

Migrating from IntalioDynamicForms 1.0.x to IntalioDynamicForms 1.2.x

SystemConfig.json

OtrsUrl

The parameter `OtrsUrl` has been changed to `SystemUrl`.

The parameter values have also been changed in the default configuration file: `OTRS_URL` -> `XSYSTEM_URLX`

XSYSTEM_URLX

Is a parameter that will automatically be changed to the appropriate system url during package installation.

SystemUrl_DEV

Added `SystemUrl_DEV`, if running the development version, the shipping address is taken from here.

Alias

This parameter stored the initial prefix to the forms system. Now its content has been changed from static `/otrs/route.pl/dynamic-forms/` to dynamic `XSYSTEM_ALIASX`

This parameter is automatically completed during package installation.

Field config

Field ID and changing the values of the system fields

When you want to change a value in OTRS, previously this was done using e.g. `OTRS_Ticket_Queue`, `OTRS_Ticket...`, now you can use one of the three entries `OTRS_Ticket...` `OTOB0_Ticket...` `SYSTEM_Ticket...`

SYSTEM_TICKET is good practice

otrs_visible

the `otrs_visible` parameter, from now on can be called either `otrs_visible`, `otobo_visible` or `system_visible`

Good practice is **system_visible**.

By default, if someone does not fill in this field - it will be automatically set to "article".

FIX(1.2.x) From now on the value "article" is assigned only to the article (this was not the case before)

PDF Field

The name of the printed PDF was taken from the field `OTRS_Ticket_Title`, now this field can be called both `SYSTEM_Ticket_Title` and `OTOB0_Ticket_Title`, if it is not, the pdf will be called `IntalioDynamicForm`

Additional information

1. Translations in forms should not point to OTRS so we changed e.g. "OTRS rejected the form!" to "The system rejected the form!"

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