Description
This trouble ticket application was enhanced to show the new social capabilities that can be provided by XPages. By using the Extension Library Social Enabler and a new sendMail server side action we have enhanced the notifications that the trouble ticket application can send. This application now sends embedded experience email’s to both the creator and assignee of a trouble ticket. Additionally when a ticket is assigned to user then it is posted to the assignee’s activity stream in Connections.

Files
This OpenNTF project includes several NSFs:

TroubleTickets_Notes.nsf : This is the original database. It only contains classic UI but does not contain any XPages UI.

TroubleTickets_NotesAndXPages.nsf : This database contains XPages UI, but does not support to send EE emails or notifications to activity stream.

TroubleTickets853.nsf : This database is put under the SBT folder. It contains XPages UI and supports to send EE emails and notifications to activity stream. You can put this database on a Domino 8.5.3 server with extension library and social enabler installed.

TroubleTickets90.nsf : This database is put under the SBT folder. It contains XPages UI and supports to send EE emails and notifications to activity stream. You need to put this database on a Domino 9.0 server.

Pre Requisites
1. You will need to have an IBM Domino 9.0 Social Edition and IBM Connections 4 server to use all the features in this application.
2. The Domino server needs to have the OpenSocial Component installed and configured. To learn more about how to configure the OpenSocial Component on Domino refer to the cookbook below.

Configuring The Trouble Tickets App
Follow the below steps to configure the Trouble Tickets application in your environment:

1. Update the faces-config.xml file in the NSF.

   There is an endpoint defined for your Connections server in faces-config.xml. You will need to modify the url, user, and password properties in this endpoint definition.

   The user specified here needs to have permissions to distribute events to other’s activity stream. The user needs to have the trustedExternalApplication J2EE role in the WidgetContainer application.

<managed-bean>
<managed-bean-name>connections</managed-bean-name>
<managed-bean-class>com.ibm.xsp.extlib.sbt.services.client.endpoints.BasicEndpointBean
For more information about how to assign the role, you can refer to:
lookupName=IBM+Connections+4.0+API+Documentation#action=openDocument&res_titl
e=Distributing_events&content=pdcontent

2. Update Connections server's opensocial-config.xml to whitelist the URLs for Trouble Tickets application.

The Trouble Tickets application will post activity entries with embedded experiences to the activity stream. A URL from the Trouble Tickets application is embedded in the activity stream entry. In order to make the URL embedded experience work in the activity stream, we need to update the Connections server's opensocial-config.xml to whitelist those URLs.

    <url-access urlWhitelistEnabled="false">
      <!--
        List of base URLs that are allowed for use by URL EE gadgets. By default, no URLs are allowed.
        <host url="http://{host.com}/base/url/1" />
        ...
        <host url="http://{another.host.com}/base/url/N" />
      -->
    </url-access>

Follow the below steps to update the opensocial-config.xml file:

a) Start the wsadmin client. For more information about how to start the wsadmin client, you can refer to:
lookupName=IBM+Connections+4.5+Documentation#action=openDocument&res_title=Ed
ting_configuration_files_ic45&content=pdcontent
b) Use the following command to access the OpenSocial configuration files:

```
execfile("connectionsConfig.py")
```

c) Check out the configuration file using the following command:

```
LCConfigService.checkOutOpensocialConfig("working_directory", AdminControl.getCell());
```

Please note this command works with Connections 4.5, if you are on 4.0 version, this command does not work. You can modify the opensocial-config.xml directly.

d) Update the opensocial-config.xml file in the working_directory. There is a url-access section. We need to add the list of base URLs that are allowed for use in URL embedded experiences in this section. For a development environment, we can change the urlWhitelistEnabled property to false for a quick try, but it's not recommended for production environment.

You need to add a host URL for the Trouble Tickets application. For example:

```
<host url="all://renovations.com/tickets.nsf"/>
```

The all here means it will accept both http and https. If you would like to restrict it to https, you can specify https:// in the url. In this example, all URLs with the prefix renovations.com/tickets.nsf/ will be allowed.

e) After making edits, check the configuration files back in using the following command:

```
LCConfigService.checkInOpensocialConfig("working_directory", AdminControl.getCell());
```

f) After making updates, type the following command to deploy the changes:

```
synchAllNodes()
```

Or we can use WAS Admin Console to sync the changes to all the nodes.

g) Exit the wsadmin client, stop and restart the servers hosting the edited IBM Connections applications.

3. In order for the embedded experience email to render in Notes and iNotes Social Edition we need to create a web page Widget for it in Notes.

For more information about how to enable a URL for embedded experience in Notes and iNotes Social Edition, you can refer to:

```
```

You can follow these steps to create a web page widget:

a) Click “Getting Started with Widgets” action from Notes toolbar.
b) Select “Web Page” for widget’s type
c) Select “Web page by URL” and enter the url for the nsf
d) You can accept the default setting in the following three dialogs. In the “Configure this widget for Embedded Experience” dialog, you will need to select “Enable this widget for Embedded Experience” and enter the URL like below. Please note you need to specify a wild card in the URL, to make all URLs from the Trouble Tickets application work in embedded experience email.

![Configure this widget for Embedded Experience](image)

f) Follow the wizard to complete the widget creation.

g) You will need to publish the web widget to widget catalog. Right click the widget you just created in widget sidebar and select to publish to catalog. Please note you cannot use the XPages UI, the widget catalog needs to be open in classic UI in order to approve the widget.

h) Click Review button in the widget document 

i) Click Approve button in the widget document 

j) Remove the original widget from sidebar and install the approved widget

4. Create a managed account

This is only needed for Notes client. The managed account is used for SSO between the Notes client and the Domino server which hosts the Trouble Tickets application. By creating this manage account end users do not need to authenticate when they open the EE mail.

You can follow these steps to create a managed account.

a) For the account server, you need to specify the Domino server which hosts the Trouble Tickets application.

b) You need to select “Use Domino Single Sign-on if available” and specify the Domino single sign-on server.

c) You will need to modify the authentication type to “DOMINO-SSO”.

Using The Trouble Tickets App

You can follow the below steps to use the trouble tickets application.

1. You will need to create categories in the application. When a user creates a new ticket in the application, the user will need to specify the category of the ticket. Each category can have one or more owners. The owners are responsible for resolving the problem. You need to open the application using a user with the manager role in the ACL. On the XPages UI, click the Manager tab then select the Categories view on the left. Click “New Category” to create a new category and specify the category owners. There are already some sample categories in the application.
2. Click “New Tickets” from “My Tickets” page to create a new ticket.

3. You need to specify summary, category and priority for the ticket.
4. Submit the ticket after creating it.

5. Finally, you need to assign the ticket to one owner of the category.
6. The assignee will receive an embedded experience mail, as well as a notification in activity stream.

A new trouble ticket was assigned to you.

admin

To: Admin

2013/04/22 14:23

Embedded App: You are currently viewing an embedded application. Show as standard email.