Konsole

- Ticket löschen
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Ticket löschen

> The commands listed here cause **irrecoverable data loss**! Only proceed if you know what you're doing and you have a backup!

> Please note that this is not a full command list, if you're missing commands, feel free to ask over at the Community.

Removing Tickets (And Their Articles)

```
# Delete a ticket (specified by database ID)
>> Ticket.find(4).destroy

# Delete all tickets
>> Ticket.destroy_all

# Keep some tickets (specified by database ID); delete the rest
>> tickets_to_keep = [1, 2, 3]
>> Ticket.where.not(id: tickets_to_keep).destroy_all
```

https://docs.zammad.org/en/latest/admin/console/dangerzone-for-experts.html#removing-tickets-and-their-articles

Befehle ausführen (Docker Compose)

The docker entrypoint script sets up environment variables required by Zammad to function properly. That is why calling `rails` or `rake` on the console should be done via one of the following methods:

> Bevor diese Befehle ausführen, muss das Verzeichnis zum Docker Compose Project gewechselt werden!

```
# Directly execute a specific command:

$ docker compose run --rm zammad-railsserver rails r '...your rails command here...'

# Run the interactive rails console to manually enter Rails commands:

$ docker compose run --rm zammad-railsserver rails c

# Via 'docker exec':

$ docker exec zammad-docker-compose-zammad-railsserver-1 /docker-entrypoint.sh rails r '...your
```

If you need to retrieve information from the rails server, you can place for example `pp` (pretty print) in front of your rails command. This leads to an output in your terminal.

https://docs.zammad.org/en/latest/install/docker-compose.html