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

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[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);**

 **},**

 **);**

 **}**

**}**

**?>**