

---

( T U B )

# TicketTimeUnitsMandatoryOnlyWithArticle

Release rel-11.0

Rother OSS GmbH

Dec 14, 2024



---

## Contents

---

<b>1</b>	<b>Description</b>	<b>3</b>
<b>2</b>	<b>System requirements</b>	<b>5</b>
2.1	Framework . . . . .	5
2.2	Packages . . . . .	5
2.3	Third-party software . . . . .	5
<b>3</b>	<b>Usage</b>	<b>7</b>
3.1	Setup . . . . .	7
<b>4</b>	<b>About</b>	<b>9</b>
4.1	Contact . . . . .	9
4.2	Version . . . . .	9



( T U B )



# CHAPTER 1

---

## Description

---

Inside the OTOBO standard system, the option `Ticket::Frontend::NeedAccountedTime` overrides the option `Action::NoteMandatory`. Therefore, it is not possible to configure dialogues without mandatory entry of articles and `TimeUnits`. This package changes the behaviour, `TimeUnits` are only mandatory if an article exists for it.





## 2.1 Framework

OTOBO 10.1.x

## 2.2 Packages

-

## 2.3 Third-party software

-



### 3.1 Setup



## 4.1 Contact

Rother OSS GmbH  
Email: [hello@otobo.de](mailto:hello@otobo.de)  
Web: <https://otobo.de>

## 4.2 Version

Author: Rother OSS GmbH / Version: rel-11.0 / Date of release: 2024-12-14