Manual

- Installation
- Usage
- Administration

Installation

Requirements

Module requires installing following perl modules:

- Time::Crontab

To install above modules below steps need to be made:

```
root> perl -MCPAN -e shell
root> install Time::Crontab
```

Package installation

The following instruction explains 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/RecurringTask-1.1.4.opm
```
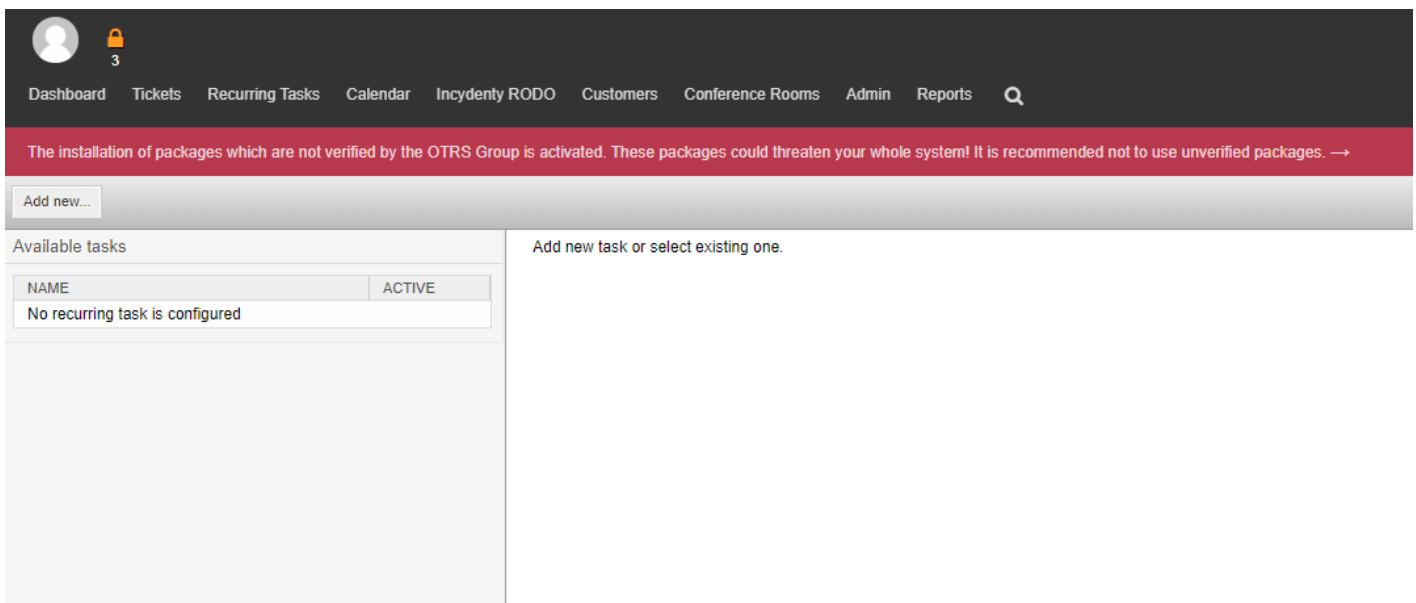
Usage

1. Description

General purpose of this module is to create recurring tasks as OTRS tickets. It is suitable for any area in the organisation, where various tasks and actions must be performed based on regular basis. Examples are:

- IT system and application maintenance (restart, upgrade, backup etc.) every month
- company report generation every Monday
- customer call every day

2. Create recurring task template

To create recurring task template (but also view already configured items), go to "Recurring Tasks" in the main menu.

Click "Add new..." button to open recurring task template form.

There you can set all necessary details for future tickets.

* Ticket title: [   ]

* Periodicity:

Month:
```
Every Month    ▲
January
February
March
April          ▼
```

Day of the Month:
```
Every Day      ▲
1
2
3
4              ▼
```

Day of the Week:
```
Every Day      ▲
Monday
Tuesday
Wednesday
Thursday       ▼
```

Hours:
```
Every Hour     ▲
0
1
2
3              ▼
```

Minutes:
```
Every Minute   ▲
0
1
2
3              ▼
```

* CRON entry: [   ]

* Message body:
```
[                                    ]
```

* Validity: [valid   ▼]

* Queue: [Raw   ▼]

* Owner: [Admin OTRS   ▼]

* Customer Company: [INTALIO   ▼]

3. Edit recurring task template

To edit existing template go to "Recurring Tasks" in the main menu and select task from the "Available tasks" list.

Available tasks		
NAME	ACTIVE	
Mailbox restart every Monday	valid	X

Then you can modify template parameters.

* Ticket title: Mailbox restart every Monday

* Periodicity:

Month:
```
Every Month   ▲
January
February
March
April         ▼
```

Day of the Month:
```
Every Day     ▲
1
2
3
4             ▼
```

Day of the Week:
```
Every Day     ▲
Monday
Tuesday
Wednesday
Thursday      ▼
```

Hours:
```
4             ▲
5
6
7
8             ▼
```

Minutes:
```
Every Minute  ▲
0
1
2
3             ▼
```

* CRON entry: 0 8 * * 1

* Message body: Restart main mailbox service.

> If you want to prevent specific task to recur, set the value of the filed "Validity" to "invalid" or "invalid-temporarily" instead of deleting it.

4. Remove recurring task template

To remove specific task template, click the "x" button on the "Available tasks" list.

NAME	ACTIVE	
Mailbox restart every Monday	valid	X

Remove

Administration

Overview

RecurringTask module is OTRS Daemon-dependent. While it's functionality is based on CRON mechanism, Daemon::SchedulerCronTaskManager is used.

System Configuration

RecurringTask module creates new SysConfig entry to Daemon::SchedulerCronTaskManager as seen below.

Daemon::SchedulerCronTaskManager::Task###RecurringTask100

Function	→	RecurringTaskRun
MaximumParallelInstances	→	1
Module	→	Kernel::System::RecurringTask
Params	→	
Schedule	→	* * * * *
TaskName	→	RecurringTask100

No other configuration is required for this module to work.