAsMultiSelect

Shows all the customer identifiers in a multi-select field (not useful if you have a lot of customer identifiers).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Stats::CustomerIDAsMultiSelect'} = '1';
```

Framework → Frontend::Customer

CustomerHeadline

The headline shown in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerHeadline'} = 'Example Company';
```

CustomerLogo

The logo shown in the header of the customer interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerLogo'} = {  
  'StyleHeight' => '50px',  
  'StyleRight' => '25px',  
  'StyleTop' => '2px',  
  'StyleWidth' => '135px',  
  'URL' => 'skins/Customer/default/img/logo.png'  
};
```

CustomerPanelUserID

Defines the user identifier for the customer panel.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelUserID'} = '1';
```

CustomerGroupSupport

Activates support for customer groups.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerGroupSupport'} = '0';
```

CustomerGroupAlwaysGroups

Defines the groups every customer user will be in (if CustomerGroupSupport is enabled and you don't want to manage every user for these groups).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerGroupAlwaysGroups'} = [  
  'users'  
];
```

CustomerPanelLoginURL

Defines an alternate login URL for the customer panel..

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerPanelLoginURL'} = 'http://host.example.com/cgi-bin/login.pl';
```

CustomerPanelLogoutURL

Defines an alternate logout URL for the customer panel.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerPanelLogoutURL'} = 'http://host.example.com/cgi-bin/login.pl';
```

Frontend::CustomerUser::Item###1-GoogleMaps

Defines a customer item, which generates a google maps icon at the end of a customer info block.

デフォルト値:

```
$Self->{'Frontend::CustomerUser::Item'}->{'1-GoogleMaps'} = {
  'Attributes' => 'UserStreet;UserCity;UserCountry;',
  'CSS' => 'Core.Agent.CustomerUser.GoogleMaps.css',
  'CSSClass' => 'GoogleMaps',
  'IconName' => 'fa-globe',
  'Module' => 'Kernel::Output::HTML::CustomerUser::Generic',
  'Required' => 'UserStreet;UserCity;',
  'Target' => '_blank',
  'Text' => 'Location',
  'URL' => 'http://maps.google.com/maps?z=7&q='
};
```

Frontend::CustomerUser::Item###2-Google

Defines a customer item, which generates a google icon at the end of a customer info block.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::CustomerUser::Item'}->{'2-Google'} = {
  'Attributes' => 'UserFirstname;UserLastname;',
  'CSS' => 'Core.Agent.CustomerUser.Google.css',
  'CSSClass' => 'Google',
  'IconName' => 'fa-google',
  'Module' => 'Kernel::Output::HTML::CustomerUser::Generic',
  'Required' => 'UserFirstname;UserLastname;',
  'Target' => '_blank',
  'Text' => 'Google',
  'URL' => 'http://google.com/search?q='
};
```

Frontend::CustomerUser::Item###2-LinkedIn

Defines a customer item, which generates a LinkedIn icon at the end of a customer info block.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::CustomerUser::Item'}->{'2-LinkedIn'} = {
  'Attributes' => 'UserFirstname;UserLastname;',
  'CSS' => 'Core.Agent.CustomerUser.Linkedin.css',
  'CSSClass' => 'LinkedIn',
  'IconName' => 'fa-linkedin',
  'Module' => 'Kernel::Output::HTML::CustomerUser::Generic',
  'Required' => 'UserFirstname;UserLastname;',
  'Target' => '_blank',
  'Text' => 'LinkedIn',
  'URL' => 'http://www.linkedin.com/commonSearch?type=people&keywords='
};
```

Frontend::CustomerUser::Item###3-XING

Defines a customer item, which generates a XING icon at the end of a customer info block.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::CustomerUser::Item'}->{'3-XING'} = {
  'Attributes' => 'UserFirstname;UserLastname;',
```

```
'CSS' => 'Core.Agent.CustomerUser.Xing.css',
'CSSClass' => 'Xing',
'IconName' => 'fa-xing',
'Module' => 'Kernel::Output::HTML::CustomerUser::Generic',
'Required' => 'UserFirstname;UserLastname;',
'Target' => '_blank',
'Text' => 'XING',
'URL' => 'https://www.xing.com/app/search?op=search;keywords='
};
```

CustomerPanelPreApplicationModule###CustomerAccept

This module and its PreRun() function will be executed, if defined, for every request. This module is useful to check some user options or to display news about new applications.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerPanelPreApplicationModule'}->{'CustomerAccept'} =
'Kernel::Modules::CustomerAccept';
```

CustomerPanel::InfoKey

Defines the key to check with CustomerAccept. If this user preferences key is true, then the message is accepted by the system.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerPanel::InfoKey'} = 'CustomerAccept1';
```

CustomerPanel::InfoFile

Defines the path of the shown info file, that is located under Kernel/Output/HTML/Templates/Standard/CustomerAccept.tt.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerPanel::InfoFile'} = 'CustomerAccept';
```

CustomerPanelLostPassword

Activates lost password feature for customers.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelLostPassword'} = '1';
```

CustomerPanelCreateAccount

Enables customers to create their own accounts.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelCreateAccount'} = '1';
```

CustomerPanelCreateAccount::MailRestrictions::Whitelist

If active, one of the regular expressions has to match the user's email address to allow registration.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerPanelCreateAccount::MailRestrictions::Whitelist'} = [  
  '\\@your\\.domain\\.example$'  
];
```

CustomerPanelCreateAccount::MailRestrictions::Blacklist

If active, none of the regular expressions may match the user's email address to allow registration.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerPanelCreateAccount::MailRestrictions::Blacklist'} = [  
  '\\@your\\.domain\\.example$'  
];
```

CustomerPanelSubjectLostPasswordToken

Defines the subject for notification mails sent to customers, with token about new requested password.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelSubjectLostPasswordToken'} = 'New OTRS password request';
```

CustomerPanelBodyLostPasswordToken

Defines the body text for notification mails sent to customers, with token about new requested password (after using this link the new password will be sent).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelBodyLostPasswordToken'} = 'Hi <OTRS_USERFIRSTNAME>,  
  
You or someone impersonating you has requested to change your OTRS  
password.  
  
If you want to do this, click on this link. You will receive another email containing  
the password.  
  
<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>customer.pl?  
Action=CustomerLostPassword;Token=<OTRS_TOKEN>  
  
If you did not request a new password, please ignore this email.  
';
```

CustomerPanelSubjectLostPassword

Defines the subject for notification mails sent to customers, about new password.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelSubjectLostPassword'} = 'New OTRS password';
```

CustomerPanelBodyLostPassword

Defines the body text for notification mails sent to customers, about new password (after using this link the new password will be sent).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelBodyLostPassword'} = 'Hi <OTRS_USERFIRSTNAME>,

New password: <OTRS_NEWPW>

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>customer.pl
';
```

CustomerPanelSubjectNewAccount

Defines the subject for notification mails sent to customers, about new account.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelSubjectNewAccount'} = 'New OTRS Account!';
```

CustomerPanelBodyNewAccount

Defines the body text for notification mails sent to customers, about new account.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelBodyNewAccount'} = 'Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has created a new OTRS account for
you.

Full name: <OTRS_USERFIRSTNAME> <OTRS_USERLASTNAME>
User name: <OTRS_USERLOGIN>
Password : <OTRS_USERPASSWORD>

You can log in via the following URL. We encourage you to change your password
via the Preferences button after logging in.

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>customer.pl
';
```

Loader::Customer::Skin###000-default

Default skin for the customer interface.

デフォルト値:

```
$Self->{'Loader::Customer::Skin'}->{'000-default'} = {
  'Description' => 'This is the default orange - black skin for the customer
interface.',
  'HomePage' => 'www.otrs.org',
  'InternalName' => 'default',
  'VisibleName' => 'Default'
};
```

Loader::Customer::SelectedSkin

The customer skin's InternalName which should be used in the customer interface. Please check the available skins in Frontend::Customer::Skins.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Loader::Customer::SelectedSkin'} = 'default';
```

Loader::Customer::SelectedSkin::HostBased

It is possible to configure different skins, for example to distinguish between different customers, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a valid skin on your system. Please see the example entries for the proper form of the regex.

This setting is not active by default.

デフォルト値:

```
$Self->{'Loader::Customer::SelectedSkin::HostBased'} = {  
  'host1\\.example\\.com' => 'Someskin1',  
  'host2\\.example\\.com' => 'Someskin2'  
};
```

AutoComplete::Customer###Default

Defines the config options for the autocomplete feature.

デフォルト値:

```
$Self->{'AutoComplete::Customer'}->{'Default'} = {  
  'AutoCompleteActive' => '1',  
  'ButtonText' => 'Search',  
  'MaxResultsDisplayed' => '20',  
  'MinQueryLength' => '2',  
  'QueryDelay' => '100'  
};
```

ModernizeCustomerFormFields

Use new type of select and autocomplete fields in customer interface, where applicable (InputFields).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ModernizeCustomerFormFields'} = '1';
```

Framework → Frontend::Customer::Auth

Customer::AuthModule

Defines the module to authenticate customers.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::DB';
```

Customer::AuthModule::DB::CryptType

If "DB" was selected for Customer::AuthModule, the encryption type of passwords must be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Customer::AuthModule::DB::CryptType'} = 'sha2';
```

Customer::AuthModule::DB::Table

If "DB" was selected for Customer::AuthModule, the name of the table where your customer data should be stored must be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Customer::AuthModule::DB::Table'} = 'customer_user';
```

Customer::AuthModule::DB::CustomerKey

If "DB" was selected for Customer::AuthModule, the name of the column for the CustomerKey in the customer table must be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Customer::AuthModule::DB::CustomerKey'} = 'login';
```

Customer::AuthModule::DB::CustomerPassword

If "DB" was selected for Customer::AuthModule, the column name for the CustomerPassword in the customer table must be specified.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Customer::AuthModule::DB::CustomerPassword'} = 'pw';
```

Customer::AuthModule::DB::DSN

If "DB" was selected for Customer::AuthModule, the DSN for the connection to the customer table must be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::DB::DSN'} =  
'DBI:mysql:database=customerdb;host=customerdbhost';
```

Customer::AuthModule::DB::User

If "DB" was selected for Customer::AuthModule, a username to connect to the customer table can be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::DB::User'} = 'some_user';
```

Customer::AuthModule::DB::Password

If "DB" was selected for Customer::AuthModule, a password to connect to the customer table can be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::DB::Password'} = 'some_password';
```

Customer::AuthModule::DB::Type

If "DB" was selected for Customer::AuthModule, a database driver (normally autodetection is used) can be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::DB::Type'} = 'mysql';
```

Customer::AuthModule::HTTPBasicAuth::Replace

If "HTTPBasicAuth" was selected for Customer::AuthModule, you can specify to strip leading parts of user names (e. g. for domains like example_domain\user to user).

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::HTTPBasicAuth::Replace'} = 'example_domain\\';
```

Customer::AuthModule::HTTPBasicAuth::ReplaceRegExp

If "HTTPBasicAuth" was selected for Customer::AuthModule, you can specify (by using a RegExp) to strip parts of REMOTE_USER (e. g. for to remove trailing domains). RegExp-Note, \$1 will be the new Login.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::HTTPBasicAuth::ReplaceRegExp'} = '^(.+?)@.+?$';
```

Customer::AuthModule::LDAP::Host

If "LDAP" was selected for Customer::AuthModule, the LDAP host can be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::Host'} = 'ldap.example.com';
```

Customer::AuthModule::LDAP::BaseDN

If "LDAP" was selected for Customer::AuthModule, the BaseDN must be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
```

Customer::AuthModule::LDAP::UID

If "LDAP" was selected for Customer::AuthModule, the user identifier must be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::UID'} = 'uid';
```

Customer::AuthModule::LDAP::GroupDN

If "LDAP" was selected for Customer::AuthModule, you can check if the user is allowed to authenticate because he is in a posixGroup, e.g. user needs to be in a group xyz to use OTRS. Specify the group, who may access the system.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::GroupDN'} =  
'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
```

Customer::AuthModule::LDAP::AccessAttr

If "LDAP" was selected for Customer::AuthModule, you can specify access attributes here.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::AccessAttr'} = 'memberUid';
```

Customer::AuthModule::LDAP::UserAttr

If "LDAP" was selected for Customer::AuthModule, user attributes can be specified. For LDAP posixGroups use UID, for non LDAP posixGroups use full user DN.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'UID';
```

Customer::AuthModule::LDAP::SearchUserDN

If "LDAP" was selected for Customer::AuthModule and your users have only anonymous access to the LDAP tree, but you want to search through the data, you can do this with a user who has access to the LDAP directory. Specify the username for this special user here.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::SearchUserDN'} =  
'cn=binduser,ou=users,dc=example,dc=com';
```

Customer::AuthModule::LDAP::SearchUserPw

If "LDAP" was selected for Customer::AuthModule and your users have only anonymous access to the LDAP tree, but you want to search through the data, you can do this with a user who has access to the LDAP directory. Specify the password for this special user here.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::SearchUserPw'} = 'some_password';
```

Customer::AuthModule::LDAP::AlwaysFilter

If "LDAP" was selected, you can add a filter to each LDAP query, e.g. (mail=*) or (objectclass=user) or (!objectclass=computer).

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::AlwaysFilter'} = '(!objectclass=computer)';
```

Customer::AuthModule::LDAP::UserSuffix

If "LDAP" was selected for Customer::AuthModule and if you want to add a suffix to every customer login name, specify it here, e. g. you just want to write the username user but in your LDAP directory exists user@domain.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::UserSuffix'} = '@domain.com';
```

Customer::AuthModule::LDAP::Params

If "LDAP" was selected for Customer::AuthModule and special parameters are needed for the Net::LDAP perl module, you can specify them here. See "perldoc Net::LDAP" for more information about the parameters.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::Params'} = {  
  'async' => '0',  
  'port' => '389',  
  'timeout' => '120',  
  'version' => '3'
```

```
};
```

Customer::AuthModule::LDAP::Die

If "LDAP" was selected for Customer::AuthModule, you can specify if the applications will stop if e. g. a connection to a server can't be established due to network problems.

デフォルト値:

```
$Self->{'Customer::AuthModule::LDAP::Die'} = '1';
```

Customer::AuthModule::Radius::Host

If "Radius" was selected for Customer::AuthModule, the radius host must be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::Radius::Host'} = 'radiushost';
```

Customer::AuthModule::Radius::Password

If "Radius" was selected for Customer::AuthModule, the password to authenticate to the radius host must be specified.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthModule::Radius::Password'} = 'radiussecret';
```

Customer::AuthModule::Radius::Die

If "Radius" was selected for Customer::AuthModule, you can specify if the applications will stop if e. g. a connection to a server can't be established due to network problems.

デフォルト値:

```
$Self->{'Customer::AuthModule::Radius::Die'} = '1';
```

Framework → Frontend::Customer::Auth::TwoFactor

Customer::AuthTwoFactorModule

Defines the two-factor module to authenticate customers.

This setting is not active by default.

デフォルト値:

```
$Self->{'Customer::AuthTwoFactorModule'} =  
'Kernel::System::CustomerAuth::TwoFactor::GoogleAuthenticator';
```

Customer::AuthTwoFactorModule::SecretPreferencesKey

Defines the customer preferences key where the shared secret key is stored.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Customer::AuthTwoFactorModule::SecretPreferencesKey'} =  
'UserGoogleAuthenticatorSecretKey';
```

Customer::AuthTwoFactorModule::AllowEmptySecret

Defines if customers should be allowed to login if they have no shared secret stored in their preferences and therefore are not using two-factor authentication.

デフォルト値:

```
$Self->{'Customer::AuthTwoFactorModule::AllowEmptySecret'} = '1';
```

Customer::AuthTwoFactorModule::AllowPreviousToken

Defines if the previously valid token should be accepted for authentication. This is slightly less secure but gives users 30 seconds more time to enter their one-time password.

デフォルト値:

```
$Self->{'Customer::AuthTwoFactorModule::AllowPreviousToken'} = '1';
```

Framework → Frontend::Customer::ModuleMetaHead

CustomerFrontend::HeaderMetaModule###1-Refresh

Defines the module to generate code for periodic page reloads.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerFrontend::HeaderMetaModule'}->{'1-Refresh'} = {
  'Module' => 'Kernel::Output::HTML::HeaderMeta::Refresh'
};
```

Framework → Frontend::Customer::ModuleNotify

CustomerFrontend::NotifyModule###1-OTRSBusiness

Defines the module to display a notification in different interfaces on different occasions for OTRS Business Solution™.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerFrontend::NotifyModule'}->{'1-OTRSBusiness'} = {
  'Module' => 'Kernel::Output::HTML::Notification::CustomerOTRSBusiness'
};
```

CustomerFrontend::NotifyModule###1-ShowAgentOnline

Defines the module that shows the currently logged in agents in the customer interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerFrontend::NotifyModule'}->{'1-ShowAgentOnline'} = {
  'IdleMinutes' => '60',
  'Module' => 'Kernel::Output::HTML::Notification::AgentOnline',
  'ShowEmail' => '1'
};
```

CustomerFrontend::NotifyModule###1-ShowCustomerOnline

Defines the module that shows the currently logged in customers in the customer interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerFrontend::NotifyModule'}->{'1-ShowCustomerOnline'} = {
  'Module' => 'Kernel::Output::HTML::Notification::CustomerOnline',
  'ShowEmail' => '1'
};
```

CustomerFrontend::NotifyModule###6-CustomerSystemMaintenance-Check

Defines the module to display a notification in the customer interface, if the customer is logged in while having system maintenance active.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerFrontend::NotifyModule'}->{'6-CustomerSystemMaintenance-Check'} = {
  'Module' => 'Kernel::Output::HTML::Notification::CustomerSystemMaintenanceCheck'
};
```

CustomerFrontend::NotifyModule###7-CustomerUserTimeZone-Check

Defines the module to display a notification in the customer interface, if the customer user has not yet selected a time zone.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerFrontend::NotifyModule'}->{'7-CustomerUserTimeZone-Check'} = {
  'Module' => 'Kernel::Output::HTML::Notification::CustomerUserTimeZoneCheck'
};
```

Framework → Frontend::Customer::ModuleRegistration

CustomerFrontend::Module###Logout

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'Logout'} = {
  'Description' => 'Logout of customer panel.',
  'NavBarName' => '',
  'Title' => ''
};
```

CustomerFrontend::Module###CustomerPreferences

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'CustomerPreferences'} = {
  'Description' => 'Customer preferences.',
  'NavBarName' => '',
  'Title' => 'Preferences'
};
```

CustomerFrontend::Module###CustomerAccept

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'CustomerAccept'} = {
  'Description' => 'To accept login information, such as an EULA or license.',
  'NavBarName' => '',
  'Title' => 'Info'
};
```

CustomerFrontend::Module###PictureUpload

Frontend module registration for the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'PictureUpload'} = {
  'Description' => 'Picture upload module.',
  'NavBarName' => 'Ticket',
  'Title' => 'Picture-Upload'
};
```

Framework → Frontend::Customer::Preferences

CustomerPreferences

Defines the parameters for the customer preferences table.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPreferences'} = {
  'Module' => 'Kernel::System::CustomerUser::Preferences::DB',
  'Params' => {
    'Table' => 'customer_preferences',
    'TableKey' => 'preferences_key',
    'TableUserID' => 'user_id',
    'TableValue' => 'preferences_value'
  }
};
```

CustomerPreferencesView

Sets the order of the different items in the customer preferences view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPreferencesView'} = [
  'User Profile',
  'Other Settings'
];
```

CustomerPreferencesGroups###Password

Defines all the parameters for this item in the customer preferences. 'PasswordRegExp' allows to match passwords against a regular expression. Define the minimum number of characters using 'PasswordMinSize'. Define if at least 2 lowercase and 2 uppercase letter characters are needed by setting the appropriate option to '1'. 'PasswordMin2Characters' defines if the password needs to contain at least 2 letter characters (set to 0 or 1). 'PasswordNeedDigit' controls the need of at least 1 digit (set to 0 or 1 to control).

デフォルト値:

```
$Self->{'CustomerPreferencesGroups'}->{'Password'} = {
  'Active' => '1',
  'Area' => 'Customer',
  'Column' => 'Other Settings',
  'Label' => 'Change password',
  'Module' => 'Kernel::Output::HTML::Preferences::Password',
  'PasswordMin2Characters' => '0',
  'PasswordMin2Lower2UpperCharacters' => '0',
  'PasswordMinSize' => '0',
  'PasswordNeedDigit' => '0',
  'PasswordRegExp' => '',
  'Prio' => '1000'
};
```

CustomerPreferencesGroups###GoogleAuthenticatorSecretKey

Defines the config parameters of this item, to be shown in the preferences view.

デフォルト値:

```
$Self->{'CustomerPreferencesGroups'}->{'GoogleAuthenticatorSecretKey'} = {
  'Active' => '0',
  'Block' => 'Input',
  'Column' => 'Other Settings',
  'Key' => 'Shared Secret',
  'Label' => 'Google Authenticator',
};
```

```
'Module' => 'Kernel::Output::HTML::Preferences::Generic',  
'PrefKey' => 'UserGoogleAuthenticatorSecretKey',  
'Prio' => '1100'  
};
```

CustomerPreferencesGroups###Language

Defines all the parameters for this item in the customer preferences.

デフォルト値:

```
$Self->{'CustomerPreferencesGroups'}->{'Language'} = {  
'Active' => '1',  
'Column' => 'User Profile',  
'Key' => 'Language',  
'Label' => 'Interface language',  
'Module' => 'Kernel::Output::HTML::Preferences::Language',  
'PrefKey' => 'UserLanguage',  
'Prio' => '2000'  
};
```

CustomerPreferencesGroups###TimeZone

Defines all the parameters for this item in the customer preferences.

デフォルト値:

```
$Self->{'CustomerPreferencesGroups'}->{'TimeZone'} = {  
'Active' => '1',  
'Column' => 'User Profile',  
'Key' => 'Time Zone',  
'Label' => 'Time Zone',  
'Module' => 'Kernel::Output::HTML::Preferences::TimeZone',  
'PrefKey' => 'UserTimeZone',  
'Prio' => '2500'  
};
```

CustomerPreferencesGroups###Theme

Defines all the parameters for this item in the customer preferences.

デフォルト値:

```
$Self->{'CustomerPreferencesGroups'}->{'Theme'} = {  
'Active' => '0',  
'Column' => 'User Profile',  
'Key' => 'Select your frontend Theme.',  
'Label' => 'Theme',  
'Module' => 'Kernel::Output::HTML::Preferences::Theme',  
'PrefKey' => 'UserTheme',  
'Prio' => '1000'  
};
```

CustomerPreferencesGroups###PGP

Defines all the parameters for this item in the customer preferences.

デフォルト値:

```
$Self->{'CustomerPreferencesGroups'}->{'PGP'} = {  
'Active' => '1',  
'Column' => 'Other Settings',  
'Key' => 'PGP Key Upload',  
'Label' => 'PGP Key',  
'Module' => 'Kernel::Output::HTML::Preferences::PGP',  
'PrefKey' => 'UserPGPKey',  
'Prio' => '10000'  
};
```

CustomerPreferencesGroups###SMIME

Defines all the parameters for this item in the customer preferences.

デフォルト値:

```
$Self->{'CustomerPreferencesGroups'}->{'SMIME'} = {
  'Active' => '1',
  'Column' => 'Other Settings',
  'Key' => 'S/MIME Certificate Upload',
  'Label' => 'S/MIME Certificate',
  'Module' => 'Kernel::Output::HTML::Preferences::SMIME',
  'PrefKey' => 'UserSMIMEKey',
  'Prio' => '11000'
};
```

Framework → Frontend::Public

PublicFrontend::CommonParam###Action

Defines the default value for the action parameter for the public frontend. The action parameter is used in the scripts of the system.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PublicFrontend::CommonParam'}->{'Action'} = 'PublicDefault';
```

Framework → Frontend::Public::ModuleRegistration

PublicFrontend::Module###PublicDefault

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'PublicFrontend::Module'}->{'PublicDefault'} = {
  'Description' => 'PublicDefault',
  'NavBarName' => '',
  'Title' => 'PublicDefault'
};
```

PublicFrontend::Module###PublicRepository

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'PublicFrontend::Module'}->{'PublicRepository'} = {
  'Description' => 'PublicRepository',
  'NavBarName' => '',
  'Title' => 'PublicRepository'
};
```

PublicFrontend::Module###PublicSupportDataCollector

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'PublicFrontend::Module'}->{'PublicSupportDataCollector'} = {
  'Description' => 'PublicSupportDataCollector',
  'NavBarName' => '',
  'Title' => 'PublicSupportDataCollector'
};
```

Framework → SystemMaintenance

SystemMaintenance::TimeNotifyUpcomingMaintenance

Sets the minutes a notification is shown for notice about upcoming system maintenance period.

デフォルト値:

```
$Self->{'SystemMaintenance::TimeNotifyUpcomingMaintenance'} = '30';
```

SystemMaintenance::IsActiveDefaultNotification

Sets the default message for the notification is shown on a running system maintenance period.

デフォルト値:

```
$Self->{'SystemMaintenance::IsActiveDefaultNotification'} = 'We are performing scheduled maintenance.';
```

SystemMaintenance::IsActiveDefaultLoginMessage

Sets the default message for the login screen on Agent and Customer interface, it's shown when a running system maintenance period is active.

デフォルト値:

```
$Self->{'SystemMaintenance::IsActiveDefaultLoginMessage'} = 'We are performing scheduled maintenance. We should be back online shortly.';
```

SystemMaintenance::IsActiveDefaultLoginErrorMessage

Sets the default error message for the login screen on Agent and Customer interface, it's shown when a running system maintenance period is active.

デフォルト値:

```
$Self->{'SystemMaintenance::IsActiveDefaultLoginErrorMessage'} = 'We are performing scheduled maintenance. Login is temporarily not available.';
```

5. GenericInterface

GenericInterface → Core::CustomerCompany

CustomerCompany::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured Webservice.

デフォルト値:

```
$Self->{'CustomerCompany::EventModulePost'}->{'9900-GenericInterface'} = {
  'Event' => '',
  'Module' => 'Kernel::GenericInterface::Event::Handler',
  'Transaction' => '1'
};
```

GenericInterface → Core::CustomerUser

CustomerUser::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured Webservice.

デフォルト値:

```
$Self->{'CustomerUser::EventModulePost'}->{'9900-GenericInterface'} = {
  'Event' => '',
  'Module' => 'Kernel::GenericInterface::Event::Handler',
  'Transaction' => '1'
};
```

GenericInterface → Core::DynamicField

DynamicField::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured Webservice.

デフォルト値:


```
$Self->{'DynamicField::EventModulePost'}->{'9900-GenericInterface'} = {
  'Event' => '',
  'Module' => 'Kernel::GenericInterface::Event::Handler',
  'Transaction' => '1'
};
```

GenericInterface → Core::Package

Package::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured Webservice.

デフォルト値:

```
$Self->{'Package::EventModulePost'}->{'9900-GenericInterface'} = {
  'Event' => '',
  'Module' => 'Kernel::GenericInterface::Event::Handler',
  'Transaction' => '1'
};
```

GenericInterface → Core::Queue

Queue::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured Webservice.

デフォルト値:

```
$Self->{'Queue::EventModulePost'}->{'9900-GenericInterface'} = {
  'Event' => '',
  'Module' => 'Kernel::GenericInterface::Event::Handler',
  'Transaction' => '1'
};
```

GenericInterface → Core::Ticket

Ticket::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured Webservice.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'9900-GenericInterface'} = {
  'Event' => '',
  'Module' => 'Kernel::GenericInterface::Event::Handler',
  'Transaction' => '1'
};
```

GenericInterface → Frontend::Admin::ModuleRegistration

Frontend::Module###AdminGenericInterfaceDebugger

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminGenericInterfaceDebugger'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.GenericInterface.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.GenericInterfaceDebugger.js'
    ]
  }
};
```

```

    ],
  },
  'Title' => 'GenericInterface Debugger GUI'
};

```

Frontend::Module###AdminGenericInterfaceWebservice

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminGenericInterfaceWebservice'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.GenericInterface.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.GenericInterfaceWebservice.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Create and manage web services.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Web Services',
    'Prio' => '1000'
  },
  'NavBarName' => 'Admin',
  'Title' => 'GenericInterface Web Service GUI'
};

```

Frontend::Module###AdminGenericInterfaceTransportHTTPSOAP

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminGenericInterfaceTransportHTTPSOAP'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.GenericInterface.css',
      'Core.Agent.SortedTree.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.GenericInterfaceTransportHTTPSOAP.js',
      'Core.Agent.SortedTree.js'
    ]
  },
  'Title' => 'GenericInterface TransportHTTPSOAP GUI'
};

```

Frontend::Module###AdminGenericInterfaceTransportHTTPREST

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminGenericInterfaceTransportHTTPREST'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.GenericInterface.css'
    ]
  }
};

```

```

    ],
    'JavaScript' => [
      'Core.Agent.Admin.GenericInterfaceTransportHTTPREST.js'
    ]
  },
  'Title' => 'GenericInterface TransportHTTPREST GUI'
};

```

Frontend::Module###AdminGenericInterfaceWebserviceHistory

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminGenericInterfaceWebserviceHistory'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.GenericInterface.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.GenericInterfaceWebserviceHistory.js'
    ]
  },
  'Title' => 'GenericInterface Webservice History GUI'
};

```

Frontend::Module###AdminGenericInterfaceOperationDefault

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminGenericInterfaceOperationDefault'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.GenericInterface.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.GenericInterfaceOperation.js'
    ]
  },
  'Title' => 'GenericInterface Operation GUI'
};

```

Frontend::Module###AdminGenericInterfaceInvokerDefault

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminGenericInterfaceInvokerDefault'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.GenericInterface.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.GenericInterfaceInvoker.js'
    ]
  },
  'Title' => 'GenericInterface Invoker GUI'
};

```

Frontend::Module###AdminGenericInterfaceMappingSimple

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminGenericInterfaceMappingSimple'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.GenericInterface.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.GenericInterfaceMapping.js'
    ]
  },
  'Title' => 'GenericInterface Webservice Mapping GUI'
};
```

Frontend::Module###AdminGenericInterfaceMappingXSLT

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminGenericInterfaceMappingXSLT'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.GenericInterface.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.GenericInterfaceMappingXSLT.js'
    ]
  },
  'Title' => 'GenericInterface Webservice Mapping GUI'
};
```

GenericInterface

GenericInterface::Invoker::ModuleRegistration

GenericInterface::Invoker::Module###Test::Test

GenericInterface module registration for the invoker layer.

This setting is not active by default.

デフォルト値:

```
$Self->{'GenericInterface::Invoker::Module'}->{'Test::Test'} = {
  'ConfigDialog' => 'AdminGenericInterfaceInvokerDefault',
  'Controller' => 'Test',
  'Name' => 'Test'
};
```

GenericInterface::Invoker::Module###Test::TestSimple

GenericInterface module registration for the invoker layer.

This setting is not active by default.

デフォルト値:

```
$Self->{'GenericInterface::Invoker::Module'}->{'Test::TestSimple'} = {
  'ConfigDialog' => 'AdminGenericInterfaceInvokerDefault',
  'Controller' => 'Test',
};
```

```
'Name' => 'TestSimple'
};
```

GenericInterface →

GenericInterface::Mapping::ModuleRegistration

GenericInterface::Mapping::Module###Test

GenericInterface module registration for the mapping layer.

This setting is not active by default.

デフォルト値:

```
$Self->{'GenericInterface::Mapping::Module'}->{'Test'} = {
  'ConfigDialog' => ''
};
```

GenericInterface::Mapping::Module###Simple

GenericInterface module registration for the mapping layer.

デフォルト値:

```
$Self->{'GenericInterface::Mapping::Module'}->{'Simple'} = {
  'ConfigDialog' => 'AdminGenericInterfaceMappingSimple'
};
```

GenericInterface::Mapping::Module###XSLT

GenericInterface module registration for the mapping layer.

デフォルト値:

```
$Self->{'GenericInterface::Mapping::Module'}->{'XSLT'} = {
  'ConfigDialog' => 'AdminGenericInterfaceMappingXSLT'
};
```

GenericInterface →

GenericInterface::Operation::ModuleRegistration

GenericInterface::Operation::Module###Test::Test

GenericInterface module registration for the operation layer.

This setting is not active by default.

デフォルト値:

```
$Self->{'GenericInterface::Operation::Module'}->{'Test::Test'} = {
  'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
  'Controller' => 'Test',
  'Name' => 'Test'
};
```

GenericInterface::Operation::Module###Session::SessionCreate

GenericInterface module registration for the operation layer.

デフォルト値:

```
$Self->{'GenericInterface::Operation::Module'}->{'Session::SessionCreate'} = {
  'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
  'Controller' => 'Session',
  'Name' => 'SessionCreate'
};
```

GenericInterface::Operation::Module###Ticket::TicketCreate

GenericInterface module registration for the operation layer.

デフォルト値:

```
$Self->{'GenericInterface::Operation::Module'}->{'Ticket::TicketCreate'} = {
  'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
  'Controller' => 'Ticket',
  'Name' => 'TicketCreate'
};
```

GenericInterface::Operation::Module###Ticket::TicketUpdate

GenericInterface module registration for the operation layer.

デフォルト値:

```
$Self->{'GenericInterface::Operation::Module'}->{'Ticket::TicketUpdate'} = {
  'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
  'Controller' => 'Ticket',
  'Name' => 'TicketUpdate'
};
```

GenericInterface::Operation::Module###Ticket::TicketGet

GenericInterface module registration for the operation layer.

デフォルト値:

```
$Self->{'GenericInterface::Operation::Module'}->{'Ticket::TicketGet'} = {
  'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
  'Controller' => 'Ticket',
  'Name' => 'TicketGet'
};
```

GenericInterface::Operation::Module###Ticket::TicketSearch

GenericInterface module registration for the operation layer.

デフォルト値:

```
$Self->{'GenericInterface::Operation::Module'}->{'Ticket::TicketSearch'} = {
  'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
  'Controller' => 'Ticket',
  'Name' => 'TicketGet'
};
```

GenericInterface

GenericInterface::Operation::ResponseLoggingMaxSize →

GenericInterface::Operation::ResponseLoggingMaxSize

Defines the maximum size in KiloByte of GenericInterface responses that get logged to the gi_debugger_entry_content table.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::ResponseLoggingMaxSize'} = '200';
```

GenericInterface → GenericInterface::Operation::TicketCreate

GenericInterface::Operation::TicketCreate###ArticleType

Defines the default type of the article for this operation.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketCreate'}->{'ArticleType'} = 'webrequest';
```

GenericInterface::Operation::TicketCreate###HistoryType

Defines the history type for this operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketCreate'}->{'HistoryType'} = 'NewTicket';
```

GenericInterface::Operation::TicketCreate###HistoryComment

Defines the history comment for this operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketCreate'}->{'HistoryComment'} = '%  
%GenericInterface Create';
```

GenericInterface::Operation::TicketCreate###AutoResponseType

Defines the default auto response type of the article for this operation.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketCreate'}->{'AutoResponseType'} = 'auto  
reply';
```

GenericInterface → GenericInterface::Operation::TicketSearch

GenericInterface::Operation::TicketSearch###SearchLimit

Maximum number of tickets to be displayed in the result of this operation.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketSearch'}->{'SearchLimit'} = '500';
```

GenericInterface::Operation::TicketSearch###SortBy::Default

Defines the default ticket attribute for ticket sorting of the ticket search result of this operation.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketSearch'}->{'SortBy::Default'} = 'Age';
```

GenericInterface::Operation::TicketSearch###Order::Default

Defines the default ticket order in the ticket search result of the this operation. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketSearch'}->{'Order::Default'} = 'Down';
```

GenericInterface → GenericInterface::Operation::TicketUpdate

GenericInterface::Operation::TicketUpdate###ArticleType

Defines the default type of the article for this operation.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketUpdate'}->{'ArticleType'} = 'webrequest';
```

GenericInterface::Operation::TicketUpdate###HistoryType

Defines the history type for this operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketUpdate'}->{'HistoryType'} = 'AddNote';
```

GenericInterface::Operation::TicketUpdate###HistoryComment

Defines the history comment for this operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketUpdate'}->{'HistoryComment'} = '%GenericInterface Note';
```

GenericInterface::Operation::TicketUpdate###AutoResponseType

Defines the default auto response type of the article for this operation.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::TicketUpdate'}->{'AutoResponseType'} = 'auto follow up';
```

GenericInterface

GenericInterface::Transport::ModuleRegistration

GenericInterface::Transport::Module###HTTP::SOAP

GenericInterface module registration for the transport layer.

デフォルト値:

```
$Self->{'GenericInterface::Transport::Module'}->{'HTTP::SOAP'} = {
  'ConfigDialog' => 'AdminGenericInterfaceTransportHTTPSAP',
  'Name' => 'SOAP',
  'Protocol' => 'HTTP'
};
```

GenericInterface::Transport::Module###HTTP::REST

GenericInterface module registration for the transport layer.

デフォルト値:

```
$Self->{'GenericInterface::Transport::Module'}->{'HTTP::REST'} = {
  'ConfigDialog' => 'AdminGenericInterfaceTransportHTTPREST',
  'Name' => 'REST',
  'Protocol' => 'HTTP'
};
```

GenericInterface::Transport::Module###HTTP::Test

GenericInterface module registration for the transport layer.

This setting is not active by default.

デフォルト値:


```
$Self->{'GenericInterface::Transport::Module'}->{'HTTP::Test'} = {
  'ConfigDialog' => 'AdminGenericInterfaceTransportHTTPTest',
  'Name' => 'Test',
  'Protocol' => 'HTTP'
};
```

GenericInterface → GenericInterface::Webservice

GenericInterface::WebserviceConfig::CacheTTL

Cache time in seconds for the web service config backend.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::WebserviceConfig::CacheTTL'} = '86400';
```

GenericInterface::Operation::Common::CachedAuth::AgentCacheTTL

Cache time in seconds for agent authentication in the GenericInterface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::Common::CachedAuth::AgentCacheTTL'} = '300';
```

GenericInterface::Operation::Common::CachedAuth::CustomerCacheTTL

Cache time in seconds for customer authentication in the GenericInterface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'GenericInterface::Operation::Common::CachedAuth::CustomerCacheTTL'} = '300';
```

6. ProcessManagement

ProcessManagement → Core

Process::DynamicFieldProcessManagementProcessID

This option defines the dynamic field in which a Process Management process entity id is stored.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Process::DynamicFieldProcessManagementProcessID'} =
  'ProcessManagementProcessID';
```

Process::DynamicFieldProcessManagementActivityID

This option defines the dynamic field in which a Process Management activity entity id is stored.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Process::DynamicFieldProcessManagementActivityID'} =
  'ProcessManagementActivityID';
```

Process::DefaultQueue

This option defines the process tickets default queue.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Process::DefaultQueue'} = 'Raw';
```

Process::DefaultState

This option defines the process tickets default state.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Process::DefaultState'} = 'new';
```

Process::DefaultLock

This option defines the process tickets default lock.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Process::DefaultLock'} = 'unlock';
```

Process::DefaultPriority

This option defines the process tickets default priority.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Process::DefaultPriority'} = '3 normal';
```

Process::Entity::Prefix

Default ProcessManagement entity prefixes for entity IDs that are automatically generated.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Process::Entity::Prefix'} = {
  'Activity' => 'A',
  'ActivityDialog' => 'AD',
  'Process' => 'P',
  'Transition' => 'T',
  'TransitionAction' => 'TA'
};
```

Process::CacheTTL

Cache time in seconds for the DB process backend.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Process::CacheTTL'} = '3600';
```

Process::NavBarOutput::CacheTTL

Cache time in seconds for the ticket process navigation bar output module.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Process::NavBarOutput::CacheTTL'} = '900';
```

ProcessManagement → Core::Ticket

Ticket::EventModulePost###9800-TicketProcessTransitions

Event module registration. For more performance you can define a trigger event (e.g. Event => TicketCreate).

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'9800-TicketProcessTransitions'} = {
  'Event' => '',
  'Module' => 'Kernel::System::Ticket::Event::TicketProcessTransitions',
  'Transaction' => '1'
};
```

ProcessManagement → Core::Transition

ProcessManagement::Transition::Debug::Enabled

If enabled debugging information for transitions is logged.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ProcessManagement::Transition::Debug::Enabled'} = '0';
```

ProcessManagement::Transition::Debug::LogPriority

Defines the priority in which the information is logged and presented.

This setting is not active by default.

デフォルト値:

```
$Self->{'ProcessManagement::Transition::Debug::LogPriority'} = 'debug';
```

ProcessManagement::Transition::Debug::Filter###00-Default

Filter for debugging Transitions. Note: More filters can be added in the format <OTRS_TICKET_Attribute> e.g. <OTRS_TICKET_Priority>.

This setting is not active by default.

デフォルト値:

```
$Self->{'ProcessManagement::Transition::Debug::Filter'}->{'00-Default'} = {
  '<OTRS_TICKET_TicketNumber>' => '',
  'TransitionEntityID' => ''
};
```

ProcessManagement → DynamicFields::Driver::Registration

DynamicFields::Driver###ProcessID

DynamicField backend registration.

デフォルト値:

```
$Self->{'DynamicFields::Driver'}->{'ProcessID'} = {
  'ConfigDialog' => 'AdminDynamicFieldText',
  'DisabledAdd' => '1',
  'DisplayName' => 'ProcessID',
  'Module' => 'Kernel::System::DynamicField::Driver::ProcessManagement::ProcessID'
};
```

DynamicFields::Driver###ActivityID

DynamicField backend registration.

デフォルト値:

```
$Self->{'DynamicFields::Driver'}->{'ActivityID'} = {
```

```
'ConfigDialog' => 'AdminDynamicFieldText',
'DisabledAdd' => '1',
'DisplayName' => 'ActivityID',
'Module' => 'Kernel::System::DynamicField::Driver::ProcessManagement::ActivityID'
};
```

ProcessManagement → Frontend::Admin::ModuleRegistration

Frontend::Module###AdminProcessManagement

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminProcessManagement'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ProcessManagement.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'thirdparty/jsplumb-1.6.4/jsplumb.js',
      'thirdparty/farahey-0.5/farahey.js',
      'thirdparty/jsplumb-labelspacer/label-spacer.js',
      'Core.Agent.Admin.ProcessManagement.js',
      'Core.Agent.Admin.ProcessManagement.Canvas.js',
      'Core.UI.AllocationList.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Configure Processes.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Process Management',
    'Prio' => '750'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Process Management'
};
```

Frontend::Module###AdminProcessManagementActivity

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminProcessManagementActivity'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ProcessManagement.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.ProcessManagement.js',
      'Core.UI.AllocationList.js'
    ]
  },
  'Title' => 'Process Management Activity GUI'
};
```

Frontend::Module###AdminProcessManagementActivityDialog

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminProcessManagementActivityDialog'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ProcessManagement.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.ProcessManagement.js',
      'Core.UI.AllocationList.js'
    ]
  },
  'Title' => 'Process Management Activity Dialog GUI'
};
```

Frontend::Module###AdminProcessManagementTransition

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminProcessManagementTransition'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ProcessManagement.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.ProcessManagement.js'
    ]
  },
  'Title' => 'Process Management Transition GUI'
};
```

Frontend::Module###AdminProcessManagementTransitionAction

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminProcessManagementTransitionAction'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ProcessManagement.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.ProcessManagement.js'
    ]
  },
  'Title' => 'Process Management Transition Action GUI'
};
```

Frontend::Module###AdminProcessManagementPath

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminProcessManagementPath'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
```

```
'CSS' => [
  'Core.Agent.Admin.ProcessManagement.css',
  'Core.AllocationList.css'
],
'JavaScript' => [
  'Core.Agent.Admin.ProcessManagement.js',
  'Core.UI.AllocationList.js'
]
},
'Title' => 'Process Management Path GUI'
};
```

ProcessManagement → Frontend::Agent::Dashboard

DashboardBackend###0140-RunningTicketProcess

Parameters for the dashboard backend of the running process tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0140-RunningTicketProcess'} = {
  'Attributes' => 'StateType=new;StateType=open;StateType=pending
  reminder;StateType=pending auto',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '0',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'DynamicField_ProcessManagementActivityID' => '2',
    'DynamicField_ProcessManagementProcessID' => '2',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All tickets with a reminder set where the reminder date has been
  reached',
  'Group' => '',
  'IsProcessWidget' => '1',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::Dashboard::TicketGeneric',
  'Permission' => 'rw',
  'Time' => 'UntilTime',
  'Title' => 'Running Process Tickets'
};
```

ProcessManagement → Frontend::Agent::ModuleRegistration

Frontend::Module###AgentTicketProcess

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketProcess'} = {
  'Description' => 'Create new process ticket.',
  'Loader' => {
    'CSS' => [
      'Core.Agent.TicketProcess.css'
    ],
    'JavaScript' => [
      'Core.Agent.CustomerSearch.js',
      'Core.Agent.CustomerSearchAutoComplete.js',
      'Core.Agent.TicketAction.js',
      'Core.Agent.TicketProcess.js',
      'Core.TicketProcess.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'p',
      'Block' => '',
      'Description' => 'Create New process ticket.',
      'Link' => 'Action=AgentTicketProcess',
      'LinkOption' => '',
      'Name' => 'New process ticket',
      'NavBar' => 'Ticket',
      'Prio' => '220',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'New process ticket'
};
```

ProcessManagement → Frontend::Agent::NavBarModule

Frontend::NavBarModule###1-TicketProcesses

Frontend module registration (disable ticket processes screen if no process available).

デフォルト値:

```
$Self->{'Frontend::NavBarModule'}->{'1-TicketProcesses'} = {
  'Module' => 'Kernel::Output::HTML::NavBar::AgentTicketProcess'
};
```

ProcessManagement → Frontend::Agent::Ticket::MenuModule

Ticket::Frontend::MenuModule###480-Process

Shows a link in the menu to enroll a ticket into a process in the ticket zoom view of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'480-Process'} = {
  'Action' => 'AgentTicketProcess',
  'Cluster' => '',
  'Description' => 'Enroll process for this ticket',
  'Link' => 'Action=AgentTicketProcess;IsProcessEnroll=1;TicketID=[% Data.TicketID |
html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Process',
  'Name' => 'Process',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

ProcessManagement → Frontend::Agent::Ticket::ViewProcess

Ticket::Frontend::AgentTicketProcess###StateType

Determines the next possible ticket states, for process tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketProcess'}->{'StateType'} = [
  'new',
  'open',
  'pending auto',
  'pending reminder',
  'closed'
];
```

Ticket::Frontend::CustomerTicketProcess###StateType

Determines the next possible ticket states, for process tickets in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketProcess'}->{'StateType'} = [
  'new',
  'open'
];
```

Ticket::Frontend::AgentTicketProcess::CustomerIDReadOnly

Controls if CustomerID is editable in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketProcess::CustomerIDReadOnly'} = '1';
```

ProcessManagement → Frontend::Agent::Ticket::ViewZoom

Ticket::Frontend::AgentTicketZoom###ProcessDisplay

Display settings to override defaults for Process Tickets.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'ProcessDisplay'} = {
  'NavBarName' => 'Processes',
  'WidgetTitle' => 'Process Information'
};
```

Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroups

Dynamic fields groups for process widget. The key is the name of the group, the value contains the fields to be shown. Example: 'Key => My Group', 'Content: Name_X, NameY'.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'ProcessWidgetDynamicFieldGroups'} =
{};
```

Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField

Dynamic fields shown in the process widget in ticket zoom screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'ProcessWidgetDynamicField'} = {};
```

ProcessManagement → Frontend::Customer::ModuleRegistration

CustomerFrontend::Module###CustomerTicketProcess

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketProcess'} = {
  'Description' => 'Process Ticket.',
  'Loader' => {
    'CSS' => [
      'Core.Customer.TicketProcess.css'
    ],
    'JavaScript' => [
      'Core.TicketProcess.js',
      'Core.Customer.TicketProcess.js',
      'Core.TicketProcess.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'o',
      'Block' => '',
      'Description' => 'Create new process ticket.',
      'Link' => 'Action=CustomerTicketProcess',
      'LinkOption' => '',
      'Name' => 'New process ticket',
      'NavBar' => 'Ticket',
      'Prio' => '220',
      'Type' => 'Submenu'
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'Process ticket'
};
```

ProcessManagement → Frontend::Customer::NavBarModule

CustomerFrontend::NavBarModule###10-CustomerTicketProcesses

Frontend module registration (disable ticket processes screen if no process available) for Customer.

デフォルト値:

```
$Self->{'CustomerFrontend::NavBarModule'}->{'10-CustomerTicketProcesses'} = {
  'Module' => 'Kernel::Output::HTML::NavBar::CustomerTicketProcess'
};
```

7. Ticket

Ticket → Core::CustomerCompany

CustomerCompany::EventModulePost###2300-UpdateTickets

Event module that updates tickets after an update of the Customer.

デフォルト値:

```
$Self->{'CustomerCompany::EventModulePost'}->{'2300-UpdateTickets'} = {
  'Event' => 'CustomerCompanyUpdate',
  'Module' => 'Kernel::System::CustomerCompany::Event::TicketUpdate',
  'Transaction' => '0'
};
```

CustomerUser::EventModulePost###2300-UpdateTickets

Event module that updates tickets after an update of the Customer User.

デフォルト値:

```
$Self->{'CustomerUser::EventModulePost'}->{'2300-UpdateTickets'} = {
  'Event' => 'CustomerUserUpdate',
  'Module' => 'Kernel::System::CustomerUser::Event::TicketUpdate',
  'Transaction' => '0'
};
```

Ticket → Core::FulltextSearch

Ticket::SearchIndexModule

Helps to extend your articles full-text search (From, To, Cc, Subject and Body search). Runtime will do full-text searches on live data (it works fine for up to 50.000 tickets). StaticDB will strip all articles and will build an index after article creation, increasing fulltext searches about 50%. To create an initial index use "bin/otrs.Console.pl Maint::Ticket::FulltextIndexRebuild".

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::SearchIndexModule'} =
  'Kernel::System::Ticket::ArticleSearchIndex::RuntimeDB';
```

Ticket::SearchIndex::WarnOnStopWordUsage

Display a warning and prevent search when using stop words within fulltext search.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::WarnOnStopWordUsage'} = '0';
```

Ticket::SearchIndex::Attribute

Basic fulltext index settings. Execute "bin/otrs.Console.pl Maint::Ticket::FulltextIndexRebuild" in order to generate a new index.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::Attribute'} = {
  'WordCountMax' => '1000',
  'WordLengthMax' => '30',
  'WordLengthMin' => '3'
};
```

Ticket::SearchIndex::Filters

Fulltext index regex filters to remove parts of the text.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::Filters'} = [
  '[,\\&\\<\\>\\?\"\\!\\*\\|;\\[\\]\\(\\)\\+\\$\\^=]',
  '^\\[\\.:][\\':.]+$ ',
  '^\\[\\^\\w]+$ '
];
```

Ticket::SearchIndex::StopWords###en

English stop words for fulltext index. These words will be removed from the search index.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::StopWords'}->{'en'} = [  
  'a',  
  'about',  
  'above',  
  'after',  
  'again',  
  'against',  
  'all',  
  'am',  
  'an',  
  'and',  
  'any',  
  'are',  
  'aren\'t',  
  'as',  
  'at',  
  'be',  
  'because',  
  'been',  
  'before',  
  'being',  
  'below',  
  'between',  
  'both',  
  'but',  
  'by',  
  'can\'t',  
  'cannot',  
  'could',  
  'couldn\'t',  
  'did',  
  'didn\'t',  
  'do',  
  'does',  
  'doesn\'t',  
  'doing',  
  'don\'t',  
  'down',  
  'during',  
  'each',  
  'few',  
  'for',  
  'from',  
  'further',  
  'had',  
  'hadn\'t',  
  'has',  
  'hasn\'t',  
  'have',  
  'haven\'t',  
  'having',  
  'he',  
  'he\'d',  
  'he\'ll',  
  'he\'s',  
  'her',  
  'here',  
  'here\'s',  
  'hers',  
  'herself',  
  'him',  
  'himself',  
  'his',  
  'how',  
  'how\'s',  
  'i',  
  'i\'d',  
  'i\'ll',  
  'i\'m',  
  'i\'ve',
```

'if',
'in',
'into',
'is',
'isn\'t',
'it',
'it\'s',
'its',
'itself',
'let\'s',
'me',
'more',
'most',
'mustn\'t',
'my',
'myself',
'no',
'nor',
'not',
'of',
'off',
'on',
'once',
'only',
'or',
'other',
'ought',
'our',
'ours',
'ourselves',
'out',
'over',
'own',
'same',
'shan\'t',
'she',
'she\'d',
'she\'ll',
'she\'s',
'should',
'shouldn\'t',
'so',
'some',
'such',
'than',
'that',
'that\'s',
'the',
'their',
'theirs',
'them',
'themselves',
'then',
'there',
'there\'s',
'these',
'they',
'they\'d',
'they\'ll',
'they\'re',
'they\'ve',
'this',
'those',
'through',
'to',
'too',
'under',
'until',
'up',
'very',
'was',
'wasn\'t',

```
'we',
'we\'d',
'we\'ll',
'we\'re',
'we\'ve',
'were',
'weren\'t',
'what',
'what\'s',
'when',
'when\'s',
'where',
'where\'s',
'which',
'while',
'who',
'who\'s',
'whom',
'why',
'why\'s',
'with',
'won\'t',
'would',
'wouldn\'t',
'you',
'you\'d',
'you\'ll',
'you\'re',
'you\'ve',
'your',
'yours',
'yourself',
'yourselves'
];
```

Ticket::SearchIndex::StopWords###de

German stop words for fulltext index. These words will be removed from the search index.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::StopWords'}->{'de'} = [
'aber',
'als',
'am',
'an',
'auch',
'auf',
'aus',
'bei',
'bin',
'bis',
'bist',
'da',
'dadurch',
'daher',
'darum',
'das',
'daß',
'dass',
'dein',
'deine',
'dem',
'den',
'der',
'des',
'dessen',
'deshalb',
'die',
'dies',
'dieser',
'dieses',
```

'doch',
'dort',
'du',
'durch',
'ein',
'eine',
'einem',
'einen',
'einer',
'eines',
'er',
'es',
'euer',
'eure',
'für',
'hatte',
'hatten',
'hattest',
'hattet',
'hier',
'hinter',
'ich',
'ihr',
'ihre',
'im',
'in',
'ist',
'ja',
'jede',
'jedem',
'jeden',
'jeder',
'jedes',
'jener',
'jenes',
'jetzt',
'kann',
'kannst',
'können',
'könnt',
'machen',
'mein',
'meine',
'mit',
'muß',
'mußt',
'musst',
'müssen',
'müßt',
'nach',
'nachdem',
'nein',
'nicht',
'nun',
'oder',
'seid',
'sein',
'seine',
'sich',
'sie',
'sind',
'soll',
'sollen',
'sollst',
'sollt',
'sonst',
'soweit',
'sowie',
'und',
'unser',
'unsere',
'unter',

```
'vom',
'von',
'vor',
'wann',
'warum',
'was',
'weiter',
'weitere',
'wenn',
'wer',
'werde',
'werden',
'werdet',
'weshalb',
'wie',
'wieder',
'wieso',
'wir',
'wird',
'wirst',
'wo',
'woher',
'wohin',
'zu',
'zum',
'zur',
'über'
];
```

Ticket::SearchIndex::StopWords###nl

Dutch stop words for fulltext index. These words will be removed from the search index.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::StopWords'}->{'\n'} = [
'de',
'zijn',
'een',
'en',
'in',
'je',
'het',
'van',
'op',
'ze',
'hebben',
'het',
'hij',
'niet',
'met',
'er',
'dat',
'die',
'te',
'wat',
'voor',
'naar',
'gaan',
'kunnen',
'zeggen',
'dat',
'maar',
'aan',
'veel',
'zijn',
'worden',
'uit',
'ook',
'komen',
'als',
'om',
```

'moeten',
'we',
'doen',
'bij',
'goed',
'haar',
'dan',
'nog',
'of',
'maken',
'zo',
'wel',
'mijn',
'zien',
'over',
'willen',
'staan',
'door',
'kijken',
'zullen',
'heel',
'nu',
'weten',
'zitten',
'hem',
'schrijven',
'vinden',
'woord',
'hoe',
'geen',
'dit',
'mens',
'al',
'jij',
'ander',
'groot',
'waar',
'maar',
'weer',
'kind',
'me',
'vragen',
'een',
'denken',
'twee',
'horen',
'iets',
'deze',
'krijgen',
'ons',
'zich',
'lezen',
'hun',
'welk',
'zin',
'laten',
'mogen',
'hier',
'jullie',
'toch',
'geven',
'jaar',
'tegen',
'al',
'eens',
'echt',
'houden',
'alleen',
'lopen',
'mee',
'ja',
'roepen',


```
'tijd',
'dag',
'elkaar',
'even',
'lang',
'land',
'liggen',
'waarom',
'zetten',
'vader',
'laat',
'beginnen',
'blijven',
'nee',
'moeder',
'huis',
'nou',
'na',
'af',
'keer',
'dus',
'tot',
'vertellen',
'wie',
'net',
'jou',
'les',
'want',
'man',
'nieuw',
'elk',
'tekst',
'omdat',
'gebruiken',
'u'
];
```

Ticket::SearchIndex::StopWords###es

Spanish stop words for fulltext index. These words will be removed from the search index.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::StopWords'}->{'es'} = [
'un',
'una',
'unas',
'unos',
'uno',
'sobre',
'todo',
'también',
'tras',
'otro',
'algún',
'alguno',
'alguna',
'algunos',
'algunas',
'ser',
'es',
'soy',
'eres',
'somos',
'sois',
'estoy',
'esta',
'estamos',
'estais',
'estan',
'como',
'en',
```

'para',
'atras',
'porque',
'por qué',
'estado',
'estaba',
'ante',
'antes',
'siendo',
'ambos',
'pero',
'por',
'poder',
'puede',
'puedo',
'podemos',
'podeis',
'pueden',
'fui',
'fue',
'fuimos',
'fueron',
'hacer',
'hago',
'hace',
'hacemos',
'haceis',
'hacen',
'cada',
'fin',
'incluso',
'primero',
'desde',
'conseguir',
'consigo',
'consigue',
'consigues',
'conseguimos',
'consiguen',
'ir',
'voy',
'va',
'vamos',
'vais',
'van',
'vaya',
'gueno',
'ha',
'tener',
'tengo',
'tiene',
'tenemos',
'teneis',
'tienen',
'el',
'la',
'lo',
'las',
'los',
'su',
'aquí',
'mío',
'tuyo',
'ellos',
'ellas',
'nos',
'nosotros',
'vosotros',
'vosotras',
'sí',
'dentro',
'solo',

'solamente',
'saber',
'sabes',
'sabe',
'sabemos',
'sabeis',
'saben',
'ultimo',
'largo',
'bastante',
'haces',
'muchos',
'aquellos',
'aquellas',
'sus',
'entonces',
'tiempo',
'verdad',
'verdadero',
'verdadera',
'cierto',
'ciertos',
'cierta',
'ciertas',
'intentar',
'intento',
'intenta',
'intentas',
'intentamos',
'intentais',
'intentan',
'dos',
'bajo',
'arriba',
'encima',
'usar',
'uso',
'usas',
'usa',
'usamos',
'usais',
'usan',
'emplear',
'empleo',
'empleas',
'emplean',
'empleamos',
'empleais',
'valor',
'muy',
'era',
'eras',
'eramos',
'eran',
'modo',
'bien',
'cual',
'cuando',
'donde',
'mientras',
'quien',
'con',
'entre',
'sin',
'trabajo',
'trabajar',
'trabajas',
'trabaja',
'trabajamos',
'trabajais',
'trabajan',
'podria',

```
'podrias',  
'podriamos',  
'podrian',  
'podriais',  
'yo',  
'aquel'  
];
```

Ticket::SearchIndex::StopWords###fr

French stop words for fulltext index. These words will be removed from the search index.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::StopWords'}->{'fr'} = [  
'alors',  
'au',  
'aucuns',  
'aussi',  
'autre',  
'avant',  
'avec',  
'avoir',  
'bon',  
'car',  
'ce',  
'cela',  
'ces',  
'ceux',  
'chaque',  
'ci',  
'comme',  
'comment',  
'dans',  
'des',  
'du',  
'dedans',  
'dehors',  
'depuis',  
'deux',  
'devrait',  
'doit',  
'donc',  
'dos',  
'droite',  
'début',  
'elle',  
'elles',  
'en',  
'encore',  
'essai',  
'est',  
'et',  
'eu',  
'fait',  
'faites',  
'fois',  
'font',  
'force',  
'haut',  
'hors',  
'ici',  
'il',  
'ils',  
'je',  
'juste',  
'la',  
'le',  
'les',  
'leur',  
'là',  
'ma',
```

```
'maintenant',  
'mais',  
'mes',  
'mine',  
'moins',  
'mon',  
'mot',  
'même',  
'ni',  
'nommés',  
'notre',  
'nous',  
'nouveaux',  
'ou',  
'où',  
'par',  
'parce',  
'parole',  
'pas',  
'personnes',  
'peut',  
'peu',  
'pièce',  
'plupart',  
'pour',  
'pourquoi',  
'quand',  
'que',  
'quel',  
'quelle',  
'quelles',  
'quels',  
'qui',  
'sa',  
'sans',  
'ses',  
'seulement',  
'si',  
'sien',  
'son',  
'sont',  
'sous',  
'soyez',  
'sujet',  
'sur',  
'ta',  
'tandis',  
'tellement',  
'tels',  
'tes',  
'ton',  
'tous',  
'tout',  
'trop',  
'très',  
'tu',  
'valeur',  
'voie',  
'voient',  
'vont',  
'votre',  
'vous',  
'vu',  
'ça',  
'étaient',  
'état',  
'étions',  
'été',  
'être'  
];
```

Ticket::SearchIndex::StopWords###it

Italian stop words for fulltext index. These words will be removed from the search index.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::StopWords'}->{'it'} = [  
'a',  
'adesso',  
'ai',  
'al',  
'alla',  
'allo',  
'allora',  
'altre',  
'altri',  
'altro',  
'anche',  
'ancora',  
'avere',  
'aveva',  
'avevano',  
'ben',  
'buono',  
'che',  
'chi',  
'cinque',  
'comprare',  
'con',  
'consecutivi',  
'consecutivo',  
'cosa',  
'cui',  
'da',  
'del',  
'della',  
'dello',  
'dentro',  
'deve',  
'devo',  
'di',  
'doppio',  
'due',  
'e',  
'ecco',  
'fare',  
'fine',  
'fino',  
'fra',  
'gente',  
'giu',  
'ha',  
'hai',  
'hanno',  
'ho',  
'il',  
'indietro',  
'invece',  
'io',  
'la',  
'lavoro',  
'le',  
'lei',  
'lo',  
'loro',  
'lui',  
'lungo',  
'ma',  
'me',  
'meglio',  
'molta',  
'molti',
```

```
'molto',  
'nei',  
'nella',  
'no',  
'noi',  
'nome',  
'nostro',  
'nove',  
'nuovi',  
'nuovo',  
'o',  
'oltre',  
'ora',  
'otto',  
'peggio',  
'pero',  
'persone',  
'piu',  
'poco',  
'primo',  
'promesso',  
'qua',  
'quarto',  
'quasi',  
'quattro',  
'quello',  
'questo',  
'qui',  
'quindi',  
'quinto',  
'rispetto',  
'sara',  
'secondo',  
'sei',  
'sembra',  
'sembrava',  
'senza',  
'sette',  
'sia',  
'siamo',  
'siete',  
'solo',  
'sono',  
'sopra',  
'soprattutto',  
'sotto',  
'stati',  
'stato',  
'stesso',  
'su',  
'subito',  
'sul',  
'sulla',  
'tanto',  
'te',  
'tempo',  
'terzo',  
'tra',  
'tre',  
'triplo',  
'ultimo',  
'un',  
'una',  
'uno',  
'va',  
'vai',  
'voi',  
'volte',  
'vostro'  
];
```

Ticket::SearchIndex::StopWords###Custom

Customizable stop words for fulltext index. These words will be removed from the search index.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::SearchIndex::StopWords'}->{'Custom'} = [
  'MyStopWord'
];
```

Ticket::EventModulePost###2000-ArticleSearchIndex

Builds an article index right after the article's creation.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'2000-ArticleSearchIndex'} = {
  'Event' => '(ArticleCreate|ArticleUpdate)',
  'Module' => 'Kernel::System::Ticket::Event::ArticleSearchIndex'
};
```

Ticket → Core::LinkObject

LinkObject::PossibleLink###0200

Links 2 tickets with a "Normal" type link.

デフォルト値:

```
$Self->{'LinkObject::PossibleLink'}->{'0200'} = {
  'Object1' => 'Ticket',
  'Object2' => 'Ticket',
  'Type' => 'Normal'
};
```

LinkObject::PossibleLink###0201

Links 2 tickets with a "ParentChild" type link.

デフォルト値:

```
$Self->{'LinkObject::PossibleLink'}->{'0201'} = {
  'Object1' => 'Ticket',
  'Object2' => 'Ticket',
  'Type' => 'ParentChild'
};
```

LinkObject::IgnoreLinkedTicketStateTypes

Defines, which tickets of which ticket state types should not be listed in linked ticket lists.

デフォルト値:

```
$Self->{'LinkObject::IgnoreLinkedTicketStateTypes'} = [
  'merged',
  'removed'
];
```

LinkObject::StrikeThroughLinkedTicketStateTypes

For these state types the ticket numbers are striked through in the link table.

デフォルト値:

```
$Self->{'LinkObject::StrikeThroughLinkedTicketStateTypes'} = [
  'merged'
];
```

Ticket → Core::PostMaster

PostmasterMaxEmails

Maximal auto email responses to own email-address a day (Loop-Protection).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterMaxEmails'} = '40';
```

PostmasterMaxEmailsPerAddress

Maximal auto email responses to own email-address a day, configurable by email address (Loop-Protection).

デフォルト値:

```
$Self->{'PostmasterMaxEmailsPerAddress'} = {};
```

PostMasterMaxEmailSize

Maximal size in KBytes for mails that can be fetched via POP3/POP3S/IMAP/IMAPS (KBytes).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostMasterMaxEmailSize'} = '16384';
```

PostMasterReconnectMessage

The maximum number of mails fetched at once before reconnecting to the server.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostMasterReconnectMessage'} = '20';
```

LoopProtectionModule

Default loop protection module.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LoopProtectionModule'} = 'Kernel::System::PostMaster::LoopProtection::DB';
```

LoopProtectionLog

Path for the log file (it only applies if "FS" was selected for LoopProtectionModule and it is mandatory).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'LoopProtectionLog'} = '<OTRS_CONFIG_Home>/var/log/LoopProtection';
```

PostmasterAutoHTML2Text

Converts HTML mails into text messages.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterAutoHTML2Text'} = '1';
```

PostmasterUserID

Specifies user id of the postmaster data base.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterUserID'} = '1';
```

PostmasterDefaultQueue

Defines the postmaster default queue.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterDefaultQueue'} = 'Raw';
```

PostmasterDefaultPriority

Defines the default priority of new tickets.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterDefaultPriority'} = '3 normal';
```

PostmasterDefaultState

Defines the default state of new tickets.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterDefaultState'} = 'new';
```

PostmasterFollowUpState

Defines the state of a ticket if it gets a follow-up.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterFollowUpState'} = 'open';
```

PostmasterFollowUpStateClosed

Defines the state of a ticket if it gets a follow-up and the ticket was already closed.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostmasterFollowUpStateClosed'} = 'open';
```

PostmasterFollowUpOnUnlockAgentNotifyOnlyToOwner

Sends agent follow-up notification only to the owner, if a ticket is unlocked (the default is to send the notification to all agents).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterFollowUpOnUnlockAgentNotifyOnlyToOwner'} = '0';
```

PostmasterHeaderFieldCount

Defines the number of header fields in frontend modules for add and update postmaster filters. It can be up to 99 fields.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterHeaderFieldCount'} = '12';
```

PostmasterX-Header

Defines all the X-headers that should be scanned.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostmasterX-Header'} = [
  'From',
  'To',
  'Cc',
  'Reply-To',
  'ReplyTo',
  'Subject',
  'Message-ID',
  'Message-Id',
  'Resent-To',
  'Resent-From',
  'Precedence',
  'Mailing-List',
  'List-Id',
  'List-Archive',
  'Errors-To',
  'References',
  'In-Reply-To',
  'Auto-Submitted',
  'X-Loop',
  'X-Spam-Flag',
  'X-Spam-Level',
  'X-Spam-Score',
  'X-Spam-Status',
  'X-No-Loop',
  'X-Priority',
  'Importance',
  'X-Mailer',
  'User-Agent',
  'Organization',
  'X-Original-To',
  'Delivered-To',
  'Envelope-To',
  'X-Envelope-To',
  'Return-Path',
  'X-OTRS-Owner',
  'X-OTRS-OwnerID',
  'X-OTRS-Responsible',
  'X-OTRS-ResponsibleID',
  'X-OTRS-Loop',
  'X-OTRS-Priority',
  'X-OTRS-Queue',
  'X-OTRS-Lock',
  'X-OTRS-Ignore',
  'X-OTRS-State',
  'X-OTRS-State-PendingTime',
  'X-OTRS-Type',
  'X-OTRS-Service',
  'X-OTRS-SLA',
  'X-OTRS-Title',
  'X-OTRS-CustomerNo',
```

```
'X-OTRS-CustomerUser',
'X-OTRS-SenderType',
'X-OTRS-ArticleType',
'X-OTRS-FollowUp-Priority',
'X-OTRS-FollowUp-Queue',
'X-OTRS-FollowUp-Lock',
'X-OTRS-FollowUp-State',
'X-OTRS-FollowUp-State-PendingTime',
'X-OTRS-FollowUp-Type',
'X-OTRS-FollowUp-Service',
'X-OTRS-FollowUp-SLA',
'X-OTRS-FollowUp-SenderType',
'X-OTRS-FollowUp-ArticleType',
'X-OTRS-FollowUp-Title',
'X-OTRS-BodyDecrypted'
];
```

PostMaster::PreFilterModule###1-Match

Module to filter and manipulate incoming messages. Block/ignore all spam email with From: noreply@ address.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'1-Match'} = {
  'Match' => {
    'From' => 'noreply@'
  },
  'Module' => 'Kernel::System::PostMaster::Filter::Match',
  'Set' => {
    'X-OTRS-Ignore' => 'yes'
  }
};
```

PostMaster::PreFilterModule###2-Match

Module to filter and manipulate incoming messages. Get a 4 digit number to ticket free text, use regex in Match e. g. From => '(.+?)@.+?', and use () as [***] in Set =>.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'2-Match'} = {
  'Match' => {
    'Subject' => 'SomeNumber:(\d\d\d\d)'
  },
  'Module' => 'Kernel::System::PostMaster::Filter::Match',
  'Set' => {
    'X-OTRS-DynamicField-TicketFreeKey1' => 'SomeNumber',
    'X-OTRS-DynamicField-TicketFreeText1' => '[***]'
  }
};
```

PostMaster::PreFilterModule###3-NewTicketReject

Blocks all the incoming emails that do not have a valid ticket number in subject with From: @example.com address.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'3-NewTicketReject'} = {
  'Match' => {
    'From' => '@example.com'
  },
  'Module' => 'Kernel::System::PostMaster::Filter::NewTicketReject',
  'Set' => {
    'X-OTRS-Ignore' => 'yes'
  }
};
```

```
}  
};
```

PostMaster::PreFilterModule::NewTicketReject::Sender

Defines the sender for rejected emails.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule::NewTicketReject::Sender'} =  
'noreply@example.com';
```

PostMaster::PreFilterModule::NewTicketReject::Subject

Defines the subject for rejected emails.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule::NewTicketReject::Subject'} = 'Email Rejected';
```

PostMaster::PreFilterModule::NewTicketReject::Body

Defines the body text for rejected emails.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule::NewTicketReject::Body'} = '  
Dear Customer,  
  
Unfortunately we could not detect a valid ticket number  
in your subject, so this email can\'t be processed.  
  
Please create a new ticket via the customer panel.  
  
Thanks for your help!  
  
Your Helpdesk Team  
';
```

PostMaster::PreFilterModule###4-CMD

CMD example setup. Ignores emails where external CMD returns some output on STDOUT (email will be piped into STDIN of some.bin).

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'4-CMD'} = {  
'CMD' => '/usr/bin/some.bin',  
'Module' => 'Kernel::System::PostMaster::Filter::CMD',  
'Set' => {  
  'X-OTRS-Ignore' => 'yes'  
}  
};
```

PostMaster::PreFilterModule###5-SpamAssassin

Spam Assassin example setup. Ignores emails that are marked with SpamAssassin.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'5-SpamAssassin'} = {  
'CMD' => '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"',  
'Module' => 'Kernel::System::PostMaster::Filter::CMD',
```

```
'Set' => {  
  'X-OTRS-Ignore' => 'yes'  
}  
};
```

PostMaster::PreFilterModule###6-SpamAssassin

Spam Assassin example setup. Moves marked mails to spam queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'6-SpamAssassin'} = {  
  'CMD' => '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"',  
  'Module' => 'Kernel::System::PostMaster::Filter::CMD',  
  'Set' => {  
    'X-OTRS-Queue' => 'spam'  
  }  
};
```

PostMaster::PreFilterModule###000-MatchDBSource

Module to use database filter storage.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'000-MatchDBSource'} = {  
  'Module' => 'Kernel::System::PostMaster::Filter::MatchDBSource'  
};
```

PostMaster::PostFilterModule###000-FollowUpArticleTypeCheck

Module to check if arrived emails should be marked as email-internal (because of original forwarded internal email). ArticleType and SenderType define the values for the arrived email/article.

デフォルト値:

```
$Self->{'PostMaster::PostFilterModule'}->{'000-FollowUpArticleTypeCheck'} = {  
  'ArticleType' => 'email-internal',  
  'Module' => 'Kernel::System::PostMaster::Filter::FollowUpArticleTypeCheck',  
  'SenderType' => 'customer'  
};
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition1

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition1'} = {  
  'ArticleType' => 'note-report',  
  'DynamicFieldName' => 'Name_X',  
  'FromAddressRegExp' => '\\s*@example.com',  
  'Module' => 'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',  
  'Name' => 'Some Description',  
  'NumberRegExp' => '\\s*Incident-(\\d.*)\\s*',  
  'SearchInBody' => '1',  
  'SearchInSubject' => '1',  
  'SenderType' => 'system',  
  'TicketStateTypes' => 'new;open'  
};
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition2

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition2'} = {
  'ArticleType' => 'note-report',
  'DynamicFieldName' => 'Name_X',
  'FromAddressRegExp' => '\\s*@example.com',
  'Module' => 'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',
  'Name' => 'Some Description',
  'NumberRegExp' => '\\s*Incident-(\\d.*)\\s*',
  'SearchInBody' => '1',
  'SearchInSubject' => '1',
  'SenderType' => 'system',
  'TicketStateTypes' => 'new;open'
};
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition3

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition3'} = {
  'ArticleType' => 'note-report',
  'DynamicFieldName' => 'Name_X',
  'FromAddressRegExp' => '\\s*@example.com',
  'Module' => 'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',
  'Name' => 'Some Description',
  'NumberRegExp' => '\\s*Incident-(\\d.*)\\s*',
  'SearchInBody' => '1',
  'SearchInSubject' => '1',
  'SenderType' => 'system',
  'TicketStateTypes' => 'new;open'
};
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition4

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition4'} = {
  'ArticleType' => 'note-report',
  'DynamicFieldName' => 'Name_X',
  'FromAddressRegExp' => '\\s*@example.com',
  'Module' => 'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',
  'Name' => 'Some Description',
  'NumberRegExp' => '\\s*Incident-(\\d.*)\\s*',
  'SearchInBody' => '1',
  'SearchInSubject' => '1',
  'SenderType' => 'system',
  'TicketStateTypes' => 'new;open'
};
```

PostMaster::PreFilterModule###000-DecryptBody

Module to filter encrypted bodies of incoming messages.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'000-DecryptBody'} = {
  'Module' => 'Kernel::System::PostMaster::Filter::Decrypt',
  'StoreDecryptedBody' => '0'
};
```

PostMaster::PreFilterModule###000-SMIMEFetchFromCustomer

Module to fetch customer users SMIME certificates of incoming messages.

デフォルト値:

```
$Self->{'PostMaster::PreFilterModule'}->{'000-SMIMEFetchFromCustomer'} = {  
  'Module' => 'Kernel::System::PostMaster::Filter::SMIMEFetchFromCustomer'  
};
```

PostMaster::CheckFollowUpModule###0100-Subject

Checks if an E-Mail is a followup to an existing ticket by searching the subject for a valid ticket number.

デフォルト値:

```
$Self->{'PostMaster::CheckFollowUpModule'}->{'0100-Subject'} = {  
  'Module' => 'Kernel::System::PostMaster::FollowUpCheck::Subject'  
};
```

PostMaster::CheckFollowUpModule###0200-References

Executes follow-up checks on In-Reply-To or References headers for mails that don't have a ticket number in the subject.

デフォルト値:

```
$Self->{'PostMaster::CheckFollowUpModule'}->{'0200-References'} = {  
  'Module' => 'Kernel::System::PostMaster::FollowUpCheck::References'  
};
```

PostMaster::CheckFollowUpModule###0300-Body

Executes follow-up checks on email body for mails that don't have a ticket number in the subject.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::CheckFollowUpModule'}->{'0300-Body'} = {  
  'Module' => 'Kernel::System::PostMaster::FollowUpCheck::Body'  
};
```

PostMaster::CheckFollowUpModule###0400-Attachments

Executes follow-up checks on attachment contents for mails that don't have a ticket number in the subject.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::CheckFollowUpModule'}->{'0400-Attachments'} = {  
  'Module' => 'Kernel::System::PostMaster::FollowUpCheck::Attachments'  
};
```

PostMaster::CheckFollowUpModule###0500-RawEmail

Executes follow-up checks on the raw source email for mails that don't have a ticket number in the subject.

This setting is not active by default.

デフォルト値:

```
$Self->{'PostMaster::CheckFollowUpModule'}->{'0500-RawEmail'} = {  
  'Module' => 'Kernel::System::PostMaster::FollowUpCheck::RawEmail'  
};
```

SendNoAutoResponseRegExp

If this regex matches, no message will be send by the autoresponder.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'SendNoAutoResponseRegExp'} = '(MAILER-DAEMON|postmaster|abuse)@.+?\.\.+?';
```

AutoResponseForWebTickets

If this option is set to 'Yes', tickets created via the web interface, via Customers or Agents, will receive an autoresponse if configured. If this option is set to 'No', no autoresponses will be sent.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'AutoResponseForWebTickets'} = '1';
```

Ticket → Core::Queue

Queue::EventModulePost###2300-UpdateQueue

Event module that performs an update statement on TicketIndex to rename the queue name there if needed and if StaticDB is actually used.

デフォルト値:

```
$Self->{'Queue::EventModulePost'}->{'2300-UpdateQueue'} = {
  'Event' => 'QueueUpdate',
  'Module' => 'Kernel::System::Queue::Event::TicketAcceleratorUpdate',
  'Transaction' => '0'
};
```

Ticket → Core::Stats

Stats::DynamicObjectRegistration###Ticket

Module to generate ticket statistics.

デフォルト値:

```
$Self->{'Stats::DynamicObjectRegistration'}->{'Ticket'} = {
  'Module' => 'Kernel::System::Stats::Dynamic::Ticket'
};
```

Stats::DynamicObjectRegistration###TicketList

Determines if the statistics module may generate ticket lists.

デフォルト値:

```
$Self->{'Stats::DynamicObjectRegistration'}->{'TicketList'} = {
  'Module' => 'Kernel::System::Stats::Dynamic::TicketList'
};
```

Stats::DynamicObjectRegistration###TicketAccountedTime

Module to generate accounted time ticket statistics.

デフォルト値:

```
$Self->{'Stats::DynamicObjectRegistration'}->{'TicketAccountedTime'} = {
  'Module' => 'Kernel::System::Stats::Dynamic::TicketAccountedTime'
};
```

Stats::DynamicObjectRegistration###TicketSolutionResponseTime

Module to generate ticket solution and response time statistics.

デフォルト値:

```
$Self->{'Stats::DynamicObjectRegistration'}->{'TicketSolutionResponseTime'} = {
```

```
'Module' => 'Kernel::System::Stats::Dynamic::TicketSolutionResponseTime'  
};
```

Ticket → Core::Ticket

Ticket::Hook

The identifier for a ticket, e.g. Ticket#, Call#, MyTicket#. The default is Ticket#.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Hook'} = 'Ticket#';
```

Ticket::HookDivider

The divider between TicketHook and ticket number. E.g ': '.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::HookDivider'} = ' ';
```

Ticket::SubjectSize

Max size of the subjects in an email reply and in some overview screens.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::SubjectSize'} = '100';
```

Ticket::SubjectRe

The text at the beginning of the subject in an email reply, e.g. RE, AW, or AS.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::SubjectRe'} = 'Re';
```

Ticket::SubjectFwd

The text at the beginning of the subject when an email is forwarded, e.g. FW, Fwd, or WG.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::SubjectFwd'} = 'Fwd';
```

Ticket::SubjectFormat

The format of the subject. 'Left' means '[TicketHook#:12345] Some Subject', 'Right' means 'Some Subject [TicketHook#:12345]', 'None' means 'Some Subject' and no ticket number. In the latter case you should verify that the setting PostMaster::CheckFollowUpModule###0200-References is activated to recognize followups based on email headers.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::SubjectFormat'} = 'Left';
```

Ticket::MergeDynamicFields

A list of dynamic fields that are merged into the main ticket during a merge operation. Only dynamic fields that are empty in the main ticket will be set.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::MergeDynamicFields'} = [];
```

Ticket::CustomQueue

Name of custom queue. The custom queue is a queue selection of your preferred queues and can be selected in the preferences settings.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::CustomQueue'} = 'My Queues';
```

Ticket::CustomService

Name of custom service. The custom service is a service selection of your preferred services and can be selected in the preferences settings.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::CustomService'} = 'My Services';
```

Ticket::NewArticleIgnoreSystemSender

Ignore article with system sender type for new article feature (e. g. auto responses or email notifications).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::NewArticleIgnoreSystemSender'} = '0';
```

Ticket::ChangeOwnerToEveryone

Changes the owner of tickets to everyone (useful for ASP). Normally only agent with rw permissions in the queue of the ticket will be shown.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::ChangeOwnerToEveryone'} = '0';
```

Ticket::Responsible

Enables ticket responsible feature, to keep track of a specific ticket.

デフォルト値:

```
$Self->{'Ticket::Responsible'} = '0';
```

Ticket::ResponsibleAutoSet

Automatically sets the owner of a ticket as the responsible for it (if ticket responsible feature is enabled). This will only work by manually actions of the logged in user. It does not work for automated actions e.g. GenericAgent, Postmaster and GenericInterface.

デフォルト値:

```
$Self->{'Ticket::ResponsibleAutoSet'} = '1';
```

Ticket::InvalidOwner::StateChange

Automatically change the state of a ticket with an invalid owner once it is unlocked. Maps from a state type to a new ticket state.

デフォルト値:

```
$Self->{'Ticket::InvalidOwner::StateChange'} = {  
  'pending auto' => 'open',  
  'pending reminder' => 'open'  
};
```

Ticket::Type

Allows defining new types for ticket (if ticket type feature is enabled).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Type'} = '0';
```

Ticket::Type::Default

Defines the default ticket type.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Type::Default'} = 'Unclassified';
```

Ticket::Service

Allows defining services and SLAs for tickets (e. g. email, desktop, network, ...), and escalation attributes for SLAs (if ticket service/SLA feature is enabled).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Service'} = '0';
```

Ticket::Service::KeepChildren

Retains all services in listings even if they are children of invalid elements.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Service::KeepChildren'} = '0';
```

Ticket::Service::Default::UnknownCustomer

Allows default services to be selected also for non existing customers.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Service::Default::UnknownCustomer'} = '0';
```

Ticket::ArchiveSystem

Activates the ticket archive system to have a faster system by moving some tickets out of the daily scope. To search for these tickets, the archive flag has to be enabled in the ticket search.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::ArchiveSystem'} = '0';
```

Ticket::ArchiveSystem::RemoveSeenFlags

Controls if the ticket and article seen flags are removed when a ticket is archived.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::ArchiveSystem::RemoveSeenFlags'} = '1';
```

Ticket::ArchiveSystem::RemoveTicketWatchers

Removes the ticket watcher information when a ticket is archived.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::ArchiveSystem::RemoveTicketWatchers'} = '1';
```

Ticket::CustomerArchiveSystem

Activates the ticket archive system search in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::CustomerArchiveSystem'} = '0';
```

Ticket::NumberGenerator

Selects the ticket number generator module. "AutoIncrement" increments the ticket number, the SystemID and the counter are used with SystemID.counter format (e.g. 1010138, 1010139). With "Date" the ticket numbers will be generated by the current date, the SystemID and the counter. The format looks like Year.Month.Day.SystemID.counter (e.g. 200206231010138, 200206231010139). With "DateChecksum" the counter will be appended as checksum to the string of date and SystemID. The checksum will be rotated on a daily basis. The format looks like Year.Month.Day.SystemID.Counter.CheckSum (e.g. 2002070110101520, 2002070110101535). "Random" generates randomized ticket numbers in the format "SystemID.Random" (e.g. 100057866352, 103745394596).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::NumberGenerator'} = 'Kernel::System::Ticket::Number::DateChecksum';
```

Ticket::NumberGenerator::CheckSystemID

Checks the SystemID in ticket number detection for follow-ups (use "No" if SystemID has been changed after using the system).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::NumberGenerator::CheckSystemID'} = '1';
```

Ticket::NumberGenerator::MinCounterSize

Sets the minimal ticket counter size if "AutoIncrement" was selected as TicketNumberGenerator. Default is 5, this means the counter starts from 10000.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::NumberGenerator::MinCounterSize'} = '5';
```

Ticket::NumberGenerator::Date::UseFormattedCounter

Enables the minimal ticket counter size (if "Date" was selected as TicketNumberGenerator).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::NumberGenerator::Date::UseFormattedCounter'} = '0';
```

Ticket::CounterLog

Log file for the ticket counter.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::CounterLog'} = '<OTRS_CONFIG_Home>/var/log/TicketCounter.log';
```

Ticket::IndexModule

IndexAccelerator: to choose your backend TicketViewAccelerator module. "RuntimeDB" generates each queue view on the fly from ticket table (no performance problems up to approx. 60.000 tickets in total and 6.000 open tickets in the system). "StaticDB" is the most powerful module, it uses an extra ticket-index table that works like a view (recommended if more than 80.000 and 6.000 open tickets are stored in the system). Use the command "bin/otrs.Console.pl Maint::Ticket::QueueIndexRebuild" for initial index creation.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::IndexModule'} =  
'Kernel::System::Ticket::IndexAccelerator::RuntimeDB';
```

Ticket::StorageModule

Saves the attachments of articles. "DB" stores all data in the database (not recommended for storing big attachments). "FS" stores the data on the filesystem; this is faster but the webserver should run under the OTRS user. You can switch between the modules even on a system that is already in production without any loss of data. Note: Searching for attachment names is not supported when "FS" is used.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::StorageModule'} = 'Kernel::System::Ticket::ArticleStorageDB';
```

Ticket::StorageModule::CheckAllBackends

Specifies whether all storage backends should be checked when looking for attachments. This is only required for installations where some attachments are in the file system, and others in the database.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::StorageModule::CheckAllBackends'} = '0';
```

ArticleDir

Specifies the directory to store the data in, if "FS" was selected for TicketStorageModule.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ArticleDir'} = '<OTRS_CONFIG_Home>/var/article';
```

OTRSEscalationEvents::DecayTime

The duration in minutes after emitting an event, in which the new escalation notify and start events are suppressed.

デフォルト値:

```
$Self->{'OTRSEscalationEvents::DecayTime'} = '1440';
```

Ticket::EventModulePost###2300-ArchiveRestore

Restores a ticket from the archive (only if the event is a state change to any open available state).

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'2300-ArchiveRestore'} = {
  'Event' => 'TicketStateUpdate',
  'Module' => 'Kernel::System::Ticket::Event::ArchiveRestore'
};
```

Ticket::EventModulePost###2600-AcceleratorUpdate

Updates the ticket index accelerator.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'2600-AcceleratorUpdate'} = {
  'Event' => 'TicketStateUpdate|TicketQueueUpdate|TicketLockUpdate',
  'Module' => 'Kernel::System::Ticket::Event::TicketAcceleratorUpdate'
};
```

Ticket::EventModulePost###2700-ForceOwnerResetOnMove

Resets and unlocks the owner of a ticket if it was moved to another queue.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'2700-ForceOwnerResetOnMove'} = {
  'Event' => 'TicketQueueUpdate',
  'Module' => 'Kernel::System::Ticket::Event::ForceOwnerReset'
};
```

Ticket::EventModulePost###2800-ForceStateChangeOnLock

Forces to choose a different ticket state (from current) after lock action. Define the current state as key, and the next state after lock action as content.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'2800-ForceStateChangeOnLock'} = {
  'Event' => 'TicketLockUpdate',
  'Module' => 'Kernel::System::Ticket::Event::ForceState',
  'new' => 'open'
};
```

```
};
```

Ticket::EventModulePost###3000-ResponsibleAutoSet

Automatically sets the responsible of a ticket (if it is not set yet) after the first owner update.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'3000-ResponsibleAutoSet'} = {
  'Event' => 'TicketOwnerUpdate',
  'Module' => 'Kernel::System::Ticket::Event::ResponsibleAutoSet'
};
```

Ticket::EventModulePost###3300-TicketPendingTimeReset

Sets the PendingTime of a ticket to 0 if the state is changed to a non-pending state.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'3300-TicketPendingTimeReset'} = {
  'Event' => 'TicketStateUpdate',
  'Module' => 'Kernel::System::Ticket::Event::TicketPendingTimeReset'
};
```

Ticket::EventModulePost###7000-NotificationEvent

Sends the notifications which are configured in the admin interface under "Notfication (Event)".

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'7000-NotificationEvent'} = {
  'Event' => '',
  'Module' => 'Kernel::System::Ticket::Event::NotificationEvent',
  'Transaction' => '1'
};
```

Ticket::EventModulePost###6000-EscalationIndex

Updates the ticket escalation index after a ticket attribute got updated.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'6000-EscalationIndex'} = {
  'Event' => 'TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|
ArticleCreate|TicketDynamicFieldUpdate|TicketTypeUpdate|TicketServiceUpdate|
TicketCustomerUpdate|TicketPriorityUpdate|TicketMerge',
  'Module' => 'Kernel::System::Ticket::Event::TicketEscalationIndex',
  'Transaction' => '1'
};
```

Ticket::EventModulePost###4300-EscalationStopEvents

Ticket event module that triggers the escalation stop events.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'4300-EscalationStopEvents'} = {
  'Event' => 'TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|ArticleCreate',
  'Module' => 'Kernel::System::Ticket::Event::TriggerEscalationStopEvents',
  'Transaction' => '0'
};
```

Ticket::EventModulePost###3600-ForceUnlockOnMove

Forces to unlock tickets after being moved to another queue.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'3600-ForceUnlockOnMove'} = {
  'Event' => 'TicketQueueUpdate',
  'Module' => 'Kernel::System::Ticket::Event::ForceUnlock'
};
```


Ticket::EventModulePost###4000-TicketArticleNewMessageUpdate

Update Ticket "Seen" flag if every article got seen or a new Article got created.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'4000-TicketArticleNewMessageUpdate'} = {
  'Event' => 'ArticleCreate|ArticleFlagSet',
  'Module' => 'Kernel::System::Ticket::Event::TicketNewMessageUpdate'
};
```

DynamicFieldFromCustomerUser::Mapping

Define a mapping between variables of the customer user data (keys) and dynamic fields of a ticket (values). The purpose is to store customer user data in ticket dynamic fields. The dynamic fields must be present in the system and should be enabled for AgentTicketFreeText, so that they can be set/updated manually by the agent. They mustn't be enabled for AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer. If they were, they would have precedence over the automatically set values. To use this mapping, you have to also activate the next setting below.

This setting is not active by default.

デフォルト値:

```
$Self->{'DynamicFieldFromCustomerUser::Mapping'} = {
  'UserFirstname' => 'CustomerFirstname'
};
```

Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser

This event module stores attributes from CustomerUser as DynamicFields tickets. Please see the setting above for how to configure the mapping.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'4100-DynamicFieldFromCustomerUser'} = {
  'Event' => '(TicketCreate|TicketCustomerUpdate)',
  'Module' => 'Kernel::System::Ticket::Event::DynamicFieldFromCustomerUser'
};
```

Ticket::CustomModule###001-CustomModule

Overloads (redefines) existing functions in Kernel::System::Ticket. Used to easily add customizations.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::CustomModule'}->{'001-CustomModule'} =
  'Kernel::System::Ticket::Custom';
```

Ticket::ViewableSenderTypes

Defines the default viewable sender types of a ticket (default: customer).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::ViewableSenderTypes'} = [
  '\customer\'
];
```

Ticket::ViewableLocks

Defines the viewable locks of a ticket. NOTE: When you change this setting, make sure to delete the cache in order to use the new value. Default: unlock, tmp_lock.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::ViewableLocks'} = [  
  '\unlock\  
  '\tmp_lock\  
];
```

Ticket::ViewableStateType

Defines the valid state types for a ticket.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::ViewableStateType'} = [  
  'new',  
  'open',  
  'pending reminder',  
  'pending auto'  
];
```

Ticket::UnlockStateType

Defines the valid states for unlocked tickets. To unlock tickets the script "bin/otrs.Console.pl Maint::Ticket::UnlockTimeout" can be used.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::UnlockStateType'} = [  
  'new',  
  'open'  
];
```

Ticket::PendingNotificationOnlyToOwner

Sends reminder notifications of unlocked ticket after reaching the reminder date (only sent to ticket owner).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::PendingNotificationOnlyToOwner'} = '0';
```

Ticket::PendingNotificationNotToResponsible

Disables sending reminder notifications to the responsible agent of a ticket (Ticket::Responsible needs to be activated).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::PendingNotificationNotToResponsible'} = '0';
```

Ticket::PendingReminderStateType

Defines the state type of the reminder for pending tickets.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::PendingReminderStateType'} = [  
  'pending reminder'  
];
```

Ticket::PendingAutoStateType

Determines the possible states for pending tickets that changed state after reaching time limit.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::PendingAutoStateType'} = [  
  'pending auto'  
];
```

Ticket::StateAfterPending

Defines which states should be set automatically (Content), after the pending time of state (Key) has been reached.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::StateAfterPending'} = {  
  'pending auto close+' => 'closed successful',  
  'pending auto close-' => 'closed unsuccessful'  
};
```

System::Permission

Standard available permissions for agents within the application. If more permissions are needed, they can be entered here. Permissions must be defined to be effective. Some other good permissions have also been provided built-in: note, close, pending, customer, freetext, move, compose, responsible, forward, and bounce. Make sure that "rw" is always the last registered permission.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'System::Permission'} = [  
  'ro',  
  'move_into',  
  'create',  
  'note',  
  'owner',  
  'priority',  
  'rw'  
];
```

Ticket::Permission###1-OwnerCheck

Module to grant access to the owner of a ticket.

デフォルト値:

```
$Self->{'Ticket::Permission'}->{'1-OwnerCheck'} = {  
  'Granted' => '1',  
  'Module' => 'Kernel::System::Ticket::Permission::OwnerCheck',  
  'Required' => '0'  
};
```

Ticket::Permission::OwnerCheck::Queues

Optional queue limitation for the OwnerCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Permission::OwnerCheck::Queues'} = {
```

```
'Misc' => 'note',
'Postmaster' => 'ro, move, note',
'Raw' => 'rw'
};
```

Ticket::Permission###2-ResponsibleCheck

Module to grant access to the agent responsible of a ticket.

デフォルト値:

```
$Self->{'Ticket::Permission'}->{'2-ResponsibleCheck'} = {
  'Granted' => '1',
  'Module' => 'Kernel::System::Ticket::Permission::ResponsibleCheck',
  'Required' => '0'
};
```

Ticket::Permission::ResponsibleCheck::Queues

Optional queue limitation for the ResponsibleCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Permission::ResponsibleCheck::Queues'} = {
  'Misc' => 'note',
  'Postmaster' => 'ro, move, note',
  'Raw' => 'rw'
};
```

Ticket::Permission###3-GroupCheck

Module to check the group permissions for the access to tickets.

デフォルト値:

```
$Self->{'Ticket::Permission'}->{'3-GroupCheck'} = {
  'Granted' => '1',
  'Module' => 'Kernel::System::Ticket::Permission::GroupCheck',
  'Required' => '0'
};
```

Ticket::Permission###4-WatcherCheck

Module to grant access to the watcher agents of a ticket.

デフォルト値:

```
$Self->{'Ticket::Permission'}->{'4-WatcherCheck'} = {
  'Granted' => '1',
  'Module' => 'Kernel::System::Ticket::Permission::WatcherCheck',
  'Required' => '0'
};
```

Ticket::Permission###5-CreatorCheck

Module to grant access to the creator of a ticket.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Permission'}->{'5-CreatorCheck'} = {
  'Granted' => '1',
  'Module' => 'Kernel::System::Ticket::Permission::CreatorCheck',
  'Required' => '0'
};
```

Ticket::Permission::CreatorCheck::Queues

Optional queue limitation for the CreatorCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Permission::CreatorCheck::Queues'} = {  
  'Misc' => 'note',  
  'Postmaster' => 'ro, move, note',  
  'Raw' => 'rw'  
};
```

Ticket::Permission###6-InvolvedCheck

Module to grant access to any agent that has been involved in a ticket in the past (based on ticket history entries).

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Permission'}->{'6-InvolvedCheck'} = {  
  'Granted' => '1',  
  'Module' => 'Kernel::System::Ticket::Permission::InvolvedCheck',  
  'Required' => '0'  
};
```

Ticket::Permission::InvolvedCheck::Queues

Optional queue limitation for the InvolvedCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Permission::InvolvedCheck::Queues'} = {  
  'Misc' => 'note',  
  'Postmaster' => 'ro, move, note',  
  'Raw' => 'rw'  
};
```

CustomerTicket::Permission###1-GroupCheck

Module to check the group permissions for customer access to tickets.

デフォルト値:

```
$Self->{'CustomerTicket::Permission'}->{'1-GroupCheck'} = {  
  'Granted' => '0',  
  'Module' => 'Kernel::System::Ticket::CustomerPermission::GroupCheck',  
  'Required' => '1'  
};
```

CustomerTicket::Permission###2-CustomerUserIDCheck

Module to grant access if the CustomerUserID of the ticket matches the CustomerUserID of the customer.

デフォルト値:

```
$Self->{'CustomerTicket::Permission'}->{'2-CustomerUserIDCheck'} = {  
  'Granted' => '1',  
  'Module' => 'Kernel::System::Ticket::CustomerPermission::CustomerUserIDCheck',  
  'Required' => '0'  
};
```

CustomerTicket::Permission###3-CustomerIDCheck

Module to grant access if the CustomerID of the ticket matches the CustomerID of the customer.

デフォルト値:

```
$Self->{'CustomerTicket::Permission'}->{'3-CustomerIDCheck'} = {
  'Granted' => '1',
  'Module' => 'Kernel::System::Ticket::CustomerPermission::CustomerIDCheck',
  'Required' => '0'
};
```

Ticket::DefineEmailFrom

Defines how the From field from the emails (sent from answers and email tickets) should look like.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::DefineEmailFrom'} = 'SystemAddressName';
```

Ticket::DefineEmailFromSeparator

Defines the separator between the agents real name and the given queue email address.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::DefineEmailFromSeparator'} = 'via';
```

CustomerNotifyJustToRealCustomer

Sends customer notifications just to the mapped customer.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerNotifyJustToRealCustomer'} = '0';
```

AgentSelfNotifyOnAction

Specifies if an agent should receive email notification of his own actions.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'AgentSelfNotifyOnAction'} = '0';
```

Ticket::EventModulePost###9700-GenericAgent

Event module registration. For more performance you can define a trigger event (e. g. Event => TicketCreate).

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'9700-GenericAgent'} = {
  'Event' => '',
  'Module' => 'Kernel::System::Ticket::Event::GenericAgent',
  'Transaction' => '1'
};
```

Ticket::GenericAgentTicketSearch###ExtendedSearchCondition

Allows extended search conditions in ticket search of the generic agent interface. With this feature you can search e. g. ticket title with this kind of conditions like "(*key1*&&*key2*)" or "(*key1*||*key2*)".

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::GenericAgentTicketSearch'}->{'ExtendedSearchCondition'} = '1';
```

Ticket::GenericAgentRunLimit

Set the limit of tickets that will be executed on a single genericagent job execution.

デフォルト値:

```
$Self->{'Ticket::GenericAgentRunLimit'} = '4000';
```

Ticket::UnlockOnAway

Unlock tickets whenever a note is added and the owner is out of office.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::UnlockOnAway'} = '1';
```

Ticket::IncludeUnknownTicketCustomers

Include unknown customers in ticket filter.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::IncludeUnknownTicketCustomers'} = '0';
```

StandardTemplate::Types

Defines the list of types for templates.

デフォルト値:

```
$Self->{'StandardTemplate::Types'} = {  
  'Answer' => 'Answer',  
  'Create' => 'Create',  
  'Email' => 'Email',  
  'Forward' => 'Forward',  
  'Note' => 'Note',  
  'PhoneCall' => 'Phone call'  
};
```

StandardTemplate2QueueByCreating

List of default Standard Templates which are assigned automatically to new Queues upon creation.

This setting is not active by default.

デフォルト値:

```
$Self->{'StandardTemplate2QueueByCreating'} = [  
  ''  
];
```

Ticket::Frontend::DefaultRecipientDisplayType

Default display type for recipient (To,Cc) names in AgentTicketZoom and CustomerTicketZoom.

デフォルト値:

```
$Self->{'Ticket::Frontend::DefaultRecipientDisplayType'} = 'Realname';
```

Ticket::Frontend::DefaultSenderDisplayType

Default display type for sender (From) names in AgentTicketZoom and CustomerTicketZoom.

デフォルト値:

```
$Self->{'Ticket::Frontend::DefaultSenderDisplayType'} = 'Realname';
```

Ticket → Core::TicketACL

Ticket::Acl::Module###1-Ticket::Acl::Module

ACL module that allows closing parent tickets only if all its children are already closed ("State" shows which states are not available for the parent ticket until all child tickets are closed).

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Acl::Module'}->{'1-Ticket::Acl::Module'} = {
  'Module' => 'Kernel::System::Ticket::Acl::CloseParentAfterClosedChilds',
  'State' => [
    'closed successful',
    'closed unsuccessful'
  ]
};
```

TicketACL::Default::Action

Default ACL values for ticket actions.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TicketACL::Default::Action'} = {};
```

ACLKeysLevel1Match

Defines which items are available in first level of the ACL structure.

デフォルト値:

```
$Self->{'ACLKeysLevel1Match'} = {
  'Properties' => 'Properties',
  'PropertiesDatabase' => 'PropertiesDatabase'
};
```

ACLKeysLevel1Change

Defines which items are available in first level of the ACL structure.

デフォルト値:

```
$Self->{'ACLKeysLevel1Change'} = {
  'Possible' => 'Possible',
  'PossibleAdd' => 'PossibleAdd',
  'PossibleNot' => 'PossibleNot'
};
```

ACLKeysLevel2::Possible

Defines which items are available in second level of the ACL structure.

デフォルト値:

```
$Self->{'ACLKeysLevel2::Possible'} = {
  'Action' => 'Action',
  'ActivityDialog' => 'ActivityDialog',
  'Process' => 'Process',
  'Ticket' => 'Ticket'
};
```

ACLKeysLevel2::PossibleAdd

Defines which items are available in second level of the ACL structure.

デフォルト値:

```
$Self->{'ACLKeysLevel2::PossibleAdd'} = {
```



```
'Action' => 'Action',
'ActivityDialog' => 'ActivityDialog',
'Process' => 'Process',
'Ticket' => 'Ticket'
};
```

ACLKeysLevel2::PossibleNot

Defines which items are available in second level of the ACL structure.

デフォルト値:

```
$Self->{'ACLKeysLevel2::PossibleNot'} = {
  'Action' => 'Action',
  'ActivityDialog' => 'ActivityDialog',
  'Process' => 'Process',
  'Ticket' => 'Ticket'
};
```

ACLKeysLevel2::Properties

Defines which items are available in second level of the ACL structure.

デフォルト値:

```
$Self->{'ACLKeysLevel2::Properties'} = {
  'CustomerUser' => 'CustomerUser',
  'DynamicField' => 'DynamicField',
  'Frontend' => 'Frontend',
  'Owner' => 'Owner',
  'Priority' => 'Priority',
  'Process' => 'Process',
  'Queue' => 'Queue',
  'Responsible' => 'Responsible',
  'SLA' => 'SLA',
  'Service' => 'Service',
  'State' => 'State',
  'Ticket' => 'Ticket',
  'Type' => 'Type',
  'User' => 'User'
};
```

ACLKeysLevel2::PropertiesDatabase

Defines which items are available in second level of the ACL structure.

デフォルト値:

```
$Self->{'ACLKeysLevel2::PropertiesDatabase'} = {
  'CustomerUser' => 'CustomerUser',
  'DynamicField' => 'DynamicField',
  'Owner' => 'Owner',
  'Priority' => 'Priority',
  'Process' => 'Process',
  'Queue' => 'Queue',
  'Responsible' => 'Responsible',
  'SLA' => 'SLA',
  'Service' => 'Service',
  'State' => 'State',
  'Ticket' => 'Ticket',
  'Type' => 'Type',
  'User' => 'User'
};
```

ACLKeysLevel3::Actions###100-Default

Defines which items are available for 'Action' in third level of the ACL structure.

デフォルト値:

```
$Self->{'ACLKeysLevel3::Actions'}->{'100-Default'} = [
  'AgentTicketBounce',
  'AgentTicketClose',
  'AgentTicketCompose',
```

```
'AgentTicketCustomer',
'AgentTicketForward',
'AgentTicketEmailOutbound',
'AgentTicketFreeText',
'AgentTicketHistory',
'AgentTicketLink',
'AgentTicketLock',
'AgentTicketMerge',
'AgentTicketMove',
'AgentTicketNote',
'AgentTicketOwner',
'AgentTicketPending',
'AgentTicketPhone',
'AgentTicketPhoneInbound',
'AgentTicketPhoneOutbound',
'AgentTicketPlain',
'AgentTicketPrint',
'AgentTicketPriority',
'AgentTicketProcess',
'AgentTicketResponsible',
'AgentTicketSearch',
'AgentTicketWatcher',
'AgentTicketZoom',
'AgentLinkObject',
'CustomerTicketPrint',
'CustomerTicketProcess',
'CustomerTicketZoom'
];
```

ACL::CacheTTL

Cache time in seconds for the DB ACL backend.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'ACL::CacheTTL'} = '3600';
```

TicketACL::Debug::Enabled

If enabled debugging information for ACLs is logged.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'TicketACL::Debug::Enabled'} = '0';
```

TicketACL::Debug::LogPriority

Defines the priority in which the information is logged and presented.

This setting is not active by default.

デフォルト値:

```
$Self->{'TicketACL::Debug::LogPriority'} = 'debug';
```

TicketACL::Debug::Filter###00-Default

Filter for debugging ACLs. Note: More ticket attributes can be added in the format <OTRS_TICKET_Attribute> e.g. <OTRS_TICKET_Priority>.

This setting is not active by default.

デフォルト値:

```
$Self->{'TicketACL::Debug::Filter'}->{'00-Default'} = {
  '<OTRS_TICKET_TicketNumber>' => '',
  'ACLName' => ''
};
```

Ticket → Core::TicketBulkAction

Ticket::Frontend::BulkFeature

Enables ticket bulk action feature for the agent frontend to work on more than one ticket at a time.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::BulkFeature'} = '1';
```

Ticket::Frontend::BulkFeatureGroup

Enables ticket bulk action feature only for the listed groups.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::BulkFeatureGroup'} = [  
  'admin',  
  'users'  
];
```

Ticket → Core::TicketDynamicFieldDefault

Ticket::EventModulePost###9600-TicketDynamicFieldDefault

Event module registration. For more performance you can define a trigger event (e. g. Event => TicketCreate). This is only possible if all Ticket dynamic fields need the same event.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::EventModulePost'}->{'9600-TicketDynamicFieldDefault'} = {  
  'Module' => 'Kernel::System::Ticket::Event::TicketDynamicFieldDefault',  
  'Transaction' => '1'  
};
```

Ticket::TicketDynamicFieldDefault###Element1

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element1'} = {  
  'Event' => 'TicketCreate',  
  'Name' => 'Field1',  
  'Value' => 'Default'  
};
```

Ticket::TicketDynamicFieldDefault###Element2

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element2'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element3

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element3'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element4

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element4'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element5

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element5'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element6

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element6'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element7

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element7'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element8

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element8'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element9

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element9'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element10

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element10'} = {
```

```
'Event' => '',  
'Name' => '',  
'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element11

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element11'} = {  
'Event' => '',  
'Name' => '',  
'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element12

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element12'} = {  
'Event' => '',  
'Name' => '',  
'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element13

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element13'} = {  
'Event' => '',  
'Name' => '',  
'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element14

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element14'} = {  
'Event' => '',
```

```
'Name' => '',  
'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element15

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element15'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket::TicketDynamicFieldDefault###Element16

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element16'} = {  
  'Event' => '',  
  'Name' => '',  
  'Value' => ''  
};
```

Ticket → Core::TicketWatcher

Ticket::Watcher

Enables or disables the ticket watcher feature, to keep track of tickets without being the owner nor the responsible.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Watcher'} = '0';
```

Ticket::WatcherGroup

Enables ticket watcher feature only for the listed groups.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::WatcherGroup'} = [  
  'admin',  
  'users'  
];
```

Ticket → Frontend::Admin

Events###Ticket

List of all ticket events to be displayed in the GUI.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Events'}->{'Ticket'} = [
  'TicketCreate',
  'TicketDelete',
  'TicketTitleUpdate',
  'TicketUnlockTimeoutUpdate',
  'TicketQueueUpdate',
  'TicketTypeUpdate',
  'TicketServiceUpdate',
  'TicketSLAUpdate',
  'TicketCustomerUpdate',
  'TicketPendingTimeUpdate',
  'TicketLockUpdate',
  'TicketArchiveFlagUpdate',
  'TicketStateUpdate',
  'TicketOwnerUpdate',
  'TicketResponsibleUpdate',
  'TicketPriorityUpdate',
  'HistoryAdd',
  'HistoryDelete',
  'TicketAccountTime',
  'TicketMerge',
  'TicketSubscribe',
  'TicketUnsubscribe',
  'TicketFlagSet',
  'TicketFlagDelete',
  'TicketSlaveLinkAdd',
  'TicketSlaveLinkDelete',
  'TicketMasterLinkDelete',
  'EscalationResponseTimeNotifyBefore',
  'EscalationUpdateTimeNotifyBefore',
  'EscalationSolutionTimeNotifyBefore',
  'EscalationResponseTimeStart',
  'EscalationUpdateTimeStart',
  'EscalationSolutionTimeStart',
  'EscalationResponseTimeStop',
  'EscalationUpdateTimeStop',
  'EscalationSolutionTimeStop',
  'NotificationNewTicket',
  'NotificationFollowUp',
  'NotificationLockTimeout',
  'NotificationOwnerUpdate',
  'NotificationResponsibleUpdate',
  'NotificationAddNote',
  'NotificationMove',
  'NotificationPendingReminder',
  'NotificationEscalation',
  'NotificationEscalationNotifyBefore',
  'NotificationServiceUpdate'
];
```

Events###Article

List of all article events to be displayed in the GUI.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Events'}->{'Article'} = [
  'ArticleCreate',
  'ArticleUpdate',
  'ArticleSend',
  'ArticleBounce',
  'ArticleAgentNotification',
  'ArticleCustomerNotification',
  'ArticleAutoResponse',
  'ArticleFlagSet',
  'ArticleFlagDelete',
];
```



```
'ArticleAgentNotification',
'ArticleCustomerNotification'
];
```

Events###Queue

List of all queue events to be displayed in the GUI.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Events'}->{'Queue'} = [
  'QueueCreate',
  'QueueUpdate'
];
```

Ticket → Frontend::Admin::AdminNotificationEvent

Frontend::Admin::AdminNotificationEvent###RichText

Uses richtext for viewing and editing ticket notification.

デフォルト値:

```
$Self->{'Frontend::Admin::AdminNotificationEvent'}->{'RichText'} = '1';
```

Frontend::Admin::AdminNotificationEvent###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Frontend::Admin::AdminNotificationEvent'}->{'RichTextWidth'} = '620';
```

Frontend::Admin::AdminNotificationEvent###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Frontend::Admin::AdminNotificationEvent'}->{'RichTextHeight'} = '320';
```

Notification::Transport###Email

Defines all the parameters for this notification transport.

デフォルト値:

```
$Self->{'Notification::Transport'}->{'Email'} = {
  'AgentEnabledByDefault' => '1',
  'Icon' => 'fa fa-envelope',
  'IsOTRSBusinessTransport' => '0',
  'Module' => 'Kernel::System::Ticket::Event::NotificationEvent::Transport::Email',
  'Name' => 'Email',
  'Prio' => '100'
};
```

Notification::Transport###NotificationView

Defines all the parameters for this notification transport.

デフォルト値:

```
$Self->{'Notification::Transport'}->{'NotificationView'} = {
  'AgentEnabledByDefault' => '0',
  'Icon' => 'fa fa-th-list',
  'IsOTRSBusinessTransport' => '1',
  'Module' =>
  'Kernel::System::Ticket::Event::NotificationEvent::Transport::NotificationView',
```

```
'Name' => 'Web View',
'Prio' => '110'
};
```

Notification::Transport###SMS

Defines all the parameters for this notification transport.

デフォルト値:

```
$Self->{'Notification::Transport'}->{'SMS'} = {
  'AgentEnabledByDefault' => '0',
  'Icon' => 'fa fa-mobile',
  'IsOTRSBusinessTransport' => '1',
  'Module' => 'Kernel::System::Ticket::Event::NotificationEvent::Transport::SMS',
  'Name' => 'SMS (Short Message Service)',
  'Prio' => '120'
};
```

Notification::CharactersPerLine

Defines the number of character per line used in case an HTML article preview replacement on TemplateGenerator for EventNotifications.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Notification::CharactersPerLine'} = '80';
```

Ticket → Frontend::Admin::ModuleRegistration

Frontend::Module###AdminACL

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminACL'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ACL.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.ACL.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Configure and manage ACLs.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Access Control Lists (ACL)',
    'Prio' => '750'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Access Control Lists (ACL)'
};
```

Frontend::Module###AdminQueue

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminQueue'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ]
};
```

```

],
'Loader' => {
  'JavaScript' => [
    'Core.Agent.Admin.Queue.js'
  ]
},
'NavBarModule' => {
  'Block' => 'Queue',
  'Description' => 'Create and manage queues.',
  'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
  'Name' => 'Queues',
  'Prio' => '100'
},
'NavBarName' => 'Admin',
'Title' => 'Queues'
};

```

Frontend::Module###AdminTemplate

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminTemplate'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Template.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Create and manage templates.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Templates',
    'Prio' => '200'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Templates'
};

```

Frontend::Module###AdminQueueTemplates

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AdminQueueTemplates'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.QueueTemplates.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Link templates to queues.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Templates ↔ Queues',
    'Prio' => '300'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Templates ↔ Queues'
};

```

Frontend::Module###AdminAutoResponse

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminAutoResponse'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.AutoResponse.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Create and manage responses that are automatically sent.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Auto Responses',
    'Prio' => '400'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Auto Responses'
};
```

Frontend::Module###AdminQueueAutoResponse

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminQueueAutoResponse'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.QueueAutoResponse.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Link queues to auto responses.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Auto Responses ↔ Queues',
    'Prio' => '500'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Auto Responses ↔ Queues'
};
```

Frontend::Module###AdminAttachment

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminAttachment'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Attachment.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Create and manage attachments.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Attachments',
    'Prio' => '600'
  },
};
```

```
'NavBarName' => 'Admin',
'Title' => 'Attachments'
};
```

Frontend::Module###AdminTemplateAttachment

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminTemplateAttachment'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.TemplateAttachment.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Link attachments to templates.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Attachments ↔ Templates',
    'Prio' => '700'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Attachments ↔ Templates'
};
```

Frontend::Module###AdminSalutation

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminSalutation'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Salutation.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Create and manage salutations.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Salutations',
    'Prio' => '800'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Salutations'
};
```

Frontend::Module###AdminSignature

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminSignature'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Signature.js'
    ]
  },
};
```

```
'NavBarModule' => {
  'Block' => 'Queue',
  'Description' => 'Create and manage signatures.',
  'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
  'Name' => 'Signatures',
  'Prio' => '900'
},
'NavBarName' => 'Admin',
'Title' => 'Signatures'
};
```

Frontend::Module###AdminSystemAddress

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminSystemAddress'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.SystemAddress.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Email',
    'Description' => 'Set sender email addresses for this system.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Email Addresses',
    'Prio' => '300'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Email Addresses'
};
```

Frontend::Module###AdminNotificationEvent

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminNotificationEvent'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.NotificationEvent.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.NotificationEvent.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage ticket notifications.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Ticket Notifications',
    'Prio' => '400'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Ticket Notifications'
};
```

Frontend::Module###AdminService

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminService'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Service.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage services.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Services',
    'Prio' => '900'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Services'
};
```

Frontend::Module###AdminSLA

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminSLA'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.SLA.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage Service Level Agreements (SLAs).',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Service Level Agreements',
    'Prio' => '1000'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Service Level Agreements'
};
```

Frontend::Module###AdminType

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminType'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Type.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage ticket types.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Types',
    'Prio' => '700'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Types'
};
```

```
};
```

Frontend::Module###AdminState

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminState'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.State.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage ticket states.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'States',
    'Prio' => '800'
  },
  'NavBarName' => 'Admin',
  'Title' => 'States'
};
```

Frontend::Module###AdminPriority

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminPriority'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.Priority.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage ticket priorities.',
    'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
    'Name' => 'Priorities',
    'Prio' => '850'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Priorities'
};
```

Frontend::Module###AdminGenericAgent

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AdminGenericAgent'} = {
  'Description' => 'This module is part of the admin area of OTRS.',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.GenericAgent.js'
    ]
  },
  'NavBarModule' => {
```



```
'Block' => 'System',
'Description' => 'Manage tasks triggered by event or time based execution.',
'Module' => 'Kernel::Output::HTML::NavBar::ModuleAdmin',
'Name' => 'GenericAgent',
'Prio' => '300'
},
'NavBarName' => 'Admin',
'Title' => 'GenericAgent'
};
```

Ticket → Frontend::Agent

Ticket::Frontend::PendingDiffTime

Time in seconds that gets added to the actual time if setting a pending-state (default: 86400 = 1 day).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::PendingDiffTime'} = '86400';
```

Ticket::Frontend::MaxQueueLevel

Define the max depth of queues.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::MaxQueueLevel'} = '5';
```

Ticket::Frontend::ListType

Shows existing parent/child queue lists in the system in the form of a tree or a list.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ListType'} = 'tree';
```

Ticket::Frontend::TextAreaEmail

Permitted width for compose email windows.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::TextAreaEmail'} = '82';
```

Ticket::Frontend::TextAreaNote

Permitted width for compose note windows.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::TextAreaNote'} = '78';
```

Ticket::Frontend::InformAgentMaxSize

Max size (in rows) of the informed agents box in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::InformAgentMaxSize'} = '3';
```

Ticket::Frontend::InvolvedAgentMaxSize

Max size (in rows) of the involved agents box in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::InvolvedAgentMaxSize'} = '3';
```

Ticket::Frontend::CustomerInfoCompose

Shows the customer user information (phone and email) in the compose screen.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerInfoCompose'} = '1';
```

Ticket::Frontend::CustomerInfoComposeMaxSize

Max size (in characters) of the customer information table (phone and email) in the compose screen.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerInfoComposeMaxSize'} = '22';
```

Ticket::Frontend::CustomerInfoZoom

Shows the customer user's info in the ticket zoom view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerInfoZoom'} = '1';
```

Ticket::Frontend::CustomerInfoZoomMaxSize

Maximum size (in characters) of the customer information table in the ticket zoom view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerInfoZoomMaxSize'} = '22';
```

Ticket::Frontend::DynamicFieldsZoomMaxSizeSidebar

Maximum length (in characters) of the dynamic field in the sidebar of the ticket zoom view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::DynamicFieldsZoomMaxSizeSidebar'} = '18';
```

Ticket::Frontend::DynamicFieldsZoomMaxSizeArticle

Maximum length (in characters) of the dynamic field in the article of the ticket zoom view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::DynamicFieldsZoomMaxSizeArticle'} = '160';
```

Ticket::Frontend::AccountTime

Activates time accounting.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AccountTime'} = '1';
```

Ticket::Frontend::TimeUnits

Sets the preferred time units (e.g. work units, hours, minutes).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::TimeUnits'} = '(work units)';
```

Ticket::Frontend::NeedAccountedTime

Defines if time accounting is mandatory in the agent interface. If activated, a note must be entered for all ticket actions (no matter if the note itself is configured as active or is originally mandatory for the individual ticket action screen).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::NeedAccountedTime'} = '0';
```

Ticket::Frontend::BulkAccountedTime

Defines if time accounting must be set to all tickets in bulk action.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::BulkAccountedTime'} = '1';
```

Ticket::Frontend::NeedSpellCheck

Defines if composed messages have to be spell checked in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::NeedSpellCheck'} = '0';
```

Ticket::Frontend::NewOwnerSelection

Shows an owner selection in phone and email tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::NewOwnerSelection'} = '1';
```

Ticket::Frontend::NewResponsibleSelection

Show a responsible selection in phone and email tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::NewResponsibleSelection'} = '1';
```

Ticket::Frontend::NewQueueSelectionType

Defines the recipient target of the phone ticket and the sender of the email ticket ("Queue" shows all queues, "System address" displays all system addresses) in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::NewQueueSelectionType'} = 'Queue';
```

Ticket::Frontend::NewQueueSelectionString

Determines the strings that will be shown as recipient (To:) of the phone ticket and as sender (From:) of the email ticket in the agent interface. For Queue as NewQueueSelectionType "<Queue>" shows the names of the queues and for SystemAddress "<Realname> <<Email>>" shows the name and email of the recipient.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::NewQueueSelectionString'} = '<Queue>';
```

Ticket::Frontend::NewQueueOwnSelection

Determines which options will be valid of the recipient (phone ticket) and the sender (email ticket) in the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::NewQueueOwnSelection'} = {  
  '1' => 'First Queue',  
  '2' => 'Second Queue'  
};
```

Ticket::Frontend::ShowCustomerTickets

Shows customer history tickets in AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ShowCustomerTickets'} = '1';
```

NewTicketInNewWindow::Enabled

If enabled, TicketPhone and TicketEmail will be open in new windows.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'NewTicketInNewWindow::Enabled'} = '0';
```

CustomerDBLink

Defines an external link to the database of the customer (e.g. 'http://yourhost/customer.php?CID=[% Data.CustomerID %]' or '').

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerDBLink'} = '[% Env("CGIHandle") %]?  
Action=AgentCustomerInformationCenter;CustomerID=[% Data.CustomerID | uri %]';
```

CustomerDBLinkTarget

Defines the target attribute in the link to external customer database. E.g. 'target="cdb"'.
This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerDBLinkTarget'} = '';
```

CustomerDBLinkClass

Defines the target attribute in the link to external customer database. E.g. 'AsPopup
PopupType_TicketAction'.
This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerDBLinkClass'} = '';
```

Frontend::CommonParam###Action

Defines the default used Frontend-Module if no Action parameter given in the url on the agent interface.
This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::CommonParam'}->{'Action'} = 'AgentDashboard';
```

Frontend::CommonParam###QueueID

Default queue ID used by the system in the agent interface.
This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::CommonParam'}->{'QueueID'} = '0';
```

Frontend::CommonParam###TicketID

Default ticket ID used by the system in the agent interface.
This setting can not be deactivated.

デフォルト値:

```
$Self->{'Frontend::CommonParam'}->{'TicketID'} = '';
```

DefaultOverviewColumns

General ticket data shown in the ticket overviews (fall-back). Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note that TicketNumber can not be disabled, because it is necessary.
This setting can not be deactivated.

デフォルト値:

```
$Self->{'DefaultOverviewColumns'} = {  
  'Age' => '2',  
  'Changed' => '1',
```

```
'CustomerID' => '2',
'CustomerName' => '1',
'CustomerUserID' => '1',
'EscalationResponseTime' => '1',
'EscalationSolutionTime' => '1',
'EscalationTime' => '1',
'EscalationUpdateTime' => '1',
'Lock' => '2',
'Owner' => '2',
'PendingTime' => '1',
'Priority' => '1',
'Queue' => '2',
'Responsible' => '1',
'SLA' => '1',
'Service' => '1',
'State' => '2',
'TicketNumber' => '2',
'Title' => '2',
'Type' => '1'
};
```

Ticket → Frontend::Agent::Dashboard

DashboardBackend###0100-TicketPendingReminder

Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0100-TicketPendingReminder'} = {
  'Attributes' => 'TicketPendingTimeOlderMinutes=1;StateType=pending
  reminder;SortBy=PendingTime;OrderBy=Down;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerCompanyName' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All tickets with a reminder set where the reminder date has been
  reached',
  'Filter' => 'Locked',
```

```
'Group' => '',
'Limit' => '10',
'Module' => 'Kernel::Output::HTML::Dashboard::TicketGeneric',
'Permission' => 'rw',
'Time' => 'UntilTime',
'Title' => 'Reminder Tickets'
};
```

DashboardBackend###0110-TicketEscalation

Parameters for the dashboard backend of the ticket escalation overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0110-TicketEscalation'} = {
  'Attributes' =>
  'TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerCompanyName' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All escalated tickets',
  'Filter' => 'All',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::Dashboard::TicketGeneric',
  'Permission' => 'rw',
  'Time' => 'EscalationTime',
  'Title' => 'Escalated Tickets'
};
```

DashboardBackend###0120-TicketNew

Parameters for the dashboard backend of the new tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```

$self->{'DashboardBackend'}->{'0120-TicketNew'} = {
  'Attributes' => 'StateType=new;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerCompanyName' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All new tickets, these tickets have not been worked on yet',
  'Filter' => 'All',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::Dashboard::TicketGeneric',
  'Permission' => 'rw',
  'Time' => 'Age',
  'Title' => 'New Tickets'
};

```

DashboardBackend###0130-TicketOpen

Parameters for the dashboard backend of the open tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```

$self->{'DashboardBackend'}->{'0130-TicketOpen'} = {
  'Attributes' => 'StateType=open;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerCompanyName' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',

```



```

'Lock' => '1',
'Owner' => '1',
'PendingTime' => '1',
'Priority' => '1',
'Queue' => '1',
'Responsible' => '1',
'SLA' => '1',
'Service' => '1',
'State' => '1',
'TicketNumber' => '2',
'Title' => '2',
'Type' => '1'
},
'Description' => 'All open tickets, these tickets have already been worked on, but
need a response',
'Filter' => 'All',
'Group' => '',
'Limit' => '10',
'Module' => 'Kernel::Output::HTML::Dashboard::TicketGeneric',
'Permission' => 'rw',
'Time' => 'Age',
'Title' => 'Open Tickets / Need to be answered'
};

```

DashboardBackend###0250-TicketStats

Parameters for the dashboard backend of the ticket stats of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

デフォルト値:

```

$self->{'DashboardBackend'}->{'0250-TicketStats'} = {
'Block' => 'ContentSmall',
'CacheTTLLocal' => '30',
'Changed' => '1',
'Closed' => '1',
'Default' => '1',
'Group' => '',
'Module' => 'Kernel::Output::HTML::Dashboard::TicketStatsGeneric',
'Permission' => 'rw',
'Title' => '7 Day Stats'
};

```

DashboardBackend###0260-TicketCalendar

Parameters for the dashboard backend of the upcoming events widget of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

デフォルト値:

```

$self->{'DashboardBackend'}->{'0260-TicketCalendar'} = {
'Block' => 'ContentSmall',
'CacheTTL' => '2',
'Default' => '1',
'Group' => '',
'Limit' => '6',
'Module' => 'Kernel::Output::HTML::Dashboard::Calendar',
'OwnerOnly' => '',
'Permission' => 'rw',
'Title' => 'Upcoming Events'
};

```

DashboardBackend###0270-TicketQueueOverview

Parameters for the dashboard backend of the queue overview widget of the agent interface. "Group" is used to restrict the access to the plugin (e. g. Group:

admin;group1;group2;). "QueuePermissionGroup" is not mandatory, queues are only listed if they belong to this permission group if you enable it. "States" is a list of states, the key is the sort order of the state in the widget. "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0270-TicketQueueOverview'} = {
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'Description' => 'Provides a matrix overview of the tickets per state per queue',
  'Group' => '',
  'Module' => 'Kernel::Output::HTML::Dashboard::TicketQueueOverview',
  'Permission' => 'rw',
  'QueuePermissionGroup' => '',
  'Sort' => 'SortBy=Age;OrderBy=Up',
  'States' => {
    '1' => 'new',
    '4' => 'open',
    '6' => 'pending reminder'
  },
  'Title' => 'Ticket Queue Overview'
};
```

DashboardBackend###0280-DashboardEventsTicketCalendar

Parameters for the dashboard backend of the ticket events calendar of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

デフォルト値:

```
$Self->{'DashboardBackend'}->{'0280-DashboardEventsTicketCalendar'} = {
  'Block' => 'ContentLarge',
  'CacheTTL' => '0',
  'Default' => '0',
  'Group' => '',
  'Module' => 'Kernel::Output::HTML::Dashboard::EventsTicketCalendar',
  'Title' => 'Events Ticket Calendar'
};
```

AgentCustomerInformationCenter::Backend###0100-CIC-TicketPendingReminder

Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```
$Self->{'AgentCustomerInformationCenter::Backend'}->{'0100-CIC-TicketPendingReminder'}
= {
  'Attributes' => 'TicketPendingTimeOlderMinutes=1;StateType=pending
reminder;SortBy=PendingTime;OrderBy=Down;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
```

```

'Changed' => '1',
'Created' => '1',
'CustomerCompanyName' => '1',
'CustomerID' => '1',
'CustomerName' => '1',
'CustomerUserID' => '1',
'EscalationResponseTime' => '1',
'EscalationSolutionTime' => '1',
'EscalationTime' => '1',
'EscalationUpdateTime' => '1',
'Lock' => '1',
'Owner' => '1',
'PendingTime' => '1',
'Priority' => '1',
'Queue' => '1',
'Responsible' => '1',
'SLA' => '1',
'Service' => '1',
'State' => '1',
'TicketNumber' => '2',
'Title' => '2',
'Type' => '1'
},
'Description' => 'All tickets with a reminder set where the reminder date has been
reached',
'Filter' => 'Locked',
'Group' => '',
'Limit' => '10',
'Module' => 'Kernel::Output::HTML::Dashboard::TicketGeneric',
'Permission' => 'ro',
'Time' => 'UntilTime',
'Title' => 'Reminder Tickets'
};

```

AgentCustomerInformationCenter::Backend###0110-CIC-TicketEscalation

Parameters for the dashboard backend of the ticket escalation overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```

$self->{'AgentCustomerInformationCenter::Backend'}->{'0110-CIC-TicketEscalation'} = {
  'Attributes' =>
  'TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerCompanyName' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',

```

```

    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All escalated tickets',
  'Filter' => 'All',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::Dashboard::TicketGeneric',
  'Permission' => 'ro',
  'Time' => 'EscalationTime',
  'Title' => 'Escalated Tickets'
};

```

AgentCustomerInformationCenter::Backend###0120-CIC-TicketNew

Parameters for the dashboard backend of the new tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```

$self->{'AgentCustomerInformationCenter::Backend'}->{'0120-CIC-TicketNew'} = {
  'Attributes' => 'StateType=new;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerCompanyName' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All new tickets, these tickets have not been worked on yet',
  'Filter' => 'All',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::Dashboard::TicketGeneric',
  'Permission' => 'ro',
  'Time' => 'Age',
  'Title' => 'New Tickets'
};

```

AgentCustomerInformationCenter::Backend###0130-CIC-TicketOpen

Parameters for the dashboard backend of the open tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict

the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```
$Self->{'AgentCustomerInformationCenter::Backend'}->{'0130-CIC-TicketOpen'} = {
  'Attributes' => 'StateType=open;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerCompanyName' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All open tickets, these tickets have already been worked on, but
  need a response',
  'Filter' => 'All',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::Dashboard::TicketGeneric',
  'Permission' => 'ro',
  'Time' => 'Age',
  'Title' => 'Open Tickets / Need to be answered'
};
```

AgentCustomerInformationCenter::Backend###0500-CIC-CustomerIDStatus

Parameters for the dashboard backend of the customer id status widget of the agent interface . "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

デフォルト値:

```
$Self->{'AgentCustomerInformationCenter::Backend'}->{'0500-CIC-CustomerIDStatus'} = {
  'Attributes' => '',
  'Block' => 'ContentSmall',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'Description' => 'Company Status',
  'Group' => '',
  'Module' => 'Kernel::Output::HTML::Dashboard::CustomerIDStatus',
  'Permission' => 'ro',
  'Title' => 'Company Status'
};
```

Ticket → Frontend::Agent::Dashboard::EventsTicketCalendar

DashboardEventsTicketCalendar###CalendarWidth

Defines the calendar width in percent. Default is 95%.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DashboardEventsTicketCalendar'}->{'CalendarWidth'} = '95';
```

DashboardEventsTicketCalendar###Queues

Defines queues that's tickets are used for displaying as calendar events.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DashboardEventsTicketCalendar'}->{'Queues'} = [
  'Raw'
];
```

DashboardEventsTicketCalendar::DynamicFieldStartTime

Define dynamic field name for start time. This field has to be manually added to the system as Ticket: "Date / Time" and must be activated in ticket creation screens and/or in any other ticket action screens.

デフォルト値:

```
$Self->{'DashboardEventsTicketCalendar::DynamicFieldStartTime'} =
  'TicketCalendarStartTime';
```

DashboardEventsTicketCalendar::DynamicFieldEndTime

Define dynamic field name for end time. This field has to be manually added to the system as Ticket: "Date / Time" and must be activated in ticket creation screens and/or in any other ticket action screens.

デフォルト値:

```
$Self->{'DashboardEventsTicketCalendar::DynamicFieldEndTime'} =
  'TicketCalendarEndTime';
```

DashboardEventsTicketCalendar::DynamicFieldsForEvents

Defines the dynamic fields that are used for displaying on calendar events.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DashboardEventsTicketCalendar::DynamicFieldsForEvents'} = [
  'TicketCalendarStartTime',
  'TicketCalendarEndTime'
];
```

DashboardEventsTicketCalendar::TicketFieldsForEvents

Defines the ticket fields that are going to be displayed calendar events. The "Key" defines the field or ticket attribute and the "Content" defines the display name.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'DashboardEventsTicketCalendar::TicketFieldsForEvents'} = {
  'CustomerID' => 'Customer ID',
  'CustomerUserID' => 'Customer user',
  'Priority' => 'Priority',
```

```
'Queue' => 'Queue',
'SLA' => 'SLA',
'Service' => 'Service',
'State' => 'State',
'Title' => 'Title',
'Type' => 'Type'
};
```

Ticket → Frontend::Agent::Dashboard::TicketFilters

OnlyValuesOnTicket

Defines if the values for filters should be retrieved from all available tickets. If set to "Yes", only values which are actually used in any ticket will be available for filtering. Please note: The list of customers will always be retrieved like this.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'OnlyValuesOnTicket'} = '1';
```

Ticket → Frontend::Agent::LinkObject

LinkObject::ComplexTable::SettingsVisibility###Ticket

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js.

デフォルト値:

```
$Self->{'LinkObject::ComplexTable::SettingsVisibility'}->{'Ticket'} = [
  'AgentTicketZoom'
];
```

LinkObject::ComplexTable###Ticket

Define which columns are shown in the linked tickets widget (LinkObject::ViewMode = "complex"). Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```
$Self->{'LinkObject::ComplexTable'}->{'Ticket'} = {
  'DefaultColumns' => {
    'Age' => '1',
    'Changed' => '1',
    'Created' => '2',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '2',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '2',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  }
};
```

```

},
'Module' => 'Kernel::Output::HTML::LinkObject::Ticket.pm',
'Priority' => {
  'Age' => '110',
  'Changed' => '120',
  'Created' => '310',
  'CustomerID' => '240',
  'CustomerName' => '250',
  'CustomerUserID' => '260',
  'EscalationResponseTime' => '160',
  'EscalationSolutionTime' => '150',
  'EscalationTime' => '140',
  'EscalationUpdateTime' => '170',
  'Lock' => '200',
  'Owner' => '220',
  'PendingTime' => '130',
  'Priority' => '300',
  'Queue' => '210',
  'Responsible' => '230',
  'SLA' => '290',
  'Service' => '280',
  'State' => '190',
  'TicketNumber' => '100',
  'Title' => '180',
  'Type' => '270'
}
};

```

Ticket → Frontend::Agent::ModuleMetaHead

Frontend::HeaderMetaModule###2-TicketSearch

Module to generate html OpenSearch profile for short ticket search in the agent interface.

デフォルト値:

```

$self->{'Frontend::HeaderMetaModule'}->{'2-TicketSearch'} = {
  'Action' => 'AgentTicketSearch',
  'Module' => 'Kernel::Output::HTML::HeaderMeta::AgentTicketSearch'
};

```

Ticket → Frontend::Agent::ModuleNotify

Frontend::NotifyModule###5000-Ticket::TicketEscalation

Module to show notifications and escalations (ShownMax: max. shown escalations, EscalationInMinutes: Show ticket which will escalation in, CacheTime: Cache of calculated escalations in seconds).

This setting is not active by default.

デフォルト値:

```

$self->{'Frontend::NotifyModule'}->{'5000-Ticket::TicketEscalation'} = {
  'CacheTime' => '40',
  'EscalationInMinutes' => '120',
  'Module' => 'Kernel::Output::HTML::Notification::AgentTicketEscalation',
  'ShownMax' => '25'
};

```

Ticket → Frontend::Agent::ModuleRegistration

Frontend::Module###AgentTicketQueue

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AgentTicketQueue'} = {
  'Description' => 'Overview of all open Tickets.',
};

```



```

'Loader' => {
  'CSS' => [
    'Core.AgentTicketQueue.css',
    'Core.AllocationList.css'
  ],
  'JavaScript' => [
    'Core.UI.AllocationList.js',
    'Core.Agent.TableFilters.js',
    'Core.Agent.Overview.js'
  ]
},
'NavBar' => [
  {
    'AccessKey' => 'o',
    'Block' => '',
    'Description' => 'Overview of all open Tickets.',
    'Link' => 'Action=AgentTicketQueue',
    'LinkOption' => '',
    'Name' => 'Queue view',
    'NavBar' => 'Ticket',
    'Prio' => '100',
    'Type' => ''
  },
  {
    'AccessKey' => 't',
    'Block' => 'ItemArea',
    'Description' => '',
    'Link' => 'Action=AgentTicketQueue',
    'LinkOption' => '',
    'Name' => 'Tickets',
    'NavBar' => 'Ticket',
    'Prio' => '200',
    'Type' => 'Menu'
  }
],
'NavBarName' => 'Ticket',
'Title' => 'QueueView'
};

```

Frontend::Module###AgentTicketService

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AgentTicketService'} = {
  'Description' => 'Overview of all open Tickets.',
  'Loader' => {
    'CSS' => [
      'Core.AgentTicketService.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js',
      'Core.Agent.Overview.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => '0',
      'Block' => '',
      'Description' => 'Overview of all open Tickets.',
      'Link' => 'Action=AgentTicketService',
      'LinkOption' => '',
      'Name' => 'Service view',
      'NavBar' => 'Ticket',
      'Prio' => '105',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'ServiceView'
}

```

```
};
```

Frontend::Module###AgentTicketPhone

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketPhone'} = {  
  'Description' => 'Create new phone ticket.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.CustomerSearch.js',  
      'Core.Agent.CustomerSearchAutoComplete.js',  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.TicketPhone.js'  
    ]  
  },  
  'NavBar' => [  
    {  
      'AccessKey' => 'n',  
      'Block' => '',  
      'Description' => 'Create new phone ticket (inbound).',  
      'Link' => 'Action=AgentTicketPhone',  
      'LinkOption' => '',  
      'Name' => 'New phone ticket',  
      'NavBar' => 'Ticket',  
      'Prio' => '200',  
      'Type' => ''  
    }  
  ],  
  'NavBarName' => 'Ticket',  
  'Title' => 'New phone ticket'  
};
```

Frontend::Module###AgentTicketPhoneOutbound

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketPhoneOutbound'} = {  
  'Description' => 'Phone Call.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.TicketPhoneCommon.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Phone-Ticket'  
};
```

Frontend::Module###AgentTicketPhoneInbound

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketPhoneInbound'} = {  
  'Description' => 'Incoming Phone Call.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.TicketPhoneCommon.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Phone-Ticket'  
};
```

Frontend::Module###AgentTicketEmail

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketEmail'} = {
  'Description' => 'Create new email ticket.',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.CustomerSearch.js',
      'Core.Agent.CustomerSearchAutoComplete.js',
      'Core.Agent.TicketAction.js',
      'Core.Agent.TicketEmail.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'm',
      'Block' => '',
      'Description' => 'Create new email ticket and send this out (outbound).',
      'Link' => 'Action=AgentTicketEmail',
      'LinkOption' => '',
      'Name' => 'New email ticket',
      'NavBar' => 'Ticket',
      'Prio' => '210',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'New email ticket'
};
```

Frontend::Module###AgentTicketSearch

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketSearch'} = {
  'Description' => 'Search Ticket.',
  'Loader' => {
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js',
      'Core.Agent.Overview.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 's',
      'Block' => '',
      'Description' => 'Search Tickets.',
      'Link' => 'Action=AgentTicketSearch',
      'LinkOption' => 'onclick="window.setTimeout(function()
{Core.Agent.Search.OpenSearchDialog(\'AgentTicketSearch\');}, 0); return false;"',
      'Name' => 'Search',
      'NavBar' => 'Ticket',
      'Prio' => '300',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'Search'
};
```

Frontend::Module###AgentTicketLockedView

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketLockedView'} = {
  'Description' => 'Locked Tickets.',
  'Loader' => {
    'CSS' => [
      'Core.AgentTicketQueue.css',
    ]
  }
};
```

```

    'Core.AllocationList.css'
  ],
  'JavaScript' => [
    'Core.UI.AllocationList.js',
    'Core.Agent.TableFilters.js'
  ]
},
'NavBarName' => 'Ticket',
'Title' => 'Locked Tickets'
};

```

Frontend::Module###AgentTicketResponsibleView

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AgentTicketResponsibleView'} = {
  'Description' => 'Responsible Tickets.',
  'Loader' => {
    'CSS' => [
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js',
      'Core.Agent.Overview.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Responsible Tickets'
};

```

Frontend::Module###AgentTicketWatchView

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AgentTicketWatchView'} = {
  'Description' => 'Watched Tickets.',
  'Loader' => {
    'CSS' => [
      'Core.AgentTicketQueue.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Watched Tickets'
};

```

Frontend::Module###AgentCustomerSearch

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AgentCustomerSearch'} = {
  'Description' => 'Agent Customer Search.',
  'NavBarName' => 'Ticket',
  'Title' => 'Agent Customer Search'
};

```

Frontend::Module###AgentUserSearch

Frontend module registration for the agent interface.

デフォルト値:

```

$self->{'Frontend::Module'}->{'AgentUserSearch'} = {

```

```
'Description' => 'Agent User Search.',
'NavBarName' => 'Ticket',
'Title' => 'Agent User Search'
};
```

Frontend::Module###AgentTicketStatusView

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketStatusView'} = {
  'Description' => 'Overview of all open tickets.',
  'Loader' => {
    'CSS' => [
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js',
      'Core.Agent.Overview.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'v',
      'Block' => '',
      'Description' => 'Overview of all open Tickets.',
      'Link' => 'Action=AgentTicketStatusView',
      'LinkOption' => '',
      'Name' => 'Status view',
      'NavBar' => 'Ticket',
      'Prio' => '110',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'Status view'
};
```

Frontend::Module###AgentTicketEscalationView

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketEscalationView'} = {
  'Description' => 'Overview of all escalated tickets.',
  'Loader' => {
    'CSS' => [
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js',
      'Core.Agent.Overview.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'e',
      'Block' => '',
      'Description' => 'Overview Escalated Tickets.',
      'Link' => 'Action=AgentTicketEscalationView',
      'LinkOption' => '',
      'Name' => 'Escalation view',
      'NavBar' => 'Ticket',
      'Prio' => '120',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'Escalation view'
};
```

```
};
```

Frontend::Module###AgentZoom

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentZoom'} = {  
  'Description' => 'Compat module for AgentZoom to AgentTicketZoom.',  
  'NavBarName' => 'Ticket',  
  'Title' => ''  
};
```

Frontend::Module###AgentTicketZoom

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketZoom'} = {  
  'Description' => 'Ticket Zoom.',  
  'Loader' => {  
    'CSS' => [  
      'Core.Agent.TicketProcess.css',  
      'Core.Agent.TicketMenuModuleCluster.css',  
      'Core.AllocationList.css'  
    ],  
    'JavaScript' => [  
      'thirdparty/jquery-tablesorter-2.0.5/jquery.tablesorter.js',  
      'Core.Agent.TicketZoom.js',  
      'Core.UI.AllocationList.js',  
      'Core.UI.Table.Sort.js',  
      'Core.Agent.TableFilters.js',  
      'Core.Agent.LinkObject.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Zoom'  
};
```

Frontend::Module###AgentTicketAttachment

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketAttachment'} = {  
  'Description' => 'To download attachments.',  
  'NavBarName' => 'Ticket',  
  'Title' => ''  
};
```

Frontend::Module###AgentTicketPlain

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketPlain'} = {  
  'Description' => 'Ticket plain view of an email.',  
  'NavBarName' => 'Ticket',  
  'Title' => 'Plain'  
};
```

Frontend::Module###AgentTicketNote

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketNote'} = {  
  'Description' => 'Ticket Note.',  
  'Loader' => {
```

```
'JavaScript' => [  
  'Core.Agent.TicketAction.js',  
  'Core.Agent.TicketActionCommon.js'  
],  
'NavBarName' => 'Ticket',  
'Title' => 'Note'  
};
```

Frontend::Module###AgentTicketMerge

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketMerge'} = {  
  'Description' => 'Ticket Merge.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketMerge.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Merge'  
};
```

Frontend::Module###AgentTicketPending

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketPending'} = {  
  'Description' => 'Ticket Pending.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.TicketActionCommon.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Pending'  
};
```

Frontend::Module###AgentTicketWatcher

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketWatcher'} = {  
  'Description' => 'A TicketWatcher Module.',  
  'NavBarName' => 'Ticket-Watcher',  
  'Title' => 'Ticket Watcher'  
};
```

Frontend::Module###AgentTicketPriority

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketPriority'} = {  
  'Description' => 'Ticket Priority.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.TicketActionCommon.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Priority'  
};
```

Frontend::Module###AgentTicketLock

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketLock'} = {  
  'Description' => 'Ticket Lock.',  
  'NavBarName' => 'Ticket',  
  'Title' => 'Lock'  
};
```

Frontend::Module###AgentTicketMove

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketMove'} = {  
  'Description' => 'Ticket Move.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.TicketMove.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Move'  
};
```

Frontend::Module###AgentTicketHistory

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketHistory'} = {  
  'Description' => 'Ticket History.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketHistory.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'History'  
};
```

Frontend::Module###AgentTicketOwner

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketOwner'} = {  
  'Description' => 'Ticket Owner.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.TicketActionCommon.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Owner'  
};
```

Frontend::Module###AgentTicketResponsible

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketResponsible'} = {  
  'Description' => 'Ticket Responsible.',  
  'Loader' => {
```



```
'JavaScript' => [  
  'Core.Agent.TicketAction.js',  
  'Core.Agent.TicketActionCommon.js'  
],  
'NavBarName' => 'Ticket',  
'Title' => 'Responsible'  
};
```

Frontend::Module###AgentTicketCompose

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketCompose'} = {  
  'Description' => 'Ticket Compose email Answer.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.CustomerSearch.js',  
      'Core.Agent.CustomerSearchAutoComplete.js',  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.TicketCompose.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Compose'  
};
```

Frontend::Module###AgentTicketBounce

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketBounce'} = {  
  'Description' => 'Ticket Compose Bounce Email.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.TicketBounce.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Bounce'  
};
```

Frontend::Module###AgentTicketForward

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketForward'} = {  
  'Description' => 'Ticket Forward Email.',  
  'Loader' => {  
    'JavaScript' => [  
      'Core.Agent.CustomerSearch.js',  
      'Core.Agent.CustomerSearchAutoComplete.js',  
      'Core.Agent.TicketAction.js',  
      'Core.Agent.TicketForward.js'  
    ]  
  },  
  'NavBarName' => 'Ticket',  
  'Title' => 'Forward'  
};
```

Frontend::Module###AgentTicketEmailOutbound

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketEmailOutbound'} = {  
  'Description' => 'Ticket Outbound Email.',
```

```
'Loader' => {
  'JavaScript' => [
    'Core.Agent.CustomerSearch.js',
    'Core.Agent.CustomerSearchAutoComplete.js',
    'Core.Agent.TicketAction.js',
    'Core.Agent.TicketEmailOutbound.js'
  ]
},
'NavBarName' => 'Ticket',
'Title' => 'Email Outbound'
};
```

Frontend::Module###AgentTicketCustomer

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketCustomer'} = {
  'Description' => 'Ticket Customer.',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.CustomerSearch.js',
      'Core.Agent.CustomerSearchAutoComplete.js',
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Customer'
};
```

Frontend::Module###AgentTicketClose

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketClose'} = {
  'Description' => 'Ticket Close.',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js',
      'Core.Agent.TicketActionCommon.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Close'
};
```

Frontend::Module###AgentTicketFreeText

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketFreeText'} = {
  'Description' => 'Ticket FreeText.',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js',
      'Core.Agent.TicketActionCommon.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Free Fields'
};
```

Frontend::Module###AgentTicketPrint

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketPrint'} = {
```

```
'Description' => 'Ticket Print.',
'NavBarName' => 'Ticket',
'Title' => 'Print'
};
```

Frontend::Module###AgentTicketBulk

Frontend module registration for the agent interface.

デフォルト値:

```
$Self->{'Frontend::Module'}->{'AgentTicketBulk'} = {
  'Description' => 'Ticket bulk module.',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js',
      'Core.Agent.TicketBulk.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Bulk Action'
};
```

Ticket → Frontend::Agent::Preferences

PreferencesGroups###CustomQueue

Parameters for the CustomQueue object in the preference view of the agent interface.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'CustomQueue'} = {
  'Active' => '1',
  'Column' => 'Notification Settings',
  'Desc' => 'Your queue selection of your preferred queues. You also get notified about those queues via email if enabled.',
  'Key' => '',
  'Label' => 'My Queues',
  'Module' => 'Kernel::Output::HTML::Preferences::CustomQueue',
  'Permission' => 'ro',
  'Prio' => '1000'
};
```

PreferencesGroups###CustomService

Parameters for the CustomService object in the preference view of the agent interface.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'CustomService'} = {
  'Active' => '1',
  'Column' => 'Notification Settings',
  'Desc' => 'Your service selection of your preferred services. You also get notified about those services via email if enabled.',
  'Key' => '',
  'Label' => 'My Services',
  'Module' => 'Kernel::Output::HTML::Preferences::CustomService',
  'Prio' => '1000'
};
```

PreferencesGroups###RefreshTime

Parameters for the RefreshTime object in the preference view of the agent interface.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'RefreshTime'} = {
  'Active' => '1',
  'Column' => 'Other Settings',
  'Data' => {
    '0' => 'off',
    '10' => '10 minutes',
    '15' => '15 minutes',
  }
};
```

```
'2' => ' 2 minutes',
'5' => ' 5 minutes',
'7' => ' 7 minutes'
},
'DataSelected' => '0',
'Desc' => 'If enabled, the different overviews (Dashboard, LockedView, QueueView) will
automatically refresh after the specified time.',
'Key' => 'After',
'Label' => 'Overview Refresh Time',
'Module' => 'Kernel::Output::HTML::Preferences::Generic',
'PrefKey' => 'UserRefreshTime',
'Prio' => '2000'
};
```

PreferencesGroups###TicketOverviewSmallPageShown

Parameters for the pages (in which the tickets are shown) of the small ticket overview.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'TicketOverviewSmallPageShown'} = {
'Active' => '0',
'Column' => 'Other Settings',
'Data' => {
'10' => '10',
'15' => '15',
'20' => '20',
'25' => '25',
'30' => '30',
'35' => '35'
},
'DataSelected' => '25',
'Key' => 'Ticket limit per page for Ticket Overview "Small"',
'Label' => 'Ticket Overview "Small" Limit',
'Module' => 'Kernel::Output::HTML::Preferences::Generic',
'PrefKey' => 'UserTicketOverviewSmallPageShown',
'Prio' => '8000'
};
```

PreferencesGroups###TicketOverviewFilterSettings

Parameters for the column filters of the small ticket overview.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'TicketOverviewFilterSettings'} = {
'Active' => '0',
'Column' => 'Other Settings',
'Key' => 'Column ticket filters for Ticket Overviews type "Small".',
'Label' => 'Enabled filters.',
'Module' => 'Kernel::Output::HTML::Preferences::ColumnFilters',
'PrefKey' => 'UserFilterColumnsEnabled',
'Prio' => '8100'
};
```

PreferencesGroups###TicketOverviewMediumPageShown

Parameters for the pages (in which the tickets are shown) of the medium ticket overview.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'TicketOverviewMediumPageShown'} = {
'Active' => '0',
'Column' => 'Other Settings',
'Data' => {
'10' => '10',
'15' => '15',
'20' => '20',
'25' => '25',
'30' => '30',
'35' => '35'
},
};
```

```
'DataSelected' => '20',
'Key' => 'Ticket limit per page for Ticket Overview "Medium"',
'Label' => 'Ticket Overview "Medium" Limit',
'Module' => 'Kernel::Output::HTML::Preferences::Generic',
'PrefKey' => 'UserTicketOverviewMediumPageShown',
'Prio' => '8100'
};
```

PreferencesGroups###TicketOverviewPreviewPageShown

Parameters for the pages (in which the tickets are shown) of the ticket preview overview.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'TicketOverviewPreviewPageShown'} = {
  'Active' => '0',
  'Column' => 'Other Settings',
  'Data' => {
    '10' => '10',
    '15' => '15',
    '20' => '20',
    '25' => '25',
    '30' => '30',
    '35' => '35'
  },
  'DataSelected' => '15',
  'Key' => 'Ticket limit per page for Ticket Overview "Preview"',
  'Label' => 'Ticket Overview "Preview" Limit',
  'Module' => 'Kernel::Output::HTML::Preferences::Generic',
  'PrefKey' => 'UserTicketOverviewPreviewPageShown',
  'Prio' => '8200'
};
```

PreferencesGroups###CreateNextMask

Parameters for the CreateNextMask object in the preference view of the agent interface.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'CreateNextMask'} = {
  'Active' => '1',
  'Column' => 'Other Settings',
  'Data' => {
    '0' => 'CreateTicket',
    'AgentTicketZoom' => 'TicketZoom'
  },
  'DataSelected' => '',
  'Desc' => 'Configure which screen should be shown after a new ticket has been created.',
  'Key' => 'Screen',
  'Label' => 'Screen after new ticket',
  'Module' => 'Kernel::Output::HTML::Preferences::Generic',
  'PrefKey' => 'UserCreateNextMask',
  'Prio' => '3000'
};
```

PreferencesGroups###NotificationEvent

Transport selection for ticket notifications.

デフォルト値:

```
$Self->{'PreferencesGroups'}->{'NotificationEvent'} = {
  'Active' => '1',
  'Column' => 'Notification Settings',
  'Desc' => 'Choose for which kind of ticket changes you want to receive notifications.',
  'Label' => 'Ticket notifications',
  'Module' => 'Kernel::Output::HTML::Preferences::NotificationEvent',
  'PrefKey' => 'AdminNotificationEventTransport',
  'Prio' => '8000'
};
```

```
};
```

Ticket → Frontend::Agent::SearchRouter

Frontend::Search###AgentCustomerInformationCenter

Search backend router.

デフォルト値:

```
$Self->{'Frontend::Search'}->{'AgentCustomerInformationCenter'} = {
  '^AgentCustomerInformationCenter' => 'Action=AgentCustomerInformationCenterSearch'
};
```

Frontend::Search::JavaScript###AgentCustomerInformationCenter

JavaScript function for the search frontend.

デフォルト値:

```
$Self->{'Frontend::Search::JavaScript'}->{'AgentCustomerInformationCenter'} = {
  '^AgentCustomerInformationCenter' =>
  'Core.Agent.CustomerInformationCenterSearch.OpenSearchDialog()'
};
```

Frontend::Search###Ticket

Search backend router.

デフォルト値:

```
$Self->{'Frontend::Search'}->{'Ticket'} = {
  '^AgentTicket' => 'Action=AgentTicketSearch;Subaction=AJAX'
};
```

Ticket → Frontend::Agent::Ticket::ArticleAttachmentModule

Ticket::Frontend::ArticleAttachmentModule###1-Download

Shows a link to download article attachments in the zoom view of the article in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ArticleAttachmentModule'}->{'1-Download'} = {
  'Module' => 'Kernel::Output::HTML::ArticleAttachment::Download'
};
```

Ticket::Frontend::ArticleAttachmentModule###2-HTML-Viewer

Shows a link to access article attachments via a html online viewer in the zoom view of the article in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ArticleAttachmentModule'}->{'2-HTML-Viewer'} = {
  'Module' => 'Kernel::Output::HTML::ArticleAttachment::HTMLViewer'
};
```

Ticket → Frontend::Agent::Ticket::ArticleComposeModule

Ticket::Frontend::ArticleComposeModule###1-EmailSecurity

Module to define the email security options to use (PGP or S/MIME).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ArticleComposeModule'}->{'1-EmailSecurity'} = {
  'Module' => 'Kernel::Output::HTML::ArticleCompose::Security',
  'ParamType' => 'Single'
};
```

Ticket::Frontend::ArticleComposeModule###2-SignEmail

Module to compose signed messages (PGP or S/MIME).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ArticleComposeModule'}->{'2-SignEmail'} = {
  'Module' => 'Kernel::Output::HTML::ArticleCompose::Sign',
  'ParamType' => 'Single'
};
```

Ticket::Frontend::ArticleComposeModule###3-CryptEmail

Module to encrypt composed messages (PGP or S/MIME).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ArticleComposeModule'}->{'3-CryptEmail'} = {
  'Module' => 'Kernel::Output::HTML::ArticleCompose::Crypt',
  'ParamType' => 'Multiple'
};
```

Ticket → Frontend::Agent::Ticket::ArticleViewModule

Ticket::Frontend::ArticleViewModule###1-PGP

Agent interface article notification module to check PGP.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ArticleViewModule'}->{'1-PGP'} = {
  'Module' => 'Kernel::Output::HTML::ArticleCheck::PGP'
};
```

Ticket::Frontend::ArticleViewModule###1-SMIME

Agent interface module to check incoming emails in the Ticket-Zoom-View if the S/MIME-key is available and true.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ArticleViewModule'}->{'1-SMIME'} = {
  'Module' => 'Kernel::Output::HTML::ArticleCheck::SMIME'
};
```

Ticket → Frontend::Agent::Ticket::ArticleViewModulePre

Ticket::Frontend::ArticlePreViewModule###1-PGP

Agent interface article notification module to check PGP.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ArticlePreViewModule'}->{'1-PGP'} = {
  'Module' => 'Kernel::Output::HTML::ArticleCheck::PGP'
};
```

Ticket::Frontend::ArticlePreviewModule###2-SMIME

Agent interface article notification module to check S/MIME.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ArticlePreviewModule'}->{'2-SMIME'} = {
  'Module' => 'Kernel::Output::HTML::ArticleCheck::SMIME'
};
```

Ticket → Frontend::Agent::Ticket::MenuModule

Ticket::Frontend::MenuModule###000-Back

Shows a link in the menu to go back in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'000-Back'} = {
  'Action' => '',
  'ClusterName' => '',
  'ClusterPriority' => '',
  'Description' => 'Go back',
  'Link' => "[% Env('LastScreenOverview') %];TicketID=[% Data.TicketID | html %]",
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Back',
  'PopupType' => '',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###100-Lock

Shows a link in the menu to lock/unlock tickets in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'100-Lock'} = {
  'Action' => 'AgentTicketLock',
  'ClusterName' => 'Miscellaneous',
  'ClusterPriority' => '800',
  'Description' => 'Lock / unlock this ticket',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Lock',
  'Name' => 'Lock',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###200-History

Shows a link in the menu to access the history of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'200-History'} = {
  'Action' => 'AgentTicketHistory',
  'ClusterName' => 'Miscellaneous',
  'ClusterPriority' => '800',
};
```



```
'Description' => 'Show the history for this ticket',
'Link' => 'Action=AgentTicketHistory;TicketID=[% Data.TicketID | html %]',
'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
'Name' => 'History',
'PopupType' => 'TicketHistory',
'Target' => ''
};
```

Ticket::Frontend::MenuModule###210-Print

Shows a link in the menu to print a ticket or an article in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'210-Print'} = {
  'Action' => 'AgentTicketPrint',
  'ClusterName' => '',
  'ClusterPriority' => '',
  'Description' => 'Print this ticket',
  'Link' => 'Action=AgentTicketPrint;TicketID=[% Data.TicketID | html %]',
  'LinkParam' => 'target="print"',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Print',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###300-Priority

Shows a link in the menu to see the priority of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'300-Priority'} = {
  'Action' => 'AgentTicketPriority',
  'ClusterName' => '',
  'ClusterPriority' => '',
  'Description' => 'Change the priority for this ticket',
  'Link' => 'Action=AgentTicketPriority;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Priority',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###310-FreeText

Shows a link in the menu to add a free text field in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'310-FreeText'} = {
  'Action' => 'AgentTicketFreeText',
  'ClusterName' => 'Miscellaneous',
  'ClusterPriority' => '800',
  'Description' => 'Change the free fields for this ticket',
  'Link' => 'Action=AgentTicketFreeText;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
};
```

```
'Name' => 'Free Fields',
'PopupType' => 'TicketAction',
'Target' => ''
};
```

Ticket::Frontend::MenuModule###320-Link

Shows a link in the menu that allows linking a ticket with another object in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'320-Link'} = {
  'Action' => 'AgentLinkObject',
  'ClusterName' => 'Miscellaneous',
  'ClusterPriority' => '800',
  'Description' => 'Link this ticket to other objects',
  'Link' => 'Action=AgentLinkObject;SourceObject=Ticket;SourceKey=[% Data.TicketID |
html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Link',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###400-Owner

Shows a link in the menu to see the owner of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'400-Owner'} = {
  'Action' => 'AgentTicketOwner',
  'ClusterName' => 'People',
  'ClusterPriority' => '430',
  'Description' => 'Change the owner for this ticket',
  'Link' => 'Action=AgentTicketOwner;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Owner',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###410-Responsible

Shows a link in the menu to see the responsible agent of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'410-Responsible'} = {
  'Action' => 'AgentTicketResponsible',
  'ClusterName' => 'People',
  'ClusterPriority' => '430',
  'Description' => 'Change the responsible for this ticket',
  'Link' => 'Action=AgentTicketResponsible;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Responsible',
  'Name' => 'Responsible',
};
```

```
'PopupType' => 'TicketAction',
'Target' => ''
};
```

Ticket::Frontend::MenuModule###420-Customer

Shows a link in the menu to see the customer who requested the ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'420-Customer'} = {
  'Action' => 'AgentTicketCustomer',
  'ClusterName' => 'People',
  'ClusterPriority' => '430',
  'Description' => 'Change the customer for this ticket',
  'Link' => 'Action=AgentTicketCustomer;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Customer',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###420-Note

Shows a link in the menu to add a note in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'420-Note'} = {
  'Action' => 'AgentTicketNote',
  'ClusterName' => 'Communication',
  'ClusterPriority' => '435',
  'Description' => 'Add a note to this ticket',
  'Link' => 'Action=AgentTicketNote;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Note',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###425-Phone Call Outbound

Shows a link in the menu to add a note in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'425-Phone Call Outbound'} = {
  'Action' => 'AgentTicketPhoneOutbound',
  'ClusterName' => 'Communication',
  'ClusterPriority' => '435',
  'Description' => 'Add an outbound phone call to this ticket',
  'Link' => 'Action=AgentTicketPhoneOutbound;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Phone Call Outbound',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###426-Phone Call Inbound

Shows a link in the menu to add a note in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'426-Phone Call Inbound'} = {
  'Action' => 'AgentTicketPhoneInbound',
  'ClusterName' => 'Communication',
  'ClusterPriority' => '435',
  'Description' => 'Add an inbound phone call to this ticket',
  'Link' => 'Action=AgentTicketPhoneInbound;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Phone Call Inbound',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###427-Email Outbound

Shows a link in the menu to send an outbound email in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'427-Email Outbound'} = {
  'Action' => 'AgentTicketEmailOutbound',
  'ClusterName' => 'Communication',
  'ClusterPriority' => '435',
  'Description' => 'Send new outgoing mail from this ticket',
  'Link' => 'Action=AgentTicketEmailOutbound;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'E-Mail Outbound',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###430-Merge

Shows a link in the menu that allows merging tickets in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'430-Merge'} = {
  'Action' => 'AgentTicketMerge',
  'ClusterName' => 'Miscellaneous',
  'ClusterPriority' => '800',
  'Description' => 'Merge this ticket and all articles into a another ticket',
  'Link' => 'Action=AgentTicketMerge;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Merge',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###440-Pending

Shows a link in the menu to set a ticket as pending in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu

items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'440-Pending'} = {
  'Action' => 'AgentTicketPending',
  'ClusterName' => '',
  'ClusterPriority' => '',
  'Description' => 'Set this ticket to pending',
  'Link' => 'Action=AgentTicketPending;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Pending',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###448-Watch

Shows a link in the menu for subscribing / unsubscribing from a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'448-Watch'} = {
  'Action' => 'AgentTicketWatcher',
  'ClusterName' => '',
  'ClusterPriority' => '',
  'Description' => 'Watch this ticket',
  'Module' => 'Kernel::Output::HTML::TicketMenu::TicketWatcher',
  'Name' => 'Watch',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###450-Close

Shows a link in the menu to close a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'450-Close'} = {
  'Action' => 'AgentTicketClose',
  'ClusterName' => '',
  'ClusterPriority' => '',
  'Description' => 'Close this ticket',
  'Link' => 'Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Close',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###460-Delete

Shows a link in the menu to delete a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'460-Delete'} = {
  'Action' => 'AgentTicketMove',
  'ClusterName' => '',
  'ClusterPriority' => '',
  'Description' => 'Delete this ticket',
  'Link' => 'Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Delete',
  'PopupType' => '',
  'Target' => ''
};
```

Ticket::Frontend::MenuModule###470-Junk

Shows a link to set a ticket as junk in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::MenuModule'}->{'470-Junk'} = {
  'Action' => 'AgentTicketMove',
  'ClusterName' => '',
  'ClusterPriority' => '',
  'Description' => 'Mark this ticket as junk!',
  'Link' => 'Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Junk',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Spam',
  'PopupType' => '',
  'Target' => ''
};
```

Ticket → Frontend::Agent::Ticket::MenuModulePre

Ticket::Frontend::PreMenuModule###100-Lock

Shows a link in the menu to lock / unlock a ticket in the ticket overviews of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'100-Lock'} = {
  'Action' => 'AgentTicketLock',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Lock',
  'Name' => 'Lock',
  'PopupType' => '',
  'Target' => ''
};
```

Ticket::Frontend::PreMenuModule###200-Zoom

Shows a link in the menu to zoom a ticket in the ticket overviews of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'200-Zoom'} = {
  'Action' => 'AgentTicketZoom',
  'Description' => 'Look into a ticket!',
  'Link' => 'Action=AgentTicketZoom;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Zoom',
  'PopupType' => '',
  'Target' => ''
};
```

Ticket::Frontend::PreMenuModule###210-History

Shows a link in the menu to see the history of a ticket in every ticket overview of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'210-History'} = {
  'Action' => 'AgentTicketHistory',
  'Description' => 'Show the ticket history',
  'Link' => 'Action=AgentTicketHistory;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'History',
  'PopupType' => 'TicketHistory',
  'Target' => ''
};
```

Ticket::Frontend::PreMenuModule###300-Priority

Shows a link in the menu to set the priority of a ticket in every ticket overview of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'300-Priority'} = {
  'Action' => 'AgentTicketPriority',
  'Description' => 'Change the priority for this ticket',
  'Link' => 'Action=AgentTicketPriority;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Priority',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::PreMenuModule###420-Note

Shows a link in the menu to add a note to a ticket in every ticket overview of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'420-Note'} = {
  'Action' => 'AgentTicketNote',
  'Description' => 'Add a note to this ticket',
  'Link' => 'Action=AgentTicketNote;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Note',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::PreMenuModule###440-Close

Shows a link in the menu to close a ticket in every ticket overview of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'440-Close'} = {
  'Action' => 'AgentTicketClose',
  'Description' => 'Close this ticket',
  'Link' => 'Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Close',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
```

Ticket::Frontend::PreMenuModule###445-Move

Shows a link in the menu to move a ticket in every ticket overview of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'445-Move'} = {
  'Action' => 'AgentTicketMove',
  'Description' => 'Change queue!',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Move',
  'Name' => 'Move'
};
```

Ticket::Frontend::PreMenuModule###450-Delete

Shows a link in the menu to delete a ticket in every ticket overview of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'450-Delete'} = {
  'Action' => 'AgentTicketMove',
  'Description' => 'Delete this ticket',
  'Link' => 'Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Delete',
  'PopupType' => '',
  'Target' => ''
};
```

Ticket::Frontend::PreMenuModule###460-Junk

Shows a link in the menu to set a ticket as junk in every ticket overview of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'460-Junk'} = {
  'Action' => 'AgentTicketMove',
  'Description' => 'Mark as Spam!',
  'Link' => 'Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Junk',
  'Module' => 'Kernel::Output::HTML::TicketMenu::Generic',
  'Name' => 'Spam',
  'PopupType' => '',
  'Target' => ''
};
```

Ticket → Frontend::Agent::Ticket::OverviewMenuModule

Ticket::Frontend::OverviewMenuModule###001-Sort

Shows a select of ticket attributes to order the queue view ticket list. The possible selections can be configured via 'TicketOverviewMenuSort###SortAttributes'.

デフォルト値:

```
$Self->{'Ticket::Frontend::OverviewMenuModule'}->{'001-Sort'} = {
  'Module' => 'Kernel::Output::HTML::TicketOverviewMenu::Sort'
};
```

TicketOverviewMenuSort###SortAttributes

Defines from which ticket attributes the agent can select the result order.

デフォルト値:

```
$Self->{'TicketOverviewMenuSort'}->{'SortAttributes'} = {
  'Age' => '1',
  'Title' => '1'
};
```


Ticket → Frontend::Agent::Ticket::ViewBounce

Ticket::Frontend::AgentTicketBounce###Permission

Required permissions to use the ticket bounce screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBounce'}->{'Permission'} = 'bounce';
```

Ticket::Frontend::AgentTicketBounce###RequiredLock

Defines if a ticket lock is required in the ticket bounce screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBounce'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::AgentTicketBounce###StateDefault

Defines the default next state of a ticket after being bounced, in the ticket bounce screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBounce'}->{'StateDefault'} = 'closed  
successful';
```

Ticket::Frontend::AgentTicketBounce###StateType

Defines the next state of a ticket after being bounced, in the ticket bounce screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBounce'}->{'StateType'} = [
  'open',
  'closed'
];
```

Ticket::Frontend::BounceText

Defines the default ticket bounced notification for customer/sender in the ticket bounce screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::BounceText'} = 'Your email with ticket number  
<OTRS_TICKET> is bounced to <OTRS_BOUNCE_TO>. Contact this address for further  
information.';
```

Ticket → Frontend::Agent::Ticket::ViewBulk

Ticket::Frontend::AgentTicketBulk###RequiredLock

Automatically lock and set owner to current Agent after selecting for an Bulk Action.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::AgentTicketBulk###TicketType

Sets the ticket type in the ticket bulk screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'TicketType'} = '1';
```

Ticket::Frontend::AgentTicketBulk###Owner

Sets the ticket owner in the ticket bulk screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'Owner'} = '1';
```

Ticket::Frontend::AgentTicketBulk###Responsible

Sets the responsible agent of the ticket in the ticket bulk screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'Responsible'} = '1';
```

Ticket::Frontend::AgentTicketBulk###State

If a note is added by an agent, sets the state of a ticket in the ticket bulk screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'State'} = '1';
```

Ticket::Frontend::AgentTicketBulk###StateType

Defines the next state of a ticket after adding a note, in the ticket bulk screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'StateType'} = [  
  'open',  
  'closed',  
  'pending reminder',  
  'pending auto'  
];
```

Ticket::Frontend::AgentTicketBulk###StateDefault

Defines the default next state of a ticket after adding a note, in the ticket bulk screen of the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketBulk###Priority

Shows the ticket priority options in the ticket bulk screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'Priority'} = '1';
```

Ticket::Frontend::AgentTicketBulk###PriorityDefault

Defines the default ticket priority in the ticket bulk screen of the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::AgentTicketBulk###ArticleTypeDefault

Defines the default type of the note in the ticket bulk screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'ArticleTypeDefault'} = 'note-internal';
```

Ticket::Frontend::AgentTicketBulk###ArticleTypes

Specifies the different note types that will be used in the system.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'ArticleTypes'} = {
  'note-external' => '1',
  'note-internal' => '1',
  'note-report' => '0'
};
```

Ticket → Frontend::Agent::Ticket::ViewClose

Ticket::Frontend::AgentTicketClose###Permission

Required permissions to use the close ticket screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Permission'} = 'close';
```

Ticket::Frontend::AgentTicketClose###RequiredLock

Defines if a ticket lock is required in the close ticket screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::AgentTicketClose###TicketType

Sets the ticket type in the close ticket screen of the agent interface (Ticket::Type needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'TicketType'} = '0';
```

Ticket::Frontend::AgentTicketClose###Service

Sets the service in the close ticket screen of the agent interface (Ticket::Service needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Service'} = '0';
```

Ticket::Frontend::AgentTicketClose###ServiceMandatory

Sets if service must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::AgentTicketClose###SLAMandatory

Sets if SLA must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::AgentTicketClose###Queue

Sets the queue in the ticket close screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Queue'} = '0';
```

Ticket::Frontend::AgentTicketClose###QueueMandatory

Sets if queue must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'QueueMandatory'} = '0';
```

Ticket::Frontend::AgentTicketClose###Owner

Sets the ticket owner in the close ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Owner'} = '0';
```

Ticket::Frontend::AgentTicketClose###OwnerMandatory

Sets if ticket owner must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'OwnerMandatory'} = '0';
```

Ticket::Frontend::AgentTicketClose###Responsible

Sets the responsible agent of the ticket in the close ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Responsible'} = '0';
```

Ticket::Frontend::AgentTicketClose###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'ResponsibleMandatory'} = '0';
```

Ticket::Frontend::AgentTicketClose###State

If a note is added by an agent, sets the state of a ticket in the close ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'State'} = '1';
```

Ticket::Frontend::AgentTicketClose###StateMandatory

Sets if state must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'StateMandatory'} = '0';
```

Ticket::Frontend::AgentTicketClose###StateType

Defines the next state of a ticket after adding a note, in the close ticket screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'StateType'} = [
  'closed'
];
```

Ticket::Frontend::AgentTicketClose###StateDefault

Defines the default next state of a ticket after adding a note, in the close ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'StateDefault'} = 'closed successful';
```

Ticket::Frontend::AgentTicketClose###Note

Allows adding notes in the close ticket screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Note'} = '1';
```

Ticket::Frontend::AgentTicketClose###NoteMandatory

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'NoteMandatory'} = '1';
```

Ticket::Frontend::AgentTicketClose###Subject

Sets the default subject for notes added in the close ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketClose###Body

Sets the default body text for notes added in the close ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketClose###InvolvedAgent

Shows a list of all the involved agents on this ticket, in the close ticket screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'InvolvedAgent'} = '0';
```

Ticket::Frontend::AgentTicketClose###InformAgent

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the close ticket screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'InformAgent'} = '0';
```

Ticket::Frontend::AgentTicketClose###ArticleTypeDefault

Defines the default type of the note in the close ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'ArticleTypeDefault'} = 'note-internal';
```

Ticket::Frontend::AgentTicketClose###ArticleTypes

Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'ArticleTypes'} = {  
  'note-external' => '0',  
  'note-internal' => '1',  
  'note-report' => '0'  
};
```

Ticket::Frontend::AgentTicketClose###Priority

Shows the ticket priority options in the close ticket screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Priority'} = '0';
```

Ticket::Frontend::AgentTicketClose###PriorityDefault

Defines the default ticket priority in the close ticket screen of the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::AgentTicketClose###Title

Shows the title fields in the close ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Title'} = '0';
```

Ticket::Frontend::AgentTicketClose###HistoryType

Defines the history type for the close ticket screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'HistoryType'} = 'AddNote';
```

Ticket::Frontend::AgentTicketClose###HistoryComment

Defines the history comment for the close ticket screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'HistoryComment'} = '%Close';
```

Ticket::Frontend::AgentTicketClose###DynamicField

Dynamic fields shown in the ticket close screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketClose###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketClose###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketClose'}->{'RichTextHeight'} = '100';
```

Ticket → Frontend::Agent::Ticket::ViewCompose

Ticket::Frontend::AgentTicketCompose###Permission

Required permissions to use the ticket compose screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'Permission'} = 'compose';
```

Ticket::Frontend::AgentTicketCompose###RequiredLock

Defines if a ticket lock is required in the ticket compose screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::AgentTicketCompose###StateDefault

Defines the default next state of a ticket if it is composed / answered in the ticket compose screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketCompose###StateType

Defines the next possible states after composing / answering a ticket in the ticket compose screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'StateType'} = [  
  'open',  
  'closed',  
  'pending auto',  
  'pending reminder'  
];
```

Ticket::Frontend::AgentTicketCompose###ArticleTypes

Specifies the different article types that will be used in the system.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'ArticleTypes'} = [  
  'email-external',  
  'email-internal'  
];
```

Ticket::Frontend::AgentTicketCompose###DefaultArticleType

Specifies the default article type for the ticket compose screen in the agent interface if the article type cannot be automatically detected.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'DefaultArticleType'} = 'email-external';
```

Ticket::Frontend::ResponseFormat

Defines the format of responses in the ticket compose screen of the agent interface ([% Data.OrigFrom | html %] is From 1:1, [% Data.OrigFromName | html %] is only realname of From).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ResponseFormat'} = '[% Data.Salutation | html %]  
[% Data.StdResponse | html %]  
[% Data.Signature | html %]  
  
[% Data.Created | Localize("TimeShort") %] - [% Data.OrigFromName | html %] [%  
  Translate("wrote") | html %]:  
[% Data.Body | html %]  
';
```

Ticket::Frontend::Quote

Defines the used character for plaintext email quotes in the ticket compose screen of the agent interface. If this is empty or inactive, original emails will not be quoted but appended to the response.

デフォルト値:

```
$Self->{'Ticket::Frontend::Quote'} = '>';
```

Ticket::Frontend::ResponseQuoteMaxLines

Defines the maximum number of quoted lines to be added to responses.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::ResponseQuoteMaxLines'} = '99';
```

Ticket::Frontend::ComposeAddCustomerAddress

Adds customers email addresses to recipients in the ticket compose screen of the agent interface. The customers email address won't be added if the article type is email-internal.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ComposeAddCustomerAddress'} = '1';
```

Ticket::Frontend::ComposeReplaceSenderAddress

Replaces the original sender with current customer's email address on compose answer in the ticket compose screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ComposeReplaceSenderAddress'} = '0';
```

Ticket::Frontend::AgentTicketCompose###DynamicField

Dynamic fields shown in the ticket compose screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'DynamicField'} = {};
```

Ticket → Frontend::Agent::Ticket::ViewCustomer

Ticket::Frontend::AgentTicketCustomer###Permission

Required permissions to change the customer of a ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCustomer'}->{'Permission'} = 'customer';
```

Ticket::Frontend::AgentTicketCustomer###RequiredLock

Defines if a ticket lock is required to change the customer of a ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCustomer'}->{'RequiredLock'} = '0';
```

Ticket::Frontend::AgentTicketCustomer::CustomerIDReadOnly

Controls if CustomerID is editable in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketCustomer::CustomerIDReadOnly'} = '1';
```

Ticket → Frontend::Agent::Ticket::ViewEmailNew

Ticket::Frontend::AgentTicketEmail###Priority

Sets the default priority for new email tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'Priority'} = '3 normal';
```

Ticket::Frontend::AgentTicketEmail###ArticleType

Sets the default article type for new email tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'ArticleType'} = 'email-external';
```

Ticket::Frontend::AgentTicketEmail###SenderType

Sets the default sender type for new email tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'SenderType'} = 'agent';
```

Ticket::Frontend::AgentTicketEmail::CustomerIDReadOnly

Controls if CustomerID is editable in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail::CustomerIDReadOnly'} = '1';
```

Ticket::Frontend::AgentTicketEmail###Subject

Sets the default subject for new email tickets (e.g. 'email Outbound') in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketEmail###Body

Sets the default text for new email tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketEmail###StateDefault

Sets the default next ticket state, after the creation of an email ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketEmail###StateType

Determines the next possible ticket states, after the creation of a new email ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'StateType'} = [
  'open',
  'pending auto',
  'pending reminder',
  'closed'
];
```

Ticket::Frontend::AgentTicketEmail###HistoryType

Defines the history type for the email ticket screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'HistoryType'} = 'EmailAgent';
```

Ticket::Frontend::AgentTicketEmail###HistoryComment

Defines the history comment for the email ticket screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'HistoryComment'} = '';
```

Ticket::Frontend::AgentTicketEmail###ServiceMandatory

Sets if service must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::AgentTicketEmail###SLAMandatory

Sets if SLA must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::AgentTicketEmail###DynamicField

Dynamic fields shown in the ticket email screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketEmail###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketEmail###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'RichTextHeight'} = '320';
```

Ticket → Frontend::Agent::Ticket::ViewEmailOutbound

Ticket::Frontend::AgentTicketEmailOutbound###Permission

Required permissions to use the email outbound screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'Permission'} = 'compose';
```

Ticket::Frontend::AgentTicketEmailOutbound###RequiredLock

Defines if a ticket lock is required in the email outbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::AgentTicketEmailOutbound###StateDefault

Defines the default next state of a ticket after the message has been sent, in the email outbound screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketEmailOutbound###StateType

Defines the next possible states after sending a message in the email outbound screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'StateType'} = [
  'open',
  'closed',
  'pending reminder',
  'pending auto'
];
```

Ticket::Frontend::AgentTicketEmailOutbound###ArticleTypeDefault

Defines the default type of the message in the email outbound screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'ArticleTypeDefault'} =
'email-internal';
```

Ticket::Frontend::AgentTicketEmailOutbound###ArticleTypes

Specifies the different article types that will be used in the system.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'ArticleTypes'} = [
  'email-external',
  'email-internal'
];
```

Ticket::Frontend::AgentTicketEmailOutbound###DynamicField

Dynamic fields shown in the email outbound screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketEmailOutbound###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketEmailOutbound###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'RichTextHeight'} = '300';
```

Ticket → Frontend::Agent::Ticket::ViewEscalation

Ticket::Frontend::AgentTicketEscalationView###TicketPermission

Defines the required permission to show a ticket in the escalation view of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'TicketPermission'} = 'rw';
```

Ticket::Frontend::AgentTicketEscalationView###ViewableTicketsPage

Shows all open tickets (even if they are locked) in the escalation view of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'ViewableTicketsPage'} = '50';
```

Ticket::Frontend::AgentTicketEscalationView###SortBy::Default

Defines the default ticket attribute for ticket sorting in the escalation view of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'SortBy::Default'} = 'EscalationTime';
```

Ticket::Frontend::AgentTicketEscalationView###Order::Default

Defines the default ticket order (after priority sort) in the escalation view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'Order::Default'} = 'Up';
```

Ticket::Frontend::AgentTicketEscalationView###DefaultColumns

Columns that can be filtered in the escalation view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'DefaultColumns'} = {
  'Age' => '2',
  'Changed' => '1',
  'Created' => '1',
  'CustomerCompanyName' => '1',
  'CustomerID' => '2',
  'CustomerName' => '1',
  'CustomerUserID' => '1',
  'EscalationResponseTime' => '1',
  'EscalationSolutionTime' => '1',
  'EscalationTime' => '2',
  'EscalationUpdateTime' => '1',
```

```
'Lock' => '2',
'Owner' => '2',
'PendingTime' => '1',
'Priority' => '1',
'Queue' => '2',
'Responsible' => '1',
'SLA' => '1',
'Service' => '1',
'State' => '2',
'TicketNumber' => '2',
'Title' => '2',
'Type' => '1'
};
```

Ticket → Frontend::Agent::Ticket::ViewForward

Ticket::Frontend::AgentTicketForward###Permission

Required permissions to use the ticket forward screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketForward'}->{'Permission'} = 'forward';
```

Ticket::Frontend::AgentTicketForward###RequiredLock

Defines if a ticket lock is required in the ticket forward screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketForward'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::AgentTicketForward###StateDefault

Defines the default next state of a ticket after being forwarded, in the ticket forward screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketForward'}->{'StateDefault'} = 'closed
successful';
```

Ticket::Frontend::AgentTicketForward###StateType

Defines the next possible states after forwarding a ticket in the ticket forward screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketForward'}->{'StateType'} = [
'open',
'closed',
'pending reminder',
'pending auto'
];
```

Ticket::Frontend::AgentTicketForward###ArticleTypeDefault

Defines the default type of forwarded message in the ticket forward screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketForward'}->{'ArticleTypeDefault'} = 'email-
external';
```

Ticket::Frontend::AgentTicketForward###ArticleTypes

Specifies the different article types that will be used in the system.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketForward'}->{'ArticleTypes'} = [
  'email-external',
  'email-internal'
];
```

Ticket::Frontend::AgentTicketForward###DynamicField

Dynamic fields shown in the ticket forward screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketForward'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketForward###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketForward'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketForward###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketForward'}->{'RichTextHeight'} = '100';
```

Ticket → Frontend::Agent::Ticket::ViewFreeText

Ticket::Frontend::AgentTicketFreeText###Permission

Required permissions to use the ticket free text screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Permission'} = 'rw';
```

Ticket::Frontend::AgentTicketFreeText###RequiredLock

Defines if a ticket lock is required in the ticket free text screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'RequiredLock'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###TicketType

Sets the ticket type in the ticket free text screen of the agent interface (Ticket::Type needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'TicketType'} = '1';
```

Ticket::Frontend::AgentTicketFreeText###Service

Sets the service in the ticket free text screen of the agent interface (Ticket::Service needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Service'} = '1';
```

Ticket::Frontend::AgentTicketFreeText###ServiceMandatory

Sets if service must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###SLAMandatory

Sets if SLA must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###Queue

Sets the queue in the ticket free text screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Queue'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###QueueMandatory

Sets if queue must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'QueueMandatory'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###Owner

Sets the ticket owner in the ticket free text screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Owner'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###OwnerMandatory

Sets if ticket owner must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'OwnerMandatory'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###Responsible

Sets the responsible agent of the ticket in the ticket free text screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Responsible'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'ResponsibleMandatory'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###State

If a note is added by an agent, sets the state of a ticket in the ticket free text screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'State'} = '0';
```


Ticket::Frontend::AgentTicketFreeText###StateMandatory

Sets if state must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'StateMandatory'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###StateType

Defines the next state of a ticket after adding a note, in the ticket free text screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'StateType'} = [
  'open',
  'closed',
  'pending reminder',
  'pending auto'
];
```

Ticket::Frontend::AgentTicketFreeText###StateDefault

Defines the default next state of a ticket after adding a note, in the ticket free text screen of the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketFreeText###Note

Allows adding notes in the ticket free text screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Note'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###NoteMandatory

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'NoteMandatory'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###Subject

Defines the default subject of a note in the ticket free text screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketFreeText###Body

Defines the default body of a note in the ticket free text screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketFreeText###InvolvedAgent

Shows a list of all the involved agents on this ticket, in the ticket free text screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'InvolvedAgent'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###InformAgent

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket free text screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'InformAgent'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###ArticleTypeDefault

Defines the default type of the note in the ticket free text screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'ArticleTypeDefault'} = 'note-internal';
```

Ticket::Frontend::AgentTicketFreeText###ArticleTypes

Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'ArticleTypes'} = {  
  'note-external' => '1',  
  'note-internal' => '1',  
  'note-report' => '0'  
};
```

Ticket::Frontend::AgentTicketFreeText###Priority

Shows the ticket priority options in the ticket free text screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Priority'} = '0';
```

Ticket::Frontend::AgentTicketFreeText###PriorityDefault

Defines the default ticket priority in the ticket free text screen of the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::AgentTicketFreeText###Title

Shows the title field in the ticket free text screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Title'} = '1';
```

Ticket::Frontend::AgentTicketFreeText###HistoryType

Defines the history type for the ticket free text screen action, which gets used for ticket history.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'HistoryType'} = 'AddNote';
```

Ticket::Frontend::AgentTicketFreeText###HistoryComment

Defines the history comment for the ticket free text screen action, which gets used for ticket history.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'HistoryComment'} = '%FreeText';
```

Ticket::Frontend::AgentTicketFreeText###DynamicField

Dynamic fields shown in the ticket free text screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketFreeText###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketFreeText###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'RichTextHeight'} = '100';
```

Ticket → Frontend::Agent::Ticket::ViewHistory

Ticket::Frontend::HistoryOrder

Shows the ticket history (reverse ordered) in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::HistoryOrder'} = 'normal';
```

Ticket::Frontend::HistoryTypes###000-Framework

Controls how to display the ticket history entries as readable values.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::HistoryTypes'}->{'000-Framework'} = {
  'AddNote' => 'Added note (%s)',
  'ArchiveFlagUpdate' => 'Archive state changed: "%s"',
  'Bounce' => 'Bounced to "%s".',
  'CustomerUpdate' => 'Updated: %s',
  'EmailAgent' => 'Email sent to customer.',
  'EmailCustomer' => 'Added email. %s',
  'EscalationResponseTimeNotifyBefore' => 'Escalation response time forewarned',
  'EscalationResponseTimeStart' => 'Escalation response time in effect',
  'EscalationResponseTimeStop' => 'Escalation response time finished',
  'EscalationSolutionTimeNotifyBefore' => 'Escalation solution time forewarned',
```

```
'EscalationSolutionTimeStart' => 'Escalation solution time in effect',
'EscalationSolutionTimeStop' => 'Escalation solution time finished',
'EscalationUpdateTimeNotifyBefore' => 'Escalation update time forewarned',
'EscalationUpdateTimeStart' => 'Escalation update time in effect',
'EscalationUpdateTimeStop' => 'Escalation update time finished',
'FollowUp' => 'FollowUp for [%s]. %s',
'Forward' => 'Forwarded to "%s".',
'Lock' => 'Locked ticket.',
'LoopProtection' => 'Loop-Protection! No auto-response sent to "%s".',
'Misc' => '%s',
'Move' => 'Ticket moved into Queue "%s" (%s) from Queue "%s" (%s).',
'NewTicket' => 'New Ticket [%s] created (Q=%s;P=%s;S=%s).',
'OwnerUpdate' => 'New owner is "%s" (ID=%s).',
'PhoneCallAgent' => 'Agent called customer.',
'PhoneCallCustomer' => 'Customer called us.',
'PriorityUpdate' => 'Changed priority from "%s" (%s) to "%s" (%s).',
'Remove' => '%s',
'ResponsibleUpdate' => 'New responsible is "%s" (ID=%s).',
'SLAUpdate' => 'Updated SLA to %s (ID=%s).',
'SendAgentNotification' => '"%s" notification was sent to "%s" by "%s".',
'SendAnswer' => 'Email sent to "%s".',
'SendAutoFollowUp' => 'AutoFollowUp sent to "%s".',
'SendAutoReject' => 'AutoReject sent to "%s".',
'SendAutoReply' => 'AutoReply sent to "%s".',
'SendCustomerNotification' => 'Notification sent to "%s".',
'ServiceUpdate' => 'Updated Service to %s (ID=%s).',
'SetPendingTime' => 'Updated: %s',
'StateUpdate' => 'Old: "%s" New: "%s"',
'Subscribe' => 'Added subscription for user "%s".',
'SystemRequest' => 'System Request (%s).',
'TicketDynamicFieldUpdate' => 'Updated: %s=%s;%s=%s;%s=%s;',
'TicketLinkAdd' => 'Added link to ticket "%s".',
'TicketLinkDelete' => 'Deleted link to ticket "%s".',
'TimeAccounting' => '%s time unit(s) accounted. Now total %s time unit(s).',
'TitleUpdate' => 'Title updated: Old: "%s", New: "%s"',
'TypeUpdate' => 'Updated Type to %s (ID=%s).',
'Unlock' => 'Unlocked ticket.',
'Unsubscribe' => 'Removed subscription for user "%s".',
'WebRequestCustomer' => 'Customer request via web.'
};
```

Ticket → Frontend::Agent::Ticket::ViewLocked

Ticket::Frontend::AgentTicketLockedView###SortBy::Default

Defines the default ticket attribute for ticket sorting in the locked ticket view of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketLockedView'}->{'SortBy::Default'} = 'Age';
```

Ticket::Frontend::AgentTicketLockedView###Order::Default

Defines the default ticket order in the ticket locked view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketLockedView'}->{'Order::Default'} = 'Up';
```

Ticket::Frontend::AgentTicketLockedView###DefaultColumns

Columns that can be filtered in the locked view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketLockedView'}->{'DefaultColumns'} = {
  'Age' => '2',
  'Changed' => '1',
  'Created' => '1',
  'CustomerCompanyName' => '1',
  'CustomerID' => '2',
  'CustomerName' => '1',
  'CustomerUserID' => '1',
  'EscalationResponseTime' => '1',
  'EscalationSolutionTime' => '1',
  'EscalationTime' => '1',
  'EscalationUpdateTime' => '1',
  'Lock' => '2',
  'Owner' => '2',
  'PendingTime' => '1',
  'Priority' => '1',
  'Queue' => '2',
  'Responsible' => '1',
  'SLA' => '1',
  'Service' => '1',
  'State' => '2',
  'TicketNumber' => '2',
  'Title' => '2',
  'Type' => '1'
};
```

Ticket → Frontend::Agent::Ticket::ViewMerge

Ticket::Frontend::AgentTicketMerge###Permission

Required permissions to use the ticket merge screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMerge'}->{'Permission'} = 'rw';
```

Ticket::Frontend::AgentTicketMerge###RequiredLock

Defines if a ticket lock is required in the ticket merge screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMerge'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::MergeText

When tickets are merged, the customer can be informed per email by setting the check box "Inform Sender". In this text area, you can define a pre-formatted text which can later be modified by the agents.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::MergeText'} = 'Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_TICKET>";';
```

Ticket::Frontend::AutomaticMergeSubject

When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the subject of this note (this subject cannot be changed by the agent).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AutomaticMergeSubject'} = 'Ticket Merged';
```

Ticket::Frontend::AutomaticMergeText

When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the body of this note (this text cannot be changed by the agent).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AutomaticMergeText'} = 'Merged Ticket <OTRS_TICKET> to <OTRS_MERGE_TO_TICKET>.';
```

Ticket::Frontend::AgentTicketMerge###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMerge'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketMerge###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMerge'}->{'RichTextHeight'} = '100';
```

Ticket → Frontend::Agent::Ticket::ViewMove

Ticket::Frontend::MoveType

Determines if the list of possible queues to move to ticket into should be displayed in a dropdown list or in a new window in the agent interface. If "New Window" is set you can add a move note to the ticket.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::MoveType'} = 'form';
```

Ticket::Frontend::AgentTicketMove###RequiredLock

Automatically lock and set owner to current Agent after opening the move ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::AgentTicketMove###State

Allows to set a new ticket state in the move ticket screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'State'} = '1';
```

Ticket::Frontend::AgentTicketMove###StateMandatory

Sets if state must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'StateMandatory'} = '0';
```

Ticket::Frontend::AgentTicketMove###StateType

Defines the next state of a ticket after being moved to another queue, in the move ticket screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'StateType'} = [  
  'open',  
  'closed'  
];
```

Ticket::Frontend::AgentTicketMove###Priority

Shows the ticket priority options in the move ticket screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'Priority'} = '0';
```

Ticket::Frontend::AgentTicketMove###Note

Allows adding notes in the ticket free text screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'Note'} = '0';
```

Ticket::Frontend::AgentTicketMove###NoteMandatory

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'NoteMandatory'} = '0';
```

Ticket::Frontend::AgentTicketMove###NextScreen

Determines the next screen after the ticket is moved. LastScreenOverview will return the last overview screen (e.g. search results, queueview, dashboard). TicketZoom will return to the TicketZoom.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'NextScreen'} = 'TicketZoom';
```

Ticket::Frontend::AgentTicketMove###Subject

Sets the default subject for notes added in the ticket move screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketMove###Body

Sets the default body text for notes added in the ticket move screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketMove###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketMove###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'RichTextHeight'} = '100';
```

Ticket::Frontend::AgentTicketMove###DynamicField

Dynamic fields shown in the ticket move screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketMove'}->{'DynamicField'} = {};
```

Ticket → Frontend::Agent::Ticket::ViewNote

Ticket::Frontend::AgentTicketNote###Permission

Required permissions to use the ticket note screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Permission'} = 'note';
```

Ticket::Frontend::AgentTicketNote###RequiredLock

Defines if a ticket lock is required in the ticket note screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'RequiredLock'} = '0';
```

Ticket::Frontend::AgentTicketNote###TicketType

Sets the ticket type in the ticket note screen of the agent interface (Ticket::Type needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'TicketType'} = '0';
```

Ticket::Frontend::AgentTicketNote###Service

Sets the service in the ticket note screen of the agent interface (Ticket::Service needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Service'} = '0';
```

Ticket::Frontend::AgentTicketNote###ServiceMandatory

Sets if service must be selected by the agent.

デフォルト値:


```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::AgentTicketNote###SLAMandatory

Sets if SLA must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::AgentTicketNote###Queue

Sets the queue in the ticket note screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Queue'} = '0';
```

Ticket::Frontend::AgentTicketNote###QueueMandatory

Sets if queue must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'QueueMandatory'} = '0';
```

Ticket::Frontend::AgentTicketNote###Owner

Sets the ticket owner in the ticket note screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Owner'} = '0';
```

Ticket::Frontend::AgentTicketNote###OwnerMandatory

Sets if ticket owner must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'OwnerMandatory'} = '0';
```

Ticket::Frontend::AgentTicketNote###Responsible

Sets the responsible agent of the ticket in the ticket note screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Responsible'} = '0';
```

Ticket::Frontend::AgentTicketNote###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'ResponsibleMandatory'} = '0';
```

Ticket::Frontend::AgentTicketNote###State

If a note is added by an agent, sets the state of a ticket in the ticket note screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'State'} = '0';
```

Ticket::Frontend::AgentTicketNote###StateMandatory

Sets if state must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'StateMandatory'} = '0';
```

Ticket::Frontend::AgentTicketNote###StateType

Defines the next state of a ticket after adding a note, in the ticket note screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'StateType'} = [  
  'open',  
  'closed',  
  'pending reminder',  
  'pending auto'  
];
```

Ticket::Frontend::AgentTicketNote###StateDefault

Defines the default next state of a ticket after adding a note, in the ticket note screen of the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketNote###Note

Allows adding notes in the ticket note screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Note'} = '1';
```

Ticket::Frontend::AgentTicketNote###NoteMandatory

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'NoteMandatory'} = '1';
```

Ticket::Frontend::AgentTicketNote###Subject

Sets the default subject for notes added in the ticket note screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketNote###Body

Sets the default body text for notes added in the ticket note screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketNote###InvolvedAgent

Shows a list of all the involved agents on this ticket, in the ticket note screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'InvolvedAgent'} = '0';
```

Ticket::Frontend::AgentTicketNote###InformAgent

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket note screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'InformAgent'} = '0';
```

Ticket::Frontend::AgentTicketNote###ArticleTypeDefault

Defines the default type of the note in the ticket note screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'ArticleTypeDefault'} = 'note-internal';
```

Ticket::Frontend::AgentTicketNote###ArticleTypes

Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'ArticleTypes'} = {  
  'note-external' => '1',  
  'note-internal' => '1',  
  'note-report' => '0'  
};
```

Ticket::Frontend::AgentTicketNote###Priority

Shows the ticket priority options in the ticket note screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Priority'} = '0';
```

Ticket::Frontend::AgentTicketNote###PriorityDefault

Defines the default ticket priority in the ticket note screen of the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::AgentTicketNote###Title

Shows the title fields in the ticket note screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Title'} = '0';
```

Ticket::Frontend::AgentTicketNote###HistoryType

Defines the history type for the ticket note screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'HistoryType'} = 'AddNote';
```

Ticket::Frontend::AgentTicketNote###HistoryComment

Defines the history comment for the ticket note screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'HistoryComment'} = '%Note';
```

Ticket::Frontend::AgentTicketNote###DynamicField

Dynamic fields shown in the ticket note screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketNote###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketNote###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketNote'}->{'RichTextHeight'} = '100';
```

Ticket → Frontend::Agent::Ticket::ViewOwner

Ticket::Frontend::AgentTicketOwner###Permission

Required permissions to use the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Permission'} = 'owner';
```

Ticket::Frontend::AgentTicketOwner###RequiredLock

Defines if a ticket lock is required in the ticket owner screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'RequiredLock'} = '0';
```

Ticket::Frontend::AgentTicketOwner###TicketType

Sets the ticket type in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'TicketType'} = '0';
```

Ticket::Frontend::AgentTicketOwner###Service

Sets the service in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Service'} = '0';
```

Ticket::Frontend::AgentTicketOwner###ServiceMandatory

Sets if service must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::AgentTicketOwner###SLAMandatory

Sets if SLA must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::AgentTicketOwner###Queue

Sets the queue in the ticket owner screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Queue'} = '0';
```

Ticket::Frontend::AgentTicketOwner###QueueMandatory

Sets if queue must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'QueueMandatory'} = '0';
```

Ticket::Frontend::AgentTicketOwner###Owner

Sets the ticket owner in the ticket owner screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Owner'} = '1';
```

Ticket::Frontend::AgentTicketOwner###OwnerMandatory

Sets if ticket owner must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'OwnerMandatory'} = '1';
```

Ticket::Frontend::AgentTicketOwner###Responsible

Sets the responsible agent of the ticket in the ticket owner screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Responsible'} = '0';
```

Ticket::Frontend::AgentTicketOwner###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'ResponsibleMandatory'} = '0';
```

Ticket::Frontend::AgentTicketOwner###State

If a note is added by an agent, sets the state of the ticket in the ticket owner screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'State'} = '0';
```

Ticket::Frontend::AgentTicketOwner###StateMandatory

Sets if state must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'StateMandatory'} = '0';
```

Ticket::Frontend::AgentTicketOwner###StateType

Defines the next state of a ticket after adding a note, in the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'StateType'} = [  
  'open',  
  'pending reminder',  
  'pending auto'  
];
```

Ticket::Frontend::AgentTicketOwner###StateDefault

Defines the default next state of a ticket after adding a note, in the ticket owner screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketOwner###Note

Allows adding notes in the ticket owner screen of a zoomed ticket in the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Note'} = '1';
```

Ticket::Frontend::AgentTicketOwner###NoteMandatory

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'NoteMandatory'} = '1';
```

Ticket::Frontend::AgentTicketOwner###Subject

Sets the default subject for notes added in the ticket owner screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketOwner###Body

Sets the default body text for notes added in the ticket owner screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketOwner###InvolvedAgent

Shows a list of all the involved agents on this ticket, in the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'InvolvedAgent'} = '0';
```

Ticket::Frontend::AgentTicketOwner###InformAgent

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'InformAgent'} = '0';
```

Ticket::Frontend::AgentTicketOwner###ArticleTypeDefault

Defines the default type of the note in the ticket owner screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'ArticleTypeDefault'} = 'note-internal';
```

Ticket::Frontend::AgentTicketOwner###ArticleTypes

Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'ArticleTypes'} = {  
  'note-external' => '0',  
  'note-internal' => '1',  
  'note-report' => '0'  
};
```

Ticket::Frontend::AgentTicketOwner###Priority

Shows the ticket priority options in the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Priority'} = '0';
```

Ticket::Frontend::AgentTicketOwner###PriorityDefault

Defines the default ticket priority in the ticket owner screen of a zoomed ticket in the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::AgentTicketOwner###Title

Shows the title fields in the ticket owner screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Title'} = '0';
```

Ticket::Frontend::AgentTicketOwner###HistoryType

Defines the history type for the ticket owner screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'HistoryType'} = 'AddNote';
```

Ticket::Frontend::AgentTicketOwner###HistoryComment

Defines the history comment for the ticket owner screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'HistoryComment'} = '%Owner';
```

Ticket::Frontend::AgentTicketOwner###DynamicField

Dynamic fields shown in the ticket owner screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketOwner###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketOwner###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'RichTextHeight'} = '100';
```

Ticket → Frontend::Agent::Ticket::ViewPending

Ticket::Frontend::AgentTicketPending###Permission

Required permissions to use the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Permission'} = 'pending';
```

Ticket::Frontend::AgentTicketPending###RequiredLock

Defines if a ticket lock is required in the ticket pending screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'RequiredLock'} = '1';
```


Ticket::Frontend::AgentTicketPending###TicketType

Sets the ticket type in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'TicketType'} = '0';
```

Ticket::Frontend::AgentTicketPending###Service

Sets the service in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Service'} = '0';
```

Ticket::Frontend::AgentTicketPending###ServiceMandatory

Sets if service must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPending###SLAMandatory

Sets if SLA must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPending###Queue

Sets the queue in the ticket pending screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Queue'} = '0';
```

Ticket::Frontend::AgentTicketPending###QueueMandatory

Sets if queue must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'QueueMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPending###Owner

Sets the ticket owner in the ticket pending screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Owner'} = '0';
```

Ticket::Frontend::AgentTicketPending###OwnerMandatory

Sets if ticket owner must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'OwnerMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPending###Responsible

Sets the responsible agent of the ticket in the ticket pending screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Responsible'} = '0';
```

Ticket::Frontend::AgentTicketPending###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'ResponsibleMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPending###State

If a note is added by an agent, sets the state of the ticket in the ticket pending screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'State'} = '1';
```

Ticket::Frontend::AgentTicketPending###StateMandatory

Sets if state must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'StateMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPending###StateType

Defines the next state of a ticket after adding a note, in the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'StateType'} = [  
  'pending reminder',  
  'pending auto'  
];
```

Ticket::Frontend::AgentTicketPending###StateDefault

Defines the default next state of a ticket after adding a note, in the ticket pending screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'StateDefault'} = 'pending  
reminder';
```

Ticket::Frontend::AgentTicketPending###Note

Allows adding notes in the ticket pending screen of a zoomed ticket in the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Note'} = '1';
```

Ticket::Frontend::AgentTicketPending###NoteMandatory

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'NoteMandatory'} = '1';
```

Ticket::Frontend::AgentTicketPending###Subject

Sets the default subject for notes added in the ticket pending screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketPending###Body

Sets the default body text for notes added in the ticket pending screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketPending###InvolvedAgent

Shows a list of all the involved agents on this ticket, in the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'InvolvedAgent'} = '0';
```

Ticket::Frontend::AgentTicketPending###InformAgent

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'InformAgent'} = '0';
```

Ticket::Frontend::AgentTicketPending###ArticleTypeDefault

Defines the default type of the note in the ticket pending screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'ArticleTypeDefault'} = 'note-internal';
```

Ticket::Frontend::AgentTicketPending###ArticleTypes

Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'ArticleTypes'} = {
  'note-external' => '0',
  'note-internal' => '1',
  'note-report' => '0'
};
```

Ticket::Frontend::AgentTicketPending###Priority

Shows the ticket priority options in the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Priority'} = '0';
```

Ticket::Frontend::AgentTicketPending###PriorityDefault

Defines the default ticket priority in the ticket pending screen of a zoomed ticket in the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::AgentTicketPending###Title

Shows the title fields in the ticket pending screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Title'} = '0';
```

Ticket::Frontend::AgentTicketPending###HistoryType

Defines the history type for the ticket pending screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'HistoryType'} = 'AddNote';
```

Ticket::Frontend::AgentTicketPending###HistoryComment

Defines the history comment for the ticket pending screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'HistoryComment'} = '%%Pending';
```

Ticket::Frontend::AgentTicketPending###DynamicField

Dynamic fields shown in the ticket pending screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketPending###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketPending###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPending'}->{'RichTextHeight'} = '100';
```

Ticket → Frontend::Agent::Ticket::ViewPhoneInbound

Ticket::Frontend::AgentTicketPhoneInbound###Permission

Required permissions to use the ticket phone inbound screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'Permission'} = 'phone';
```

Ticket::Frontend::AgentTicketPhoneInbound###RequiredLock

Defines if a ticket lock is required in the ticket phone inbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'RequiredLock'} = '0';
```

Ticket::Frontend::AgentTicketPhoneInbound###ArticleType

Defines the default type of the note in the ticket phone inbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'ArticleType'} = 'phone';
```

Ticket::Frontend::AgentTicketPhoneInbound###SenderType

Defines the default sender type for phone tickets in the ticket phone inbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'SenderType'} = 'customer';
```

Ticket::Frontend::AgentTicketPhoneInbound###Subject

Defines the default subject for phone tickets in the ticket phone inbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketPhoneInbound###Body

Defines the default note body text for phone tickets in the ticket phone inbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketPhoneInbound###State

Defines the default ticket next state after adding a phone note in the ticket phone inbound screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'State'} = 'open';
```

Ticket::Frontend::AgentTicketPhoneInbound###StateType

Next possible ticket states after adding a phone note in the ticket phone inbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'StateType'} = [
  'open',
  'pending auto',
  'pending reminder',
  'closed'
];
```

Ticket::Frontend::AgentTicketPhoneInbound###HistoryType

Defines the history type for the ticket phone inbound screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'HistoryType'} =
  'PhoneCallCustomer';
```

Ticket::Frontend::AgentTicketPhoneInbound###HistoryComment

Defines the history comment for the ticket phone inbound screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'HistoryComment'} = '';
```

Ticket::Frontend::AgentTicketPhoneInbound###DynamicField

Dynamic fields shown in the ticket phone inbound screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketPhoneInbound###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'RichTextWidth'} = '475';
```

Ticket::Frontend::AgentTicketPhoneInbound###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'RichTextHeight'} = '200';
```

Ticket → Frontend::Agent::Ticket::ViewPhoneNew

Ticket::Frontend::AgentTicketPhone###Priority

Sets the default priority for new phone tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'Priority'} = '3 normal';
```

Ticket::Frontend::AgentTicketPhone###ArticleType

Sets the default article type for new phone tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'ArticleType'} = 'phone';
```

Ticket::Frontend::AgentTicketPhone###SenderType

Sets the default sender type for new phone ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'SenderType'} = 'customer';
```

Ticket::Frontend::AgentTicketPhone::CustomerIDReadOnly

Controls if CustomerID is editable in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone::CustomerIDReadOnly'} = '1';
```

Ticket::Frontend::AgentTicketPhone::AllowMultipleFrom

Controls if more than one from entry can be set in the new phone ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone::AllowMultipleFrom'} = '1';
```

Ticket::Frontend::AgentTicketPhone###Subject

Sets the default subject for new phone tickets (e.g. 'Phone call') in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketPhone###Body

Sets the default note text for new telephone tickets. E.g 'New ticket via call' in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketPhone###StateDefault

Sets the default next state for new phone tickets in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketPhone###StateType

Determines the next possible ticket states, after the creation of a new phone ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'StateType'} = [  
  'open',  
  'pending auto',  
  'pending reminder',  
  'closed'  
];
```

Ticket::Frontend::AgentTicketPhone###HistoryType

Defines the history type for the phone ticket screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'HistoryType'} = 'PhoneCallCustomer';
```

Ticket::Frontend::AgentTicketPhone###HistoryComment

Defines the history comment for the phone ticket screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'HistoryComment'} = '';
```

Ticket::Frontend::AgentTicketPhone###SplitLinkType

Sets the default link type of splitted tickets in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'SplitLinkType'} = {  
  'Direction' => 'Target',  
  'LinkType' => 'ParentChild'  
};
```

Ticket::Frontend::AgentTicketPhone###ServiceMandatory

Sets if service must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPhone###SLAMandatory

Sets if SLA must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPhone###DynamicField

Dynamic fields shown in the ticket phone screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketPhone###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketPhone###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'RichTextHeight'} = '320';
```

Ticket → Frontend::Agent::Ticket::ViewPhoneOutbound

Ticket::Frontend::AgentTicketPhoneOutbound###Permission

Required permissions to use the ticket phone outbound screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'Permission'} = 'phone';
```

Ticket::Frontend::AgentTicketPhoneOutbound###RequiredLock

Defines if a ticket lock is required in the ticket phone outbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::AgentTicketPhoneOutbound###ArticleType

Defines the default type of the note in the ticket phone outbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'ArticleType'} = 'phone';
```

Ticket::Frontend::AgentTicketPhoneOutbound###SenderType

Defines the default sender type for phone tickets in the ticket phone outbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'SenderType'} = 'agent';
```

Ticket::Frontend::AgentTicketPhoneOutbound###Subject

Defines the default subject for phone tickets in the ticket phone outbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketPhoneOutbound###Body

Defines the default note body text for phone tickets in the ticket phone outbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketPhoneOutbound###State

Defines the default ticket next state after adding a phone note in the ticket phone outbound screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'State'} = 'closed successful';
```

Ticket::Frontend::AgentTicketPhoneOutbound###StateType

Next possible ticket states after adding a phone note in the ticket phone outbound screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'StateType'} = [
  'open',
  'pending auto',
  'pending reminder',
  'closed'
];
```

Ticket::Frontend::AgentTicketPhoneOutbound###HistoryType

Defines the history type for the ticket phone outbound screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'HistoryType'} = 'PhoneCallAgent';
```

Ticket::Frontend::AgentTicketPhoneOutbound###HistoryComment

Defines the history comment for the ticket phone outbound screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'HistoryComment'} = '';
```

Ticket::Frontend::AgentTicketPhoneOutbound###DynamicField

Dynamic fields shown in the ticket phone outbound screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketPhoneOutbound###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'RichTextWidth'} = '475';
```

Ticket::Frontend::AgentTicketPhoneOutbound###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'RichTextHeight'} = '200';
```

Ticket → Frontend::Agent::Ticket::ViewPrint

Ticket::Frontend::AgentTicketPrint###DynamicField

Dynamic fields shown in the ticket print screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPrint'}->{'DynamicField'} = {};
```

Ticket → Frontend::Agent::Ticket::ViewPriority

Ticket::Frontend::AgentTicketPriority###Permission

Required permissions to use the ticket priority screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Permission'} = 'priority';
```

Ticket::Frontend::AgentTicketPriority###RequiredLock

Defines if a ticket lock is required in the ticket priority screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'RequiredLock'} = '1';
```

Ticket::Frontend::AgentTicketPriority###TicketType

Sets the ticket type in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'TicketType'} = '0';
```

Ticket::Frontend::AgentTicketPriority###Service

Sets the service in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Service'} = '0';
```

Ticket::Frontend::AgentTicketPriority###ServiceMandatory

Sets if service must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPriority###SLAMandatory

Sets if SLA must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPriority###Queue

Sets the queue in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Queue'} = '0';
```

Ticket::Frontend::AgentTicketPriority###QueueMandatory

Sets if queue must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'QueueMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPriority###Owner

Sets the ticket owner in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Owner'} = '0';
```

Ticket::Frontend::AgentTicketPriority###OwnerMandatory

Sets if ticket owner must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'OwnerMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPriority###Responsible

Sets the responsible agent of the ticket in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Responsible'} = '0';
```

Ticket::Frontend::AgentTicketPriority###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'ResponsibleMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPriority###State

If a note is added by an agent, sets the state of the ticket in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'State'} = '0';
```

Ticket::Frontend::AgentTicketPriority###StateMandatory

Sets if state must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'StateMandatory'} = '0';
```

Ticket::Frontend::AgentTicketPriority###StateType

Defines the next state of a ticket after adding a note, in the ticket priority screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'StateType'} = [
  'open',
  'pending reminder',
  'pending auto'
];
```

Ticket::Frontend::AgentTicketPriority###StateDefault

Defines the default next state of a ticket after adding a note, in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketPriority###Note

Allows adding notes in the ticket priority screen of a zoomed ticket in the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Note'} = '1';
```

Ticket::Frontend::AgentTicketPriority###NoteMandatory

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'NoteMandatory'} = '1';
```

Ticket::Frontend::AgentTicketPriority###Subject

Sets the default subject for notes added in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketPriority###Body

Sets the default body text for notes added in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketPriority###InvolvedAgent

Shows a list of all the involved agents on this ticket, in the ticket priority screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'InvolvedAgent'} = '0';
```

Ticket::Frontend::AgentTicketPriority###InformAgent

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket priority screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'InformAgent'} = '0';
```

Ticket::Frontend::AgentTicketPriority###ArticleTypeDefault

Defines the default type of the note in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'ArticleTypeDefault'} = 'note-internal';
```

Ticket::Frontend::AgentTicketPriority###ArticleTypes

Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'ArticleTypes'} = {  
  'note-external' => '0',  
  'note-internal' => '1',  
  'note-report' => '0'  
};
```

Ticket::Frontend::AgentTicketPriority###Priority

Shows the ticket priority options in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Priority'} = '1';
```

Ticket::Frontend::AgentTicketPriority###PriorityDefault

Defines the default ticket priority in the ticket priority screen of a zoomed ticket in the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::AgentTicketPriority###Title

Shows the title fields in the ticket priority screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Title'} = '0';
```

Ticket::Frontend::AgentTicketPriority###HistoryType

Defines the history type for the ticket priority screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'HistoryType'} = 'AddNote';
```

Ticket::Frontend::AgentTicketPriority###HistoryComment

Defines the history comment for the ticket priority screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'HistoryComment'} = '%Priority';
```

Ticket::Frontend::AgentTicketPriority###DynamicField

Dynamic fields shown in the ticket priority screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketPriority###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketPriority###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'RichTextHeight'} = '100';
```

Ticket → Frontend::Agent::Ticket::ViewQueue

Ticket::Frontend::AgentTicketQueue###StripEmptyLines

Strips empty lines on the ticket preview in the queue view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'StripEmptyLines'} = '0';
```

Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets

Shows all both ro and rw queues in the queue view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'ViewAllPossibleTickets'} = '0';
```

Ticket::Frontend::AgentTicketQueue###HideEmptyQueues

Show queues even when only locked tickets are in.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'HideEmptyQueues'} = '0';
```

Ticket::Frontend::AgentTicketQueue###HighlightAge1

Sets the age in minutes (first level) for highlighting queues that contain untouched tickets.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'HighlightAge1'} = '1440';
```

Ticket::Frontend::AgentTicketQueue###HighlightAge2

Sets the age in minutes (second level) for highlighting queues that contain untouched tickets.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'HighlightAge2'} = '2880';
```

Ticket::Frontend::AgentTicketQueue###Blink

Activates a blinking mechanism of the queue that contains the oldest ticket.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'Blink'} = '1';
```

Ticket::Frontend::AgentTicketQueue###UseSubQueues

Include tickets of subqueues per default when selecting a queue.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'UseSubQueues'} = '0';
```

Ticket::Frontend::AgentTicketQueue###QueueSort

Sorts the tickets (ascendingly or descendingly) when a single queue is selected in the queue view and after the tickets are sorted by priority. Values: 0 = ascending (oldest on top, default), 1 = descending (youngest on top). Use the QueueID for the key and 0 or 1 for value.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'QueueSort'} = {
  '3' => '0',
  '7' => '1'
};
```

Ticket::Frontend::AgentTicketQueue###SortBy::Default

Defines the default sort criteria for all queues displayed in the queue view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'SortBy::Default'} = 'Age';
```

Ticket::Frontend::AgentTicketQueue###PreSort::ByPriority

Defines if a pre-sorting by priority should be done in the queue view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'PreSort::ByPriority'} = '1';
```

Ticket::Frontend::AgentTicketQueue###Order::Default

Defines the default sort order for all queues in the queue view, after priority sort.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'Order::Default'} = 'Up';
```

Ticket::Frontend::AgentTicketQueue###DefaultColumns

Columns that can be filtered in the queue view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'DefaultColumns'} = {
  'Age' => '2',
  'Changed' => '1',
  'Created' => '1',
  'CustomerCompanyName' => '1',
  'CustomerID' => '2',
  'CustomerName' => '1',
  'CustomerUserID' => '1',
  'EscalationResponseTime' => '1',
  'EscalationSolutionTime' => '1',
  'EscalationTime' => '1',
  'EscalationUpdateTime' => '1',
  'Lock' => '2',
  'Owner' => '2',
  'PendingTime' => '1',
  'Priority' => '1',
  'Queue' => '2',
  'Responsible' => '1',
  'SLA' => '1',
  'Service' => '1',
  'State' => '2',
  'TicketNumber' => '2',
  'Title' => '2',
  'Type' => '1'
};
```

Ticket → Frontend::Agent::Ticket::ViewResponsible

Ticket::Frontend::AgentTicketResponsibleView###SortBy::Default

Defines the default ticket attribute for ticket sorting in the responsible view of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsibleView'}->{'SortBy::Default'} = 'Age';
```

Ticket::Frontend::AgentTicketResponsibleView###Order::Default

Defines the default ticket order in the responsible view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsibleView'}->{'Order::Default'} = 'Up';
```

Ticket::Frontend::AgentTicketResponsible###Permission

Required permissions to use the ticket responsible screen in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Permission'} = 'responsible';
```

Ticket::Frontend::AgentTicketResponsible###RequiredLock

Defines if a ticket lock is required in the ticket responsible screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'RequiredLock'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###TicketType

Sets the ticket type in the ticket responsible screen of the agent interface (Ticket::Type needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'TicketType'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###Service

Sets the service in the ticket responsible screen of the agent interface (Ticket::Service needs to be activated).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Service'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###ServiceMandatory

Sets if service must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###SLAMandatory

Sets if SLA must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###Queue

Sets the queue in the ticket responsible screen of a zoomed ticket in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Queue'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###QueueMandatory

Sets if queue must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'QueueMandatory'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###Owner

Sets the ticket owner in the ticket responsible screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Owner'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###OwnerMandatory

Sets if ticket owner must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'OwnerMandatory'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###Responsible

Sets the responsible agent of the ticket in the ticket responsible screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Responsible'} = '1';
```

Ticket::Frontend::AgentTicketResponsible###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'ResponsibleMandatory'} = '1';
```

Ticket::Frontend::AgentTicketResponsible###State

If a note is added by an agent, sets the state of a ticket in the ticket responsible screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'State'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###StateMandatory

Sets if state must be selected by the agent.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'StateMandatory'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###StateType

Defines the next state of a ticket after adding a note, in the ticket responsible screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'StateType'} = [
  'open',
  'pending reminder',
  'pending auto'
];
```

Ticket::Frontend::AgentTicketResponsible###StateDefault

Defines the default next state of a ticket after adding a note, in the ticket responsible screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::AgentTicketResponsible###Note

Allows adding notes in the ticket responsible screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Note'} = '1';
```

Ticket::Frontend::AgentTicketResponsible###NoteMandatory

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'NoteMandatory'} = '1';
```

Ticket::Frontend::AgentTicketResponsible###Subject

Sets the default subject for notes added in the ticket responsible screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketResponsible###Body

Sets the default body text for notes added in the ticket responsible screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketResponsible###InvolvedAgent

Shows a list of all the involved agents on this ticket, in the ticket responsible screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'InvolvedAgent'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###InformAgent

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket responsible screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'InformAgent'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###ArticleTypeDefault

Defines the default type of the note in the ticket responsible screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'ArticleTypeDefault'} = 'note-internal';
```

Ticket::Frontend::AgentTicketResponsible###ArticleTypes

Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'ArticleTypes'} = {  
  'note-external' => '0',  
  'note-internal' => '1',  
  'note-report' => '0'  
};
```

Ticket::Frontend::AgentTicketResponsible###Priority

Shows the ticket priority options in the ticket responsible screen of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Priority'} = '0';
```

Ticket::Frontend::AgentTicketResponsible###PriorityDefault

Defines the default ticket priority in the ticket responsible screen of the agent interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::AgentTicketResponsible###Title

Shows the title fields in the ticket responsible screen of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Title'} = '1';
```

Ticket::Frontend::AgentTicketResponsible###HistoryType

Defines the history type for the ticket responsible screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'HistoryType'} = 'AddNote';
```

Ticket::Frontend::AgentTicketResponsible###HistoryComment

Defines the history comment for the ticket responsible screen action, which gets used for ticket history in the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'HistoryComment'} = '%  
%Responsible';
```

Ticket::Frontend::AgentTicketResponsible###DynamicField

Dynamic fields shown in the ticket responsible screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketResponsible###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'RichTextWidth'} = '620';
```

Ticket::Frontend::AgentTicketResponsible###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'RichTextHeight'} = '100';
```

Ticket::Frontend::AgentTicketResponsibleView###DefaultColumns

Columns that can be filtered in the responsible view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketResponsibleView'}->{'DefaultColumns'} = {
  'Age' => '2',
  'Changed' => '1',
  'Created' => '1',
  'CustomerCompanyName' => '1',
  'CustomerID' => '2',
  'CustomerName' => '1',
  'CustomerUserID' => '1',
  'EscalationResponseTime' => '1',
  'EscalationSolutionTime' => '1',
  'EscalationTime' => '1',
  'EscalationUpdateTime' => '1',
  'Lock' => '2',
  'Owner' => '2',
  'PendingTime' => '1',
  'Priority' => '1',
  'Queue' => '2',
  'Responsible' => '1',
  'SLA' => '1',
  'Service' => '1',
  'State' => '2',
  'TicketNumber' => '2',
  'Title' => '2',
  'Type' => '1'
};
```

Ticket → Frontend::Agent::Ticket::ViewSearch

Ticket::Frontend::AgentTicketSearch###ExtendedSearchCondition

Allows extended search conditions in ticket search of the agent interface. With this feature you can search e. g. with this kind of conditions like "(key1&&key2)" or "(key1||key2)".

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'ExtendedSearchCondition'} = '1';
```

Ticket::Frontend::AgentTicketSearch###SearchLimit

Maximum number of tickets to be displayed in the result of a search in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchLimit'} = '2000';
```

Ticket::Frontend::AgentTicketSearch###SearchPageShown

Number of tickets to be displayed in each page of a search result in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchPageShown'} = '40';
```

Ticket::Frontend::AgentTicketSearch###SearchViewableTicketLines

Number of lines (per ticket) that are shown by the search utility in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchViewableTicketLines'} = '10';
```

Ticket::Frontend::AgentTicketSearch###SortBy::Default

Defines the default ticket attribute for ticket sorting of the ticket search result of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SortBy::Default'} = 'Age';
```

Ticket::Frontend::AgentTicketSearch###Order::Default

Defines the default ticket order in the ticket search result of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Order::Default'} = 'Down';
```

Ticket::Frontend::AgentTicketSearch###SearchArticleCSVTree

Exports the whole article tree in search result (it can affect the system performance).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchArticleCSVTree'} = '0';
```

Ticket::Frontend::AgentTicketSearch###SearchCSVData

Data used to export the search result in CSV format.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchCSVData'} = [  
  'TicketNumber',  
  'Age',  
  'Created',  
  'Closed',  
  'FirstLock',  
  'FirstResponse',  
  'State',  
  'Priority',  
  'Queue',  
  'Lock',  
  'Owner',  
  'UserFirstname',  
  'UserLastname',  
  'CustomerID',  
  'CustomerName',  
  'From',  
  'Subject',  
  'AccountedTime',  
  'ArticleTree',  
  'SolutionInMin',  
  'SolutionDiffInMin',
```

```
'FirstResponseInMin',  
'FirstResponseDiffInMin'  
];
```

Ticket::Frontend::AgentTicketSearch###ArticleCreateTime

Includes article create times in the ticket search of the agent interface.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'ArticleCreateTime'} = '0';
```

Ticket::Frontend::AgentTicketSearch###Defaults###Fulltext

Defines the default shown ticket search attribute for ticket search screen.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Fulltext'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketNumber

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketNumber'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###Title

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Title'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###From

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'From'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###To

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'To'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###Cc

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Cc'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###Subject

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Subject'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###Body

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Body'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###CustomerID

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'CustomerID'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###CustomerUserLogin

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'CustomerUserLogin'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###StateIDs

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'StateIDs'} = [];
```

Ticket::Frontend::AgentTicketSearch###Defaults###QueueIDs

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'QueueIDs'} = [];
```

Ticket::Frontend::AgentTicketSearch###Defaults###ServiceIDs

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'ServiceIDs'} = [];
```

Ticket::Frontend::AgentTicketSearch###Defaults###SLAIDs

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'SLAIDs'} = [];
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimePoint

Default data to use on attribute for ticket search screen. Example:
"TicketCreateTimePointFormat=year;TicketCreateTimePointStart=Last;TicketCreateTimePoint=2;"

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketCreateTimePoint'}  
= '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimeSlot

Default data to use on attribute for ticket search screen. Example:
"TicketCreateTimeStartYear=2010;TicketCreateTimeStartMonth=10;TicketCreateTimeStartDay=4;T

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketCreateTimeSlot'}  
= '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimePoint

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketChangeTimePoint'}  
= '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimeSlot

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketChangeTimeSlot'}  
= '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimePoint

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketCloseTimePoint'}  
= '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimeSlot

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketCloseTimeSlot'} =  
'';
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalationTimePoint

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketEscalationTimePoint'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalationTimeSlot

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketEscalationTimeSlot'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimePoint

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'ArticleCreateTimePoint'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimeSlot

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'ArticleCreateTimeSlot'} = '';
```

Ticket::Frontend::AgentTicketSearch###Defaults###SearchInArchive

Defines the default shown ticket search attribute for ticket search screen (AllTickets/ArchivedTickets/NotArchivedTickets).

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'SearchInArchive'} = '';
```

Ticket::Frontend::AgentTicketSearch###DynamicField

Dynamic fields shown in the ticket search screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and shown by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketSearch###Defaults###DynamicField

Defines the default shown ticket search attribute for ticket search screen. Example: "Key" must have the name of the Dynamic Field in this case 'X', "Content" must have the value of the Dynamic Field depending on the Dynamic Field type, Text: 'a text', Dropdown: '1', Date/Time: 'Search_DynamicField_XTimeSlotStartYear=1974; Search_DynamicField_XTimeSlotStartMonth=01;

```
Search_DynamicField_XTimeSlotStartDay=26;
Search_DynamicField_XTimeSlotStartHour=00;
Search_DynamicField_XTimeSlotStartMinute=00;
Search_DynamicField_XTimeSlotStartSecond=00;
Search_DynamicField_XTimeSlotStopYear=2013;
Search_DynamicField_XTimeSlotStopMonth=01;
Search_DynamicField_XTimeSlotStopDay=26;
Search_DynamicField_XTimeSlotStopHour=23;
Search_DynamicField_XTimeSlotStopMinute=59;
Search_DynamicField_XTimeSlotStopSecond=59;' and or
'Search_DynamicField_XTimePointFormat=week;
Search_DynamicField_XTimePointStart=Before;
Search_DynamicField_XTimePointValue=7';
```

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketSearch###SearchCSVDynamicField

Dynamic Fields used to export the search result in CSV format.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchCSVDynamicField'} = {};
```

Ticket::Frontend::AgentTicketSearch###DefaultColumns

Columns that can be filtered in the ticket search result view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'DefaultColumns'} = {
  'Age' => '2',
  'Changed' => '1',
  'Created' => '1',
  'CustomerCompanyName' => '1',
  'CustomerID' => '2',
  'CustomerName' => '1',
  'CustomerUserID' => '1',
  'EscalationResponseTime' => '1',
  'EscalationSolutionTime' => '1',
  'EscalationTime' => '1',
  'EscalationUpdateTime' => '1',
  'Lock' => '2',
  'Owner' => '2',
  'PendingTime' => '1',
  'Priority' => '1',
  'Queue' => '2',
  'Responsible' => '1',
  'SLA' => '1',
  'Service' => '1',
  'State' => '2',
  'TicketNumber' => '2',
  'Title' => '2',
  'Type' => '1'
};
```

Ticket → Frontend::Agent::Ticket::ViewService

Ticket::Frontend::AgentTicketService###StripEmptyLines

Strips empty lines on the ticket preview in the service view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketService'}->{'StripEmptyLines'} = '0';
```

Ticket::Frontend::AgentTicketService###ViewAllPossibleTickets

Shows all both ro and rw tickets in the service view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketService'}->{'ViewAllPossibleTickets'} = '0';
```

Ticket::Frontend::AgentTicketService###ServiceSort

Sorts the tickets (ascendingly or descendingly) when a single queue is selected in the service view and after the tickets are sorted by priority. Values: 0 = ascending (oldest on top, default), 1 = descending (youngest on top). Use the ServiceID for the key and 0 or 1 for value.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketService'}->{'ServiceSort'} = {
  '3' => '0',
  '7' => '1'
};
```

Ticket::Frontend::AgentTicketService###SortBy::Default

Defines the default sort criteria for all services displayed in the service view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketService'}->{'SortBy::Default'} = 'Age';
```

Ticket::Frontend::AgentTicketService###PreSort::ByPriority

Defines if a pre-sorting by priority should be done in the service view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketService'}->{'PreSort::ByPriority'} = '1';
```

Ticket::Frontend::AgentTicketService###Order::Default

Defines the default sort order for all services in the service view, after priority sort.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketService'}->{'Order::Default'} = 'Up';
```

Ticket::Frontend::AgentTicketService###DefaultColumns

Columns that can be filtered in the service view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketService'}->{'DefaultColumns'} = {
  'Age' => '2',
  'Changed' => '1',
};
```

```
'Created' => '1',
'CustomerCompanyName' => '1',
'CustomerID' => '2',
'CustomerName' => '1',
'CustomerUserID' => '1',
'EscalationResponseTime' => '1',
'EscalationSolutionTime' => '1',
'EscalationTime' => '1',
'EscalationUpdateTime' => '1',
'Lock' => '2',
'Owner' => '2',
'PendingTime' => '1',
'Priority' => '1',
'Queue' => '2',
'Responsible' => '1',
'SLA' => '1',
'Service' => '2',
'State' => '2',
'TicketNumber' => '2',
'Title' => '2',
'Type' => '1'
};
```

Ticket → Frontend::Agent::Ticket::ViewStatus

Ticket::Frontend::AgentTicketStatusView###ViewableTicketsPage

Shows all open tickets (even if they are locked) in the status view of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketStatusView'}->{'ViewableTicketsPage'} = '50';
```

Ticket::Frontend::AgentTicketStatusView###SortBy::Default

Defines the default ticket attribute for ticket sorting in the status view of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketStatusView'}->{'SortBy::Default'} = 'Age';
```

Ticket::Frontend::AgentTicketStatusView###Order::Default

Defines the default ticket order (after priority sort) in the status view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketStatusView'}->{'Order::Default'} = 'Down';
```

Ticket::Frontend::AgentTicketStatusView###DefaultColumns

Columns that can be filtered in the status view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketStatusView'}->{'DefaultColumns'} = {
  'Age' => '2',
  'Changed' => '1',
  'Created' => '1',
```

```
'CustomerCompanyName' => '1',
'CustomerID' => '2',
'CustomerName' => '1',
'CustomerUserID' => '1',
'EscalationResponseTime' => '1',
'EscalationSolutionTime' => '1',
'EscalationTime' => '1',
'EscalationUpdateTime' => '1',
'Lock' => '2',
'Owner' => '2',
'PendingTime' => '1',
'Priority' => '1',
'Queue' => '2',
'Responsible' => '1',
'SLA' => '1',
'Service' => '1',
'State' => '2',
'TicketNumber' => '2',
'Title' => '2',
'Type' => '1'
};
```

Ticket → Frontend::Agent::Ticket::ViewWatch

Ticket::Frontend::AgentTicketWatchView###SortBy::Default

Defines the default ticket attribute for ticket sorting in the watch view of the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketWatchView'}->{'SortBy::Default'} = 'Age';
```

Ticket::Frontend::AgentTicketWatchView###Order::Default

Defines the default ticket order in the watch view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketWatchView'}->{'Order::Default'} = 'Up';
```

Ticket::Frontend::AgentTicketWatchView###DefaultColumns

Columns that can be filtered in the watch view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketWatchView'}->{'DefaultColumns'} = {
'Age' => '2',
'Changed' => '1',
'Created' => '1',
'CustomerCompanyName' => '1',
'CustomerID' => '2',
'CustomerName' => '1',
'CustomerUserID' => '1',
'EscalationResponseTime' => '1',
'EscalationSolutionTime' => '1',
'EscalationTime' => '1',
'EscalationUpdateTime' => '1',
'Lock' => '2',
'Owner' => '2',
'PendingTime' => '1',
'Priority' => '1',
```

```
'Queue' => '2',
'Responsible' => '1',
'SLA' => '1',
'Service' => '1',
'State' => '2',
'TicketNumber' => '2',
'Title' => '2',
'Type' => '1'
};
```

Ticket → Frontend::Agent::Ticket::ViewZoom

Ticket::Frontend::PlainView

Shows a link to see a zoomed email ticket in plain text.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::PlainView'} = '0';
```

Ticket::Frontend::ZoomExpand

Shows all the articles of the ticket (expanded) in the zoom view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ZoomExpand'} = '0';
```

Ticket::Frontend::ZoomExpandSort

Shows the articles sorted normally or in reverse, under ticket zoom in the agent interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ZoomExpandSort'} = 'reverse';
```

Ticket::ZoomAttachmentDisplayCount

Shows a count of icons in the ticket zoom, if the article has attachments.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::ZoomAttachmentDisplayCount'} = '20';
```

Ticket::ZoomTimeDisplay

Displays the accounted time for an article in the ticket zoom view.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::ZoomTimeDisplay'} = '0';
```

Ticket::UseArticleColors

Shows colors for different article types in the article table.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::UseArticleColors'} = '1';
```


Ticket::Frontend::TicketArticleFilter

Activates the article filter in the zoom view to specify which articles should be shown.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::TicketArticleFilter'} = '0';
```

Ticket::Frontend::HTMLArticleHeightDefault

Set the default height (in pixels) of inline HTML articles in AgentTicketZoom.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::HTMLArticleHeightDefault'} = '100';
```

Ticket::Frontend::HTMLArticleHeightMax

Set the maximum height (in pixels) of inline HTML articles in AgentTicketZoom.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::HTMLArticleHeightMax'} = '2500';
```

Ticket::Frontend::MaxArticlesZoomExpand

The maximal number of articles expanded on a single page in AgentTicketZoom.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::MaxArticlesZoomExpand'} = '400';
```

Ticket::Frontend::MaxArticlesPerPage

The maximal number of articles shown on a single page in AgentTicketZoom.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::MaxArticlesPerPage'} = '1000';
```

Ticket::Frontend::ZoomRichTextForce

Show article as rich text even if rich text writing is disabled.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::ZoomRichTextForce'} = '1';
```

Ticket::Frontend::AgentTicketZoom###DynamicField

Dynamic fields shown in the sidebar of the ticket zoom screen of the agent interface.
Possible settings: 0 = Disabled, 1 = Enabled.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'DynamicField'} = {};
```

Ticket::Frontend::AgentTicketZoom###Widgets###0100-TicketInformation

AgentTicketZoom widget that displays ticket data in the side bar.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'Widgets'}->{'0100-TicketInformation'} =
{
  'Location' => 'Sidebar',
  'Module' => 'Kernel::Output::HTML::TicketZoom::TicketInformation'
};
```

Ticket::Frontend::AgentTicketZoom###Widgets###0200-CustomerInformation

AgentTicketZoom widget that displays customer information for the ticket in the side bar.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'Widgets'}->{'0200-CustomerInformation'}
= {
  'Location' => 'Sidebar',
  'Module' => 'Kernel::Output::HTML::TicketZoom::CustomerInformation'
};
```

Ticket::Frontend::AgentTicketZoom###Widgets###0300-LinkTable

AgentTicketZoom widget that displays a table of objects linked to the ticket.

デフォルト値:

```
$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'Widgets'}->{'0300-LinkTable'} = {
  'Module' => 'Kernel::Output::HTML::TicketZoom::LinkTable'
};
```

Ticket::Frontend::ZoomCollectMeta

Whether or not to collect meta information from articles using filters configured in Ticket::Frontend::ZoomCollectMetaFilters.

デフォルト値:

```
$Self->{'Ticket::Frontend::ZoomCollectMeta'} = '0';
```

Ticket::Frontend::ZoomCollectMetaFilters###CVE-Mitre

Defines a filter to collect CVE numbers from article texts in AgentTicketZoom. The results will be displayed in a meta box next to the article. Fill in URLPreview if you would like to see a preview when moving your mouse cursor above the link element. This could be the same URL as in URL, but also an alternate one. Please note that some websites deny being displayed within an iframe (e.g. Google) and thus won't work with the preview mode.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::ZoomCollectMetaFilters'}->{'CVE-Mitre'} = {
  'Meta' => {
    'Name' => 'CVE Mitre',
    'Target' => '_blank',
    'URL' => 'http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>',
    'URLPreview' => 'http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>'
  },
  'RegExp' => [
    '(CVE|CAN)\-\(\\d{3,4})\-\(\\d{2,})'
  ]
};
```

Ticket::Frontend::ZoomCollectMetaFilters###CVE-Google

Defines a filter to collect CVE numbers from article texts in AgentTicketZoom. The results will be displayed in a meta box next to the article. Fill in URLPreview if you

would like to see a preview when moving your mouse cursor above the link element. This could be the same URL as in URL, but also an alternate one. Please note that some websites deny being displayed within an iframe (e.g. Google) and thus won't work with the preview mode.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::ZoomCollectMetaFilters'}->{'CVE-Google'} = {
  'Meta' => {
    'Name' => 'CVE Google Search',
    'Target' => '_blank',
    'URL' => 'http://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>',
    'URLPreview' => ''
  },
  'RegExp' => [
    '(CVE|CAN)\\-(\\d{3,4})\\-(\\d{2,})'
  ]
};
```

Ticket → Frontend::Agent::TicketOverview

Ticket::Frontend::Overview###Small

Allows having a small format ticket overview (CustomerInfo => 1 - shows also the customer information).

デフォルト値:

```
$Self->{'Ticket::Frontend::Overview'}->{'Small'} = {
  'CustomerInfo' => '1',
  'Module' => 'Kernel::Output::HTML::TicketOverview::Small',
  'ModulePriority' => '100',
  'Name' => 'Small',
  'NameShort' => 'S'
};
```

Ticket::Frontend::OverviewSmall###ColumnHeader

Shows either the last customer article's subject or the ticket title in the small format overview.

デフォルト値:

```
$Self->{'Ticket::Frontend::OverviewSmall'}->{'ColumnHeader'} = 'LastCustomerSubject';
```

Ticket::Frontend::Overview###Medium

Allows having a medium format ticket overview (CustomerInfo => 1 - shows also the customer information).

デフォルト値:

```
$Self->{'Ticket::Frontend::Overview'}->{'Medium'} = {
  'CustomerInfo' => '0',
  'Module' => 'Kernel::Output::HTML::TicketOverview::Medium',
  'ModulePriority' => '200',
  'Name' => 'Medium',
  'NameShort' => 'M',
  'OverviewMenuModules' => '1',
  'TicketActionsPerTicket' => '1'
};
```

Ticket::Frontend::Overview###Preview

Shows a preview of the ticket overview (CustomerInfo => 1 - shows also Customer-Info, CustomerInfoMaxSize max. size in characters of Customer-Info).

デフォルト値:

```
$Self->{'Ticket::Frontend::Overview'}->{'Preview'} = {
  'CustomerInfo' => '0',
  'CustomerInfoMaxSize' => '18',
  'DefaultPreViewLines' => '25',
  'DefaultViewNewLine' => '90',
  'Module' => 'Kernel::Output::HTML::TicketOverview::Preview',
  'ModulePriority' => '300',
  'Name' => 'Large',
  'NameShort' => 'L',
  'OverviewMenuModules' => '1',
  'StripEmptyLines' => '0',
  'TicketActionsPerTicket' => '1'
};
```

Ticket::Frontend::Overview::PreviewArticleSenderTypes

Defines which article sender types should be shown in the preview of a ticket.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::Overview::PreviewArticleSenderTypes'} = {
  'agent' => '1',
  'customer' => '1',
  'system' => '1'
};
```

Ticket::Frontend::Overview::PreviewArticleLimit

Sets the count of articles visible in preview mode of ticket overviews.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::Overview::PreviewArticleLimit'} = '5';
```

Ticket::Frontend::Overview::PreviewArticleTypeExpanded

Defines which article type should be expanded when entering the overview. If nothing defined, latest article will be expanded.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::Overview::PreviewArticleTypeExpanded'} = '';
```

Ticket::Frontend::OverviewSmall###DynamicField

Dynamic fields shown in the ticket small format overview screen of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::OverviewSmall'}->{'DynamicField'} = {};
```

Ticket::Frontend::OverviewMedium###DynamicField

Dynamic fields shown in the ticket medium format overview screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled.

デフォルト値:

```
$Self->{'Ticket::Frontend::OverviewMedium'}->{'DynamicField'} = {};
```

Ticket::Frontend::OverviewPreview###DynamicField

Dynamic fields shown in the ticket preview format overview screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled.

デフォルト値:

```
$Self->{'Ticket::Frontend::OverviewPreview'}->{'DynamicField'} = {};
```

Ticket → Frontend::Agent::ToolBarModule

Frontend::ToolBarModule###110-Ticket::AgentTicketQueue

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'110-Ticket::AgentTicketQueue'} = {
  'AccessKey' => 'q',
  'Action' => 'AgentTicketQueue',
  'CssClass' => 'QueueView',
  'Icon' => 'fa fa-folder',
  'Link' => 'Action=AgentTicketQueue',
  'Module' => 'Kernel::Output::HTML::ToolBar::Link',
  'Name' => 'Queue view',
  'Priority' => '1010010'
};
```

Frontend::ToolBarModule###120-Ticket::AgentTicketStatus

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'120-Ticket::AgentTicketStatus'} = {
  'AccessKey' => 'S',
  'Action' => 'AgentTicketStatusView',
  'CssClass' => 'StatusView',
  'Icon' => 'fa fa-list-ol',
  'Link' => 'Action=AgentTicketStatusView',
  'Module' => 'Kernel::Output::HTML::ToolBar::Link',
  'Name' => 'Status view',
  'Priority' => '1010020'
};
```

Frontend::ToolBarModule###130-Ticket::AgentTicketEscalation

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'130-Ticket::AgentTicketEscalation'} = {
  'AccessKey' => 'w',
  'Action' => 'AgentTicketEscalationView',
  'CssClass' => 'EscalationView',
  'Icon' => 'fa fa-exclamation',
  'Link' => 'Action=AgentTicketEscalationView',
  'Module' => 'Kernel::Output::HTML::ToolBar::Link',
  'Name' => 'Escalation view',
  'Priority' => '1010030'
};
```

Frontend::ToolBarModule###140-Ticket::AgentTicketPhone

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'140-Ticket::AgentTicketPhone'} = {
  'AccessKey' => '',
  'Action' => 'AgentTicketPhone',
  'CssClass' => 'PhoneTicket',
  'Icon' => 'fa fa-phone',
  'Link' => 'Action=AgentTicketPhone',
  'Module' => 'Kernel::Output::HTML::ToolBar::Link',
  'Name' => 'New phone ticket',
  'Priority' => '1020010'
};
```

Frontend::ToolBarModule###150-Ticket::AgentTicketEmail

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'150-Ticket::AgentTicketEmail'} = {
  'AccessKey' => '',
  'Action' => 'AgentTicketEmail',
  'CssClass' => 'EmailTicket',
  'Icon' => 'fa fa-envelope',
  'Link' => 'Action=AgentTicketEmail',
  'Module' => 'Kernel::Output::HTML::ToolBar::Link',
  'Name' => 'New email ticket',
  'Priority' => '1020020'
};
```

Frontend::ToolBarModule###160-Ticket::AgentTicketProcess

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'160-Ticket::AgentTicketProcess'} = {
  'AccessKey' => '',
  'Action' => 'AgentTicketProcess',
  'CssClass' => 'ProcessTicket',
  'Icon' => 'fa fa-th-large',
  'Link' => 'Action=AgentTicketProcess',
  'Module' => 'Kernel::Output::HTML::ToolBar::Link',
  'Name' => 'New process ticket',
  'Priority' => '1020030'
};
```

Frontend::ToolBarModule###170-Ticket::TicketResponsible

Agent interface notification module to see the number of tickets an agent is responsible for. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'170-Ticket::TicketResponsible'} = {
  'AccessKey' => 'r',
  'AccessKeyNew' => '',
  'AccessKeyReached' => '',
  'CssClass' => 'Responsible',
  'CssClassNew' => 'Responsible New',
  'CssClassReached' => 'Responsible Reached',
  'Icon' => 'fa fa-user',
  'IconNew' => 'fa fa-user',
  'IconReached' => 'fa fa-user',
  'Module' => 'Kernel::Output::HTML::ToolBar::TicketResponsible',
};
```

```
'Priority' => '1030010'
};
```

Frontend::ToolBarModule###180-Ticket::TicketWatcher

Agent interface notification module to see the number of watched tickets. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'180-Ticket::TicketWatcher'} = {
  'AccessKey' => '',
  'AccessKeyNew' => '',
  'AccessKeyReached' => '',
  'CssClass' => 'Watcher',
  'CssClassNew' => 'Watcher New',
  'CssClassReached' => 'Watcher Reached',
  'Icon' => 'fa fa-eye',
  'IconNew' => 'fa fa-eye',
  'IconReached' => 'fa fa-eye',
  'Module' => 'Kernel::Output::HTML::ToolBar::TicketWatcher',
  'Priority' => '1030020'
};
```

Frontend::ToolBarModule###190-Ticket::TicketLocked

Agent interface notification module to see the number of locked tickets. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'190-Ticket::TicketLocked'} = {
  'AccessKey' => 'k',
  'AccessKeyNew' => '',
  'AccessKeyReached' => '',
  'CssClass' => 'Locked',
  'CssClassNew' => 'Locked New',
  'CssClassReached' => 'Locked Reached',
  'Icon' => 'fa fa-lock',
  'IconNew' => 'fa fa-lock',
  'IconReached' => 'fa fa-lock',
  'Module' => 'Kernel::Output::HTML::ToolBar::TicketLocked',
  'Priority' => '1030030'
};
```

Frontend::ToolBarModule###200-Ticket::AgentTicketService

Agent interface notification module to see the number of tickets in My Services. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'200-Ticket::AgentTicketService'} = {
  'CssClass' => 'ServiceView',
  'Icon' => 'fa fa-wrench',
  'Module' => 'Kernel::Output::HTML::ToolBar::TicketService',
  'Priority' => '1030035'
};
```

Frontend::ToolBarModule###210-Ticket::TicketSearchProfile

Agent interface module to access search profiles via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'210-Ticket::TicketSearchProfile'} = {
  'Block' => 'ToolBarSearchProfile',
  'Description' => 'Search template',
  'MaxWidth' => '40',
  'Module' => 'Kernel::Output::HTML::ToolBar::TicketSearchProfile',
  'Name' => 'Search template',
  'Priority' => '1990010'
};
```

Frontend::ToolBarModule###220-Ticket::TicketSearchFulltext

Agent interface module to access fulltext search via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'220-Ticket::TicketSearchFulltext'} = {
  'Block' => 'ToolBarSearchFulltext',
  'CSS' => 'Core.Agent.Toolbar.FulltextSearch.css',
  'Description' => 'Fulltext search',
  'Module' => 'Kernel::Output::HTML::ToolBar::Generic',
  'Name' => 'Fulltext search',
  'Priority' => '1990020',
  'Size' => '10'
};
```

Frontend::ToolBarModule###230-CICSearchCustomerID

Agent interface module to access CIC search via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'230-CICSearchCustomerID'} = {
  'Block' => 'ToolBarCICSearchCustomerID',
  'CSS' => 'Core.Agent.Toolbar.CICSearch.css',
  'Description' => 'CustomerID search',
  'Module' => 'Kernel::Output::HTML::ToolBar::Generic',
  'Name' => 'CustomerID search',
  'Priority' => '1990030',
  'Size' => '10'
};
```

Frontend::ToolBarModule###240-CICSearchCustomerUser

Agent interface module to access CIC search via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::ToolBarModule'}->{'240-CICSearchCustomerUser'} = {
  'Block' => 'ToolBarCICSearchCustomerUser',
  'CSS' => 'Core.Agent.Toolbar.CICSearch.css',
  'Description' => 'Customer user search',
  'Module' => 'Kernel::Output::HTML::ToolBar::Generic',
  'Name' => 'Customer user search',
  'Priority' => '1990040',
  'Size' => '10'
};
```


Ticket → Frontend::Customer

Ticket::Frontend::CustomerDisableCompanyTicketAccess

This option will deny the access to customer company tickets, which are not created by the customer user.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerDisableCompanyTicketAccess'} = '0';
```

Ticket::Frontend::CustomerTicketOverviewCustomEmptyText

Custom text for the page shown to customers that have no tickets yet (if you need those text translated add them to a custom translation module).

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketOverviewCustomEmptyText'} = {
  'Button' => 'Create your first ticket',
  'Text' => 'Please click the button below to create your first ticket.',
  'Title' => 'Welcome!'
};
```

Frontend::CustomerUser::Item###15-OpenTickets

Customer item (icon) which shows the open tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID.

デフォルト値:

```
$Self->{'Frontend::CustomerUser::Item'}->{'15-OpenTickets'} = {
  'Action' => 'AgentTicketSearch',
  'Attributes' => 'StateType=Open;',
  'CSS' => 'Core.Agent.CustomerUser.OpenTicket.css',
  'CSSClassNoOpenTicket' => 'NoOpenTicket',
  'CSSClassOpenTicket' => 'OpenTicket',
  'CustomerUserLogin' => '0',
  'IconNameNoOpenTicket' => 'fa-check-circle',
  'IconNameOpenTicket' => 'fa-exclamation-circle',
  'Module' => 'Kernel::Output::HTML::CustomerUser::GenericTicket',
  'Subaction' => 'Search',
  'Target' => '_blank',
  'Text' => 'Open tickets (customer)'
};
```

Frontend::CustomerUser::Item###16-OpenTicketsForCustomerUserLogin

Customer item (icon) which shows the open tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::CustomerUser::Item'}->{'16-OpenTicketsForCustomerUserLogin'} = {
  'Action' => 'AgentTicketSearch',
  'Attributes' => 'StateType=Open;',
  'CSS' => 'Core.Agent.CustomerUser.OpenTicket.css',
  'CSSClassNoOpenTicket' => 'NoOpenTicket',
  'CSSClassOpenTicket' => 'OpenTicket',
  'CustomerUserLogin' => '1',
  'IconNameNoOpenTicket' => 'fa-check-circle',
  'IconNameOpenTicket' => 'fa-exclamation-circle',
  'Module' => 'Kernel::Output::HTML::CustomerUser::GenericTicket',
};
```

```
'Subaction' => 'Search',
'Target' => '_blank',
'Text' => 'Open tickets (customer user)'
};
```

Frontend::CustomerUser::Item###17-ClosedTickets

Customer item (icon) which shows the closed tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::CustomerUser::Item'}->{'17-ClosedTickets'} = {
  'Action' => 'AgentTicketSearch',
  'Attributes' => 'StateType=Closed;',
  'CSS' => 'Core.Agent.CustomerUser.OpenTicket.css',
  'CSSClassNoOpenTicket' => 'NoOpenTicket',
  'CSSClassOpenTicket' => 'OpenTicket',
  'CustomerUserLogin' => '0',
  'IconNameNoOpenTicket' => 'fa-power-off',
  'IconNameOpenTicket' => 'fa-power-off',
  'Module' => 'Kernel::Output::HTML::CustomerUser::GenericTicket',
  'Subaction' => 'Search',
  'Target' => '_blank',
  'Text' => 'Closed tickets (customer)'
};
```

Frontend::CustomerUser::Item###18-ClosedTicketsForCustomerUserLogin

Customer item (icon) which shows the closed tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID.

This setting is not active by default.

デフォルト値:

```
$Self->{'Frontend::CustomerUser::Item'}->{'18-ClosedTicketsForCustomerUserLogin'} = {
  'Action' => 'AgentTicketSearch',
  'Attributes' => 'StateType=Closed;',
  'CSS' => 'Core.Agent.CustomerUser.OpenTicket.css',
  'CSSClassNoOpenTicket' => 'NoOpenTicket',
  'CSSClassOpenTicket' => 'OpenTicket',
  'CustomerUserLogin' => '1',
  'IconNameNoOpenTicket' => 'fa-power-off',
  'IconNameOpenTicket' => 'fa-power-off',
  'Module' => 'Kernel::Output::HTML::CustomerUser::GenericTicket',
  'Subaction' => 'Search',
  'Target' => '_blank',
  'Text' => 'Closed tickets (customer user)'
};
```

CustomerFrontend::CommonParam###Action

Defines the default used Frontend-Module if no Action parameter given in the url on the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerFrontend::CommonParam'}->{'Action'} = 'CustomerTicketOverview';
```

CustomerFrontend::CommonParam###TicketID

Default ticket ID used by the system in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerFrontend::CommonParam'}->{'TicketID'} = '';
```

Ticket → Frontend::Customer::ModuleMetaHead

CustomerFrontend::HeaderMetaModule###2-TicketSearch

Module to generate html OpenSearch profile for short ticket search in the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::HeaderMetaModule'}->{'2-TicketSearch'} = {
  'Action' => 'CustomerTicketSearch',
  'Module' => 'Kernel::Output::HTML::HeaderMeta::CustomerTicketSearch'
};
```

Ticket → Frontend::Customer::ModuleRegistration

CustomerFrontend::Module###CustomerTicketOverview

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketOverview'} = {
  'Description' => 'Overview of customer tickets.',
  'NavBar' => [
    {
      'AccessKey' => 'm',
      'Block' => '',
      'Description' => 'Tickets.',
      'Link' => 'Action=CustomerTicketOverview;Subaction=MyTickets',
      'LinkOption' => '',
      'Name' => 'Tickets',
      'NavBar' => 'Ticket',
      'Prio' => '100',
      'Type' => 'Menu'
    },
    {
      'AccessKey' => '',
      'Block' => '',
      'Description' => 'My Tickets.',
      'Link' => 'Action=CustomerTicketOverview;Subaction=MyTickets',
      'LinkOption' => '',
      'Name' => 'My Tickets',
      'NavBar' => 'Ticket',
      'Prio' => '110',
      'Type' => 'Submenu'
    },
    {
      'AccessKey' => 'M',
      'Block' => '',
      'Description' => 'Company Tickets.',
      'Link' => 'Action=CustomerTicketOverview;Subaction=CompanyTickets',
      'LinkOption' => '',
      'Name' => 'Company Tickets',
      'NavBar' => 'Ticket',
      'Prio' => '120',
      'Type' => 'Submenu'
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'Overview'
};
```

CustomerFrontend::Module###CustomerTicketMessage

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketMessage'} = {
  'Description' => 'Create tickets.',
  'Loader' => {
    'JavaScript' => [
      'Core.Customer.TicketMessage.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'n',
      'Block' => '',
      'Description' => 'Create new Ticket.',
      'Link' => 'Action=CustomerTicketMessage',
      'LinkOption' => '',
      'Name' => 'New Ticket',
      'NavBar' => 'Ticket',
      'Prio' => '100',
      'Type' => 'Submenu'
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'New Ticket'
};
```

CustomerFrontend::Module###CustomerTicketZoom

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketZoom'} = {
  'Description' => 'Ticket zoom view.',
  'Loader' => {
    'JavaScript' => [
      'Core.Customer.TicketZoom.js',
      'Core.UI.Popup.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Zoom'
};
```

CustomerFrontend::Module###CustomerTicketPrint

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketPrint'} = {
  'Description' => 'Customer Ticket Print Module.',
  'NavBarName' => '',
  'Title' => 'Print'
};
```

CustomerFrontend::Module###CustomerTicketAttachment

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketAttachment'} = {
  'Description' => 'To download attachments.',
  'NavBarName' => '',
  'Title' => ''
};
```

CustomerFrontend::Module###CustomerTicketSearch

Frontend module registration for the customer interface.

デフォルト値:

```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketSearch'} = {
```

```
'Description' => 'Customer ticket search.',
'Loader' => {
  'JavaScript' => [
    'Core.Customer.TicketSearch.js'
  ]
},
'NavBar' => [
  {
    'AccessKey' => 's',
    'Block' => '',
    'Description' => 'Search.',
    'Link' => 'Action=CustomerTicketSearch',
    'LinkOption' => '',
    'Name' => 'Search',
    'NavBar' => 'Ticket',
    'Prio' => '300',
    'Type' => 'Submenu'
  }
],
'NavBarName' => 'Ticket',
'Title' => 'Search'
};
```

Ticket → Frontend::Customer::Preferences

CustomerPreferencesGroups###ShownTickets

Defines all the parameters for the ShownTickets object in the customer preferences of the customer interface.

デフォルト値:

```
$Self->{'CustomerPreferencesGroups'}->{'ShownTickets'} = {
  'Active' => '1',
  'Column' => 'User Profile',
  'Data' => {
    '15' => '15',
    '20' => '20',
    '25' => '25',
    '30' => '30'
  },
  'DataSelected' => '25',
  'Key' => 'Tickets per page',
  'Label' => 'Number of displayed tickets',
  'Module' => 'Kernel::Output::HTML::Preferences::Generic',
  'PrefKey' => 'UserShowTickets',
  'Prio' => '4000'
};
```

CustomerPreferencesGroups###RefreshTime

Defines all the parameters for the RefreshTime object in the customer preferences of the customer interface.

デフォルト値:

```
$Self->{'CustomerPreferencesGroups'}->{'RefreshTime'} = {
  'Active' => '1',
  'Column' => 'User Profile',
  'Data' => {
    '0' => 'off',
    '10' => '10 minutes',
    '15' => '15 minutes',
    '2' => ' 2 minutes',
    '5' => ' 5 minutes',
    '7' => ' 7 minutes'
  },
  'DataSelected' => '0',
  'Key' => 'Refresh interval',
  'Label' => 'Ticket overview',
  'Module' => 'Kernel::Output::HTML::Preferences::Generic',
  'PrefKey' => 'UserRefreshTime',
};
```

```
'Prio' => '4000'
};
```

Ticket → Frontend::Customer::Ticket::ViewNew

Ticket::Frontend::CustomerTicketMessage###NextScreenAfterNewTicket

Determines the next screen after new customer ticket in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'NextScreenAfterNewTicket'} =
'CustomerTicketOverview';
```

Ticket::Frontend::CustomerTicketMessage###Priority

Allows customers to set the ticket priority in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'Priority'} = '1';
```

Ticket::Frontend::CustomerTicketMessage###PriorityDefault

Defines the default priority of new customer tickets in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::CustomerTicketMessage###Queue

Allows customers to set the ticket queue in the customer interface. If this is set to 'No', QueueDefault should be configured.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'Queue'} = '1';
```

Ticket::Frontend::CustomerTicketMessage###QueueDefault

Defines the default queue for new customer tickets in the customer interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'QueueDefault'} = 'Postmaster';
```

Ticket::Frontend::CustomerTicketMessage###TicketType

Allows customers to set the ticket type in the customer interface. If this is set to 'No', TicketTypeDefault should be configured.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'TicketType'} = '1';
```

Ticket::Frontend::CustomerTicketMessage###TicketTypeDefault

Defines the default ticket type for new customer tickets in the customer interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'TicketTypeDefault'} =  
'Unclassified';
```

Ticket::Frontend::CustomerTicketMessage###Service

Allows customers to set the ticket service in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'Service'} = '1';
```

Ticket::Frontend::CustomerTicketMessage###SLA

Allows customers to set the ticket SLA in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'SLA'} = '1';
```

Ticket::Frontend::CustomerTicketMessage###ServiceMandatory

Sets if service must be selected by the customer.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'ServiceMandatory'} = '0';
```

Ticket::Frontend::CustomerTicketMessage###SLAMandatory

Sets if SLA must be selected by the customer.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'SLAMandatory'} = '0';
```

Ticket::Frontend::CustomerTicketMessage###StateDefault

Defines the default state of new customer tickets in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'StateDefault'} = 'new';
```

Ticket::Frontend::CustomerTicketMessage###ArticleType

Defines the default type for article in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'ArticleType'} = 'webrequest';
```

Ticket::Frontend::CustomerTicketMessage###SenderType

Sender type for new tickets from the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'SenderType'} = 'customer';
```

Ticket::Frontend::CustomerTicketMessage###HistoryType

Defines the default history type in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'HistoryType'} = 'WebRequestCustomer';
```

Ticket::Frontend::CustomerTicketMessage###HistoryComment

Comment for new history entries in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'HistoryComment'} = '';
```

CustomerPanelSelectionType

Defines the recipient target of the tickets ("Queue" shows all queues, "SystemAddress" shows only the queues which are assigned to system addresses) in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanelSelectionType'} = 'Queue';
```

CustomerPanelSelectionString

Determines the strings that will be shown as recipient (To:) of the ticket in the customer interface. For Queue as CustomerPanelSelectionType, "<Queue>" shows the names of the queues, and for SystemAddress, "<Realname> <<Email>>" shows the name and email of the recipient.

デフォルト値:

```
$Self->{'CustomerPanelSelectionString'} = '<Queue>';
```

CustomerPanelOwnSelection

Determines which queues will be valid for ticket's recipients in the customer interface.

This setting is not active by default.

デフォルト値:

```
$Self->{'CustomerPanelOwnSelection'} = {
  'Junk' => 'First Queue',
  'Misc' => 'Second Queue'
};
```

CustomerPanel::NewTicketQueueSelectionModule

Module for To-selection in new ticket screen in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'CustomerPanel::NewTicketQueueSelectionModule'} = 'Kernel::Output::HTML::CustomerNewTicket::QueueSelectionGeneric';
```

Ticket::Frontend::CustomerTicketMessage###DynamicField

Dynamic fields options shown in the ticket message screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. NOTE. If you

want to display these fields also in the ticket zoom of the customer interface, you have to enable them in CustomerTicketZoom###DynamicField.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'DynamicField'} = {};
```

Ticket → Frontend::Customer::Ticket::ViewPrint

Ticket::Frontend::CustomerTicketPrint###DynamicField

Dynamic fields shown in the ticket print screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketPrint'}->{'DynamicField'} = {};
```

Ticket → Frontend::Customer::Ticket::ViewSearch

Ticket::CustomerTicketSearch::SearchLimit

Maximum number of tickets to be displayed in the result of a search in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::CustomerTicketSearch::SearchLimit'} = '5000';
```

Ticket::CustomerTicketSearch::SearchPageShown

Number of tickets to be displayed in each page of a search result in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::CustomerTicketSearch::SearchPageShown'} = '40';
```

Ticket::CustomerTicketSearch::SortBy::Default

Defines the default ticket attribute for ticket sorting in a ticket search of the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::CustomerTicketSearch::SortBy::Default'} = 'Age';
```

Ticket::CustomerTicketSearch::Order::Default

Defines the default ticket order of a search result in the customer interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::CustomerTicketSearch::Order::Default'} = 'Down';
```

Ticket::Frontend::CustomerTicketSearch###ExtendedSearchCondition

Allows extended search conditions in ticket search of the customer interface. With this feature you can search e. g. with this kind of conditions like "(key1&&key2)" or "(key1||key2)".

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'ExtendedSearchCondition'} = '1';
```

Customer::TicketSearch::AllServices

If enabled, the customer can search for tickets in all services (regardless what services are assigned to the customer).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Customer::TicketSearch::AllServices'} = '0';
```

Ticket::Frontend::CustomerTicketSearch###SearchArticleCSVTree

Exports the whole article tree in search result (it can affect the system performance).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'SearchArticleCSVTree'} = '0';
```

Ticket::Frontend::CustomerTicketSearch###SearchCSVData

Data used to export the search result in CSV format.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'SearchCSVData'} = [
  'TicketNumber',
  'Age',
  'Created',
  'Closed',
  'State',
  'Priority',
  'Lock',
  'CustomerID',
  'CustomerName',
  'From',
  'Subject'
];
```

Ticket::Frontend::CustomerTicketSearch###DynamicField

Dynamic fields shown in the ticket search screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'DynamicField'} = {};
```

Ticket::Frontend::CustomerTicketSearch###SearchOverviewDynamicField

Dynamic fields shown in the ticket search overview results screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'SearchOverviewDynamicField'} = {};
```

Ticket::Frontend::CustomerTicketSearch###SearchCSVDynamicField

Dynamic Fields used to export the search result in CSV format.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'SearchCSVDynamicField'} = {};
```

Ticket → Frontend::Customer::Ticket::ViewZoom

Ticket::Frontend::CustomerTicketZoom###NextScreenAfterFollowUp

Determines the next screen after the follow-up screen of a zoomed ticket in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'NextScreenAfterFollowUp'} = 'CustomerTicketOverview';
```

Ticket::Frontend::CustomerTicketZoom###ArticleType

Defines the default type of the note in the ticket zoom screen of the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'ArticleType'} = 'webrequest';
```

Ticket::Frontend::CustomerTicketZoom###SenderType

Defines the default sender type for tickets in the ticket zoom screen of the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'SenderType'} = 'customer';
```

Ticket::Frontend::CustomerTicketZoom###HistoryType

Defines the history type for the ticket zoom action, which gets used for ticket history in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'HistoryType'} = 'FollowUp';
```

Ticket::Frontend::CustomerTicketZoom###HistoryComment

Defines the history comment for the ticket zoom action, which gets used for ticket history in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'HistoryComment'} = '';
```

Ticket::Frontend::CustomerTicketZoom###Priority

Allows customers to change the ticket priority in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'Priority'} = '1';
```

Ticket::Frontend::CustomerTicketZoom###PriorityDefault

Defines the default priority of follow-up customer tickets in the ticket zoom screen in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'PriorityDefault'} = '3 normal';
```

Ticket::Frontend::CustomerTicketZoom###State

Allows choosing the next compose state for customer tickets in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'State'} = '1';
```

Ticket::Frontend::CustomerTicketZoom###StateDefault

Defines the default next state for a ticket after customer follow-up in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'StateDefault'} = 'open';
```

Ticket::Frontend::CustomerTicketZoom###StateType

Defines the next possible states for customer tickets in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'StateType'} = [
  'open',
  'closed'
];
```

Ticket::Frontend::CustomerTicketZoom###AttributesView

Shows the activated ticket attributes in the customer interface (0 = Disabled and 1 = Enabled).

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'AttributesView'} = {
  'Owner' => '0',
  'Priority' => '1',
  'Queue' => '1',
  'Responsible' => '0',
  'SLA' => '0',
  'Service' => '0',
  'State' => '1',
  'Type' => '0'
};
```

Ticket::Frontend::CustomerTicketZoom###DynamicField

Dynamic fields shown in the ticket zoom screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'DynamicField'} = {};
```

Ticket::Frontend::CustomerTicketZoom###FollowUpDynamicField

Dynamic fields options shown in the ticket reply section in the ticket zoom screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'FollowUpDynamicField'} = {};
```

Ticket → Frontend::Customer::TicketOverview

Ticket::Frontend::CustomerTicketOverviewSortable

Controls if customers have the ability to sort their tickets.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketOverviewSortable'} = '';
```

Ticket::Frontend::CustomerTicketOverview###ColumnHeader

Shows either the last customer article's subject or the ticket title in the small format overview.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketOverview'}->{'ColumnHeader'} = 'TicketTitle';
```

Ticket::Frontend::CustomerTicketOverview###Owner

Show the current owner in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketOverview'}->{'Owner'} = '0';
```

Ticket::Frontend::CustomerTicketOverview###Queue

Show the current queue in the customer interface.

This setting can not be deactivated.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketOverview'}->{'Queue'} = '0';
```

Ticket::Frontend::CustomerTicketOverview###DynamicField

Dynamic fields shown in the ticket overview screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

デフォルト値:

```
$Self->{'Ticket::Frontend::CustomerTicketOverview'}->{'DynamicField'} = {};
```

Ticket → Frontend::Queue::Preferences

QueuePreferences###Comment2

Parameters of the example queue attribute Comment2.

This setting is not active by default.

デフォルト値:

```
$Self->{'QueuePreferences'}->{'Comment2'} = {
```

```
'Block' => 'TextArea',  
'Cols' => '50',  
'Desc' => 'Define the queue comment 2.',  
'Label' => 'Comment2',  
'Module' => 'Kernel::Output::HTML::QueuePreferences::Generic',  
'PrefKey' => 'Comment2',  
'Rows' => '5'  
};
```

Ticket → Frontend::SLA::Preferences

SLAPreferences###Comment2

Parameters of the example SLA attribute Comment2.

This setting is not active by default.

デフォルト値:

```
$Self->{'SLAPreferences'}->{'Comment2'} = {  
'Block' => 'TextArea',  
'Cols' => '50',  
'Desc' => 'Define the sla comment 2.',  
'Label' => 'Comment2',  
'Module' => 'Kernel::Output::HTML::SLAPreferences::Generic',  
'PrefKey' => 'Comment2',  
'Rows' => '5'  
};
```

Ticket → Frontend::Service::Preferences

ServicePreferences###Comment2

Parameters of the example service attribute Comment2.

This setting is not active by default.

デフォルト値:

```
$Self->{'ServicePreferences'}->{'Comment2'} = {  
'Block' => 'TextArea',  
'Cols' => '50',  
'Desc' => 'Define the service comment 2.',  
'Label' => 'Comment2',  
'Module' => 'Kernel::Output::HTML::ServicePreferences::Generic',  
'PrefKey' => 'Comment2',  
'Rows' => '5'  
};
```

付録C GNUフリー文書許諾契約書

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0. はじめに

この利用許諾契約書の目的は、この契約書が適用されるマニュアルや教科書、その他機能本位で実用的な文書(無料ではなく)自由という意味で「フリー」とすること、すなわち、改変の有無あるいは目的の営利非営利を問わず、文書を複製し再頒布する自由をすべての人々に効果的に保証することです。加えてこの契約書により、著者や出版者が自分たちの著作物に対して相応の敬意と賞賛を得る手段も保護されます。また、他人が行った改変に対して責任を負わずに済むようになります。

この利用許諾契約書は「コピーレフト」的なライセンスの一つであり、この契約書が適用された文書から派生した著作物は、それ自身もまた原本と同じ意味でフリーでなければなりません。この契約書は、フリーソフトウェアのために設計されたコピーレフトなライセンスであるGNU一般公衆使用許諾契約書を補足するものです。

この利用許諾契約書は、フリーソフトウェア用のマニュアルに適用することを目的として書かれました。フリーソフトウェアはフリーな文書を必要としており、フリーなプログラムはそのソフトウェアが保証するのと同じ自由を提供するマニュアルと共に頒布されるべきだからです。しかし、この契約書の適用範囲はソフトウェアのマニュアルに留まりません。対象となる著作物において扱われる主題が何であれ、あるいはそれが印刷された書籍として出版されるか否かに関わらず、この契約書は文字で書かれたいかなる著作物にも適用することが可能です。私たちとしては、主にこの契約書を解説や参照を目的とする著作物に適用することをお勧めします。

1. この利用許諾契約書の適用範囲と用語の定義

著作物がこの利用許諾契約書の定める条件の下で頒布される旨の告知を、著作権者がその中に書いたすべてのマニュアルあるいはその他の著作物は、この契約書の適用対象となります。以下において、「『文書』(Document)」とはそのような告知が記載されたマニュアルないし著作物すべてを指します。公衆の一員ならば誰でも契約の当事者となることができ、この契約書中では「あなた」と表現されます。

『文書』の「改変版 (Modified Version)」とは、一字一句忠実に複製したか、あるいは改変や他言語への翻訳を行ったかどうかに関わらず、その『文書』の全体あるいは一部分を含む著作物すべてを意味します。

「補遺部分 (Secondary Section)」とは、文書中でその旨指定された補遺ないし本文に先だって前付けとして置かれる一部分であり、文書の出版者あるいは著者と、文書全体の主題(あるいはそれに関連する事柄)との関係のみを論じ、全体としての主題の範疇に直接属する内容を全く含まないものです(たとえば、文書の一部が数学の教科書だった場合、補遺部分では数学について何も解説してはなりません)。補遺部分で扱われる関係は、その主題あるいは関連する事柄との歴史的なつながりのことかも知れないし、それらに関する法的、商業的、哲学的、倫理的、あるいは政治的立場についてかも知れません。

「変更不可部分 (Invariant Sections)」とは補遺部分の一種で、それらが変更不可部分であることが、文書をこの利用許諾契約書の下で発表する旨述べた告知中においてその部分の題名と共に明示されているものです。

「カバーテキスト(Cover Texts)」とは、文書がこの利用許諾契約書の指定する条件の下で発表される旨述べた告知において、「表カバーテキスト」あるいは「裏カバーテキスト」として列挙された短い文章のことを指します。

文書の「透過的」複製物とは、機械による読み取りが可能な文書の複製物のことを指します。透過的な複製物の文書形式は、その仕様が一般の人々に入手可能で、文書の内容を一般的なテキストエディタ、または(画素で構成される画像ならば)一般的なペイントプログラム、あるいは(図面ならば)いくつかの広く入手可能な製図エディタで簡単に改訂するのに適しており、なおかつテキストフォーマットへの入力に適する(あるいはテキストフォーマットへの入力に適する諸形式への自動的な変換に適する)ものでなければなりません。透過的なファイル形式への複製であっても、マークアップ、あるいはマークアップの不在が読者によるそれ以降の改変をわざと邪魔し阻害するように仕組みられたものは透過的であるとは見做されません。ある画像形式が、相当量のテキスト文章を表現するために使われた場合、それは透過的ではない。透過的ではない複製は「非透過的」複製と呼ばれます。

透過的複製に適した形式のサンプルとしては、マークアップを含まないプレーン ASCII形式、Texinfo入力形式、LaTeX入力形式、一般に入手可能なDTDを用いたSGMLあるいはXML、または人間による改変を想定して設計された、標準に準拠したシンプルなHTMLやPostScript、PDFなどが挙げられます。透過的な画像形式の例には、PNGやXCF、JPGが含まれます。非透過形式としては、独占的なワードプロセッサでのみ閲覧編集できる独占的なファイル形式、普通には入手できないDTDまたは処理系を使ったSGMLやXML、ある種のワードプロセッサが生成する、出力のみを目的とした機械生成のHTMLやPostScript、PDFなどが含まれます。

「題扉 (Title Page)」とは、印刷された書籍に於いては、実際の表紙自身のみならず、この利用許諾契約書が表紙に掲載することを義務づける文章や図などを、読みやすい形で載せるのに必要なだけの、表紙に引き続く数ページをも意味する。表紙に類するものが無い形式で発表される著作物においては、「題扉」とは本文の始まりに先だて、その著作物の題名が最も目立つ形で現れる場所の近くに置かれる文章のことを指します。

2. 逐語的に忠実な複製

この利用許諾契約書、著作権表示、この契約書が文書に適用される旨述べた告知の三つがすべての複製物に複製され、かつあなたがこの契約書で指定されている以外のいかなる条件も追加しない限り、あなたはこの文書を、商用であるか否かを問わずいかなる形でも複製頒布することができます。あなたは、あなたが作成あるいは頒布する複製物に対して、閲覧や再複製を技術的な手法によって妨害、規制してはいけません。しかしながら、複製と引き換えに代価を得てもかまいません。あなたが相当量の複製物を頒布する際には、本契約書第3項で指定される条件にも従わなければなりません。

またあなたは、上記と同じ条件の下で、複製物を貸与したり複製物を公に開示 することができます。

3. 大量の複製

もしあなたが、文書の印刷された (あるいは通常は印刷された表紙を持つ 媒体における)複製物を100部を超えて出版し、また文書の利用許諾告知がカバーテキストの掲載を要求している場合には、指定されたすべてのカバーテキストを、表カバーテキストは表表紙に、裏カバーテキストは裏表紙に、はっきりと読みやすい形で載せた表紙の中に複製物本体を綴じ込まなければなりません。また、両方の表紙において、それらの複製物の出版者としてのあなたをはっきりとかつ読みやすい形で確認できなければなりません。表表紙では文書の完全な題名を、題名を構成するすべての語が等しく目立つようにして、視認可能な形で示さなければなりません。それらの情報に加えて、表紙に他の文章や図などを加えることは許可される。表紙のみを変更した複製物は、それが文書の題名を保存し上記の条件を満たす限り、ほかの点では逐語的に忠実な複製物として扱われます。

もしどちらかの表紙に要求されるカバーテキストの量が多すぎて読みやすく収めることが不可能ならば、あなたはテキスト先頭の一文(あるいは適切に収まる だけ)を実際の表紙に載せ、続きは隣接したページに載せるべきです。

あなたが文書の「非透過的」複製物を100部を超えて出版あるいは頒布する場合、それぞれの非透過な複製物と一緒に機械で読み取り可能な透過的複製物を添付するか、それぞれの非透過な複製物(あるいはそれに付属する文書)中で、公にアクセス可能なコンピュータネットワーク上の所在地を記述しなければなりません。その場所には、非透過な複製物と内容的に寸分違わず、余計なものが

追加されていない完全な文書の透過的複製物が置かれ、またそこから、ネットワークを利用する一般公衆が、一般に標準的と考えられるネットワークプロトコルを使ってダウンロードすることができなければなりません。もしあなたが後者の選択肢を選ぶならば、その版の非透過な複製物を公衆に(直接、あるいは あなたの代理人ないし小売業者が)最後に頒布してから最低1年間は、その透過的複製物が指定の場所でアクセス可能であり続けることを保証するよう、非透過な複製物の大量頒布を始める際に十分に慎重な手順を踏まなければなりません。

これは要望であり必要条件ではないが、文書の著者に、文書の更新された版をあなたに提供する機会を与えるため、透過非透過を問わず大量の複製物を再頒布し始める前には彼らにきちんと連絡しておいて下さい。

4. 改変

文書の改変版を、この利用許諾契約書と細部まで同一の契約の下で発表する限り、すなわち原本の役割を改変版で置き換えた形での頒布と改変を、その複製物を所有するすべての人々に許可する限り、あなたは改変版を上記第2項および第3項が指定する条件の下で複製および頒布することができます。さらに、あなたは改変版において以下のことを行わなければなりません。

- A. 題扉に(もしあればその他の表紙にも)、文書および文書のそれ以前の版と見分けがつく題名を載せること(もし以前の版があれば、文書の「履歴 (History)」の部分に列記されているはずです)。もし元の版の出版者から許可を得たならば、以前の版と同じ題名を使っても良いです。
- B. 題扉に、改変版における改変を行った1人以上の人物 が団体名を列記すること。あわせて元の『文書』の著者として、最低5人(もし5人以下ならばすべて)の主要著者を列記すること。
- C. 改変版の出版者名を出版者として記載すること。
- D. 文書にあるすべての著作権表示を残すこと。
- E. 他の著作権表示の近くに、あなたの改変に対する適切な著作権表示を追加すること。
- F. 著作権表示のすぐ後に、改変版をこの契約書の条件 の下で利用することを公衆に対して許可する告知を含めること。その形式はこの契約書の末尾にある付記で示されている。
- G. 元の『文書』の利用許諾告知に書かれた、変更不可部分の完全な一覧と、要求されるカバーテキストとを、改変版の利用許諾告知でもそのまま残すこと。
- H. この契約書の、変更されていない複製物を含めること。
- I. 「履歴 (History)」と題された部分とその題名を保存し、そこに改変版の、少なくとも題名、出版年、新しく変更した部分の著者名、出版者名を、題扉に掲載するのと同じように記載した一項を加えること。もし文書中に「履歴」と題された部分が存在しない場合には、文書の題名、出版年、著者、出版者を題扉に掲載するのと同じように記載した部分を用意し、上記で述べたような、改変版を説明する一項を加えること。
- J. 文書中に、文書の透過的複製物への公共的アクセスのために指定されたネットワーク的所在地が記載されていたならば、それを保存すること。同様に、その『文書』の元になった以前の版で指定されていたネットワーク的所在地も載っていたならば、それも保存すること。これらの情報は「履歴(History)」の部分に置いても良いです。ただし、それが 文書自身より少なくとも4年前に出版された著作物の情報であったり、あるいは改変版が参考にしている版の元々の出版者から許可を得たならば、その情報を削除してもかまいません。
- K. 「謝辞 (Acknowledgement)」あるいは「献辞 (Dedication)」等と題されたいかなる部分も、その部分の題名を保存し、その部分の内容(各貢献者への謝意あるいは献呈の意)と語調を保存すること。
- L. 『文書』の変更不可部分を、その本文および題名を 変更せずに保存すること。章番号やそれに相当するものは部分の題名の一部とは見做さない。
- M. 「推薦の辞 (Endorsement)」というような章名が題された部分はすべて削除すること。そのような部分を改変版に含めてはいけません。

N. すでに存在する部分を「推薦の辞 (Endorsement)」と題されるように改名したり、題名の点で変更不可部分のどれかと抵触するように改名してはいけません。

もし改変版に、補遺部分としての条件を満たし、かつ文書から複製物された文章や図などをいっさい含んでいない、前書き的な章あるいは付録が新しく含まれるならば、あなたは希望によりそれらの部分の一部あるいはすべてを変更不可と宣言することができます。変更不可を宣言するためには、それらの部分の題名を改変版の利用許諾告知中の変更不可部分一覧に追加すれば良いです。これらの題名は他の章名とは全く別のものでなければなりません。

含まれる内容が、さまざまな集団によるあなたの改変版に対する推薦の辞のみである限り、あなたは、「推薦の辞 (Endorsement)」と題された章を追加することができます。推薦の辞の例としては、ピアレビュー (内容審査) の陳述、あるいは文書がある標準の権威ある定義としてその団体に承認されたという声明などがあります。

あなたは、5語までの一文を表カバーテキストとして、25語までの文を裏表紙テキストとして、改変版のカバーテキスト一覧の末尾に加えることができます。一個人ないし一団体が直接(あるいは団体内で結ばれた協定によって)加えることができるのは、表カバーテキストおよび裏カバーテキストとしてそれぞれ一文ずつのみである。もし以前すでにその文書において、表裏いずれかの表紙にあなたの(またはあなたが代表する同じ団体内で為された協定に基づく)カバーテキストが含まれていたならば、あなたが新たに追加することはできません。しかしあなたは、その古い文を加えた以前の出版者から明示的な許可を得たならば、古い文を置き換えることができます。

文書の著者あるいは出版者は、この利用許諾契約書によって、彼らの名前を利用することを許可しているわけではありません。彼らの名前を改変版の宣伝に使ったり、改変版への明示的あるいは黙示的な保証のために使うことを許可するものではありません。

5. 文書の結合

あなたは、上記第4項において改変版に関して定義された条件の下で、この利用許諾契約書の下で発表された複数の文書の一つにまとめることができます。その際、原本となる文書にある変更不可部分を全て、改変せずに結合後の著作物中に含め、それらをあなたが統合した著作物の変更不可部分としてその利用許諾告知において列記し、かつ原本にある全ての保証否認警告を保存しなければなりません。

結合後の著作物についてはこの契約書の複製物の一つ含んでいけばよく、同一内容の変更不可部分が複数ある場合には一つで代用してよいです。もし同じ題名だが内容の異なる変更不可部分が複数あるならば、そのような部分のそれぞれの題名の最後に、(もし分かっているならば)その部分の原著者あるいは出版者の名前、あるいは他と重ならないような番号を括弧で括って記載することで、それぞれ見分けが付くようにしなければなりません。結合後の著作物の利用許諾告知における変更不可部分の一覧においても、章の題名に同様の調整をすること。

結合後の著作物においては、あなたはそれぞれの原本の「履歴 (History)」と題されたあらゆる部分をまとめて、「履歴 (History)」と題された一章にしなければなりません。同様に、「謝辞 (Acknowledgements)」あるいは「献辞 (Dedications)」と題されたあらゆる部分もまとめなければなりません。あなたは「推薦の辞 (Endorsements)」と題されたあらゆる部分も削除しなければなりません。

6. 文書の収集

あなたは、この利用許諾契約書の下で発表された複数の文書で構成される収集著作物を作ることができます。その場合、それぞれの文書が逐語的に忠実に複製されることを保障するために他のすべての点でこの契約書の定める条件に従う限り、さまざまな文書中のこの契約書の個々の複製物を、収集著作物中に複製物の一つ含めることで代用することができます。

あなたは、このような収集著作物から文書の一つ取り出し、それをこの契約書の下で頒布することができます。ただしその際には、この契約書の複製物を抽出された文書に挿入し、またその他すべての点でこの文書の逐語的に忠実な複製に関してこの契約書が定める条件に従わなければなりません。

7. 独立した著作物の集積

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