

Nuclet: Ticket system (not yet available)

 Language: [Deutsch](#) · [English](#)

Nuclet: Ticket system (not yet available)

Data sheet and documentation entry point for the Ticket system Nuclet (creating tickets and notifying editors by email).

CONCEPT

INTEGRATORS

UPDATED: JUL 2026

APPLIES TO NUCLOS 4.2026.X

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 **Machine-translated – under review**

This page was machine-translated from German as a first draft and is currently under review. The authoritative source remains the **German original** (see the language switch above).

Releases

Version	Date	Notes	Compatibility
1.0.0	September 2017	First version (in development)	from Nuclos 4.21.0

Overview

The "Ticket system" Nuclet offers the ability to create tickets and notify the assignees about them by email. It is possible to categorize tickets by different case types and assign a priority. In addition, file attachments can be sent along, deadlines can be set, and the processing time of the ticket can be recorded.

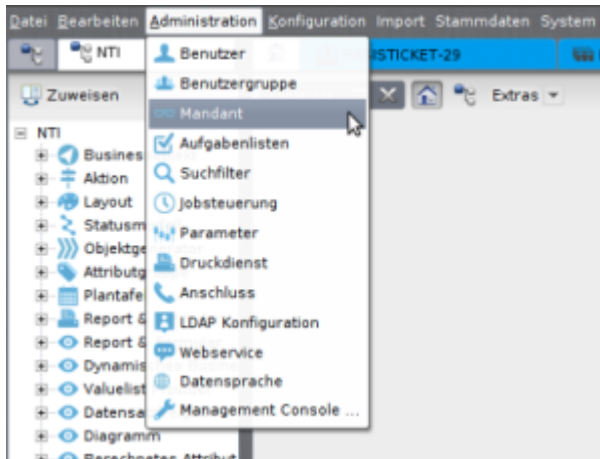
The "Ticket system" Nuclet already contains the Nuclets [Nuclet: Email sending](#) and Nuclet: JIRA Import.

Integration

Step	Description
1	If you have not already done so, configure multilingualism in your Nuclos instance. To do so, add two or more data languages (see Managing the data languages). It does not matter which language is the primary language.

2 Create at least one tenant level:

Call: **Menu -> Administration -> Mandator**



In the following example, the company has two locations in Germany: one in Berlin and one in Munich. We therefore also have two tenant levels.

For this, the mandator "Deutschland" was created first. Then the mandators "Berlin" and "München" were created, with "Deutschland" selected as the parent mandator.

The assignment of the level and the generation of the path happen automatically. Of course, you can also create more levels. Example:

A screenshot of the 'Mandant - Eingabe' screen in SAP. It shows a table with columns: 'Farbe', 'Mandanten-Nr.', 'Mandant', 'Pfad zum Mandanten', and 'Übergeordneter Mandant'. The table contains three rows:

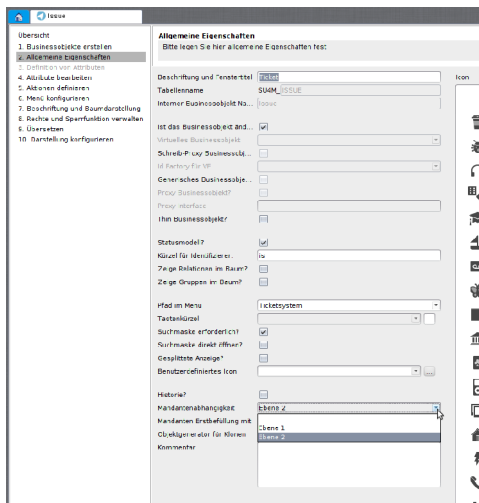
Farbe	Mandanten-Nr.	Mandant	Pfad zum Mandanten	Übergeordneter Mandant
	Ebene 1	Deutschland	Deutschland	
	Ebene 2	München	Deutschland/München	Deutschland
	Ebene 2	Berlin	Deutschland/Berlin	Deutschland

(For further information on the topic, see [Tenant management](#)).

3 Now import the "Ticket system" Nuclet (see [Nuclet import](#)).

Note: After the Nuclet import, compilation errors will occur, but these become unnecessary after carrying out steps 4 and 5.

4 Link the [business objects](#) "Issue" and "Project" with the lowest level you created (see [Business object - General properties](#)).



5 Configure the "Email sending" Nuclet (see [Nuclet: Email sending](#)).

6 Run the job "InitialDataLoad" manually (see [Job control - checking job execution](#)).

7 Create a parameter named "MANDANT_FOR_SELF_REGISTERED_USERS" and enter as its value the name of one of the lowest mandator levels (here "Berlin" or "München", see step 2).

Related pages

 Base Nuclets

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