E-Mail Template verwenden

The e-mail format used for sending a support case can be customized if required.. To do so, a file named `Mail.template` must be created in the application directory. An alternative path can be specified in IBI-helpMe Admin under `Distribution > E-Mail content template path`. The character encoding of the file must be set to `UTF-8`.

Placeholder

The contents of the file can be freely determined by the user. Placeholders are used to insert the information that has been determined, as well as the user entries. The format of the placeholders is as follows:

Input fields

Single Values

The placeholder is replaced with the content of the input field.

Description	Placeholder	Comment
Input field content	`{%Input.`input-field-id`%}`	input-field-id is the ID of the input field whose content is to be inserted

All Values

The placeholder is replaced by a list of all input field contents including the ID as heading.

Description	Placeholder	Comment	Example
List of all input field contents	`{%Input.` FormularFields`%}`	All relevant input fields are considered	`[input-field-id-1]` `Value1` `[input-field-id-2]` `Value2` `[input-field-id-3]` `Value3`
List of all input field contents with excluded IDs	`{%Input.` FormularFields! input-field-id-2|input-field-id-3`%}`	All relevant input fields are considered. With exception of the specified IDs input-field-id-2 and input-field-id-3	`[input-field-id-1]` `Value1`

Information to be transmitted

Single values

Local information

Description	Placeholder
Operating system	`{%Local.OS%}`
Operating system (32-bit or 64-bit)	`{%Local.OsSystemType%}`
Computer name	`{%Local.Computername%}`
Client name, if a connection via Remote Desktop exists.	`{%Local.Clientname%}`
User name	`{%Local.Username%}`
Session ID	`{%Local.SessionID%}`
Assigned IP addresses	`{%Local.IP%}`

Active Directory information

All readable ActiveDirectory attributes for the user and the computer can be supplied. The placeholder in this case is structured as follows:

1. {%
2. ActiveDirectory
3. [point]
4. Source: User (User) or computer (Computer)
5. [point]
6. Name of the attribute
7. %}

Example

Description	Placeholder
User's telephone number	{%ActiveDirectory.User.telephoneNumber%}
Computer's regional settings	{%ActiveDirectory.Computer.countryCode%}

All values

The placeholder is replaced by a list of all information to be transmitted that was specified in the IBI-helpMe Admin, including its ID as a heading.

Beschreibung	Platzhalter	Bemerkung	Beispiel

Llist of all information to be transmitted	`{%Local.` SystemInformationEntries `%}`	All previously defined information to be transmitted is taken into account	`[Local.Os]`
			`10.0.18363`
			`Windows 10`
			
			`[Local.`
			`OsSystemType]`
			`64-bit`
			
			`[ActiveDirectory.`
			`User.`
			`telephoneNumber]`
			`00000`

List of all information to be transmitted except individual IDs	`{%Local.` SystemInformationEntries !Local.Os| ActiveDirectory.User. telephoneNumber`%}`	All previously defined information to be transmitted is taken into account. With exception of the specified IDs Local.Os and ActiveDirectory.User. telephoneNumber	`[Local.`
			`OsSystemType]`
			`64-bit`

Content of a template

Default template

```
{%Input.description%}

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{%Local.SystemInformationEntries%}

{%Input.FormularFields!description%}
```

XML

```
<data>
        <description>{%Input.Description%}</description>
        <computername>{%Local.Computername%}</computername>
        <mail>{%ActiveDirectory.User.mail%}</mail>
</data>
```