



Ticket Tool
BY HAWKEYE ENERGY SOLUTIONS®

TICKET TOOL

Built on Niagara 4

Installation & User Guide

Hawkeye Energy Solutions

Ver 4.10.1.4



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Overview

The Ticket Tool makes contacting your service/support team easy. Add a link to any PX page to enable end users to easily fill out a form that emails to appropriate service/support teams. The form also structures the email in a way that includes the Niagara user, a screenshot of the current graphic and other valuable information needed to respond efficiently to a service/support call.

Requirements

- Niagara 4.10+ (Contact Hawkeye Energy Solutions for lower versions)

Installation

Prerequisites

- ✓ Purchase license for Host ID
- ✓ Download the latest module files (hesTicketTool.jar)
- ✓ Configure Email Service Outgoing Account for Station

JACE/Supervisor Installation

1. Connect to the station using Workbench
2. Using the License Manager, update licenses from the License Server
3. Ensure the Hawkeye Certificate was also added from the License Server
4. Install the modules using the Software Manager
5. Restart the Station
6. Open the “hesTicketTool” palette and drag the “TicketToolService” component to under the Station’s “Service” bucket.
7. For each Ticket Recipient, drag a “TicketToolRecipient” component under the “TicketToolService”.
8. Installation is completed.

Ticket Recipient Configuration

9. Open the Property Sheet for the “TicketToolRecipient”.
10. Add appropriate “To” and “Cc” email address.
11. Select Email Server to use for Outgoing Emails
 - a. See Niagara Help guide for information on setting up the Outgoing Account Component
12. Recipient Configuration Complete

User Guide

Graphic Pop-up

Add the Ticket Pop-up

1. Open the PX graphic in edit mode.
2. Drag the “PopupHyperlink” widget from the “hesTicketTool” palette on to the graphic.



3. The pop-up binding is automatically configured to view the Ticket Tool Service View. You can add the view to a PX page to “pre-select” the recipient and customize the logo via the WebWidget properties.

SERVICE VIEW

Submit a Service Ticket
Please fill out this form to email your service provider

Ticket Recipient
IT_Team

Name: Enter Name
Username: @ admin

Contact: Enter Contact Info

Subject: Enter Subject

Issue Type: Mechanical Issue

PX VIEW

Submit a Service Ticket
Please fill out this form to email your service provider

Name: Enter Name
Username: @ admin

Contact: Enter Contact Info

Subject: Enter Subject

Issue Type: Mechanical Issue

Troubleshooting

Contact Hawkeye Energy Solutions at (815) 744-0505.

Release Notes

Ver 4.10.1.4 (Niagara Marketplace Release)

Features Added:

- First release.

Bug Fixes:

- First release.

Known Limitations:

- HTTP connections do not fully support screenshot functionality. Files can be uploaded over HTTP. On HTTPS, Files can be uploaded and screenshot can be captured.