

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.

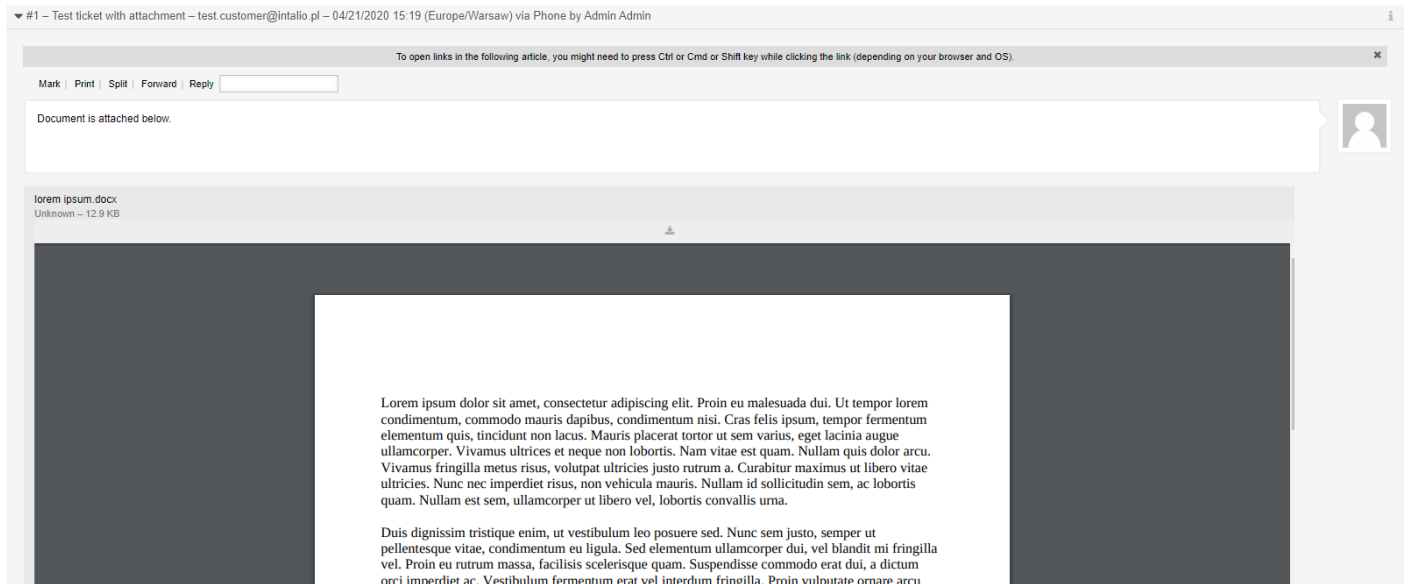
2. Command line

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:

Ticket#2020060410000014 — Complaints about product

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NO.	SENDER	VIA	SUBJECT	CREATED	
1	user test	Phone	Complaints about product	04/06/2020 11:55 (Europe/Warsaw)	1

▼ #1 — Complaints about product — user test — 04/06/2020 11:55 (Europe/Warsaw) via Phone by Admin Admin

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