

Custom Fields for Downloads

2019-05-15 - Colin Dunn - [Comments \(0\)](#) - [Product](#)

We have expanded the [downloads feature](#) to now include [custom fields](#), similar to what you would populate when creating a ticket, or user/organisation entry in your CRM. There are multiple parts to this enhancement, including the addition of a **new EULA field** for downloads which requires users to accept an agreement before they can access the file. As well as [usergroup authorisation](#) to protect files even if an end user has the direct download URL.

New EULA Field

Security and compliancy has become a major focus for many organisations, and is increasing in importance as new and modern legislation is passed. This field allows you to force an end-user to agree to a EULA (End User License Agreement) - which is a legal contract between a software provider and an end-user. This could also be used to present a terms of service, privacy policy, or any other document you would want an end-user to be aware of.

Field Type	EULA
Enabled	<input checked="" type="checkbox"/> Enable this field
Title *	<input type="text" value="EULA"/>
Alias	<input type="text"/>
Description	<div></div>
Options	<div><div><div>≡</div>End User License Agreement</div><div><div>≡</div>Terms Of Service</div><div><div>≡</div>Privacy Policy</div><div><input type="text" value="Enter a title..."/> <input type="button" value="Add"/></div></div> <div><div>Edit EULA</div>✕</div> <div><div>Edit EULA</div>✕</div> <div><div>Edit EULA</div>✕</div>

When you select "Edit EULA" - this brings up a text editor where you can specify HTML or Plaintext, so you may include your actual license agreement here, or if this already exists, you could create a simple hyperlink to the existing location.

Edit EULA

TERMS AND CONDITIONS FOR USE, REPRODUCTION, AND DISTRIBUTION

1. Definitions.

"License" shall mean the terms and conditions for use, reproduction, and distribution as defined by Sections 1 through 9 of this document.

"Licensor" shall mean the copyright owner or entity authorised by the copyright owner that is granting the License.

"Legal Entity" shall mean the union of the acting entity and all other entities that control, are

Format

Plain Text

HTML

Plain Text

Save

In this example, we the whole EULA is now presented to the customer for acceptance before the download link is released. When creating a new download entry, or modifying an existing one, you can add a EULA as a custom field. Once this is enabled - a user can view the description of the download, but will be required to Agree to your contract when attempting to download the file.

...

8. Limitation of Liability. In no event and under no legal theory, whether in tort (including negligence), c

9. Accepting Warranty or Additional Liability. While redistributing the Work or Derivative Works thereof, Yc

END OF TERMS AND CONDITIONS

Agree

We have expanded the logging feature here, so you are able to view information on downloads from registered users, and confirm they have accepted your license agreements.

Protected downloads requiring authentication

We have expanded your control over which users may access these files. This mechanism works in a similar way to the "Ticket Attachment Authentication" feature showcased in version [2018.3](#)

☒ Perform permission check on download attachment views

When enabled, download attachments will only be visible by people who can view the download. Even if the user has the full coded URL to a file, the system will check permissions and ask the user to accept EULA if necessary. Doesn't work with `Amazon S3` storage yet.

This option is set globally through the helpdesk by an administrator, in the Admin > User Interface > Downloads > Download Settings area. The permissions are controlled on a per-category basis through the use of pre-existing [usergroups](#).

10 DOWNLOADS

DOCUMENTS

DELETE CATEGORY

Delete Category

EDIT CATEGORY

Title

Documents

Permissions

☐ Everyone

☐ Registered

☒ VIP

☒ Extra Priv

☒ Beta Users

Previously, if an end-user would only be hidden from accessing the download description page. If the actual direct download link (which is randomised for added security) was leaked somehow, any public user/guest would theoretically be able to grab that file.

With this added security enhancement, any user lacking the required permissions for that download will be blocked and redirected to the login page. If the user has [sufficient permissions](#), they will also be required to accept the EULA if it has not been completed yet.

General Custom Fields

An administrator is able to specify the custom fields through the user interface configuration area. We have made all the custom field types available to your helpdesk. Here is an example where an organisation may be delivering software patches or plugins to end-users.

Admin Dashboard

Setup

Agents

Tickets

Emails

CRM

User Interface

Default

Setup

Knowledgebase

News

Downloads

Feedback

Portal

Site Widget & Chat

Ticket Form Widget

Chat

Apps

Tasks

Server

Dev

Downloads Settings

Downloads labels

Downloads Custom Fields

Type of software patch

Does this software patch require a developer licen...

Date until end of support (EOL)

+ Add

Single-line Text Box

A text box is a single-line input box that the user types text into.

Multi-line Text Box

A textarea box is a multi-line input box that the user types text into.

Predefined Choices

This is a set of predefined options presented as a drop-down select menu, radio buttons or checkboxes.

Toggle (On/Off)

This field displays as a single checkbox.

Date

This date field lets you select a date using a calendar widget.

Date/Time

This date field lets you select a date and time using a calendar widget.

Display

This is a widget field that lets you enter any kind of HTML, for display purposes. It does not take any input.

Hidden

This is a hidden field in the new-ticket form with no visible UI for a user to interact with. The value can come from a cookie or a query string parameter, or you can use custom Javascript in your templates to set the field dynamically. The field is still editable in the agent interface via a text box.

Url

This is a url field lets you enter any url links.

Currency

This is a currency field lets you enter any money values.

File

This is a file field lets you attach any files.

Smart Field

This is a smart field lets you to create custom javascript fields

EULA

This is a special field that lets you add EULA.

Configure Field

Once this is set up, agents can populate these custom fields for new and existing downloads. This can help you properly manage the download properties as assets, and ensure agents are always including the correct information when uploading and sharing files on the helpdesk. Simple pre-defined fields as an example below can increase consistency of data across the download library.

The screenshot shows a 'New Download' form. At the top, there are buttons for '+ ADD', a user icon, and a 'New Download' button. Below these are three dropdown menus: 'Brand' (set to 'Default'), 'Category' (set to 'Documents'), and 'Status' (set to 'Published').

The 'File' section includes a link to 'Hotlink an existing file' and a file upload area showing 'file.zip' (18.82 KB). Below this is a 'File Name' field with the instruction 'Optionally specify a different filename.' and an empty text box.

The 'Description' section features a rich text editor with various formatting tools (bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, table, code, image, etc.). The description text reads: 'Night-mode modification toggle in GUI. BETA: This modification allows you to offer users a high contrast/night mode version of the software which they can toggle in their preferences.' A character count '182' is visible in the bottom right corner of the description area.

A red rectangular box highlights the 'FIELDS' section, which is currently expanded. This section contains three fields: 'Date until end of support (EOL):' with a date input set to '2020-01-20'; 'Does this software patch require a developer license?:' with a checked 'Yes' radio button; and 'Type of software patch:' with a dropdown menu. The dropdown menu is open, showing four options: 'Front end' (highlighted in blue), 'Back end', 'Single file', and 'Javascript'. To the right of the 'FIELDS' section is a button labeled 'Create Download (alt+c)'.

The final result shows the agents selections in a text box to the end-users, which neatly rests on the right hand side of the usual download description. It is cleanly integrated into the page. If there are changes required, an agent/admin can go back into the download and modify the custom fields retrospectively.


file.zip




By John Doe on May 15 2019



0 Comments

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 [file.zip](#) (18.82 KB)

Night-mode modification toggle in GUI.

BETA: This modification allows you to offer users a high contrast/night mode version of the software which they can toggle in their preferences.

Date until end of support (EOL) Mon, 20th Jan 2020

Does this software patch require a developer license? Yes

Type of software patch Front end