



# OTOB Installation Guide

Release rel-10.1

Rother OSS GmbH

Sep 22, 2024



---

# Contents

---

<b>1</b>	<b>Description</b>	<b>3</b>
<b>2</b>	<b>System requirements</b>	<b>5</b>
2.1	Framework . . . . .	5
2.2	Packages . . . . .	5
2.3	Third-party software . . . . .	5
<b>3</b>	<b>Usage</b>	<b>7</b>
3.1	Setup . . . . .	7
3.2	Configuration Reference . . . . .	7
<b>4</b>	<b>About</b>	<b>9</b>
4.1	Contact . . . . .	9
4.2	Version . . . . .	9



( T U B )



# 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

-

## 2.3 Third-party software

-



## 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

Rother OSS GmbH  
Email: [hello@otobo.de](mailto:hello@otobo.de)  
Web: <https://otobo.de>

## 4.2 Version

Author: Rother OSS GmbH / Version: rel-10.1 / Date of release: 2024-09-22