

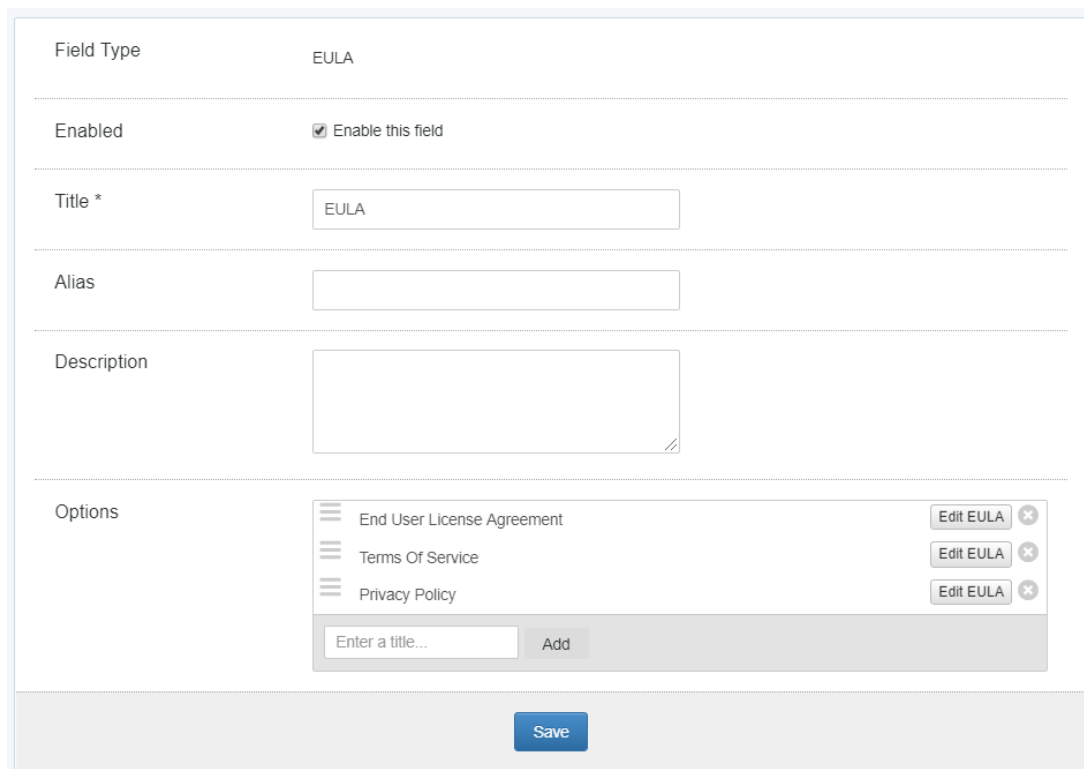
Custom Fields for Downloads

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

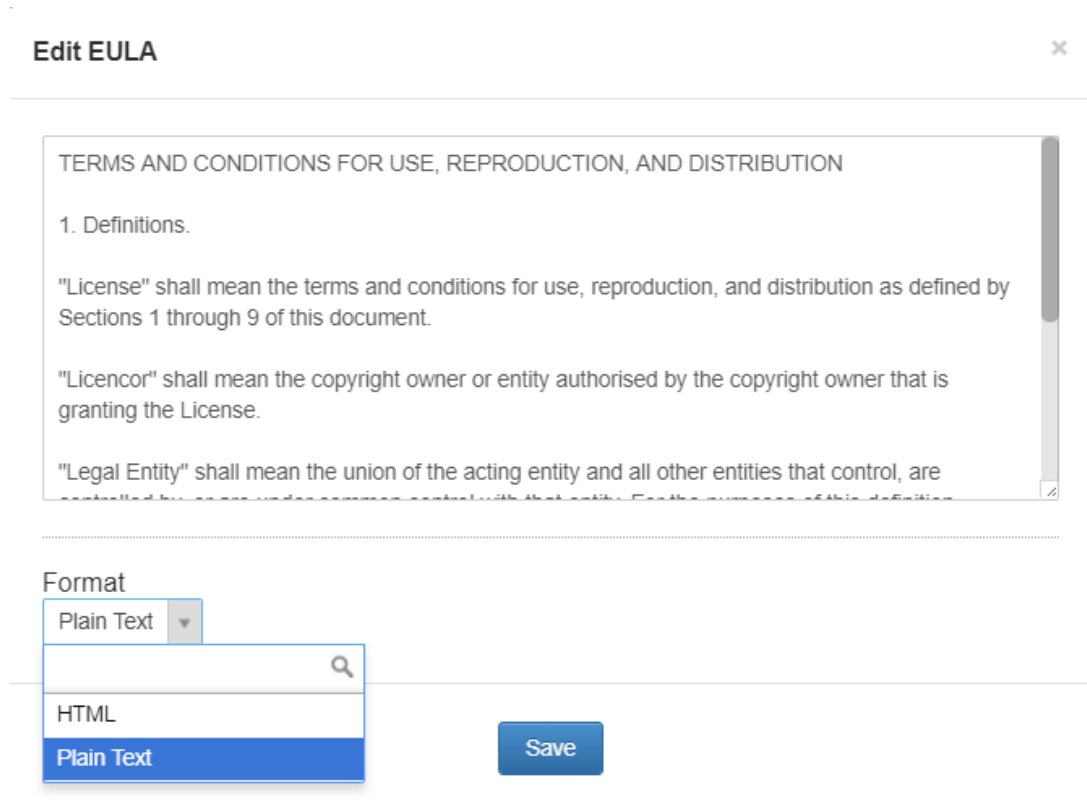
Security and compliancy has become a major focus for many organisations, and is increasing in importance as new and modern legislation is passed. This field allows you to force an end-user to agree to a EULA (End User License Agreement) - which is a legal contract between a software provider and an end-user. 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.



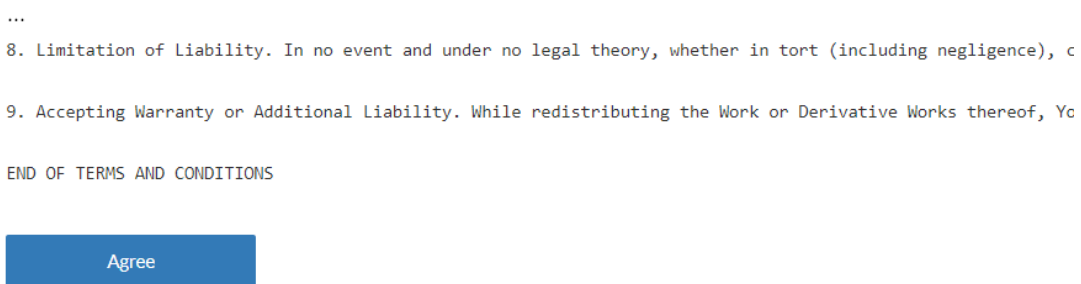
The screenshot shows a configuration form for a custom field. The field type is set to "EULA". The "Enabled" checkbox is checked, with the label "Enable this field". The "Title *" field contains the text "EULA". The "Alias" field is empty. The "Description" field is empty. The "Options" section shows a list of three items: "End User License Agreement", "Terms Of Service", and "Privacy Policy". Each item has an "Edit EULA" button with a close icon. Below the list is an input field labeled "Enter a title..." and an "Add" button. At the bottom of the form is a "Save" button.

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](#).

The screenshot shows a web interface for editing a category. At the top, there are two tabs: '10 DOWNLOADS' and 'DOCUMENTS', with 'DOCUMENTS' being the active tab. Below the tabs is a grey bar with the text 'DELETE CATEGORY'. Underneath this bar is a button labeled 'Delete Category'. Below the button is another grey bar with the text 'EDIT CATEGORY'. Underneath this bar is a form with a 'Title' field containing the text 'Documents'. Below the title field is a section titled 'Permissions' which is highlighted with a red box. This section contains a list of user groups with checkboxes: 'Everyone' (unchecked), 'Registered' (unchecked), 'VIP' (checked), 'Extra Priv' (checked), and 'Beta Users' (checked).

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'. The left sidebar contains a navigation menu with items like 'Admin Dashboard', 'Setup', 'Agents', 'Tickets', 'Emails', 'CRM', 'User Interface', 'Feedback', 'Portal', 'Site Widget & Chat', 'Ticket Form Widget', 'Chat', 'Apps', 'Tasks', 'Server', and 'Dev'. 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 two custom fields: 'Type of software patch' with a description 'Does this software patch require a developer licen...' and 'Date until end of support (EOL)'. Below these fields is an '+ Add' button. To the right of the custom fields is a list of predefined field types: Single-line Text Box, Multi-line Text Box, Predefined Choices, Toggle (On/Off), Date, Date/Time, Display, Hidden, Uri, Currency, File, Smart Field, and EULA. Each type has a brief description. At the bottom right of the main content area 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 creating a new download. At the top, there are navigation buttons: '+ ADD', a breadcrumb 'Ea rerum nemo', and a 'New Download' button. Below this, there are three dropdown menus: 'Brand' (set to 'Default'), 'Category' (set to 'Documents'), and 'Status' (set to 'Published').

The main form area includes:

- File:** A link to 'Hotlink an existing file' and a file selection icon next to 'file.zip 18.82 KB'.
- File Name:** A text input field with the placeholder 'Optionally specify a different filename.'
- Description:** A rich text editor with a toolbar containing icons for bold, italic, underline, list, link, unlink, text color, background color, text alignment, text style, link, unlink, image, and code. 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.'



At the bottom, a 'PROPERTIES' panel is open, showing:


- Date until end of support (EOL):** A text input field containing '2020-01-20'.
- Does this software patch require a developer license?:** A checkbox labeled 'Yes' which is checked.
- Type of software patch:** A dropdown menu with a search icon. The menu is open, showing options: 'Front end' (highlighted in blue), 'Back end', 'Single file', and 'Javascript'.


To the right of the 'Type of software patch' dropdown is a button labeled 'Create Download (alt+c)'. A small box with the number '182' is visible in the bottom right corner of the main form area.

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