

# AttachmentPreview

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# Manual

# Installation

## Prerequisites

In order for this module to work, following requirements must be met:

1. Additional external packages are installed on the OTRS server:
  - libreoffice
  - libreoffice-java-common
  - default-jre
2. Apache user must be the owner of the /var/www. LibreOffice requires ".config" directory in user's (in this case it's Apache) home directory. Commands below are examples for Ubuntu.

```
sudo chown -R www-data /var/www/  
sudo service apache2 restart
```

The following instructions explain how to install the package using one of the provided methods.

## 1. Admin Interface

Log in to your system as user with admin privileges and go to menu Admin ⇒ Package Manager. Select module file (with .opm extension) in the "Actions" panel and click "Install Package" button.

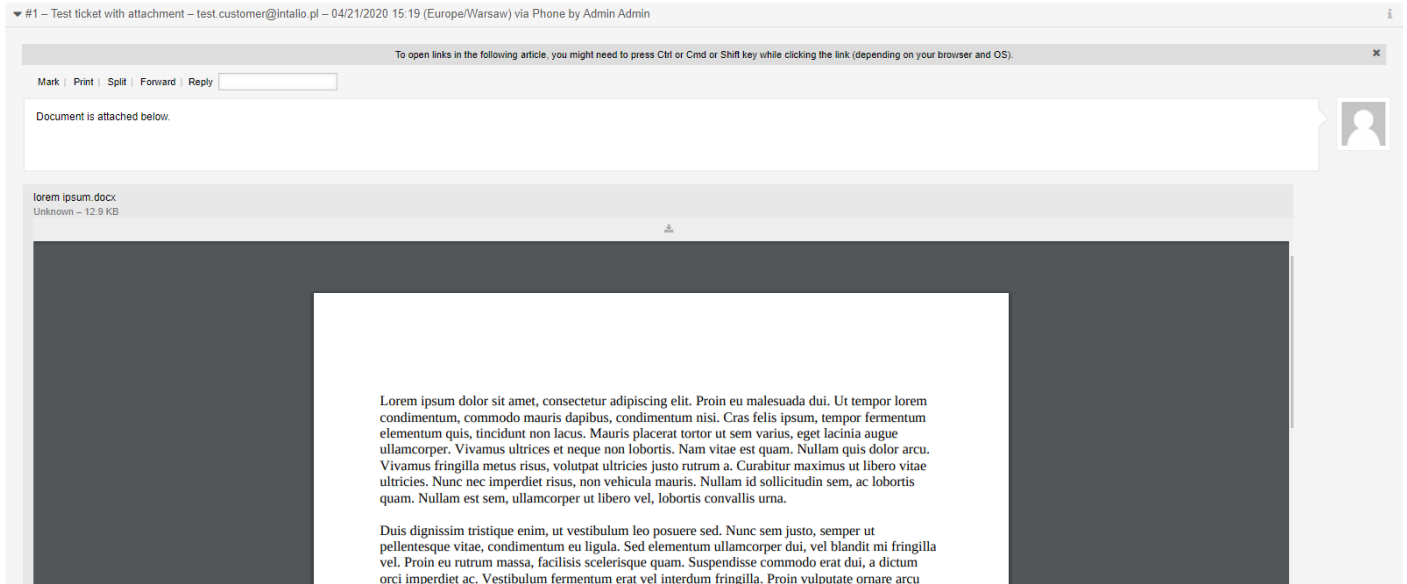
## 2. Command line

Log in to the server (via SSH, putty etc.) as "otrs" user and use the following command:

```
/opt/otrs/bin/otrs.Console.pl Admin::Package::Install /path/to/package/AttachmentPreview-  
1.0.4.opm
```

# Usage

After the installation, every article attachment is displayed inline as seen below.



# Introduction and Description

**Attachment preview** is the module allowing user to preview given attachments in the tickets without the need to download it. The module doesn't require additional configuration so, after installation, it's ready to use.

Supporting the most popular formats: jpeg, pdf, jpg, png, docx, csv, xls, xlsx,

Side by side comparison:

The image shows two side-by-side screenshots of a ticket system interface, comparing the attachment preview feature before and after an update. Both screenshots show a ticket titled "Ticket#2020060410000014 — Complaints about product".

**Left Screenshot (Old Version):** The attachment "lorem ipsum.docx" (12.9 KB) is shown with a small thumbnail. Below it, a preview window is open, displaying the document content in a dark-themed viewer. The text is rendered in a small font and is difficult to read. The viewer includes a toolbar with icons for zooming and other functions.

**Right Screenshot (New Version):** The same attachment "lorem ipsum.docx" (12.9 KB) is shown. The preview window now displays the document content in a light-themed viewer. The text is rendered in a larger font, making it much easier to read. The viewer also includes a toolbar.

At the bottom right of the right screenshot, there is a small logo and the text "Powered by OTRS™".