

TICKET TOOL

Built on Niagara 4

Installation & User Guide





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Ver 4.10.1.4 (Niagara Marketplace Release)	





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

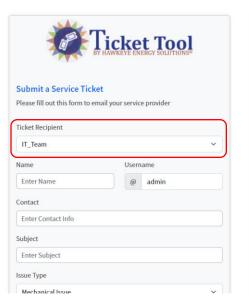
- 1. Open the PX graphic in edit mode.
- 2. Drag the "PopupHyperlink" widget from the "hesTicketTool" palette on to the graphic.



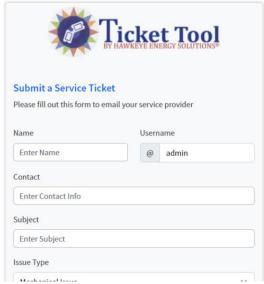
Ticket Tool

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

SERVICE VIEW



PX VIEW



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.