Configuring ticket expiration and archiving

The expiration and archiving of tickets is done by the asynchonous ant tasks **expire-tickets** and **archive-tickets** (see 03 Administration) using the properties below (set in **/properties/config.properties**).

Properties

Latency before expiration

The time before a ticket is automatically expired by the application if the closure of a ticket is not approved by its owner:

```
#expiration.timeLimit=14d
```

⊘ Allowed units are **m** (month) and **d** (day).

Latency before archiving

The time before a ticket is automatically archived by the application once approved or expired:

```
#archiving.timeLimit=1m
```

⊘ Allowed units are **m** (month), **d** (day) and **h** (hour).

Commands

See: 03 Administration

Expiring non approved tickets

Expiring non approved tickets is done by the ant task **expire-tickets**, which sould be called periodically. For instance, on a Unix system from a crontab:

```
02 * * * * root /usr/local/helpdesk/helpdesk-cron.sh expire-tickets
```

Archiving approved or expired tickets

Archiving tickets is done by the ant task **archive-tickets**, which sould be called periodically. For instance, on a Unix system from a crontab:

```
03 * * * * root /usr/local/helpdesk/helpdesk-cron.sh archive-tickets
```