



OTOB Installation Guide

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Rother OSS GmbH

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CHAPTER 1

Description

Automatically creates customer users and gives them access via one time authentication tokens.

2.1 Framework

OTOBO 10.1.x

2.2 Packages

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2.3 Third-party software

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3.1 Setup

3.2 Configuration Reference

3.2.1 Core::Auth::Customer

OneTimeAuth::CustomerErrorMessageRefreshFailed

The message which will be sent to the customer if a link could not be generated.

OneTimeAuth::AccessDaysAfterClose

The number of days customer users can use direct links to open tickets after they are closed.

OneTimeAuth::CustomerErrorMessageNewLink

The message which the customer user will see if a new one is sent to his email address.

OneTimeAuth::TokenRefreshNotificationID

Send the text of a notification to the customer user if he refreshes his token.

OneTimeAuth::CustomerErrorMessageLinkExpired

The message which the customer user will see if he uses an invalid token.

OneTimeAuth::CustomerErrorMessageWrongLink

The message which the customer user will see if he uses an old token with an active one already being present.

3.2.2 Core::Email::PostMaster

PostMaster::PreFilterModule###000-CreateCustomerUser

Create a CustomerUser in a specific backend if none exists for the sender email. CustomerHeader-SpoofProtection sets (and possibly overwrites) the X-OTOBO-Customer header if a customer user exists for an email address to prevent spoofing. CustomerUserBackend defines the backend in which the CustomerUser will be created, if SetCheckBoxName is set to the name of a dynamic field of the type checkbox, it will be set to checked for tickets created by customer users from this backend.

3.2.3 Daemon::SchedulerCronTaskManager::Task

Daemon::SchedulerCronTaskManager::Task###DeleteExpiredOTATokens

Deletes OTA Tokens of closed tickets.

4.1 Contact

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4.2 Version

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