



OTOB Installation Guide

Release rel-11.0

Rother OSS GmbH

Sep 22, 2024

Contents

1	Description	3
2	System requirements	5
2.1	Framework	5
2.2	Packages	5
2.3	Third-party software	5
3	Usage	7
3.1	Setup	7
4	About	9
4.1	Contact	9
4.2	Version	9

(T U B)

CHAPTER 1

Description

Inside the OTOBO standard system, the option `Ticket::Frontend::NeedAccountedTime` overrides the option `Action::NoteMandatory`. Therefore, it is not possible to configure dialogues without mandatory entry of articles and `TimeUnits`. This package changes the behaviour, `TimeUnits` are only mandatory if an article exists for it.

2.1 Framework

OTOBO 10.1.x

2.2 Packages

-

2.3 Third-party software

-

3.1 Setup

4.1 Contact

Rother OSS GmbH
Email: hello@otobo.de
Web: <https://otobo.de>

4.2 Version

Author: Rother OSS GmbH / Version: rel-11.0 / Date of release: 2024-09-22