

HelpDesk

Frans Help Desk module

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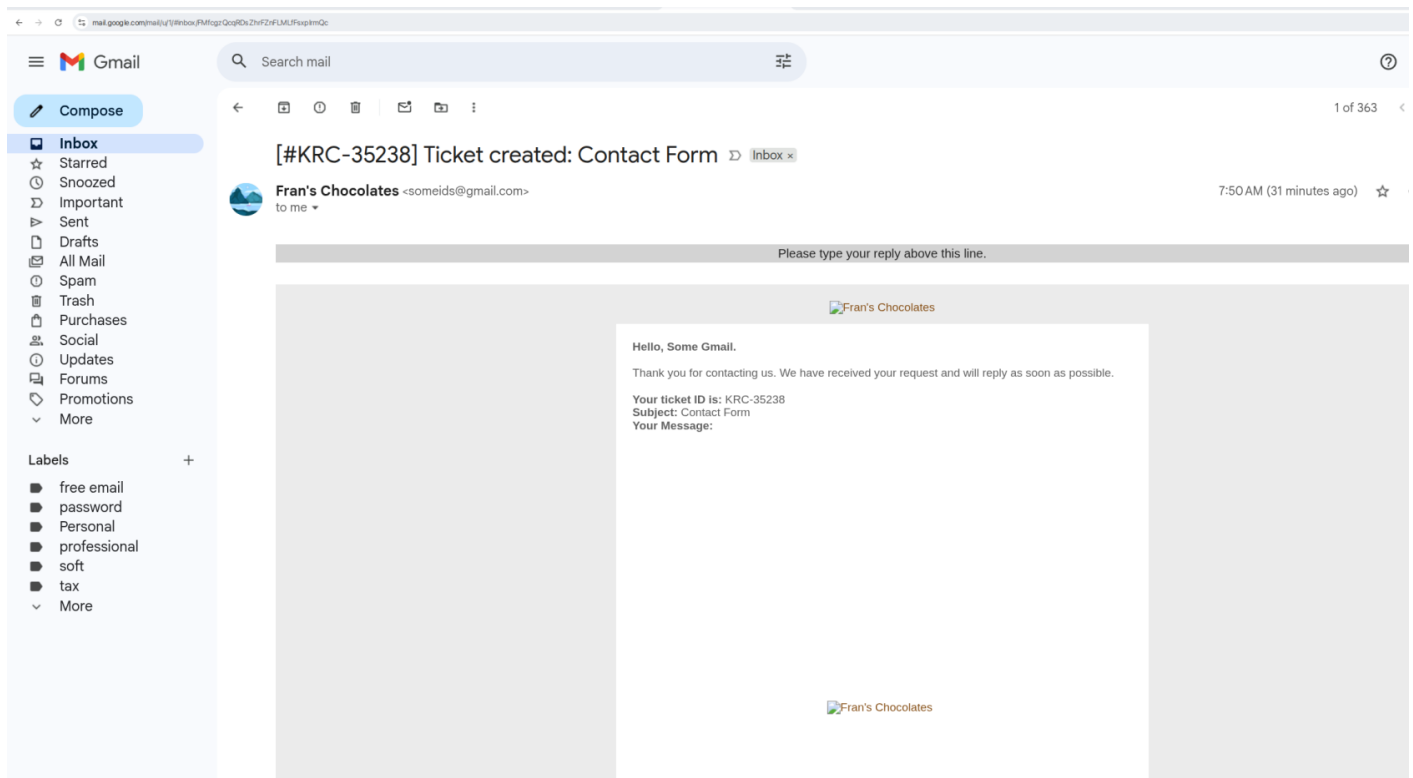
Dev Notes

10/25:

a/ Bug when due date is set back to null.

This bug happens when customer replies to the HD ticket.

When a ticket is created, customer received an acknowledgement email like this



When customer replies to that email; Gateway pulls that email and convert it to a reply to the ticket. During that process; due-date is somehow reset to null.

Help Desk Aheadworks setup guide

To set up a gateway for HDU:

1/ Example gateway using Gmail:

Gateways ▾ ← Back Delete Reset

Enable Gateway Yes

New emails, directed to a gateway mailbox, are automatically converted to tickets. Customer may reply to ticket-related messages via email - no login required. Important: when setting up a gateway, make sure that the selected mailbox does not have any messages in the Inbox folder. If the Inbox folder is not empty, move its entire content to a different folder.

Gateway Name *

Default Storeview for New Tickets ▾

Protocol ▾

Gateway Host *
for example, imap.gmail.com

Authorization Type ▾

Gateway Email *
An email address for Help Desk to fetch messages from. This address must NOT be used by any other person or system!

Login *

Password *

Use SSL/TLS ▾
993 for IMAP-SSL, 143 for IMAP-TLS, 110 for POP3 and 995 for POP3-SSL by default. Make sure that the specified port is opened in your server's firewall settings, otherwise, the extension will be unable to connect to the gateway.

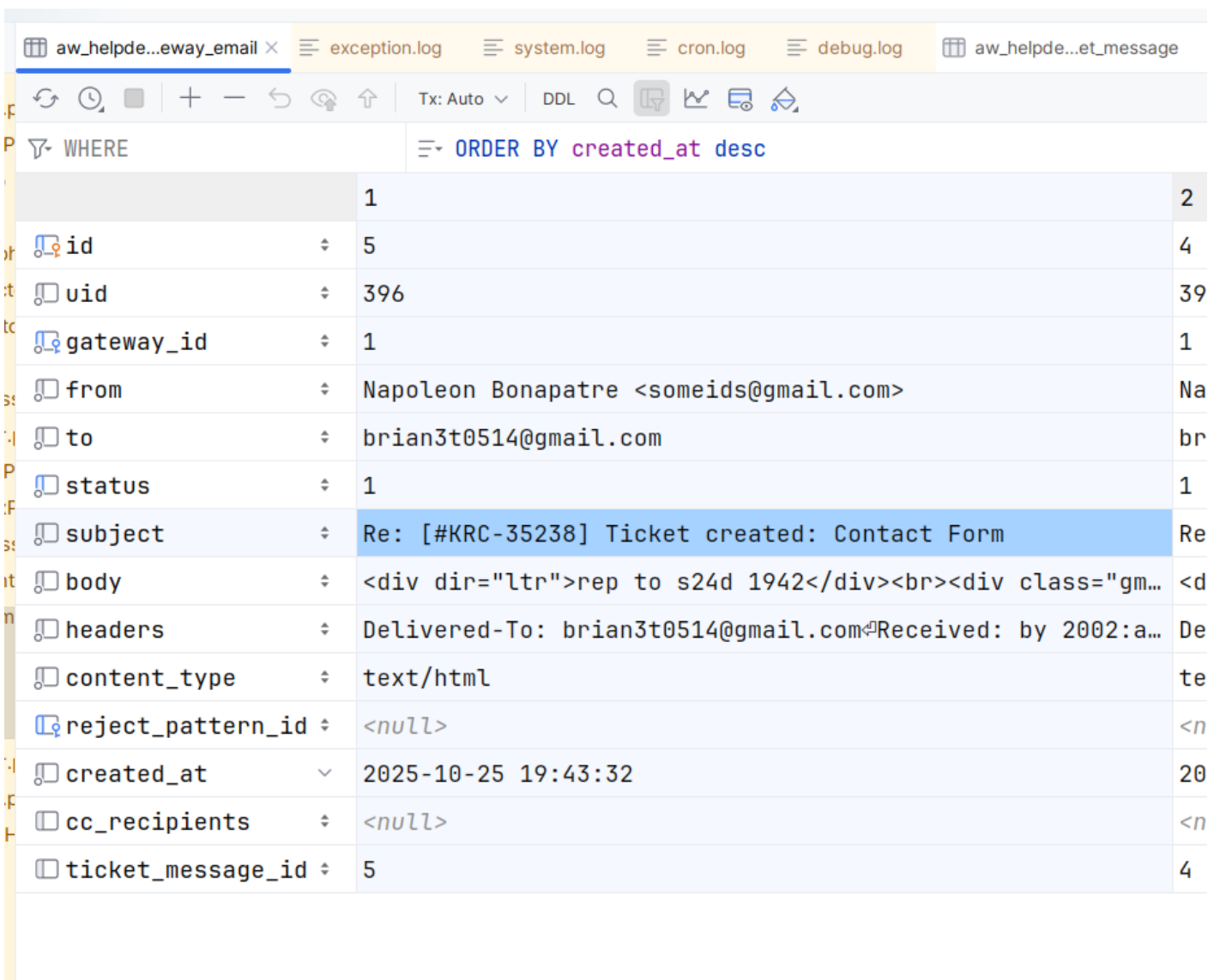
Port

Delete Emails from Host Yes
This option defines whether an email will be removed from the gateway mailbox after it gets parsed by Help Desk.

It's recommended to enable `Delete Emails from Host`, it helps keep track when the email has been processed or not.

2/ Example gateway using Outlook: WIP

Behind the scenes, when cron job `aw_helpdesk2_process_gateway` runs, it pulls emails and create new entry(s) in table `aw_hd_gateway_email`



	1	2
id	5	4
uid	396	39
gateway_id	1	1
from	Napoleon Bonapatre <someids@gmail.com>	Na
to	brian3t0514@gmail.com	br
status	1	1
subject	Re: [#KRC-35238] Ticket created: Contact Form	Re
body	<div dir="ltr">rep to s24d 1942</div> <div class="gm...<d	<d
headers	Delivered-To: brian3t0514@gmail.com Received: by 2002:a...	De
content_type	text/html	te
reject_pattern_id	<null>	<n
created_at	2025-10-25 19:43:32	20
cc_recipients	<null>	<n
ticket_message_id	5	4

Another cron job, `aw_helpdesk2_process_email` processed that email and marked it with status 1