DownloadAllAttachments

Release rel-11.0

Rother OSS GmbH

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CHAPTER 1

Description

Enables download of all ticket or article attachments as a single zip file.

CHAPTER 2

Functionality

2.1 Download multiple attachments as single zip file

This package extends OTOBO with the functionality to download all attachments of a ticket or article as a single zip file.

Ticket attachments can be downloaded via the new link ‘Download ticket attachments’ in the ticket menu of the ticket zoom view. The filename will have the following pattern: ‘Attachments Ticket Ticket-Nummer.zip’.

To download all attachments of an article as a single zip file the new link ‘Download all (zip)’ was added on top of the attachment list in the article attachments box. The filename will have the following pattern: ‘Attachments Ticket TicketNummer ArticleID ArticleID.zip’.

CHAPTER 3

System requirements

OTOBO 11.0.x

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- Archive::Zip

CHAPTER 4

Configuration Reference

Autoloading of DownloadAttachment extensions.

Frontend module registration for the agent interface.

This configuration registers a link in the ticket menu to the ticket overviews of the agent interface to download all ticket attachments.

This configuration registers a link in the ticket menu to download all ticket attachments.

CHAPTER 5

About

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