

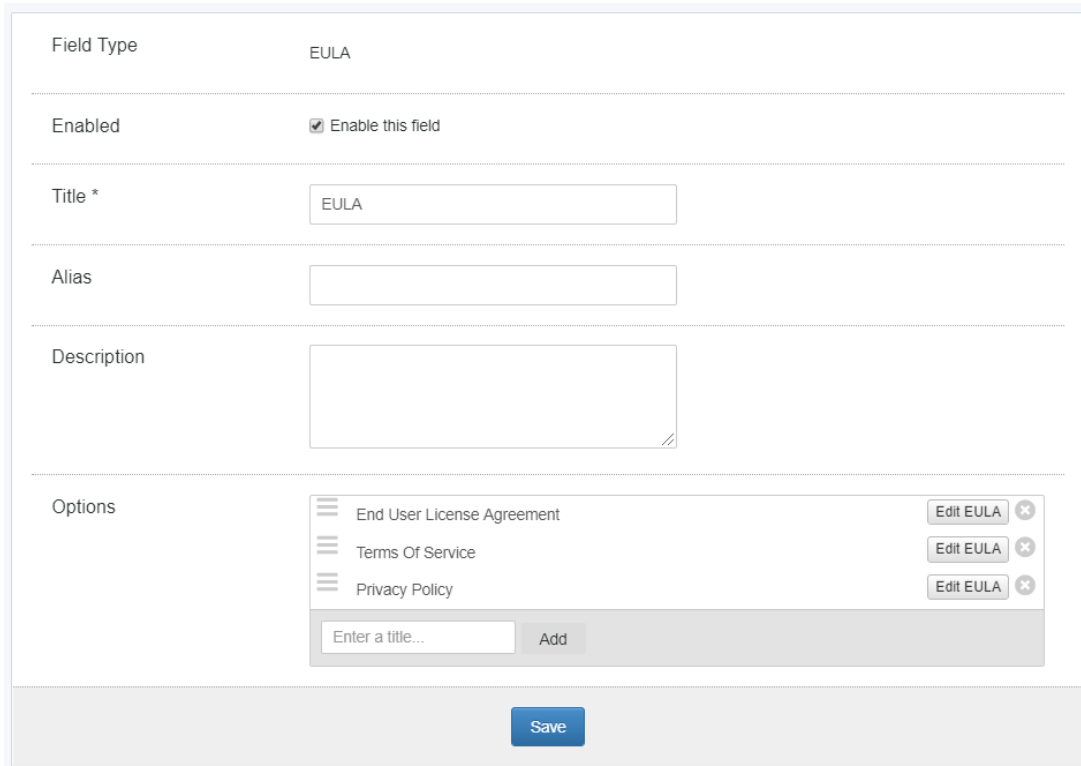
Custom Fields for Downloads

2019-05-15 - Colin Dunn - Comment (1) - 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.



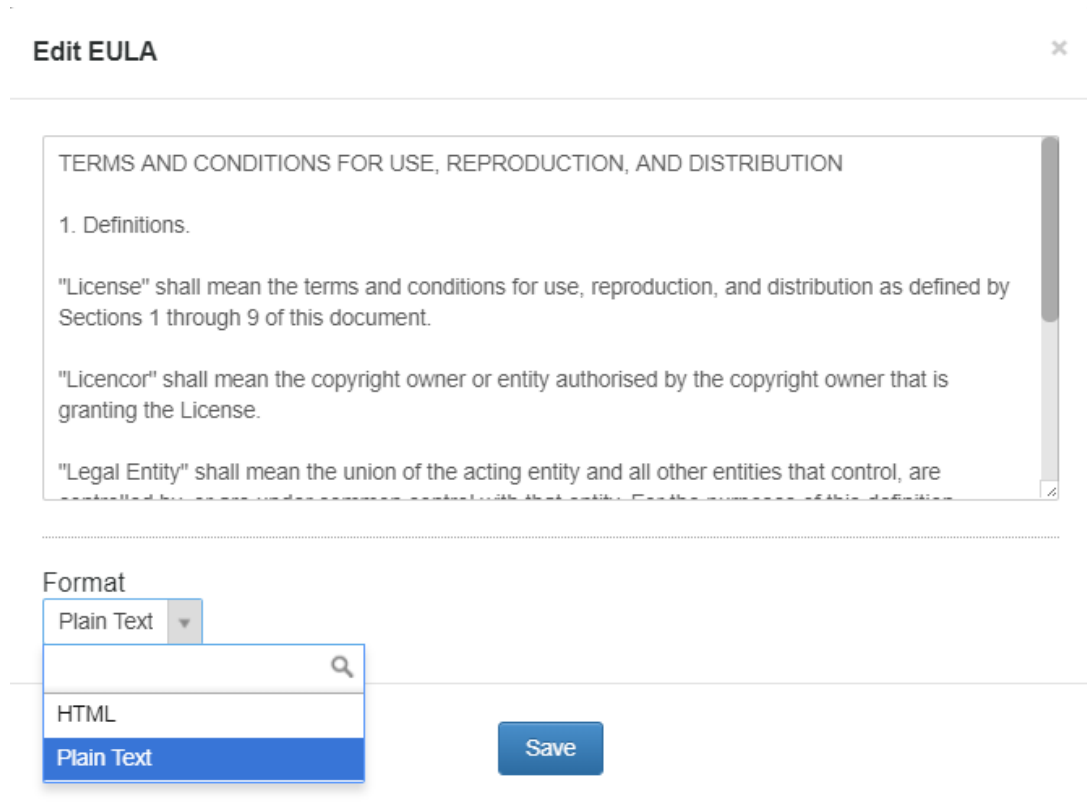
The screenshot shows a configuration form for a new EULA field. The form is divided into several sections:

- Field Type:** EULA
- Enabled:** Enable this field
- Title *:** EULA
- Alias:** (empty text box)
- Description:** (empty text area)
- Options:** A list of options with "Edit EULA" buttons:
 - End User License Agreement
 - Terms Of Service
 - Privacy Policy

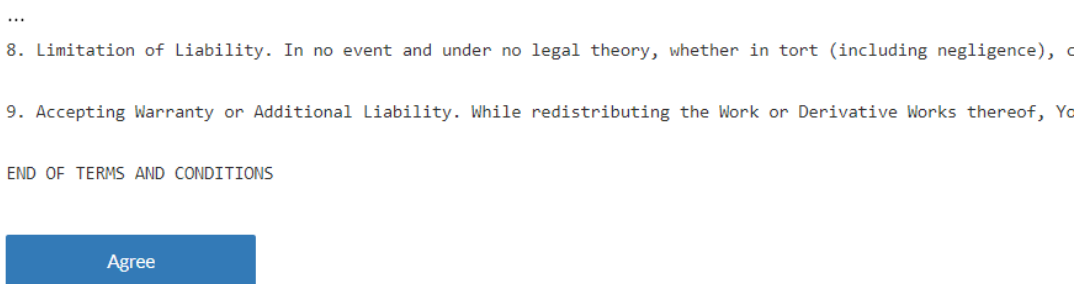
At the bottom of the options list, there is an input field "Enter a title..." and an "Add" button. A "Save" button is located at the bottom center of the form.

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.



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.



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.

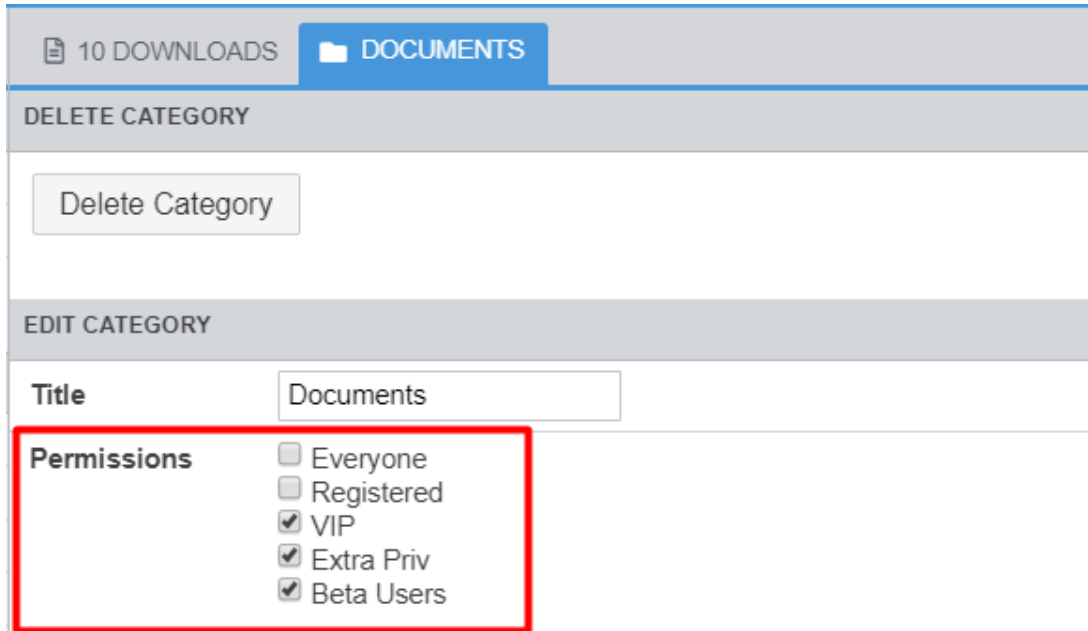
Protected downloads requiring authentication

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.

The screenshot shows a configuration page for 'Downloads Custom Fields'. On the left is a sidebar menu with 'Downloads' highlighted. The main content area is divided into three sections: 'Downloads Settings', 'Downloads labels', and 'Downloads Custom Fields'. The 'Downloads Custom Fields' section is highlighted with a red box and contains the following text:

Type of software patch

Does this software patch require a developer licen...

Date until end of support (EOL)

On the right, a list of field types is shown, each with a radio button and a description:

- 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.
- Uri: This is a uri field lets you enter any uri 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.

At the bottom right of the right-hand panel is a 'Configure Field' button.


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 displays a web interface for managing software downloads. At the top, there are navigation buttons: '+ ADD', 'Ea rerum nemo', and 'New Download'. Below this, there are three dropdown menus for 'Brand' (Default), 'Category' (Documents), and 'Status' (Published). A 'File' section shows 'file.zip' (18.82 KB) with a 'Hotlink an existing file' option. A 'File Name' field is available for specifying a different filename. The main 'Description' area features a rich text editor with a toolbar and contains the text: '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 of the description area. A 'PROPERTIES' panel is open at the bottom, containing fields for 'Date until end of support (EOL):' (2020-01-20), 'Does this software patch require a developer license?:' (checked Yes), and 'Type of software patch:' (a dropdown menu with options: Front end, Back end, Single file, Javascript). A 'Create Download (alt+c)' button is located to the right of the dropdown menu.

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

Subscribe 

 [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