Topiclists for osTicket

by Cartmega

25/05/2022

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cartmega

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INTRODUCTION

Topiclists is a replacement for the regular ‘Help Topic drop-down list’, on the ‘new ticket’ pages, both for clients and agents, in osTicket.

The plugin allows for multiple, custom, smart, dynamic, interlinked and nested drop-down lists which are updated with ajax from any database, thus helping the user find their required Help Topic faster and easier.

Topiclists are interlinked such that each list is fed the user selection of the previous list using ajax. Topiclists can even be tailored to individual clients!

- Requires 'osTicket Motherload' (a plugin controller for osTicket) which is included in this software bundle.
- Requires PHP version 7.2.x or higher. Proper operation cannot be guaranteed with earlier versions.
- No core file modifications necessary!

ONLINE DEMO

Did you know that there is an online demo of Topiclists?
If you have not had a chance to try Topiclists, you can check it out right now!

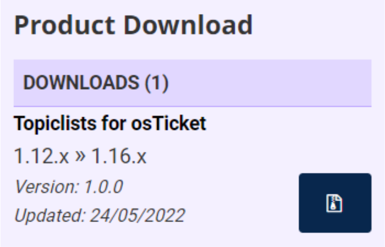
When you click the button below you will be taken
to the Cartmega demo website, where you can test drive Topiclists.

cart mega demo

INSTALLATION

Click the play button below to watch the installation video
or follow the instructions on the following page.

1. Topiclists is available online here: https://www.cartmega.com/topiclists-for-osticket.html



Product Download

DOWNLOADS (1)

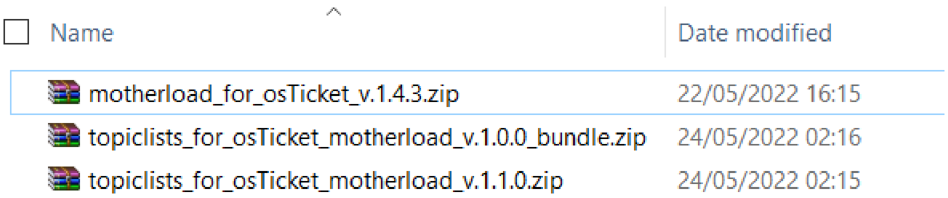
Topiclists for osTicket

1.12.x » 1.16.x

Version: 1.0.0

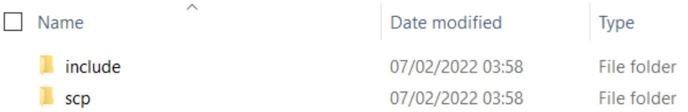
Updated: 24/05/2022

2. Download & Unzip.
    a. Download our plugin. (topiclists_for_osTicket_motherload_v.x.x.x_bundle.zip)
    b. Extract its contents onto your hard drive.



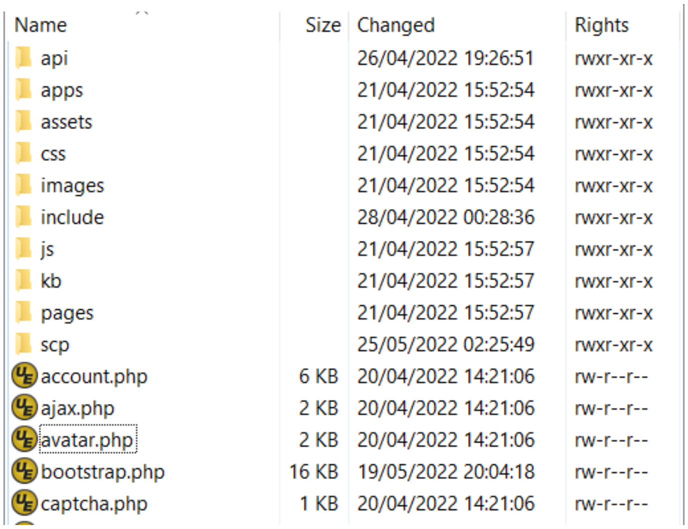
Name	Date modified
motherload_for_osTicket_v.1.4.3.zip	22/05/2022 16:15
topiclists_for_osTicket_motherload_v.1.0.0_bundle.zip	24/05/2022 02:16
topiclists_for_osTicket_motherload_v.1.1.0.zip	24/05/2022 02:15

3. Upload Motherload first.
    a. Extract the contents of motherload_for_osTicket_v.x.x.x.zip, onto your hard drive.



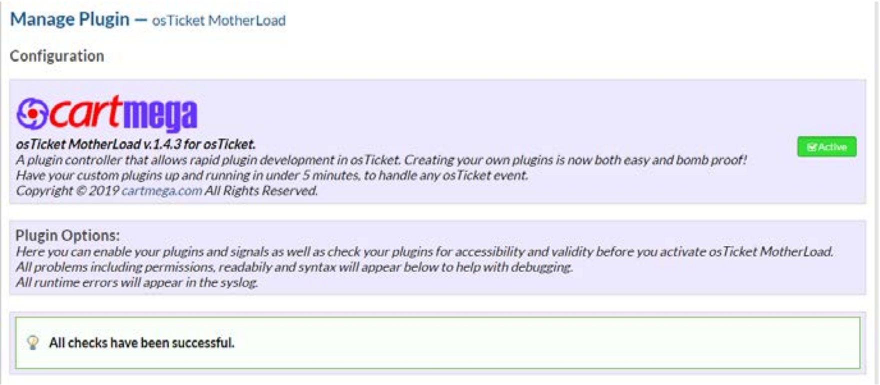
Name	Date modified	Type
include	07/02/2022 03:58	File folder
scp	07/02/2022 03:58	File folder

    b. Open the folder 'UPLOAD' where you just extracted the zip file.
    c. FTP into your osTicket installation & find the osTicket root directory.
    d. Select all files & folders within the ‘UPLOAD’ folder (on your computer) and upload all to the osTicket root directory of your FTP server.



Name	Size	Changed	Rights
api		26/04/2022 19:26:51	rwxr-xr-x
apps		21/04/2022 15:52:54	rwxr-xr-x
assets		21/04/2022 15:52:54	rwxr-xr-x
css		21/04/2022 15:52:54	rwxr-xr-x
images		21/04/2022 15:52:54	rwxr-xr-x
include		28/04/2022 00:28:36	rwxr-xr-x
js		21/04/2022 15:52:57	rwxr-xr-x
kb		21/04/2022 15:52:57	rwxr-xr-x
pages		21/04/2022 15:52:57	rwxr-xr-x
scp		25/05/2022 02:25:49	rwxr-xr-x
account.php	6 KB	20/04/2022 14:21:06	rw-r--r--
ajax.php	2 KB	20/04/2022 14:21:06	rw-r--r--
avatar.php	2 KB	20/04/2022 14:21:06	rw-r--r--
bootstrap.php	16 KB	19/05/2022 20:04:18	rw-r--r--
captcha.php	1 KB	20/04/2022 14:21:06	rw-r--r--

4. Install Motherload in osTicket.
    a. Login into osTicket.
    b. Go to Admin panel > Manage > Plugins.
    c. Click ‘Add New Plugin’ & click ‘Install’ next to ‘osTicket Motherload’.
    d. To enable the plugin, place a check mark next to ‘osTicket Motherload’. Click the ‘More’ button and click ‘Enable’.
    e. Click on ‘osTicket Motherload’ to enter the plugin settings. Just make sure that there are no errors reported.



Manage Plugin — osTicket MotherLoad

Configuration

osTicket MotherLoad v.1.4.3 for osTicket.
A plugin controller that allows rapid plugin development in osTicket. Creating your own plugins is now both easy and bomb proof!
Have your custom plugins up and running in under 5 minutes, to handle any osTicket event.
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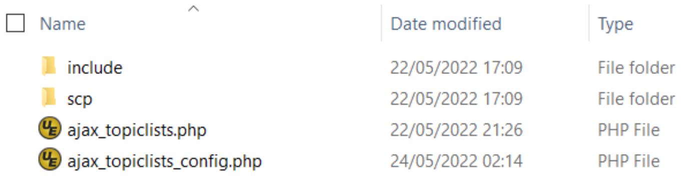
Plugin Options:
Here you can enable your plugins and signals as well as check your plugins for accessibility and validity before you activate osTicket MotherLoad.
All problems including permissions, readabily and syntax will appear below to help with debugging.
All runtime errors will appear in the syslog.

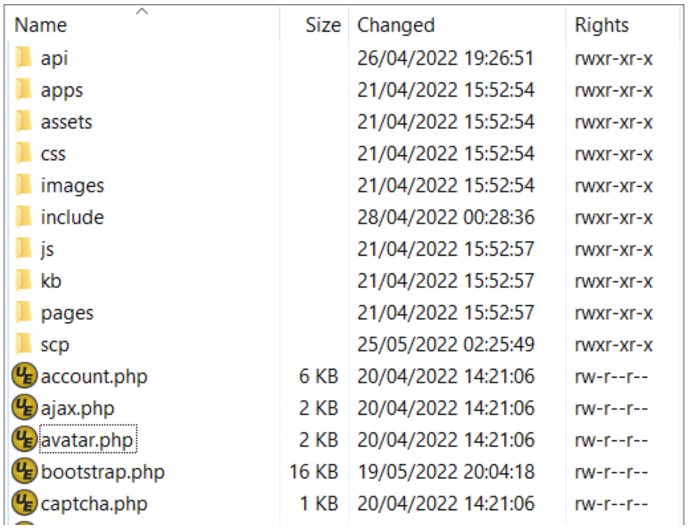
All checks have been successful.

5. Upload Topiclists.
    a. Extract the contents of topiclists_for_osTicket_motherload_v.x.x.x.zip, onto your hard drive.
    b. Open the folder 'UPLOAD' where you just extracted the zip file.



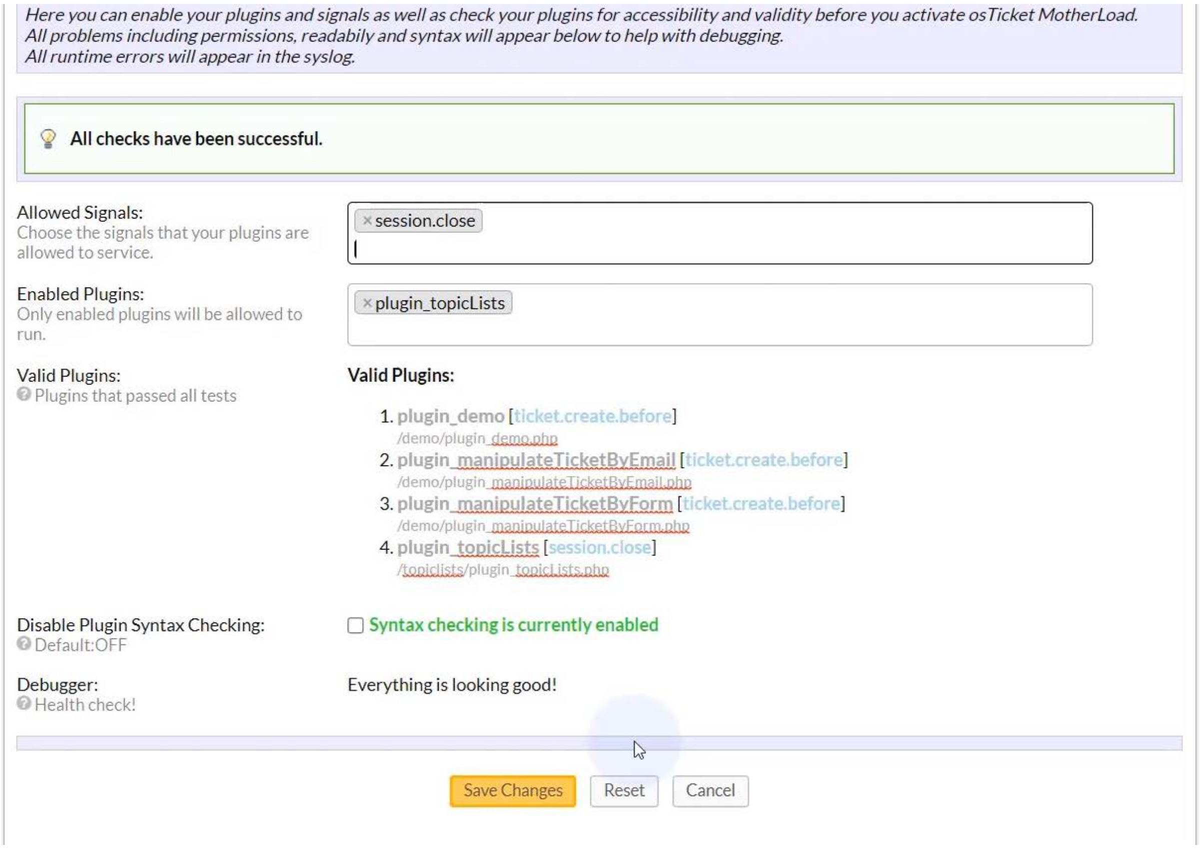
Name	Date modified	Type
include	22/05/2022 17:09	File folder
scp	22/05/2022 17:09	File folder
ajax_topiclists.php	22/05/2022 21:26	PHP File
ajax_topiclists_config.php	24/05/2022 02:14	PHP File

    c. FTP into your osTicket installation & find the osTicket root directory.
    d. Select all files & folders within the ‘UPLOAD’ folder (on your computer) and upload all to the osTicket root directory of your FTP server.



Name	Size	Changed	Rights
api		26/04/2022 19:26:51	rwxr-xr-x
apps		21/04/2022 15:52:54	rwxr-xr-x
assets		21/04/2022 15:52:54	rwxr-xr-x
css		21/04/2022 15:52:54	rwxr-xr-x
images		21/04/2022 15:52:54	rwxr-xr-x
include		28/04/2022 00:28:36	rwxr-xr-x
js		21/04/2022 15:52:57	rwxr-xr-x
kb		21/04/2022 15:52:57	rwxr-xr-x
pages		21/04/2022 15:52:57	rwxr-xr-x
scp		25/05/2022 02:25:49	rwxr-xr-x
account.php	6 KB	20/04/2022 14:21:06	rw-r--r--
ajax.php	2 KB	20/04/2022 14:21:06	rw-r--r--
avatar.php	2 KB	20/04/2022 14:21:06	rw-r--r--
bootstrap.php	16 KB	19/05/2022 20:04:18	rw-r--r--
captcha.php	1 KB	20/04/2022 14:21:06	rw-r--r--

6. Install Topiclists in osTicket.
   a. Login into osTicket.
   b. Go to Admin panel > Manage > Plugins > osTicket MotherLoad.
   c. In Allowed Signals: add 'session.close'.
   d. In Enabled Plugins: add 'plugin_topiclists'.
   e. Click [Save]. You should see no errors being reported in the debugger.



Here you can enable your plugins and signals as well as check your plugins for accessibility and validity before you activate osTicket MotherLoad.
All problems including permissions, readabily and syntax will appear below to help with debugging.
All runtime errors will appear in the syslog.

All checks have been successful.

Allowed Signals:
Choose the signals that your plugins are allowed to service.
× session.close

Enabled Plugins:
Only enabled plugins will be allowed to run.
× plugin_topicLists

Valid Plugins:
Plugins that passed all tests

Valid Plugins:

1. plugin_demo [ticket.create.before]
   /demo/plugin_demo.php
2. plugin_manipulateTicketByEmail [ticket.create.before]
   /demo/plugin_manipulateTicketByEmail.php
3. plugin_manipulateTicketByForm [ticket.create.before]
   /demo/plugin_manipulateTicketByForm.php
4. plugin_topicLists [session.close]
   /topiclists/plugin_topicLists.php

Disable Plugin Syntax Checking:
Default:OFF
☐ Syntax checking is currently enabled

Debugger:
Health check!
Everything is looking good!

7. Configure Topiclists.
   a. FTP into your osTicket installation & find the osTicket root directory.
   b. Edit the file ‘ajax_topiclists_config.php’.
   c. Find the following line…

```
$this->__db = mysqli_connect("localhost", "username", "password", "database");
```

… and modify it to reflect your own database connection.

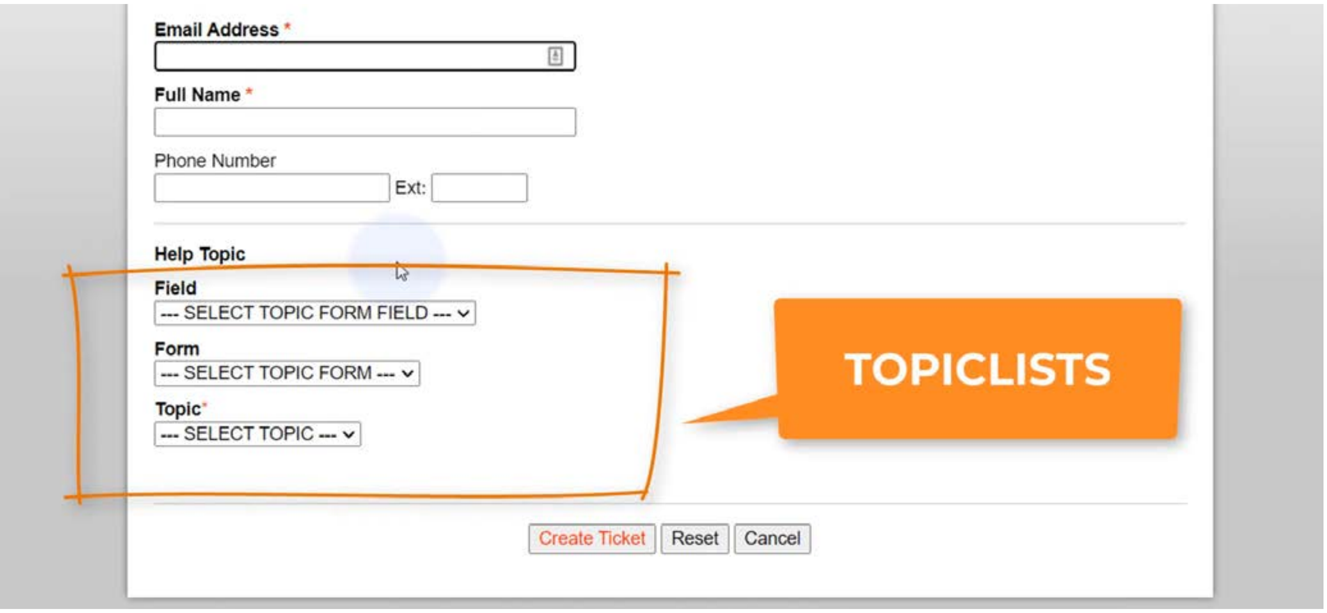
Congratulations. You have completed the installation of Motherload & Topiclists. You can also uninstall it by just deleting the '/motherload/plugins/topiclists' folder, without any issues whatsoever.

You can now proceed to test the Topiclist demo.

TESTING

Client Side Demo

Visit the client side of your osTicket installation and click ‘Open a New Ticket’.



You should see 3 Topiclists shown. If not, then please check your database connection in ‘ajax_topiclists_config.php’.

In the demo,

- choosing a Form-Field name, yields all Forms containing it,
- choosing a Form, yields all Topics containing it,
- choosing a Topic loads the Forms as per the regular Help-Topic list.

TIP: Choose the form-field 'message' to get a list of all Topics quickly!

The first couple of Topiclists help to drill-down through various information until we filter down to a particular help topic in the last list. The last Topiclist functions just like the default Help-Topic drop-down list of osTicket. This helps clients and agents find the right Help Topic faster and easier. This is especially true when having a huge number of mostly unrelated Help Topics all within a single list.

You will also notice that Topiclists always retain their values between page posts (when a page is submitted). This is also true with all fields on the page such as the ‘Details’ text editor field, which is quite useful.

Logic behind the demo

We needed a demo that would be available to all osTicket installations and we needed to display 3 interlinked lists for this purpose.

We went looking within the osTicket installation for data which was already linked to other data 3-levels deep. We chose the following:

a) **Topics**, each contains…

b) Multiple **forms**, each containing…

c) Multiple **form-fields**.

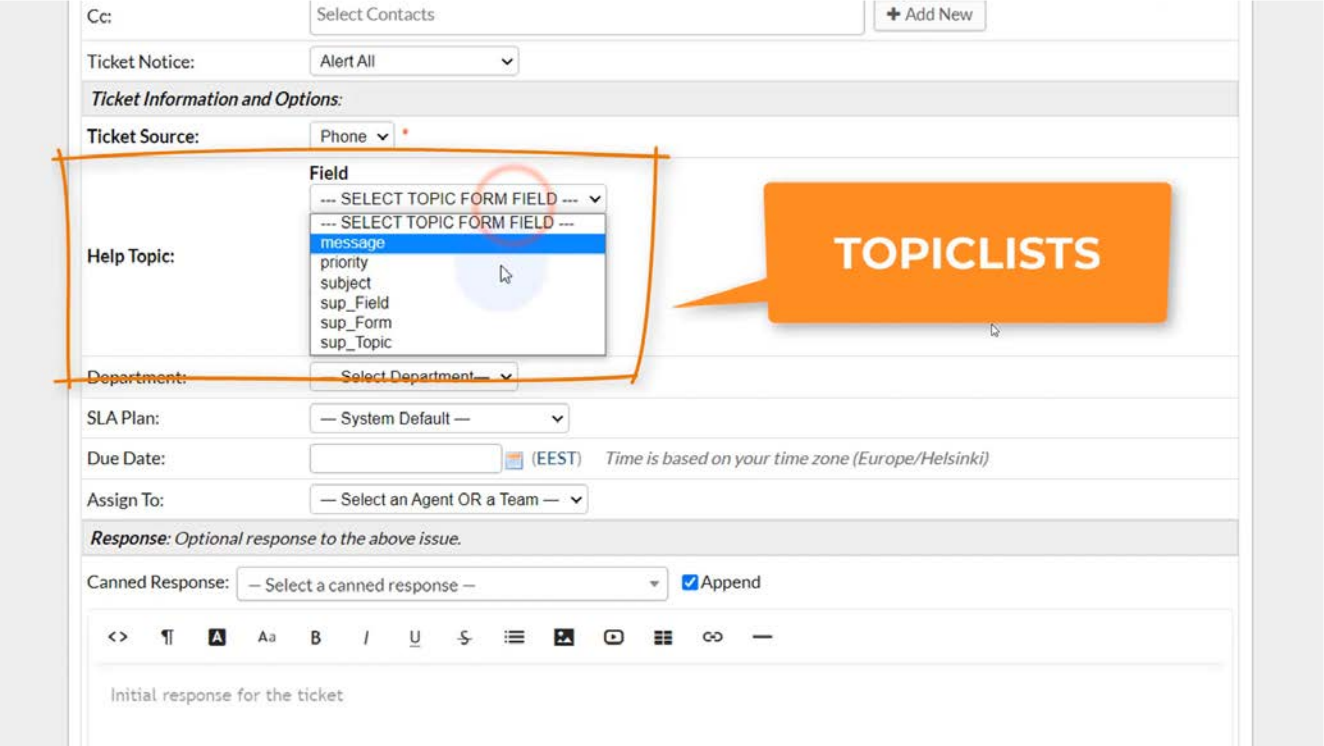
This is an ideal (1 -> many -> many) relationship in relational databases.

Of course, we used this concept in reverse in this case, so that from many data we eventually filter down to one Help Topic ie. **Form-fields -> Forms -> Topics**.

We chose these fields because they were a convenient way to show 3 interlinked pieces of information which already exist within all osticket installations.

Agent Panel Demo

Visit the agent panel of your osTicket installation and click ‘New Ticket’.



Cc: Select Contacts

Ticket Notice: Alert All

Ticket Information and Options:

Ticket Source: Phone *

Help Topic: Field: --- SELECT TOPIC FORM FIELD ---

Department: — Select Department—

SLA Plan: — System Default —

Due Date: (EEST) *Time is based on your time zone (Europe/Helsinki)*

Assign To: — Select an Agent OR a Team —

***Response**: Optional response to the above issue.*

Canned Response: – Select a canned response – ☑ Append

Initial response for the ticket

As in the client demo, you should see 3 Topiclists shown.

Everything should function exactly the same as in the client demo.

CUSTOMIZATION

All customization is done inside the file ‘ajax_topiclists_config.php’.

NOTE: If the data used to populate your lists contains **Unicode characters**, make sure that your ‘ajax_topiclists_config.php’ file is saved in UTF-8 encoding.

A. Configuration Functions (ajax_topiclists_config)

You will notice that there exist 3 functions whose names begin with ‘getList_’.

1. getList_Field
2. getList_Form
3. getList_Topic

These are responsible for generating the 3 Topiclists in the demo.

It is important to note that within this file, they are in the same sequence as they appear in the browser. The function which will return the help topics (‘getList_Topic’) should therefore always appear last!

In the demo, we only make use of 3 Topiclists, however you may declare as many lists as your solution requires. The only limit is the power and capabilities of your server and the power of the client’s PC which will have to render the results (as well as the connection between the two).

Function naming convention

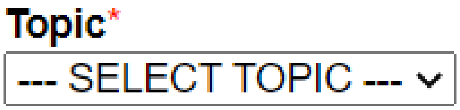
You can define your functions like this:

protected function [getList]_[field name]

[getList] : the topiclist function prefix (do not change).

[field name *] : The field name & the label that will be shown to the user.

e.g. The ‘**Topic’** Topiclist gets its name from the ‘**getList_Topic**’ function.



Topic*

--- SELECT TOPIC ---

* (if your field name contains spaces, replace ' ' with '_' in field name)

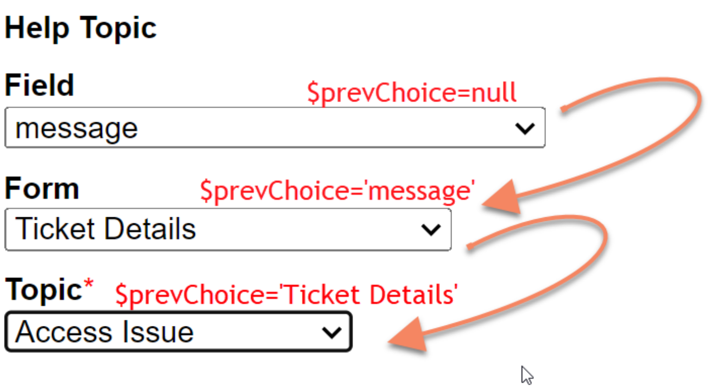
Function arguments

You will notice that all functions take only one argument:

[$prevChoice] : When the user makes a selection in the previous Topiclist, the selected key will be held in this variable and used as a function argument for the next Topiclist.

Basically, `$prevChoice` is the glue that binds the Topiclists together in an unbreakable chain.

Whenever a user makes a selection on a Topiclist, his choice is loaded into `$prevChoice` and it is carried over and fed into the next Topiclist, in order to prepare its own entries.



Help Topic

Field: message

$prevChoice=null

Form: Ticket Details

$prevChoice='message'

Topic*: Access Issue

$prevChoice='Ticket Details'

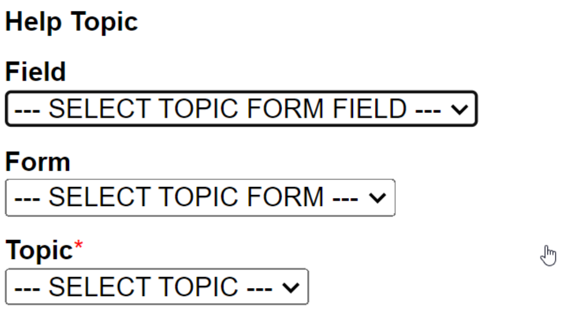
All this is done behind the scenes inside the browser, while the user is making choices – this communication between the browser and the server uses a particular technology called AJAX. Whenever a new choice is made, the browser asks the server and the functions within ‘ajax_topiclists_config.php’ answer.

Topiclist header

You will notice that one of the very first lines within each function is this:

```
$title='TOPIC FORM FIELD';
```

This corresponds to the header of each Topic list i.e. what the user sees when no selection has yet been made.



Help Topic

Field: --- SELECT TOPIC FORM FIELD ---

Form: --- SELECT TOPIC FORM ---

Topic*: --- SELECT TOPIC ---

NOTE: To further customize your headers, you can modify variable `$headerFormat` in file ‘/include/plugins/motherload/plugins/topiclists/plugin_topicLists.php’.

Populating Topiclists

Get your fields with SQL statements from a database or define them manually.

NOTE: Knowledge of MySQL & PHP is needed to pull data from a database!

1. **Populate lists with MySQL**
   You will notice that each `getList_` function contains an SQL section like so:

```
a. $sql = "SELECT distinct off.name FROM ost_help_topic ht inner join
   ost_help_topic_form htf on htf.topic_id=ht.topic_id inner join
   ost_form ofo on ofo.id=htf.form_id inner join ost_form_field off on
   off.form_id=htf.form_id where ht.flags<>0 ORDER BY off.name;";
b. $stmt = $this->__db->prepare($sql);
c. //$stmt->bind_param('i', $prevChoice);
d. if (!$stmt->execute()) {return array($title);}
e. $recs=array();
f. if (($res=$stmt->get_result()) && ($res->num_rows)) {
g. while ($rec=$res->fetch_assoc()) {$recs[$rec['name']]=$rec['name'];}
h. }
```

a. This is the SQL statement in the `getList_Field` function.

b. Prepare the statement for execution (do not change this).

c. If you will use the variable `$prevChoice` in your SQL statement, uncomment this line. The ‘i’ here states that `$prevChoice` will contain an integer (‘s’ corresponds to ‘string’ etc). You can pass more than one variable to your SQL statement. click here for more info on `bind_param`…

   In the `getList_Form` function, we use `$prevChoice` in the `WHERE` clause (`where ht.flags<>0 and off.name=?`). The value of `$prevChoice` is substituted into the ‘`?`’ at runtime. In this case `$prevChoice` is actually a ‘string’ (`$stmt->bind_param('s', $prevChoice);`) because it comes from the key of the array in the previous function (`getList_Field`) which selects `$rec['name']` as the key for each array returned.
   NOTE: `$prevChoice` is always the key of the previously selected entry. The first list always receives a `$prevChoice=null`.

d. Here the SQL statement is executed (do not change this).

e. We prepare an array to hold the records we got from DB (do not change this).

f. We check if we got any data back from the DB (do not change this).

g. This line loops through the returned data and adds it to our array.
   NOTE: `name` is the field we are pulling from the DB using our SQL statement (see a.). Here, we assign the `name` as the value for the particular array key. e.g. `recs[‘Feedback’]=’Feedback’`.

In this case, ‘Feedback’ is both the key and the value of the array entry. In practice, this results in the following HTML code in the browser:

```
<option value="0">--- SELECT TOPIC FORM FIELD ---</option>
<option value="message">message</option>
<option value="priority">priority</option>
<option value="subject">subject</option>
<option value="sup_Field">sup_Field</option>
<option value="sup_Form">sup_Form</option>
<option value="sup_Topic">sup_Topic</option>
```

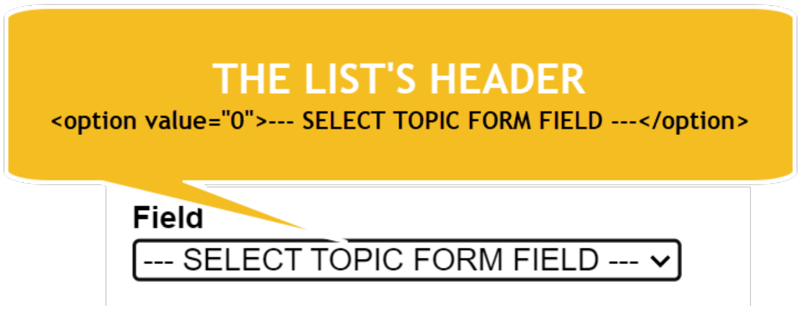
In the `getList_Form` function, we use a `form_id` number as the key of each entry. In this case, we pull the `form_id` from the DB in our SQL statement (e.g. `$sql = "SELECT distinct off.form_id, ofo.title`) and then we use this `form_id` in g. (`{$recs[$rec['form_id']]=$rec['title']; }`)

In practice, this results in the following HTML code in the browser:

```
<option value="0">--- SELECT TOPIC FORM ---</option>
<option value="2">Ticket Details</option>
```

h. The end (do not change this).

WARNING: Each Topic lists includes a **header** which has a key of ‘0’ (zero). It is important to avoid adding entries to your lists which have a key of ‘0’ (zero). If this happens, your header may be replaced with your own entry and the list will not function as expected.


THE LIST'S HEADER
<option value="0">--- SELECT TOPIC FORM FIELD ---</option>
Field
--- SELECT TOPIC FORM FIELD ---

TIP: It may be desirable at an early stage of the process, to build one SQL statement to include all data you will need for all of your Topiclists. ie. Build a query to return all Topics, joined to all Forms, joined to all Fields. Use this query as a template in all your Topiclists, making slight modifications each time to filter out what you do not want, based on `$prevChoice`. You will notice that our SQL statements are almost the same between the three functions.

2. Populate lists manually

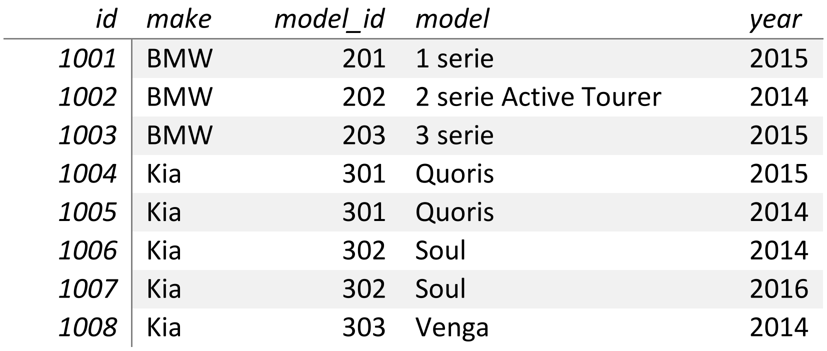
IMPORTANT: *Since we will not be using the DB, make sure you disable the 2 lines referring to `$this->__db` in your config file otherwise you will get 500 errors.*

It is quite easy to just use plain PHP arrays to populate your topiclists.

In this example we will create a set of Topiclists 3-levels deep showing car makes, models and years of manufacture for each major release. The goal is always for our last Topiclist to contain a list of osTicket Help Topics for the user to select. In this example, there would have to therefore be a multitude of Help Topics, one for each year of a major release of a particular car model! Of course this is why you would need Topiclists – because without them you would have to have a traditional Help-Topic list with thousands of entries.

NOTE: For the sake of simplicity we will only use a few records. Keep in mind that **'id'** is going to be also our Help Topic id in osTicket, so make sure you have those ids in osTicket!

Here is a table of the data:



id	*make*	*model_id*	*model*	*year*
1001	BMW	201	1 serie	2015
1002	BMW	202	2 serie Active Tourer	2014
1003	BMW	203	3 serie	2015
1004	Kia	301	Quoris	2015
1005	Kia	301	Quoris	2014
1006	Kia	302	Soul	2014
1007	Kia	302	Soul	2016
1008	Kia	303	Venga	2014

We will name our 3 Topiclists as follows: make, model, year.

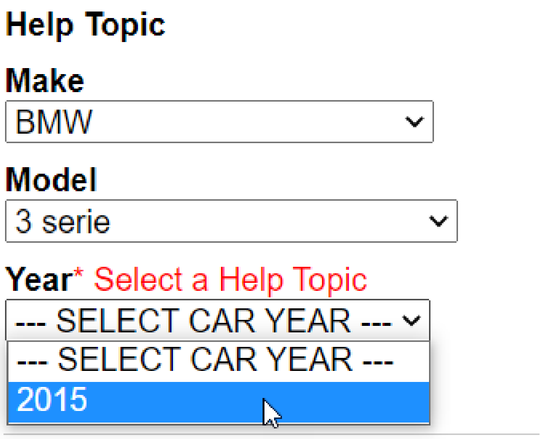
Our functions will be declared as follows:

a. getList_make

b. getList_model

c. getList_year

```
protected function getList_Make($prevChoice) {
    global $ost,$cfg;

    $title='CAR MAKE';

    $recs=array(
        'bmw' =>'BMW',
        'kia' =>'KIA'
    );

    return array($title,$recs);
}

protected function getList_Model($prevChoice) {
    global $ost,$cfg;

    $title='CAR MODEL';

    switch($prevChoice) {

        case 'bmw':
            $recs=array(
                '201' =>'1 serie',
                '202' =>'2 serie Active Tourer',
                '203' =>'3 serie',
            );
            break;

        case 'kia':
            $recs=array(
                '301' =>'Quoris',
                '302' =>'Soul',
                '303' =>'Venga',
            );
            break;
    }

    return array($title,$recs);
}

protected function getList_Year($prevChoice) {
    global $ost,$cfg;

    $title='CAR YEAR';

    switch($prevChoice) {

        case '201':
            $recs=array(
                '1001'     =>'2015',
            );
            break;

        case '202':
            $recs=array(
                '1002'     =>'2014',
            );
            break;

        case '203':
            $recs=array(
                '1003'     =>'2015',
            );
            break;

        case '301':
            $recs=array(
                '1005'     =>'2014',
                '1004'     =>'2015',
            );
            break;

        case '302':
            $recs=array(
                '1006'     =>'2014',
                '1007'     =>'2016',
            );
            break;

        case '303':
            $recs=array(
                '1008'     =>'2014',
            );
            break;

    }

    return array($title,$recs);
}
```



Help Topic

Make
BMW

Model
3 serie

Year* Select a Help Topic
--- SELECT CAR YEAR ---
--- SELECT CAR YEAR ---
2015

The method couldn't be simpler. We are just working with arrays here. Depending on what `$prevChoice` we receive, we return a particular array. Topiclists takes care of the rest.

NOTE: If the data used to populate your lists contains Unicode characters, make sure that you 'ajax_topiclists_config.php' file is saved in UTF-8 encoding.

Returning Topiclist arrays

Every function we have studied previously always returns an array back to the user browser. This is the last line of each function.

```
return array($title,$recs);
```

The $title is used to complete the header of the Topiclists.

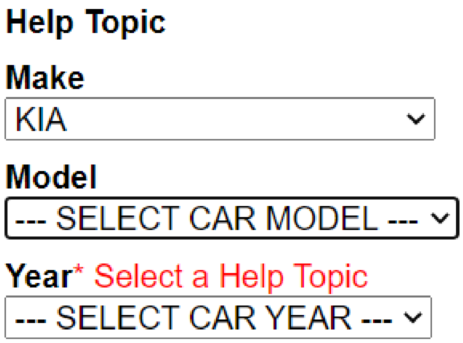
The $recs are of course our array of data for the Topiclist's content.

There is however a third option you can use here.

Default selection

```
return array($title,$recs,'kia');
```

This third option affects the default selection of our Topiclist when the page is first loaded. 'Kia' will therefore always be the default selection.



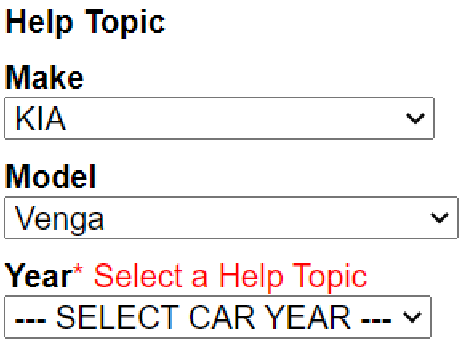
Help Topic

Make
KIA

Model
--- SELECT CAR MODEL ---

Year* Select a Help Topic
--- SELECT CAR YEAR ---

Furthermore if we also specify `return array($title,$recs,303);` in function `getList_Model`, we will also have a default value for the model Topiclist.



Help Topic

Make
KIA

Model
Venga

Year* Select a Help Topic
--- SELECT CAR YEAR ---

NOTE: Specifying a default option will not allow Topiclists to retain their selected values across page submissions. Without specifying this option, when the user submits the page, the Topiclists will retain their selected values from the previous page.

NOTE: An easy way of returning an empty list is by `return array($title);` without an array specified. This may be useful when some error will not allow to return any records.

Further Customization / Personalized Lists

Each function begins with:

```
global $ost,$cfg;
```

These are osTicket global variables and are being pulled into your function in case you may decide to use them. A description of each variable is beyond the scope of this manual.

Just like these variables, osTicket maintains many others. One such useful variable is `$thisclient`, which contains information on the currently active client.

In order to use this variable in your function, you should first allow exposure to it:

1. uncomment this command in your ‘ajax_topiclists_config.php’ file:

```
require('client.inc.php');
```

2. change your global declaration within your function to include it.

```
global $ost,$cfg,$thisclient;
```

You can now use something like this to extract information from the active logged-in client who is interacting with your application.

```
if ($thisclient && $thisclient->isValid()) {$clientLoggedIn=true;}
// Get logged in user info
$org=false;
if ($clientLoggedIn) {$userId=$thisclient->getId();} else {$userId=false;}
if ($clientLoggedIn) {$userName=$thisclient->getUsername();} else {$userName=false;}
if ($clientLoggedIn) {$userType=$thisclient->getUserType();} else {$userType=false;}
if ($clientLoggedIn) {$userEmail=$thisclient->getEmail();} else {$userEmail=false;}
if ($clientLoggedIn) {$org=$thisclient->getOrganization();} else {$org=false;}
if ($clientLoggedIn && $org) {$orgName=$org->getName();} else {$orgName=false;}
if ($clientLoggedIn) {$orgId=$thisclient->getOrgId();} else {$orgId=false;}
```

You can then use some of this information in your SQL statements to present your client with personalized Topiclists.

e.g. you can present your client with a list of order numbers based on his email address registered in osTicket.

```
$sql = "SELECT `order_id` FROM `oc_order` WHERE `email`=? ORDER BY `order_id`;";
$stmt = $this->__db->prepare($sql);
$stmt->bind_param('s', $userEmail);
```

B. Motherload Capabilities (plugin_topicLists.php)

In the previous section we saw how we can create and populate our Topiclists.

What if we wanted to react to what the user has selected in a lists?

Motherload which is the plugin controller for Topiclists gives us such capabilities.

```
$this->dbgecho(‘message’)
```

Useful when you are forced to debug your plugin in a live environment without any clients seeing your debug messages.

The `$debug_ip` array controls who can see the messages.

- True (everyone can see)
- False (no one can see)
- array('xxx.xxx.xxx.xxx') (IP restricted)

```
$this->ostlog(LOG_WARN,'Title','Message');
```

You can easily write to the osTicket syslog.

```
$this->addErr('Title','Message');
```

Add an osTicket error to its error array. The errors are shown by osTicket near the top of the page only if you disrupt a process like ticket.

e.g. when you attach your plugin to ticket.create.before, you can use the following code to induce an error in osTicket.

```
if ($_POST) {
  $this->addErr('Title','Message');
  return false;
}
```

```
$this->addAlert('Title','Message');
```

Show a JQuery skinned modal pop-up alert to the user.

```
$this->dbgecho('<pre>'.print_r($this->ml,2).'</pre>');
```

Show all data in the Motherload object.

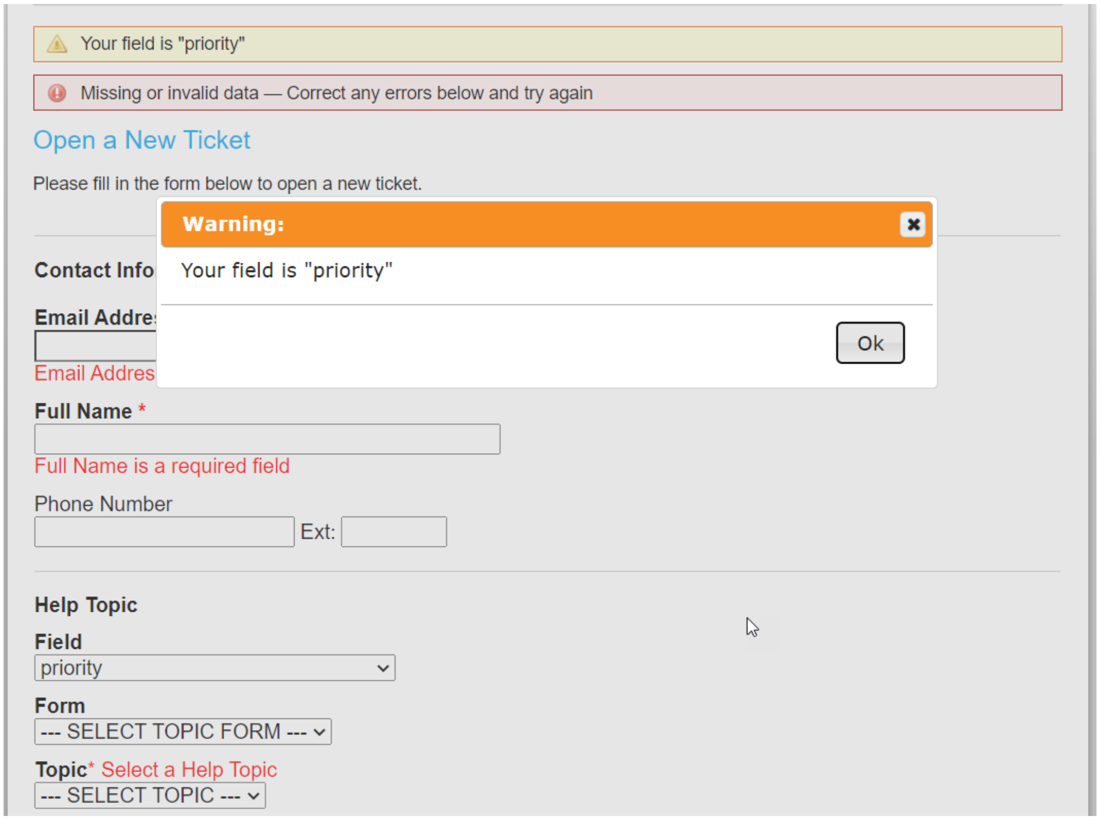
The above commands can only be used inside the file ‘plugin_topicLists.php’.

Example: We can use the following script to pop an alert showing the value selected in the first Topiclist after submitting it.

We paste our code after `$this->injectJSListGenerator();`.

We will be looking for our Topiclist value in the `_POST` array. The name of the field can be either `top_0_k_Field (INPUT field)` or `tl_top_0_k_Field (SELECT field)` and both should hold the same values.

```
// ------------------------------------------------------------
// FIELD VALIDATION AFTER POST
// ------------------------------------------------------------
if ($_POST) {
     $field=isset($this->ml->_POST['tl_top_0_k_Field']) ? $this->ml->_POST['tl_top_0_k_Field'] : '';
     if ($field == 'priority') {
          $this->addAlert('Warning:','Your field is "'.$field.'"');
     }
}
```



Your field is "priority"

Missing or invalid data — Correct any errors below and try again

Open a New Ticket

Please fill in the form below to open a new ticket.

Warning:

Your field is "priority"

Contact Info

Email Addre

Email Addres

Full Name *

Full Name is a required field

Phone Number

Ext:

Help Topic

Field

priority

Form

--- SELECT TOPIC FORM ---

Topic* Select a Help Topic

--- SELECT TOPIC ---

You will also notice the osTicket global variables are available in `function run()` and this means your options are endless. You can even customize the behavior of your Topiclists based on URL, client, staff and much more!

DATABASE SAFETY

WARNING:

`$prevChoice` is coming from the wild and could be easily manipulated.

STAY SAFE & AVOID SQL INJECTIONS.

Use `prepare` **/** `bind_param` **/** `execute` in your functions.

Keep to the examples in 'ajax_topiclists_config'!

CSS STYLING

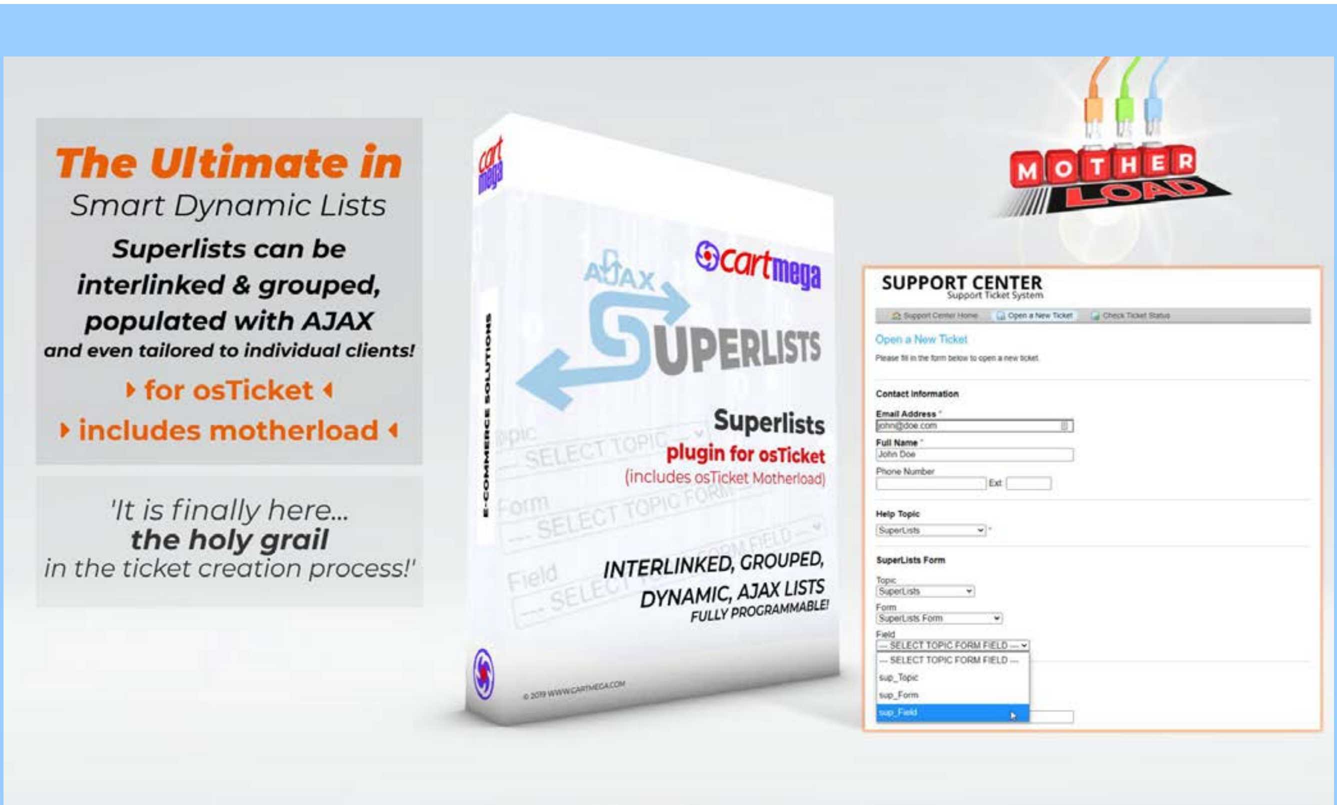
You can style your topiclists with CSS by addressing any one of five available classes.

You can use the following classes as follows:

Class	*Application*
.topiclist	Apply style to all topiclists
.tl_group_x	Apply style to a whole group of topiclists
.tl_grp_index_x	Apply style to a particular level in every group of topiclists
.tl_index_x	Apply style to just a single topiclist
.form-control	Accommodates styling in osTicket Responsive Theme & osTicket Bootstrap Theme

THEME COMPATIBILITY

Theme	*Compatibility*
1. osTicket Awesome Theme	✓
2. osTicket Responsive Theme	✓
3. osTicket Bootstrap Theme *Depending on the version, this theme may need an updated bootstrap & JQuery.* *e.g. If you have osTicket 1.14 with this theme, and your Topiclists are not working, you probably need some updates:* *1. Make sure you have jquery-3.4.0.min.js in /js/ (the version that came with osTicket 1.14)* *2. Make sure you have jquery-ui-1.12.1.custom.min.js in /js/ (the version that came with osTicket 1.14)* *3. Make sure you have the right paths to the above files in:* *a. /include/client/header.inc.php* *b. /include/staff/footer.inc.php* *c. /include/staff/login.tpl.php* *4. Make sure you have bootstrap.min.js (v3.3.7 or higher) in /assets/default/js/ (the version that can support Jquery 3.0+).* *5. Topiclists should work fine now.*	✓



Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *: john@doe.com

Full Name *: John Doe

Phone Number: Ext:

Help Topic: SuperLists

SuperLists Form

Topic: SuperLists

Form: SuperLists Form

Field: --- SELECT TOPIC FORM FIELD ---
- --- SELECT TOPIC FORM FIELD ---
- sup_Topic
- sup_Form
- sup_Field

SUPERLISTS

What Topiclists can do for Help Topics, Superlists can do for Forms.

Enhance your forms with multiple, custom, smart, dynamic, interlinked and nested drop-down lists which are updated with ajax from any database. The user selections are saved in their ticket.

Check out the video and online demo below:

cart mega demo

SOLUTIONS TO PROBLEMS

PLEASE NOTE: Topiclists is a Motherload plugin. As such, you should also check the 'Common Problems' section in the Motherload readme file for possible errors and solutions.

Problem:	Not working?
Description:	Topiclists need Ajax to work.
.	
Solution:	Check your `Admin Panel > Dashboard > Information > PHP Settings > cgi.fix_pathinfo` and make sure `"1" is recommended if AJAX is not working` is checked. Always check the motherload plugin page and make sure there are no errors being reported.

Problem: A topiclist gets populated correctly but does not contain a header "---SELECT blah blah ---".

Instead, the first entry in the list is shown immediately after the page loads.

Description: Your list contains an entry that has a '0' (zero) as its key. e.g. 0=>'BMW'.

This overrides the list's header which by design has also a '0' as its key. Your entry therefore takes the place of the header and breaks the header functionality.

.

Solution: Change your entry's key to some other value which is not '0'. You can use any other alphanumeric value.

Problem: You have followed the installation/configuration video, but the demo Topiclists are not appearing or loading correctly.

Description: You need to do some basic digging to find the cause of the problem.

.

Solution:

1. Visit the Motherload plugin page and see if any errors are being reported. They could be due to some server misconfiguration or even a mistake in your coding. There should be no errors reported for normal function of Topiclists. Be sure that these errors are eliminated before going further.

2. When you click F12 in your browser you can see error messages in red from the browser. Normally you should only be able to see the below messages from Topiclists and no errors:

```
TL: Initialized!           topiclist_generator.js:130
```

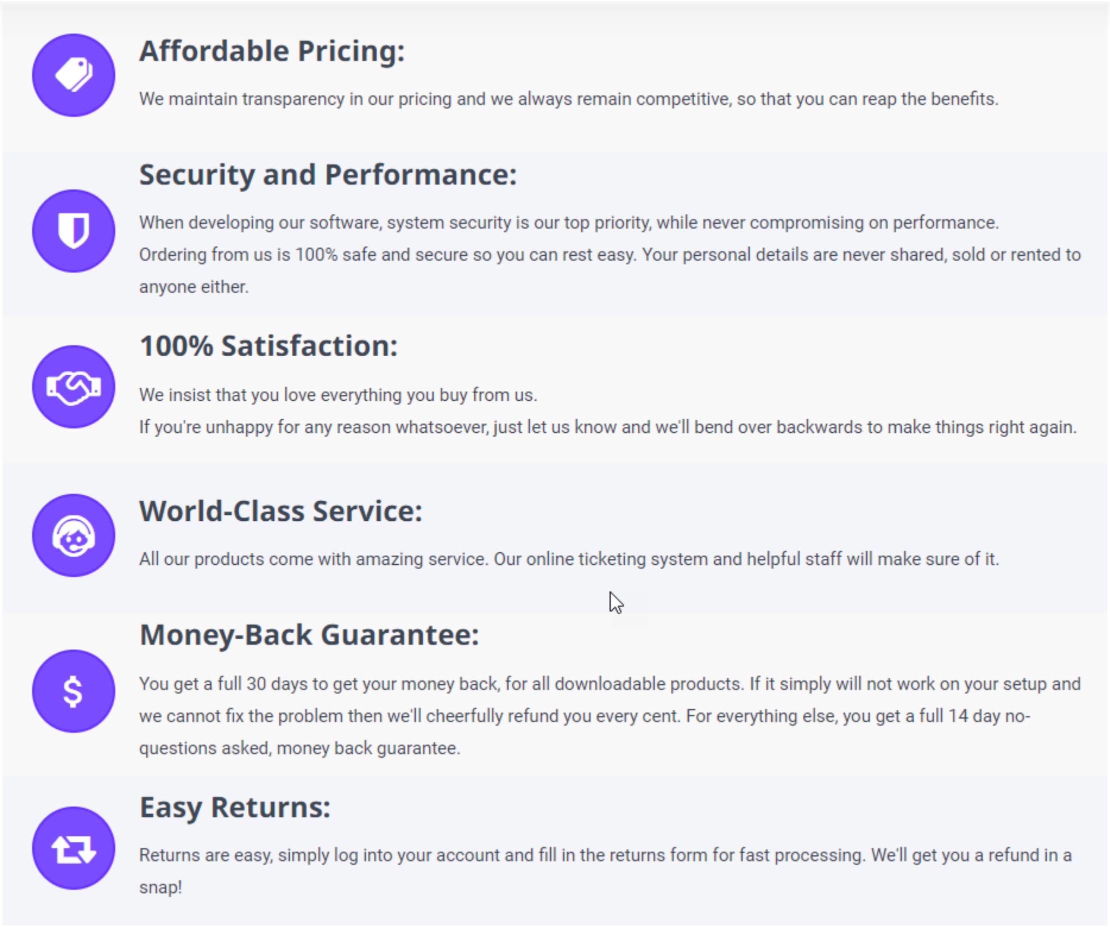
If you are seeing errors, disable Motherload and reload the page, and see if the errors reappear. If they reappear, then you must check to see if they can be fixed before running Motherload again. If the red error messages are affecting the functionality of JQuery, this may be impacting Topiclists.

3. Are you using any special characters in your Topiclists (e.g. Spanish/French/Greek)? Make sure the configuration file

ajax_topiclists_config.php at the root of your osTicket installation is saved in UTF-8 format. If not, then some special characters in your arrays may be breaking the JSON functionality.

4. If the previous steps are OK but still Topiclists are not loading correctly then this may be an indication that another addon/theme you have installed on osTicket may be affecting Topiclists. In this case you should open a support ticket so we can investigate further.

Why choose Cartmega?



Affordable Pricing:

We maintain transparency in our pricing and we always remain competitive, so that you can reap the benefits.

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When developing our software, system security is our top priority, while never compromising on performance.
Ordering from us is 100% safe and secure so you can rest easy. Your personal details are never shared, sold or rented to anyone either.

100% Satisfaction:

We insist that you love everything you buy from us.
If you're unhappy for any reason whatsoever, just let us know and we'll bend over backwards to make things right again.

World-Class Service:

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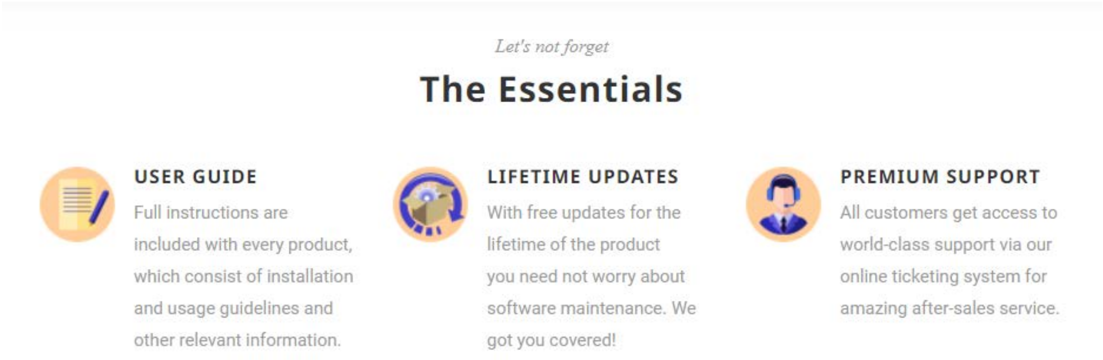
Money-Back Guarantee:

You get a full 30 days to get your money back, for all downloadable products. If it simply will not work on your setup and we cannot fix the problem then we'll cheerfully refund you every cent. For everything else, you get a full 14 day no-questions asked, money back guarantee.

Easy Returns:

Returns are easy, simply log into your account and fill in the returns form for fast processing. We'll get you a refund in a snap!



Let's not forget

The Essentials

USER GUIDE

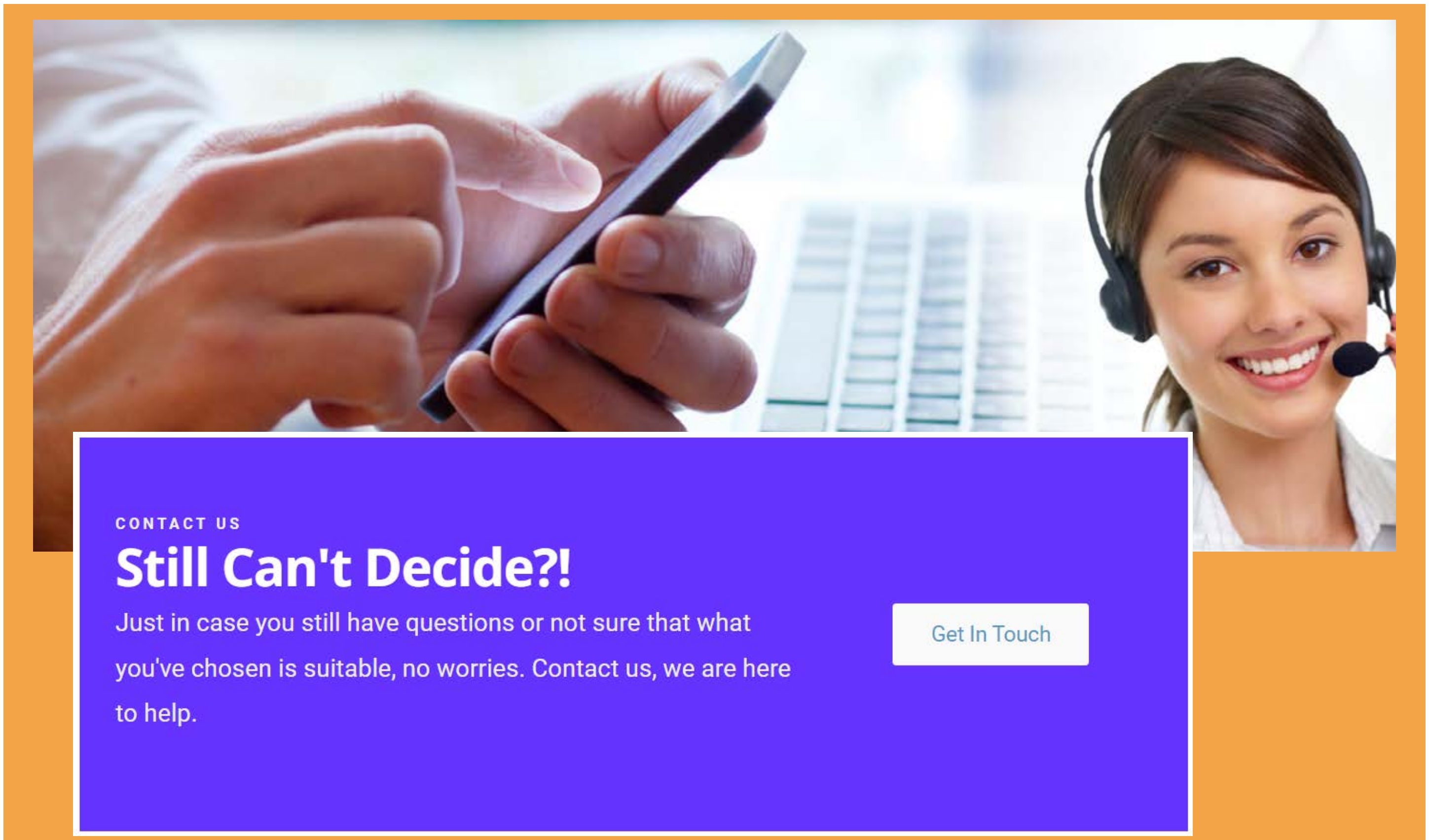
Full instructions are included with every product, which consist of installation and usage guidelines and other relevant information.

LIFETIME UPDATES

With free updates for the lifetime of the product you need not worry about software maintenance. We got you covered!

PREMIUM SUPPORT

All customers get access to world-class support via our online ticketing system for amazing after-sales service.



CONTACT US

Still Can't Decide?!

Just in case you still have questions or not sure that what you've chosen is suitable, no worries. Contact us, we are here to help.

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