

# AttachmentPreview

- Manual
  - Installation
  - Usage
- Introduction and Description

# 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.

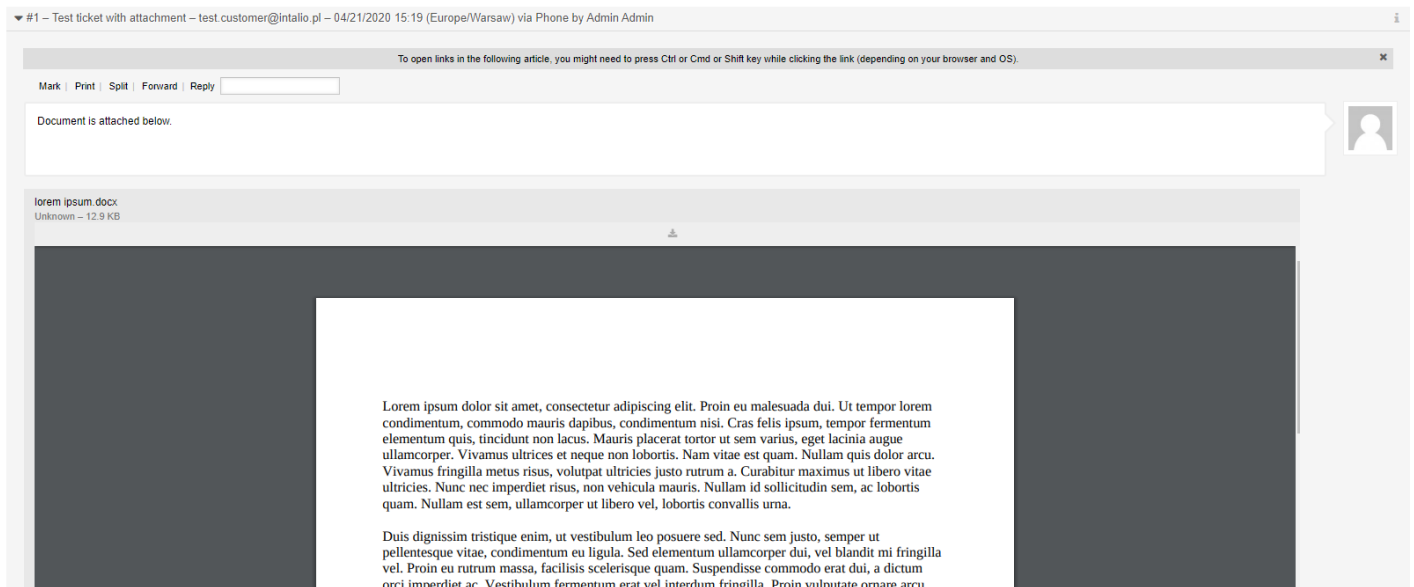
## 2. Command line

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

Back | Nowy inqdyent RODO | Usuh spam | Print | Priority | People | Communication | Pending | Close | MasterSlave | Process | Miscellaneous

Move

Article Overview - 1 Article(s)

| 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

To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

Mark | Print | Split | Forward | Reply

Profile icon

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin eu malesuada dui. Ut tempor lorem condimentum, commodo mauris dapibus, condimentum nisi. Cras felis ipsum, tempor fermentum elementum quis, tincidunt non lacus. Mauris placerat tortor ut sem varius, eget lacinia augue ullamcorper. Vivamus ultrices et neque non lobortis. Nam vitae est quam. Nullam quis dolor arcu. Vivamus fringilla metus risus, volutpat ultricies justo rutrum a. Curabitur maximus ut libero vitae ultricies. Nunc nec imperdiet risus, non vehicula mauris. Nullam id sollicitudin sem, ac lobortis quam. Nullam est sem, ullamcorper ut libero vel, lobortis convallis urna.

loreem ipsum.docx  
Unknown — 12.9 KB

1 | z | 70%

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin eu malesuada dui. Ut tempor lorem condimentum, commodo mauris dapibus, condimentum nisi. Cras felis ipsum, tempor fermentum elementum quis, tincidunt non lacus. Mauris placerat tortor ut sem varius, eget lacinia augue ullamcorper. Vivamus ultrices et neque non lobortis. Nam vitae est quam. Nullam quis dolor arcu. Vivamus fringilla metus risus, volutpat ultricies justo rutrum a. Curabitur maximus ut libero vitae ultricies. Nunc nec imperdiet risus, non vehicula mauris. Nullam id sollicitudin sem, ac lobortis quam. Nullam est sem, ullamcorper ut libero vel, lobortis convallis urna.

Ticket#2020060410000014 — Complaints about product

Back | Nowy inqdyent RODO | Usuh spam | Print | Priority | People | Communication | Pending | Close | MasterSlave | Process | Miscellaneous

Move

Article Overview - 1 Article(s)

| 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

To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

Mark | Print | Split | Forward | Reply

Profile icon

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin eu malesuada dui. Ut tempor lorem condimentum, commodo mauris dapibus, condimentum nisi. Cras felis ipsum, tempor fermentum elementum quis, tincidunt non lacus. Mauris placerat tortor ut sem varius, eget lacinia augue ullamcorper. Vivamus ultrices et neque non lobortis. Nam vitae est quam. Nullam quis dolor arcu. Vivamus fringilla metus risus, volutpat ultricies justo rutrum a. Curabitur maximus ut libero vitae ultricies. Nunc nec imperdiet risus, non vehicula mauris. Nullam id sollicitudin sem, ac lobortis quam. Nullam est sem, ullamcorper ut libero vel, lobortis convallis urna.

loreem ipsum.docx  
Unknown — 12.9 KB

Powered by OTRS™