



TICKET TOOL

Built on Niagara 4

Installation & User Guide

Hawkeye Energy Solutions

Ver 4.10.2.0



Contents

Overview	2
Requirements.....	2
Installation.....	2
Prerequisites	2
JACE/Supervisor Installation	2
License Manager Configuration (Product Key).....	2
User Guide	3
Ticket Recipient Configuration	3
Ticket Pop-Up Configuration	3
Troubleshooting	6
Release Notes.....	6
Ver 4.10.2.0	6
Ver 4.10.1.5	6
Ver 4.10.1.4 (Niagara Marketplace Release).....	6



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)
- ✓ Receive the Product Key from Hawkeye Team
- ✓ 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. Installation is completed.

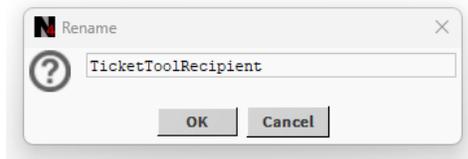
License Manager Configuration (Product Key)

1. Open the "TicketToolService" in the AX Property Sheet view
2. Expand the "License Manager"
3. Copy/Paste the Product Key
4. Right-Click on the License Manager and invoke "Load License"
5. Ensure the slots, "Licensed" and "Product Key Valid" are "true"
6. License Manager is Configured

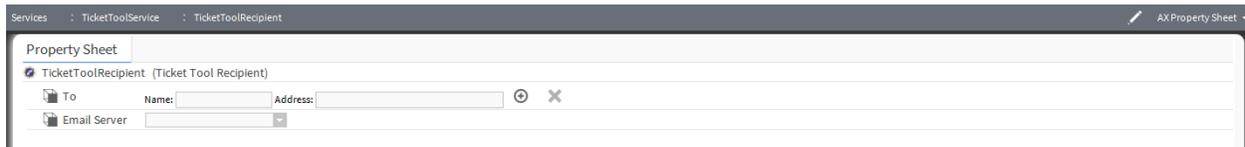
User Guide

Ticket Recipient Configuration

1. For each Ticket Recipient, drag a “TicketToolRecipient” component under the “TicketToolService”.
2. You can rename each TicketToolRecipient to specific people/groups, such as Administration or IT
 - a. Right-click on “TicketToolRecipient”-> Rename
 - b.



3. Open the Property Sheet for the “TicketToolRecipient”.



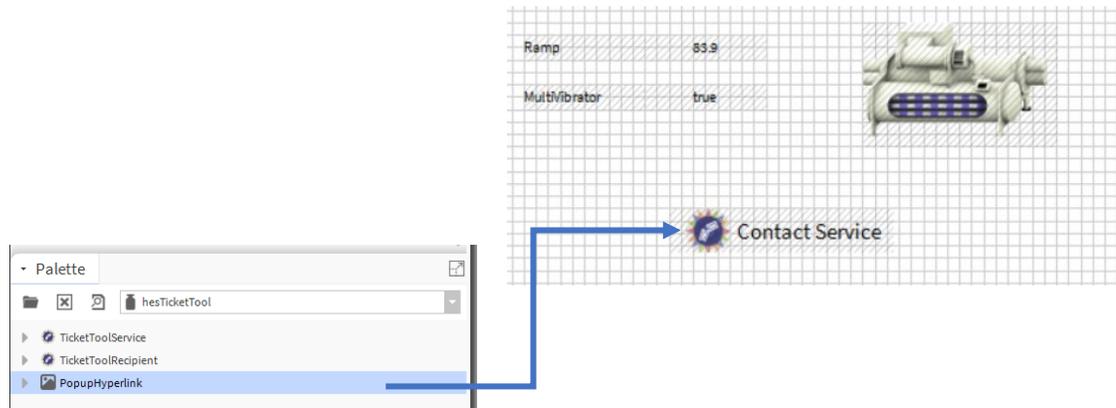
4. Add appropriate “To” recipient name and email address.
5. You can add multiple recipients by clicking on the +
6. Select Email Server to use for Outgoing Emails
 - a. See Niagara Help guide for information on setting up the Outgoing Account Component
7. Click Save at bottom of page
8. Recipient Configuration Complete

Ticket Pop-Up Configuration

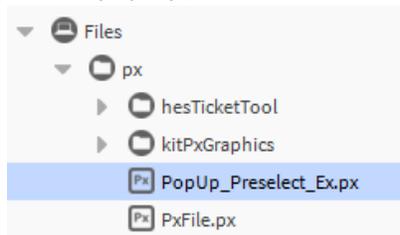
1. To add the Ticket Pop-Up to PX graphics, open a PX graphic in PX Editor View.



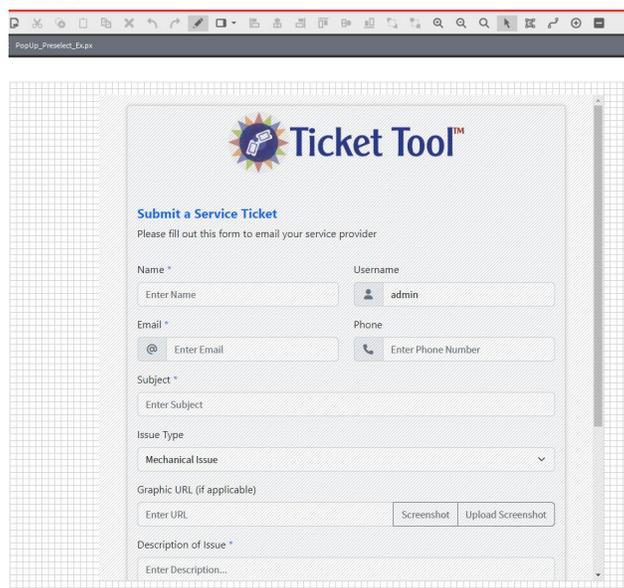
2. Drag the “PopupHyperlink” widget from the “hesTicketTool” palette on to the graphic.



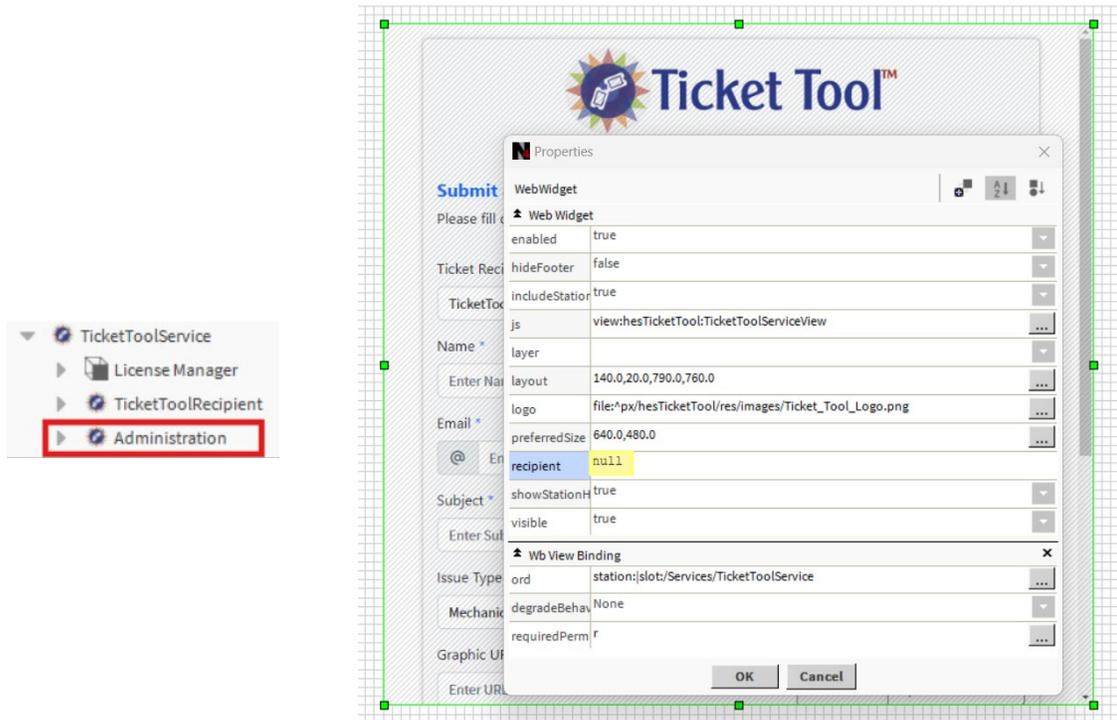
3. The pop-up binding is automatically configured to view the Ticket Tool Service View. You can also add the view to a PX page to “pre-select” the recipient and customize the logo via the WebWidget properties.
 - a. To configure a preselected pop-up, first create a new Px file in your File directory.



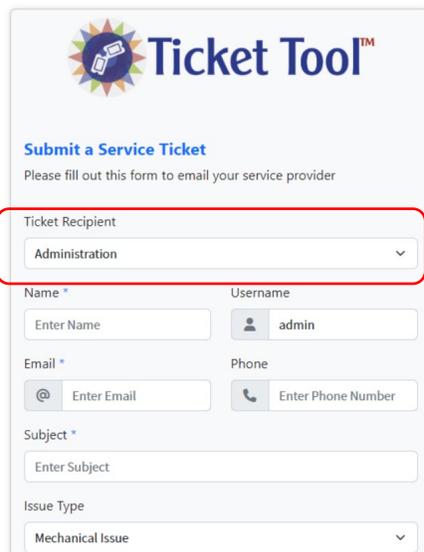
- b. Add the Service Ticket to the Px Editor by dragging the “TicketToolService” component from “Services”.



- c. Double-click on the Service Ticket graphic and edit the “recipient” from null to an existing “TicketToolRecipient”. In the below example, the recipient can be changed to “Administration”.



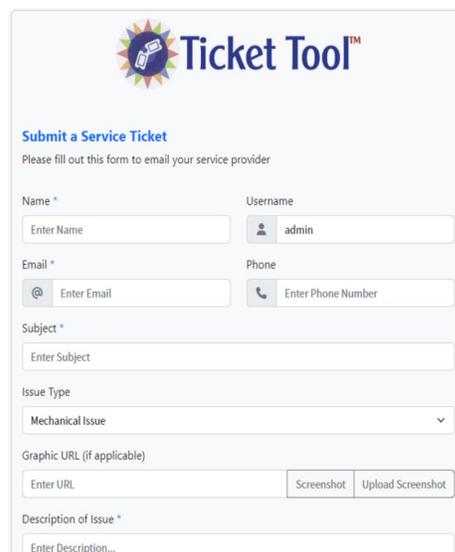
SERVICE VIEW



The 'SERVICE VIEW' form is titled 'Submit a Service Ticket' and includes the instruction 'Please fill out this form to email your service provider'. The 'Ticket Recipient' dropdown menu is highlighted with a red box and shows 'Administration' selected. Other fields include:

- Name * (Enter Name)
- Username (admin)
- Email * (@ Enter Email)
- Phone (Enter Phone Number)
- Subject * (Enter Subject)
- Issue Type (Mechanical Issue)

PX VIEW



The 'PX VIEW' form is titled 'Submit a Service Ticket' and includes the instruction 'Please fill out this form to email your service provider'. The form contains the following fields:

- Name * (Enter Name)
- Username (admin)
- Email * (@ Enter Email)
- Phone (Enter Phone Number)
- Subject * (Enter Subject)
- Issue Type (Mechanical Issue)
- Graphic URL (if applicable) (Enter URL, Screenshot, Upload Screenshot)
- Description of Issue * (Enter Description...)

Troubleshooting

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

Release Notes

Ver 4.10.2.0

Features Added:

- Added License Manager to provide subscription and trial licensing types.

Bug Fixes:

- Minor Bug fixes.

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.

Ver 4.10.1.5

Features Added:

- Station Health Integration. If station is also licensed for Station Health, Tickets can optionally include Station Health information.
- Added Attachment Preview. This is added to ensure user is attaching the correct file and not having an error.
- Updated Logo

Bug Fixes:

- Black Image on Screenshot. Sometimes a screen capture would produce a black image. Corrected.
- Window focuses to captured screen on screenshot. Corrected.

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.

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.