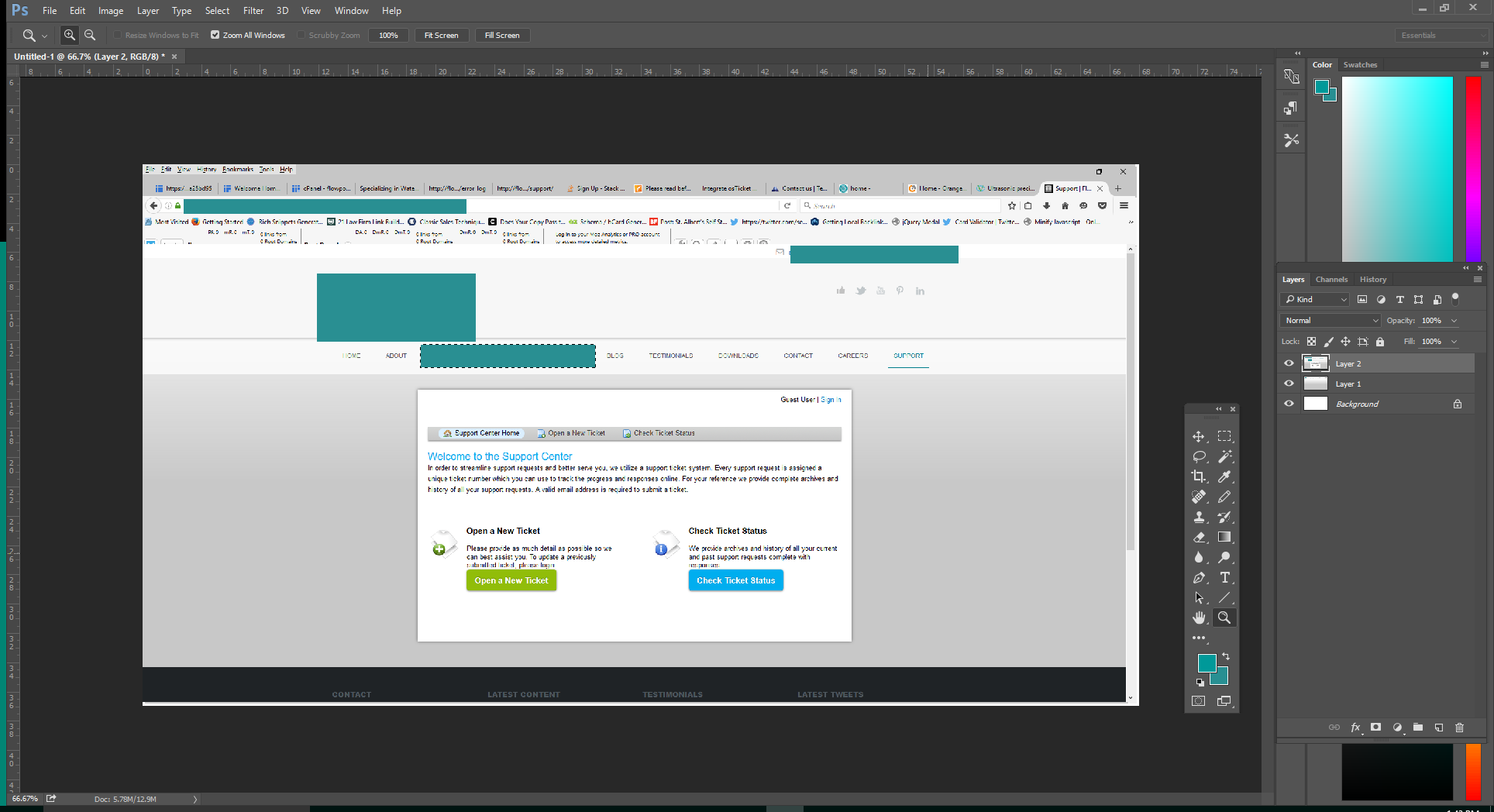
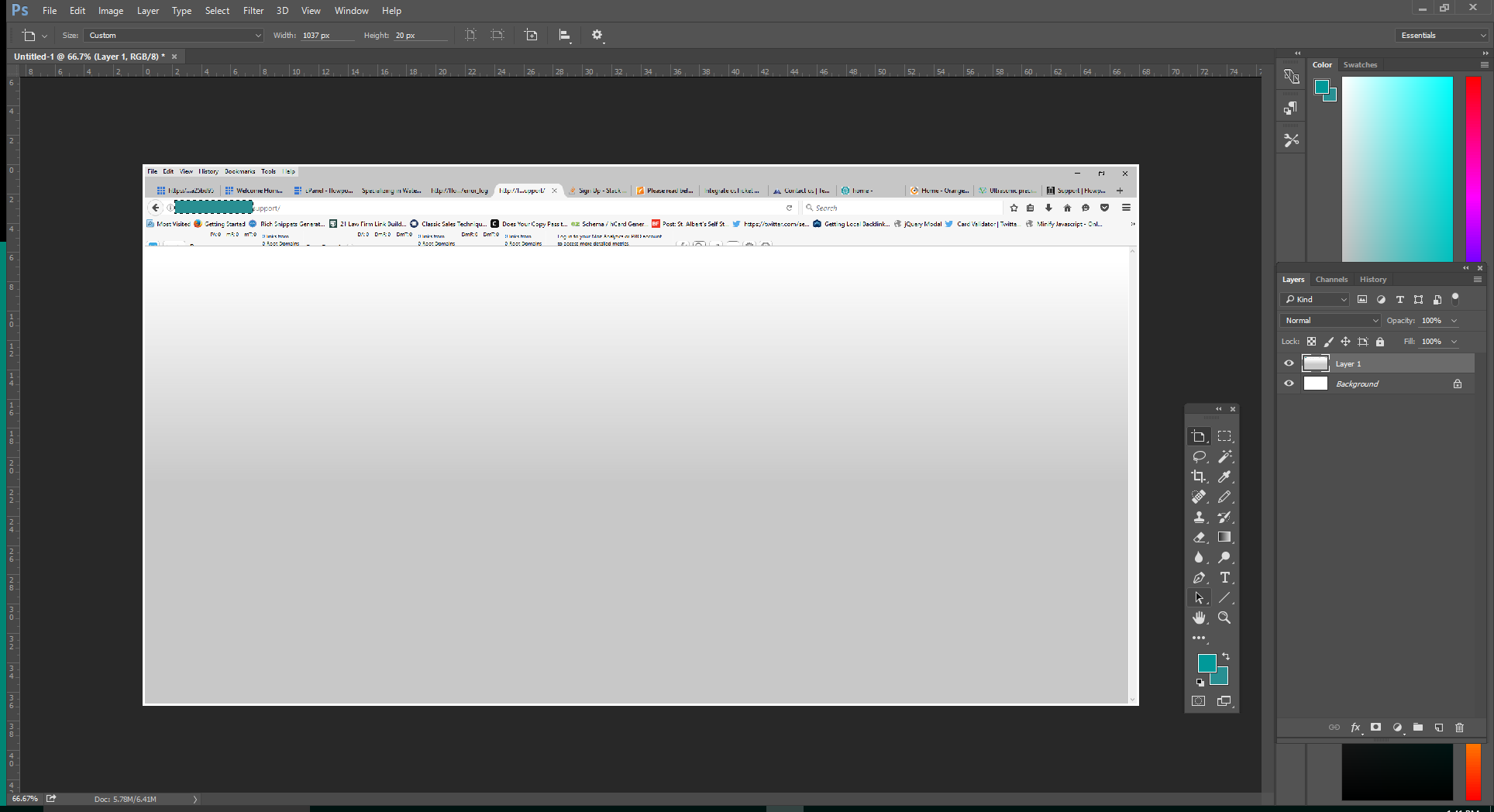
Before the change it looks like this



After the change of a new website, I get a blank screen.



Now I want to reconnect the OS ticket database if I can. I hope you can provide me some assistance. Thanks.

[11-Jun-2015 09:03:24 America/Denver] PHP Warning: mail(): Could not execute mail delivery program '/usr/sbin/sendmail -t -i' in /home2/flowpoin/public\_html/support/include/pear/Mail/mail.php on line 153

[11-Jun-2015 09:03:25 America/Denver] PHP Warning: mail(): Could not execute mail delivery program '/usr/sbin/sendmail -t -i' in /home2/flowpoin/public\_html/support/include/pear/Mail/mail.php on line 153

[16-Nov-2015 05:42:29 UTC] PHP Fatal error: Allowed memory size of 134217728 bytes exhausted (tried to allocate 72 bytes) in /home2/flowpoin/public\_html/support/include/class.osticket.php on line 261

[16-Nov-2015 05:42:29 UTC] PHP Fatal error: Allowed memory size of 134217728 bytes exhausted (tried to allocate 77 bytes) in /home2/flowpoin/public\_html/support/include/class.osticket.php on line 261

[16-Nov-2015 05:42:29 UTC] PHP Fatal error: Allowed memory size of 134217728 bytes exhausted (tried to allocate 72 bytes) in /home2/flowpoin/public\_html/support/include/class.osticket.php on line 261

[02-Sep-2016 13:01:06 America/Denver] PHP Warning: include(/home1/flowpoin/public\_html/support/../wp-blog-header.php): failed to open stream: No such file or directory in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 13:01:06 America/Denver] PHP Warning: include(): Failed opening '/home1/flowpoin/public\_html/support/../wp-blog-header.php' for inclusion (include\_path='./:/home1/flowpoin/public\_html/support/include/:/home1/flowpoin/public\_html/support/include/pear/') in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 13:01:06 America/Denver] PHP Fatal error: Call to undefined function \_\_() in /home1/flowpoin/public\_html/support/include/class.nav.php on line 321

[02-Sep-2016 13:02:19 America/Denver] PHP Warning: include(/home1/flowpoin/public\_html/support/../wp-blog-header.php): failed to open stream: No such file or directory in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 13:02:19 America/Denver] PHP Warning: include(): Failed opening '/home1/flowpoin/public\_html/support/../wp-blog-header.php' for inclusion (include\_path='./:/home1/flowpoin/public\_html/support/include/:/home1/flowpoin/public\_html/support/include/pear/') in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 13:02:19 America/Denver] PHP Fatal error: Call to undefined function \_\_() in /home1/flowpoin/public\_html/support/include/class.nav.php on line 321

[02-Sep-2016 13:05:15 America/Denver] PHP Warning: include(/home1/flowpoin/public\_html/support/../wp-blog-header.php): failed to open stream: No such file or directory in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 13:05:15 America/Denver] PHP Warning: include(): Failed opening '/home1/flowpoin/public\_html/support/../wp-blog-header.php' for inclusion (include\_path='./:/home1/flowpoin/public\_html/support/include/:/home1/flowpoin/public\_html/support/include/pear/') in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 13:05:15 America/Denver] PHP Fatal error: Call to undefined function \_\_() in /home1/flowpoin/public\_html/support/include/class.nav.php on line 321

[02-Sep-2016 13:29:56 America/Denver] PHP Warning: include(/home1/flowpoin/public\_html/support/../wp-blog-header.php): failed to open stream: No such file or directory in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 13:29:56 America/Denver] PHP Warning: include(): Failed opening '/home1/flowpoin/public\_html/support/../wp-blog-header.php' for inclusion (include\_path='./:/home1/flowpoin/public\_html/support/include/:/home1/flowpoin/public\_html/support/include/pear/') in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 13:29:56 America/Denver] PHP Fatal error: Call to undefined function \_\_() in /home1/flowpoin/public\_html/support/include/class.nav.php on line 321

[02-Sep-2016 14:13:49 America/Denver] PHP Warning: include(/home1/flowpoin/public\_html/support/../wp-blog-header.php): failed to open stream: No such file or directory in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 14:13:49 America/Denver] PHP Warning: include(): Failed opening '/home1/flowpoin/public\_html/support/../wp-blog-header.php' for inclusion (include\_path='./:/home1/flowpoin/public\_html/support/include/:/home1/flowpoin/public\_html/support/include/pear/') in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 14:13:49 America/Denver] PHP Fatal error: Call to undefined function \_\_() in /home1/flowpoin/public\_html/support/include/class.nav.php on line 321

[02-Sep-2016 14:13:55 America/Denver] PHP Warning: include(/home1/flowpoin/public\_html/support/../wp-blog-header.php): failed to open stream: No such file or directory in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 14:13:55 America/Denver] PHP Warning: include(): Failed opening '/home1/flowpoin/public\_html/support/../wp-blog-header.php' for inclusion (include\_path='./:/home1/flowpoin/public\_html/support/include/:/home1/flowpoin/public\_html/support/include/pear/') in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 14:13:55 America/Denver] PHP Fatal error: Call to undefined function \_\_() in /home1/flowpoin/public\_html/support/include/class.nav.php on line 321

[02-Sep-2016 14:26:43 America/Denver] PHP Warning: include(/home1/flowpoin/public\_html/support/../wp-blog-header.php): failed to open stream: No such file or directory in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 14:26:43 America/Denver] PHP Warning: include(): Failed opening '/home1/flowpoin/public\_html/support/../wp-blog-header.php' for inclusion (include\_path='./:/home1/flowpoin/public\_html/support/include/:/home1/flowpoin/public\_html/support/include/pear/') in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 14:26:43 America/Denver] PHP Fatal error: Call to undefined function \_\_() in /home1/flowpoin/public\_html/support/include/class.nav.php on line 321

[02-Sep-2016 14:27:45 America/Denver] PHP Warning: include(/home1/flowpoin/public\_html/support/../wp-blog-header.php): failed to open stream: No such file or directory in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 14:27:45 America/Denver] PHP Warning: include(): Failed opening '/home1/flowpoin/public\_html/support/../wp-blog-header.php' for inclusion (include\_path='./:/home1/flowpoin/public\_html/support/include/:/home1/flowpoin/public\_html/support/include/pear/') in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[02-Sep-2016 14:27:45 America/Denver] PHP Fatal error: Call to undefined function \_\_() in /home1/flowpoin/public\_html/support/include/class.nav.php on line 321

[02-Sep-2016 14:39:15] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:22] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:23] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:23] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:23] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:24] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:24] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:24] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:24] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:24] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:25] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:25] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:25] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:25] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:26] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:26] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:26] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:26] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:26] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:27] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:27] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:27] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:27] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:30] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:31] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:40:31] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:46:44] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 14:52:52] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:17:19] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:17:32] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:19:24] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:19:26] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:19:26] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:19:26] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:19:27] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:19:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:19:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:19:29] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:19:30] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 15:35:53] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 16:12:44] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 19:43:23] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 19:43:33] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 19:43:52] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 19:44:06] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 19:53:18] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 20:08:51] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 20:08:56] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 20:44:57] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 20:45:15] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 22:37:21] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[02-Sep-2016 22:37:26] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[03-Sep-2016 06:50:28] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[03-Sep-2016 08:23:36] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[03-Sep-2016 17:56:38] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[03-Sep-2016 19:56:27] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[03-Sep-2016 20:05:50] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[03-Sep-2016 23:24:12] PHP Parse error: syntax error, unexpected ':' in /home1/flowpoin/public\_html/support/login.php on line 70

[04-Sep-2016 02:00:40] PHP Parse error: syntax error, unexpected ':' in /home1/flowpoin/public\_html/support/login.php on line 70

[04-Sep-2016 02:01:08] PHP Parse error: syntax error, unexpected T\_FUNCTION, expecting ')' in /home1/flowpoin/public\_html/support/account.php on line 61

[04-Sep-2016 02:05:15] PHP Parse error: syntax error, unexpected ':' in /home1/flowpoin/public\_html/support/login.php on line 70

[04-Sep-2016 02:05:16] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[04-Sep-2016 08:24:59] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[04-Sep-2016 10:30:27] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[04-Sep-2016 11:14:01] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[04-Sep-2016 18:39:53] PHP Parse error: syntax error, unexpected ':' in /home1/flowpoin/public\_html/support/login.php on line 70

[05-Sep-2016 00:13:13] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[05-Sep-2016 00:55:42] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[05-Sep-2016 00:56:08] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[05-Sep-2016 00:56:50] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[05-Sep-2016 08:25:21] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[05-Sep-2016 14:55:35] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[05-Sep-2016 15:04:10] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[05-Sep-2016 18:06:56] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 02:24:48] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 02:24:48] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 02:25:14] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 02:25:44] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 04:33:58] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 05:44:31] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 08:27:06] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 08:28:43] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 08:55:13] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 09:07:23] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 09:08:11] PHP Parse error: syntax error, unexpected T\_STATIC in /home1/flowpoin/public\_html/support/include/class.plugin.php on line 155

[06-Sep-2016 09:09:27 America/Denver] PHP Warning: include(): Failed opening '/home1/flowpoin/public\_html/support/../wp-blog-header.php' for inclusion (include\_path='./:/home1/flowpoin/public\_html/support/include/:/home1/flowpoin/public\_html/support/include/pear/') in /home1/flowpoin/public\_html/support/main.inc.php on line 78

[06-Sep-2016 09:09:27 America/Denver] PHP Fatal error: Call to undefined function \_\_() in /home1/flowpoin/public\_html/support/include/class.nav.php on line 321

Class.nav.php

<?php

/\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

class.nav.php

Navigation helper classes. Pointless BUT helps keep navigation clean and free from errors.

Peter Rotich <peter@osticket.com>

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http://www.osticket.com

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vim: expandtab sw=4 ts=4 sts=4:

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*/

require\_once(INCLUDE\_DIR.'class.app.php');

class StaffNav {

var $activetab;

var $activeMenu;

var $panel;

var $staff;

function StaffNav($staff, $panel='staff'){

$this->staff=$staff;

$this->panel=strtolower($panel);

}

function \_\_get($what) {

// Lazily initialize the tabbing system

switch($what) {

case 'tabs':

$this->tabs=$this->getTabs();

break;

case 'submenus':

$this->submenus=$this->getSubMenus();

break;

default:

throw new Exception($what . ': No such attribute');

}

return $this->{$what};

}

function getPanel(){

return $this->panel;

}

function isAdminPanel(){

return (!strcasecmp($this->getPanel(),'admin'));

}

function isStaffPanel() {

return (!$this->isAdminPanel());

}

function getRegisteredApps() {

return Application::getStaffApps();

}

function setTabActive($tab, $menu=''){

if($this->tabs[$tab]){

$this->tabs[$tab]['active']=true;

if($this->activetab && $this->activetab!=$tab && $this->tabs[$this->activetab])

$this->tabs[$this->activetab]['active']=false;

$this->activetab=$tab;

if($menu) $this->setActiveSubMenu($menu, $tab);

return true;

}

return false;

}

function setActiveTab($tab, $menu=''){

return $this->setTabActive($tab, $menu);

}

function getActiveTab(){

return $this->activetab;

}

function setActiveSubMenu($mid, $tab='') {

if(is\_numeric($mid))

$this->activeMenu = $mid;

elseif($mid && $tab && ($subNav=$this->getSubNav($tab))) {

foreach($subNav as $k => $menu) {

if(strcasecmp($mid, $menu['href'])) continue;

$this->activeMenu = $k+1;

break;

}

}

}

function getActiveMenu() {

return $this->activeMenu;

}

function addSubMenu($item,$active=false){

// Triger lazy loading if submenus haven't been initialized

isset($this->submenus[$this->getPanel().'.'.$this->activetab]);

$this->submenus[$this->getPanel().'.'.$this->activetab][]=$item;

if($active)

$this->activeMenu=sizeof($this->submenus[$this->getPanel().'.'.$this->activetab]);

}

function getTabs(){

if(!$this->tabs) {

$this->tabs=array();

$this->tabs['dashboard'] = array('desc'=>\_\_('Dashboard'),'href'=>'dashboard.php','title'=>\_\_('Agent Dashboard'), "class"=>"no-pjax");

$this->tabs['users'] = array('desc' => \_\_('Users'), 'href' => 'users.php', 'title' => \_\_('User Directory'));

$this->tabs['tickets'] = array('desc'=>\_\_('Tickets'),'href'=>'tickets.php','title'=>\_\_('Ticket Queue'));

$this->tabs['kbase'] = array('desc'=>\_\_('Knowledgebase'),'href'=>'kb.php','title'=>\_\_('Knowledgebase'));

if (count($this->getRegisteredApps()))

$this->tabs['apps']=array('desc'=>\_\_('Applications'),'href'=>'apps.php','title'=>\_\_('Applications'));

}

return $this->tabs;

}

function getSubMenus(){ //Private.

global $cfg;

$staff = $this->staff;

$submenus=array();

foreach($this->getTabs() as $k=>$tab){

$subnav=array();

switch(strtolower($k)){

case 'tickets':

$subnav[]=array('desc'=>\_\_('Tickets'),'href'=>'tickets.php','iconclass'=>'Ticket', 'droponly'=>true);

if($staff) {

if(($assigned=$staff->getNumAssignedTickets()))

$subnav[]=array('desc'=>\_\_('My&nbsp;Tickets')." ($assigned)",

'href'=>'tickets.php?status=assigned',

'iconclass'=>'assignedTickets',

'droponly'=>true);

if($staff->canCreateTickets())

$subnav[]=array('desc'=>\_\_('New Ticket'),

'title' => \_\_('Open a New Ticket'),

'href'=>'tickets.php?a=open',

'iconclass'=>'newTicket',

'id' => 'new-ticket',

'droponly'=>true);

}

break;

case 'dashboard':

$subnav[]=array('desc'=>\_\_('Dashboard'),'href'=>'dashboard.php','iconclass'=>'logs');

$subnav[]=array('desc'=>\_\_('Agent Directory'),'href'=>'directory.php','iconclass'=>'teams');

$subnav[]=array('desc'=>\_\_('My Profile'),'href'=>'profile.php','iconclass'=>'users');

break;

case 'users':

$subnav[] = array('desc' => \_\_('User Directory'), 'href' => 'users.php', 'iconclass' => 'teams');

$subnav[] = array('desc' => \_\_('Organizations'), 'href' => 'orgs.php', 'iconclass' => 'departments');

break;

case 'kbase':

$subnav[]=array('desc'=>\_\_('FAQs'),'href'=>'kb.php', 'urls'=>array('faq.php'), 'iconclass'=>'kb');

if($staff) {

if($staff->canManageFAQ())

$subnav[]=array('desc'=>\_\_('Categories'),'href'=>'categories.php','iconclass'=>'faq-categories');

if ($cfg->isCannedResponseEnabled() && $staff->canManageCannedResponses())

$subnav[]=array('desc'=>\_\_('Canned Responses'),'href'=>'canned.php','iconclass'=>'canned');

}

break;

case 'apps':

foreach ($this->getRegisteredApps() as $app)

$subnav[] = $app;

break;

}

if($subnav)

$submenus[$this->getPanel().'.'.strtolower($k)]=$subnav;

}

return $submenus;

}

function getSubMenu($tab=null){

$tab=$tab?$tab:$this->activetab;

return $this->submenus[$this->getPanel().'.'.$tab];

}

function getSubNav($tab=null){

return $this->getSubMenu($tab);

}

}

class AdminNav extends StaffNav{

function AdminNav($staff){

parent::StaffNav($staff, 'admin');

}

function getRegisteredApps() {

return Application::getAdminApps();

}

function getTabs(){

if(!$this->tabs){

$tabs=array();

$tabs['dashboard']=array('desc'=>\_\_('Dashboard'),'href'=>'logs.php','title'=>\_\_('Admin Dashboard'));

$tabs['settings']=array('desc'=>\_\_('Settings'),'href'=>'settings.php','title'=>\_\_('System Settings'));

$tabs['manage']=array('desc'=>\_\_('Manage'),'href'=>'helptopics.php','title'=>\_\_('Manage Options'));

$tabs['emails']=array('desc'=>\_\_('Emails'),'href'=>'emails.php','title'=>\_\_('Email Settings'));

$tabs['staff']=array('desc'=>\_\_('Agents'),'href'=>'staff.php','title'=>\_\_('Manage Agents'));

if (count($this->getRegisteredApps()))

$tabs['apps']=array('desc'=>\_\_('Applications'),'href'=>'apps.php','title'=>\_\_('Applications'));

$this->tabs=$tabs;

}

return $this->tabs;

}

function getSubMenus(){

$submenus=array();

foreach($this->getTabs() as $k=>$tab){

$subnav=array();

switch(strtolower($k)){

case 'dashboard':

$subnav[]=array('desc'=>\_\_('System Logs'),'href'=>'logs.php','iconclass'=>'logs');

$subnav[]=array('desc'=>\_\_('Information'),'href'=>'system.php','iconclass'=>'preferences');

break;

case 'settings':

$subnav[]=array('desc'=>\_\_('Company'),'href'=>'settings.php?t=pages','iconclass'=>'pages');

$subnav[]=array('desc'=>\_\_('System'),'href'=>'settings.php?t=system','iconclass'=>'preferences');

$subnav[]=array('desc'=>\_\_('Tickets'),'href'=>'settings.php?t=tickets','iconclass'=>'ticket-settings');

$subnav[]=array('desc'=>\_\_('Emails'),'href'=>'settings.php?t=emails','iconclass'=>'email-settings');

$subnav[]=array('desc'=>\_\_('Access'),'href'=>'settings.php?t=access','iconclass'=>'users');

$subnav[]=array('desc'=>\_\_('Knowledgebase'),'href'=>'settings.php?t=kb','iconclass'=>'kb-settings');

$subnav[]=array('desc'=>\_\_('Autoresponder'),'href'=>'settings.php?t=autoresp','iconclass'=>'email-autoresponders');

$subnav[]=array('desc'=>\_\_('Alerts and Notices'),'href'=>'settings.php?t=alerts','iconclass'=>'alert-settings');

break;

case 'manage':

$subnav[]=array('desc'=>\_\_('Help Topics'),'href'=>'helptopics.php','iconclass'=>'helpTopics');

$subnav[]=array('desc'=>\_\_('Ticket Filters'),'href'=>'filters.php',

'title'=>\_\_('Ticket Filters'),'iconclass'=>'ticketFilters');

$subnav[]=array('desc'=>\_\_('SLA Plans'),'href'=>'slas.php','iconclass'=>'sla');

$subnav[]=array('desc'=>\_\_('API Keys'),'href'=>'apikeys.php','iconclass'=>'api');

$subnav[]=array('desc'=>\_\_('Pages'), 'href'=>'pages.php','title'=>'Pages','iconclass'=>'pages');

$subnav[]=array('desc'=>\_\_('Forms'),'href'=>'forms.php','iconclass'=>'forms');

$subnav[]=array('desc'=>\_\_('Lists'),'href'=>'lists.php','iconclass'=>'lists');

$subnav[]=array('desc'=>\_\_('Plugins'),'href'=>'plugins.php','iconclass'=>'api');

break;

case 'emails':

$subnav[]=array('desc'=>\_\_('Emails'),'href'=>'emails.php', 'title'=>\_\_('Email Addresses'), 'iconclass'=>'emailSettings');

$subnav[]=array('desc'=>\_\_('Banlist'),'href'=>'banlist.php',

'title'=>\_\_('Banned Emails'),'iconclass'=>'emailDiagnostic');

$subnav[]=array('desc'=>\_\_('Templates'),'href'=>'templates.php','title'=>\_\_('Email Templates'),'iconclass'=>'emailTemplates');

$subnav[]=array('desc'=>\_\_('Diagnostic'),'href'=>'emailtest.php', 'title'=>\_\_('Email Diagnostic'), 'iconclass'=>'emailDiagnostic');

break;

case 'staff':

$subnav[]=array('desc'=>\_\_('Agents'),'href'=>'staff.php','iconclass'=>'users');

$subnav[]=array('desc'=>\_\_('Teams'),'href'=>'teams.php','iconclass'=>'teams');

$subnav[]=array('desc'=>\_\_('Groups'),'href'=>'groups.php','iconclass'=>'groups');

$subnav[]=array('desc'=>\_\_('Departments'),'href'=>'departments.php','iconclass'=>'departments');

break;

case 'apps':

foreach ($this->getRegisteredApps() as $app)

$subnav[] = $app;

break;

}

if($subnav)

$submenus[$this->getPanel().'.'.strtolower($k)]=$subnav;

}

return $submenus;

}

}

class UserNav {

var $navs=array();

var $activenav;

var $user;

function UserNav($user=null, $active=''){

$this->user=$user;

$this->navs=$this->getNavs();

if($active)

$this->setActiveNav($active);

}

function getRegisteredApps() {

return Application::getClientApps();

}

function setActiveNav($nav){

if($nav && $this->navs[$nav]){

$this->navs[$nav]['active']=true;

if($this->activenav && $this->activenav!=$nav && $this->navs[$this->activenav])

$this->navs[$this->activenav]['active']=false;

$this->activenav=$nav;

return true;

}

return false;

}

function getNavLinks(){

global $cfg;

//Paths are based on the root dir.

if(!$this->navs){

$navs = array();

$user = $this->user;

$navs['home']=array('desc'=>\_\_('Support Center Home'),'href'=>'index.php','title'=>'');

if($cfg && $cfg->isKnowledgebaseEnabled())

$navs['kb']=array('desc'=>\_\_('Knowledgebase'),'href'=>'kb/index.php','title'=>'');

// Show the "Open New Ticket" link unless BOTH client

// registration is disabled and client login is required for new

// tickets. In such a case, creating a ticket would not be

// possible for web clients.

if ($cfg->getClientRegistrationMode() != 'disabled'

|| !$cfg->isClientLoginRequired())

$navs['new']=array('desc'=>\_\_('Open a New Ticket'),'href'=>'open.php','title'=>'');

if($user && $user->isValid()) {

if(!$user->isGuest()) {

$navs['tickets']=array('desc'=>sprintf(\_\_('Tickets (%d)'),$user->getNumTickets()),

'href'=>'tickets.php',

'title'=>\_\_('Show all tickets'));

} else {

$navs['tickets']=array('desc'=>\_\_('View Ticket Thread'),

'href'=>sprintf('tickets.php?id=%d',$user->getTicketId()),

'title'=>\_\_('View ticket status'));

}

} else {

$navs['status']=array('desc'=>\_\_('Check Ticket Status'),'href'=>'view.php','title'=>'');

}

$this->navs=$navs;

}

return $this->navs;

}

function getNavs(){

return $this->getNavLinks();

}

}

?>

Main.inc.php

<link rel="stylesheet" href="/support/css/osticket.css?1faad22" media="screen">

<link rel="stylesheet" href="/support/assets/default/css/theme.css?1faad22" media="screen">

<link rel="stylesheet" href="/support/assets/default/css/print.css?1faad22" media="print">

<link rel="stylesheet" href="/support/scp/css/typeahead.css"

media="screen" />

<link type="text/css" href="/support/css/ui-lightness/jquery-ui-1.10.3.custom.min.css"

rel="stylesheet" media="screen" />

<link rel="stylesheet" href="/support/css/thread.css?1faad22" media="screen">

<link rel="stylesheet" href="/support/css/redactor.css?1faad22" media="screen">

<link type="text/css" rel="stylesheet" href="/support/css/font-awesome.min.css?1faad22">

<link type="text/css" rel="stylesheet" href="/support/css/flags.css?1faad22">

<link type="text/css" rel="stylesheet" href="/support/css/rtl.css?1faad22"/>

<script type="text/javascript" src="//cdnjs.cloudflare.com/ajax/libs/lodash.js/0.10.0/lodash.min.js"></script>

<script type="text/javascript" src="/support/js/underscore.1.8.3.js"></script>

<script type="text/javascript" src="/support/js/jquery-1.8.3.min.js?1faad22"></script>

<script type="text/javascript" src="/support/js/jquery-ui-1.10.3.custom.min.js?1faad22"></script>

<script type="text/javascript" src="/support/js/osticket.js?1faad22"></script>

<script type="text/javascript" src="/support/js/filedrop.field.js?1faad22"></script>

<script type="text/javascript" src="/support/js/jquery.multiselect.min.js?1faad22"></script>

<script src="/support/scp/js/bootstrap-typeahead.js?1faad22"></script>

<script type="text/javascript" src="/support/js/redactor.min.js?1faad22"></script>

<script type="text/javascript" src="/support/js/redactor-osticket.js?1faad22"></script>

<script type="text/javascript" src="/support/js/redactor-fonts.js?1faad22"></script><?php

/\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

main.inc.php

Master include file which must be included at the start of every file.

The brain of the whole sytem. Don't monkey with it.

Peter Rotich <peter@osticket.com>

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vim: expandtab sw=4 ts=4 sts=4:

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*/

#Disable direct access.

if(isset($\_SERVER['SCRIPT\_NAME'])

&& !strcasecmp(basename($\_SERVER['SCRIPT\_NAME']),basename(\_\_FILE\_\_)))

die('kwaheri rafiki!');

require('bootstrap.php');

Bootstrap::loadConfig();

Bootstrap::defineTables(TABLE\_PREFIX);

Bootstrap::i18n\_prep();

Bootstrap::loadCode();

Bootstrap::connect();

if(!($ost=osTicket::start()) || !($cfg = $ost->getConfig()))

Bootstrap::croak(\_\_('Unable to load config info from DB. Get tech support.'));

//Init

$session = $ost->getSession();

//System defaults we might want to make global//

#pagenation default - user can override it!

define('DEFAULT\_PAGE\_LIMIT', $cfg->getPageSize()?$cfg->getPageSize():25);

#Cleanup magic quotes crap.

if(function\_exists('get\_magic\_quotes\_gpc') && get\_magic\_quotes\_gpc()) {

$\_POST=Format::strip\_slashes($\_POST);

$\_GET=Format::strip\_slashes($\_GET);

$\_REQUEST=Format::strip\_slashes($\_REQUEST);

}

// extract system messages

$errors = array();

$msg=$warn=$sysnotice='';

if ($\_SESSION['::sysmsgs']) {

extract($\_SESSION['::sysmsgs']);

unset($\_SESSION['::sysmsgs']);

}

if (!strpos($\_SERVER["SCRIPT\_FILENAME"], "/scp/")) {

$\_SERVER["REQUEST\_URI"]="/support/"; //replace tickets with similar to any page name you want and should also match osTicket folder name.

include(ROOT\_DIR.'../wp-blog-header.php');

}

?>

**class.plugin.php**

**<?php**

**require\_once(INCLUDE\_DIR.'/class.config.php');**

**class PluginConfig extends Config {**

**var $table = CONFIG\_TABLE;**

**var $form;**

**function \_\_construct($name) {**

**// Use parent constructor to place configurable information into the**

**// central config table in a namespace of "plugin.<id>"**

**parent::Config("plugin.$name");**

**foreach ($this->getOptions() as $name => $field) {**

**if ($this->exists($name))**

**$this->config[$name]['value'] = $field->to\_php($this->get($name));**

**elseif ($default = $field->get('default'))**

**$this->defaults[$name] = $default;**

**}**

**}**

**/\* abstract \*/**

**function getOptions() {**

**return array();**

**}**

**function hasCustomConfig() {**

**return $this instanceof PluginCustomConfig;**

**}**

**/\*\***

**\* Retreive a Form instance for the configurable options offered in**

**\* ::getOptions**

**\*/**

**function getForm() {**

**if (!isset($this->form)) {**

**$this->form = new Form($this->getOptions());**

**if ($\_SERVER['REQUEST\_METHOD'] != 'POST')**

**$this->form->data($this->getInfo());**

**}**

**return $this->form;**

**}**

**/\*\***

**\* commit**

**\***

**\* Used in the POST request of the configuration process. The**

**\* ::getForm() method should be used to retrieve a configuration form**

**\* for this plugin. That form should be submitted via a POST request,**

**\* and this method should be called in that request. The data from the**

**\* POST request will be interpreted and will adjust the configuration of**

**\* this field**

**\***

**\* Parameters:**

**\* errors - (OUT array) receives validation errors of the parsed**

**\* configuration form**

**\***

**\* Returns:**

**\* (bool) true if the configuration was updated, false if there were**

**\* errors. If false, the errors were written into the received errors**

**\* array.**

**\*/**

**function commit(&$errors=array()) {**

**global $msg;**

**if ($this->hasCustomConfig())**

**return $this->saveCustomConfig($errors);**

**return $this->commitForm($errors);**

**}**

**function commitForm(&$errors=array()) {**

**global $msg;**

**$f = $this->getForm();**

**$commit = false;**

**if ($f->isValid()) {**

**$config = $f->getClean();**

**$commit = $this->pre\_save($config, $errors);**

**}**

**$errors += $f->errors();**

**if ($commit && count($errors) === 0) {**

**$dbready = array();**

**foreach ($config as $name => $val) {**

**$field = $f->getField($name);**

**$dbready[$name] = $field->to\_database($val);**

**}**

**if ($this->updateAll($dbready)) {**

**if (!$msg)**

**$msg = 'Successfully updated configuration';**

**return true;**

**}**

**}**

**return false;**

**}**

**/\*\***

**\* Pre-save hook to check configuration for errors (other than obvious**

**\* validation errors) prior to saving. Add an error to the errors list**

**\* or return boolean FALSE if the config commit should be aborted.**

**\*/**

**function pre\_save($config, &$errors) {**

**return true;**

**}**

**/\*\***

**\* Remove all configuration for this plugin -- used when the plugin is**

**\* uninstalled**

**\*/**

**function purge() {**

**$sql = 'DELETE FROM '.$this->table**

**.' WHERE `namespace`='.db\_input($this->getNamespace());**

**return (db\_query($sql) && db\_affected\_rows());**

**}**

**}**

**/\*\***

**\* Interface: PluginCustomConfig**

**\***

**\* Allows a plugin to specify custom configuration pages. If the**

**\* configuration cannot be suited by a single page, single form, then**

**\* the plugin can use the ::renderCustomConfig() method to trigger**

**\* rendering the page, and use ::saveCustomConfig() to trigger**

**\* validating and saving the custom configuration.**

**\*/**

**interface PluginCustomConfig {**

**function renderCustomConfig();**

**function saveCustomConfig();**

**}**

**class PluginManager {**

**static private $plugin\_info = array();**

**static private $plugin\_list = array();**

**/\*\***

**\* boostrap**

**\***

**\* Used to bootstrap the plugin subsystem and initialize all the plugins**

**\* currently enabled.**

**\*/**

**function bootstrap() {**

**foreach ($this->allActive() as $p)**

**$p->bootstrap();**

**}**

**/\*\***

**\* allActive**

**\***

**\* Scans the plugin registry to find all installed and active plugins.**

**\* Those plugins are included, instanciated, and cached in a list.**

**\***

**\* Returns:**

**\* Array<Plugin> a cached list of instanciated plugins for all installed**

**\* and active plugins**

**\*/**

**static function allInstalled() {**

**if (static::$plugin\_list)**

**return static::$plugin\_list;**

**$sql = 'SELECT \* FROM '.PLUGIN\_TABLE;**

**if (!($res = db\_query($sql)))**

**return static::$plugin\_list;**

**while ($ht = db\_fetch\_array($res)) {**

**// XXX: Only read active plugins here. allInfos() will**

**// read all plugins**

**$info = static::getInfoForPath(**

**INCLUDE\_DIR . $ht['install\_path'], $ht['isphar']);**

**list($path, $class) = explode(':', $info['plugin']);**

**if (!$class)**

**$class = $path;**

**elseif ($ht['isphar'])**

**require\_once('phar://' . INCLUDE\_DIR . $ht['install\_path']**

**. '/' . $path);**

**else**

**require\_once(INCLUDE\_DIR . $ht['install\_path']**

**. '/' . $path);**

**if ($ht['isactive']) {**

**static::$plugin\_list[$ht['install\_path']]**

**= new $class($ht['id']);**

**}**

**else {**

**// Get instance without calling the constructor. Thanks**

**// http://stackoverflow.com/a/2556089**

**$a = unserialize(**

**sprintf(**

**'O:%d:"%s":0:{}',**

**strlen($class), $class**

**)**

**);**

**// Simulate \_\_construct() and load()**

**$a->id = $ht['id'];**

**$a->ht = $ht;**

**$a->info = $info;**

**static::$plugin\_list[$ht['install\_path']] = &$a;**

**unset($a);**

**}**

**}**

**return static::$plugin\_list;**

**}**

**static function allActive() {**

**$plugins = array();**

**foreach (static::allInstalled() as $p)**

**if ($p instanceof Plugin && $p->isActive())**

**$plugins[] = $p;**

**return $plugins;**

**}**

**function throwException($errno, $errstr) {**

**throw new RuntimeException($errstr);**

**}**

**/\*\***

**\* allInfos**

**\***

**\* Scans the plugin folders for installed plugins. For each one, the**

**\* plugin.php file is included and the info array returned in added to**

**\* the list returned.**

**\***

**\* Returns:**

**\* Information about all available plugins. The registry will have to be**

**\* queried to determine if the plugin is installed**

**\*/**

**static function allInfos() {**

**foreach (glob(INCLUDE\_DIR . 'plugins/\*',**

**GLOB\_NOSORT|GLOB\_BRACE) as $p) {**

**$is\_phar = false;**

**if (substr($p, strlen($p) - 5) == '.phar'**

**&& class\_exists('Phar')**

**&& Phar::isValidPharFilename($p)) {**

**try {**

**// When public key is invalid, openssl throws a**

**// 'supplied key param cannot be coerced into a public key' warning**

**// and phar ignores sig verification.**

**// We need to protect from that by catching the warning**

**// Thanks, https://github.com/koto/phar-util**

**set\_error\_handler(array('self', 'throwException'));**

**$ph = new Phar($p);**

**restore\_error\_handler();**

**// Verify the signature**

**$ph->getSignature();**

**$p = 'phar://' . $p;**

**$is\_phar = true;**

**} catch (UnexpectedValueException $e) {**

**// Cannot find signature file**

**} catch (RuntimeException $e) {**

**// Invalid signature file**

**}**

**}**

**if (!is\_file($p . '/plugin.php'))**

**// Invalid plugin -- must define "/plugin.php"**

**continue;**

**// Cache the info into static::$plugin\_info**

**static::getInfoForPath($p, $is\_phar);**

**}**

**return static::$plugin\_info;**

**}**

**static function getInfoForPath($path, $is\_phar=false) {**

**static $defaults = array(**

**'include' => 'include/',**

**'stream' => false,**

**);**

**$install\_path = str\_replace(INCLUDE\_DIR, '', $path);**

**$install\_path = str\_replace('phar://', '', $install\_path);**

**if ($is\_phar && substr($path, 0, 7) != 'phar://')**

**$path = 'phar://' . $path;**

**if (!isset(static::$plugin\_info[$install\_path])) {**

**// plugin.php is require to return an array of informaiton about**

**// the plugin.**

**$info = array\_merge($defaults, (include $path . '/plugin.php'));**

**$info['install\_path'] = $install\_path;**

**// XXX: Ensure 'id' key isset**

**static::$plugin\_info[$install\_path] = $info;**

**}**

**return static::$plugin\_info[$install\_path];**

**}**

**function getInstance($path) {**

**static $instances = array();**

**if (!isset($instances[$path])**

**&& ($ps = static::allInstalled())**

**&& ($ht = $ps[$path])**

**&& ($info = static::getInfoForPath($path))) {**

**// $ht may be the plugin instance**

**if ($ht instanceof Plugin)**

**return $ht;**

**// Usually this happens when the plugin is being enabled**

**list($path, $class) = explode(':', $info['plugin']);**

**if (!$class)**

**$class = $path;**

**else**

**require\_once(INCLUDE\_DIR . $info['install\_path'] . '/' . $path);**

**$instances[$path] = new $class($ht['id']);**

**}**

**return $instances[$path];**

**}**

**/\*\***

**\* install**

**\***

**\* Used to install a plugin that is in-place on the filesystem, but not**

**\* registered in the plugin registry -- the %plugin table.**

**\*/**

**function install($path) {**

**$is\_phar = substr($path, strlen($path) - 5) == '.phar';**

**if (!($info = $this->getInfoForPath(INCLUDE\_DIR . $path, $is\_phar)))**

**return false;**

**$sql='INSERT INTO '.PLUGIN\_TABLE.' SET installed=NOW() '**

**.', install\_path='.db\_input($path)**

**.', name='.db\_input($info['name'])**

**.', isphar='.db\_input($is\_phar);**

**if (!db\_query($sql) || !db\_affected\_rows())**

**return false;**

**static::clearCache();**

**return true;**

**}**

**static function clearCache() {**

**static::$plugin\_list = array();**

**}**

**}**

**/\*\***

**\* Class: Plugin (abstract)**

**\***

**\* Base class for plugins. Plugins should inherit from this class and define**

**\* the useful pieces of the**

**\*/**

**abstract class Plugin {**

**/\*\***

**\* Configuration manager for the plugin. Should be the name of a class**

**\* that inherits from PluginConfig. This is abstract and must be defined**

**\* by the plugin subclass.**

**\*/**

**var $config\_class = null;**

**var $id;**

**var $info;**

**const VERIFIED = 1; // Thumbs up**

**const VERIFY\_EXT\_MISSING = 2; // PHP extension missing**

**const VERIFY\_FAILED = 3; // Bad signature data**

**const VERIFY\_ERROR = 4; // Unable to verify (unexpected error)**

**const VERIFY\_NO\_KEY = 5; // Public key missing**

**const VERIFY\_DNS\_PASS = 6; // DNS check passes, cannot verify sig**

**static $verify\_domain = 'updates.osticket.com';**

**function Plugin($id) {**

**$this->id = $id;**

**$this->load();**

**}**

**function load() {**

**$sql = 'SELECT \* FROM '.PLUGIN\_TABLE.' WHERE**

**`id`='.db\_input($this->id);**

**if (($res = db\_query($sql)) && ($ht=db\_fetch\_array($res)))**

**$this->ht = $ht;**

**$this->info = PluginManager::getInfoForPath($this->ht['install\_path'],**

**$this->isPhar());**

**}**

**function getId() { return $this->id; }**

**function getName() { return $this->\_\_($this->info['name']); }**

**function isActive() { return $this->ht['isactive']; }**

**function isPhar() { return $this->ht['isphar']; }**

**function getInstallDate() { return $this->ht['installed']; }**

**function getInstallPath() { return $this->ht['install\_path']; }**

**function getIncludePath() {**

**return realpath(INCLUDE\_DIR . $this->info['install\_path'] . '/'**

**. $this->info['include\_path']) . '/';**

**}**

**/\*\***

**\* Main interface for plugins. Called at the beginning of every request**

**\* for each installed plugin. Plugins should register functionality and**

**\* connect to signals, etc.**

**\*/**

**abstract function bootstrap();**

**/\*\***

**\* uninstall**

**\***

**\* Removes the plugin from the plugin registry. The files remain on the**

**\* filesystem which would allow the plugin to be reinstalled. The**

**\* configuration for the plugin is also removed. If the plugin is**

**\* reinstalled, it will have to be reconfigured.**

**\*/**

**function uninstall(&$errors) {**

**if ($this->pre\_uninstall($errors) === false)**

**return false;**

**$sql = 'DELETE FROM '.PLUGIN\_TABLE**

**.' WHERE id='.db\_input($this->getId());**

**PluginManager::clearCache();**

**if (!db\_query($sql) || !db\_affected\_rows())**

**return false;**

**$this->getConfig()->purge();**

**return true;**

**}**

**/\*\***

**\* pre\_uninstall**

**\***

**\* Hook function to veto the uninstallation request. Return boolean**

**\* FALSE if the uninstall operation should be aborted.**

**\*/**

**function pre\_uninstall(&$errors) {**

**return true;**

**}**

**function enable() {**

**$sql = 'UPDATE '.PLUGIN\_TABLE**

**.' SET isactive=1 WHERE id='.db\_input($this->getId());**

**PluginManager::clearCache();**

**return (db\_query($sql) && db\_affected\_rows());**

**}**

**function disable() {**

**$sql = 'UPDATE '.PLUGIN\_TABLE**

**.' SET isactive=0 WHERE id='.db\_input($this->getId());**

**PluginManager::clearCache();**

**return (db\_query($sql) && db\_affected\_rows());**

**}**

**/\*\***

**\* upgrade**

**\***

**\* Upgrade the plugin. This is used to migrate the database pieces of**

**\* the plugin using the database migration stream packaged with the**

**\* plugin.**

**\*/**

**function upgrade() {**

**}**

**function getConfig() {**

**static $config = null;**

**if ($config === null && $this->config\_class)**

**$config = new $this->config\_class($this->getId());**

**return $config;**

**}**

**function source($what) {**

**$what = str\_replace('\\', '/', $what);**

**if ($what && $what[0] != '/')**

**$what = $this->getIncludePath() . $what;**

**include\_once $what;**

**}**

**static function lookup($id) { //Assuming local ID is the only lookup used!**

**$path = false;**

**if ($id && is\_numeric($id)) {**

**$sql = 'SELECT install\_path FROM '.PLUGIN\_TABLE**

**.' WHERE id='.db\_input($id);**

**$path = db\_result(db\_query($sql));**

**}**

**if ($path)**

**return PluginManager::getInstance($path);**

**}**

**/\*\***

**\* Function: isVerified**

**\***

**\* This will help verify the content, integrity, oversight, and origin**

**\* of plugins, language packs and other modules distributed for**

**\* osTicket.**

**\***

**\* This idea is that the signature of the PHAR file will be registered**

**\* in DNS, for instance,**

**\* `7afc8bf80b0555bed88823306744258d6030f0d9.updates.osticket.com`, for**

**\* a PHAR file with a SHA1 signature of**

**\* `7afc8bf80b0555bed88823306744258d6030f0d9 `, which will resolve to a**

**\* string like the following:**

**\* ```**

**\* "v=1; i=storage:s3; s=MEUCIFw6A489eX4Oq17BflxCZ8+MH6miNjtcpScUoKDjmb**

**\* lsAiEAjiBo9FzYtV3WQtW6sbhPlJXcoPpDfYyQB+BFVBMps4c=; V=0.1;"**

**\* ```**

**\* Which is a simple semicolon separated key-value pair string with the**

**\* following keys**

**\***

**\* Key | Description**

**\* :----|:---------------------------------------------------**

**\* v | Algorithm version**

**\* i | Plugin 'id' registered in plugin.php['id']**

**\* V | Plugin 'version' registered in plugin.php['version']**

**\* s | OpenSSL signature of the PHAR SHA1 signature using a**

**\* | private key (specified on the command line)**

**\***

**\* The public key, which will be distributed with osTicket, can be used**

**\* to verify the signature of the PHAR file from the data received from**

**\* DNS.**

**\***

**\* Parameters:**

**\* $phar - (string) filename of phar file to verify**

**\***

**\* Returns:**

**\* (int) -**

**\* Plugin::VERIFIED upon success**

**\* Plugin::VERIFY\_DNS\_PASS if found in DNS but cannot verify sig**

**\* Plugin::VERIFY\_NO\_KEY if public key not found in include/plugins**

**\* Plugin::VERIFY\_FAILED if the plugin fails validation**

**\* Plugin::VERIFY\_EXT\_MISSING if a PHP extension is required**

**\* Plugin::VERIFY\_ERROR if an unexpected error occurred**

**\*/**

**static function isVerified($phar) {**

**static $pubkey = null;**

**if (!class\_exists('Phar'))**

**return self::VERIFY\_EXT\_MISSING;**

**elseif (!file\_exists(INCLUDE\_DIR . '/plugins/updates.pem'))**

**return self::VERIFY\_NO\_KEY;**

**if (!isset($pubkey)) {**

**$pubkey = openssl\_pkey\_get\_public(**

**file\_get\_contents(INCLUDE\_DIR . 'plugins/updates.pem'));**

**}**

**if (!$pubkey) {**

**return self::VERIFY\_ERROR;**

**}**

**require\_once(PEAR\_DIR.'Net/DNS2.php');**

**$P = new Phar($phar);**

**$sig = $P->getSignature();**

**$info = array();**

**try {**

**$q = new Net\_DNS2\_Resolver();**

**$r = $q->query(strtolower($sig['hash']) . '.' . self::$verify\_domain, 'TXT');**

**foreach ($r->answer as $rec) {**

**foreach ($rec->text as $txt) {**

**foreach (explode(';', $txt) as $kv) {**

**list($k, $v) = explode('=', trim($kv));**

**$info[$k] = trim($v);**

**}**

**if ($info['v'] && $info['s'])**

**break;**

**}**

**}**

**}**

**catch (Net\_DNS2\_Exception $e) {**

**// TODO: Differenciate NXDOMAIN and DNS failure**

**}**

**if (is\_array($info) && isset($info['v'])) {**

**switch ($info['v']) {**

**case '1':**

**if (!($signature = base64\_decode($info['s'])))**

**return self::VERIFY\_FAILED;**

**elseif (!function\_exists('openssl\_verify'))**

**return self::VERIFY\_DNS\_PASS;**

**$codes = array(**

**-1 => self::VERIFY\_ERROR,**

**0 => self::VERIFY\_FAILED,**

**1 => self::VERIFIED,**

**);**

**$result = openssl\_verify($sig['hash'], $signature, $pubkey,**

**OPENSSL\_ALGO\_SHA1);**

**return $codes[$result];**

**}**

**}**

**return self::VERIFY\_FAILED;**

**}**

**static function showVerificationBadge($phar) {**

**switch (self::isVerified($phar)) {**

**case self::VERIFIED:**

**$show\_lock = true;**

**case self::VERIFY\_DNS\_PASS: ?>**

**&nbsp;**

**<span class="label label-verified" title="<?php**

**if ($show\_lock) echo sprintf(\_\_('Verified by %s'), self::$verify\_domain);**

**?>"> <?php**

**if ($show\_lock) echo '<i class="icon icon-lock"></i>'; ?>**

**<?php echo $show\_lock ? \_\_('Verified') : \_\_('Registered'); ?></span>**

**<?php break;**

**case self::VERIFY\_FAILED: ?>**

**&nbsp;**

**<span class="label label-danger" title="<?php**

**echo \_\_('The originator of this extension cannot be verified');**

**?>"><i class="icon icon-warning-sign"></i></span>**

**<?php break;**

**}**

**}**

**/\*\***

**\* Function: \_\_**

**\***

**\* Translate a single string (without plural alternatives) from the**

**\* langauge pack installed in this plugin. The domain is auto-configured**

**\* and detected from the plugin install path.**

**\*/**

**function \_\_($msgid) {**

**if (!isset($this->translation)) {**

**// Detect the domain from the plugin install-path**

**$groups = array();**

**preg\_match('`plugins/(\w+)(?:.phar)?`', $this->getInstallPath(), $groups);**

**$domain = $groups[1];**

**if (!$domain)**

**return $msgid;**

**$this->translation = self::translate($domain);**

**}**

**list($\_\_, $\_N) = $this->translation;**

**return $\_\_($msgid);**

**}**

**// Domain-specific translations (plugins)**

**/\*\***

**\* Function: translate**

**\***

**\* Convenience function to setup translation functions for other**

**\* domains. This is of greatest benefit for plugins. This will return**

**\* two functions to perform the translations. The first will translate a**

**\* single string, the second will translate a plural string.**

**\***

**\* Parameters:**

**\* $domain - (string) text domain. The location of the MO.php file**

**\* will be (path)/LC\_MESSAGES/(locale)/(domain).mo.php. The (path)**

**\* can be set via the $options parameter**

**\* $options - (array<string:mixed>) Extra options for the setup**

**\* "path" - (string) path to the folder containing the LC\_MESSAGES**

**\* folder. The (locale) setting is set externally respective to**

**\* the user. If this is not set, the directory of the caller is**

**\* assumed, plus '/i18n'. This is geared for plugins to be**

**\* built with i18n content inside the '/i18n/' folder.**

**\***

**\* Returns:**

**\* Translation utility functions which mimic the \_\_() and \_N()**

**\* functions. Note that two functions are returned. Capture them with a**

**\* PHP list() construct.**

**\***

**\* Caveats:**

**\* When desiging plugins which might be installed in versions of**

**\* osTicket which don't provide this function, use this compatibility**

**\* interface:**

**\***

**\* // Provide compatibility function for versions of osTicket prior to**

**\* // translation support (v1.9.4)**

**\* function translate($domain) {**

**\* if (!method\_exists('Plugin', 'translate')) {**

**\* return array(**

**\* function($x) { return $x; },**

**\* function($x, $y, $n) { return $n != 1 ? $y : $x; },**

**\* );**

**\* }**

**\* return Plugin::translate($domain);**

**\* }**

**\*/**

**static function translate($domain, $options=array()) {**

**// Configure the path for the domain. If no**

**$path = @$options['path'];**

**if (!$path) {**

**# Fetch the working path of the caller**

**$bt = debug\_backtrace(false);**

**$path = dirname($bt[0]["file"]) . '/i18n';**

**}**

**$path = rtrim($path, '/') . '/';**

**$D = TextDomain::lookup($domain);**

**$D->setPath($path);**

**$trans = $D->getTranslation();**

**return array(**

**// \_\_()**

**function($msgid) use ($trans) {**

**return $trans->translate($msgid);**

**},**

**// \_N()**

**function($singular, $plural, $n) use ($trans) {**

**return $trans->ngettext($singular, $plural, $n);**

**},**

**);**

**}**

**}**

**?>**