

MOREGATE

MGService

The complete guide

Installation, administration and daily use

2.0

Contents

- 1 What MGService is
- 2 Requirements
- 3 Installation
- 4 Licence and users
- 5 Accounts, groups and signing in
- 6 Setting up service projects
- 7 Queues
- 8 Working on a request
- 9 SLAs
- 10 Customers and organisations
- 11 The customer portal
- 12 Live chat
- 13 Automation when nothing happens
- 14 Mailbox intake
- 15 Mail connection and notifications
- 16 Workflows
- 17 Issue types, fields and screens
- 18 Permissions per project
- 19 Searching with MQL
- 20 Routines
- 21 Reports
- 22 Webhooks and links
- 23 Importing from Jira Service Management
- 24 Your own look, and announcements
- 25 Attachments and the viewer

26 Mail queue

27 Audit log

28 Keeping it running

What MGService is

MGService is a service desk you run yourself. Service projects, queues, SLA clocks, a customer portal, live chat and a mailbox that turns into requests - on your own server, with your own database, and without anything leaving the house.

MGService grew out of MGProject and looks much like it. The difference is what it is for: MGProject manages your own work, MGService the requests your customers send you. Inherited are issue types, workflows, fields, screens, permission and notification schemes, MQL, routines, time recording and reports; added are customers, organisations, queues, SLAs, the portal, chat and mailbox intake.

The dashboard after signing in: gadgets you choose yourself.

This guide describes every function in the program. Read the first three chapters if you are installing it; start at "Queues" if somebody has done that for you.

Requirements

Required

Operating system	Ubuntu 24.04 LTS or newer, 64-bit (x86-64)
Memory	2 GB, 4 GB with a busy PostgreSQL
Disk	1 GB, plus room for attachments
Database	PostgreSQL 14 or newer - SQLite is gone from 2.0 on
Office preview	LibreOffice; deploy.sh asks whether to install it
Python	not needed - the package brings its own
Network	none at install time
In front	nginx or HAProxy for TLS, if reachable from outside

Ubuntu 24.04 LTS is the floor, and newer releases are fine. The package carries its own Python runtime, so you may upgrade, replace or remove the system Python without touching MGService.

Browsers: any current Firefox, Chrome, Edge or Safari. Passkeys need a device that offers them and a host name - they do not work on a bare IP address.

The customer portal has to be reachable from outside; the agent side does not. If you want the two separated, let the proxy out only /portal and the addresses that belong to it.

Installation

- 1 Unpack the package on the server.
- 2 Run the deployment script as root.
- 3 Note the administrator password it prints - it is shown once.

```
unzip mgservice-2_0-2026-10-20-1203-linux-x86_64.zip
cd mgservice
sudo ./deploy.sh
```

The script creates the service account, installs the application under `/opt/mgservice`, puts the data at `/var/lib/mgservice` and starts a systemd unit called `mgservice.service`. It listens on `127.0.0.1:6644` - it reaches the outside only through the proxy in front. Nothing is fetched from the internet at install time.

Settings in the environment

```
MGSERVICE_SECRET=a-long-random-string
MGSERVICE_URL=https://service.example.com
MGSERVICE_MAX_UPLOAD_MB=100
```

Key	What for
MGSERVICE_SECRET	signs the sessions; change it and everybody signs in again
MGSERVICE_URL	what the mails to customers link to
MGSERVICE_MAX_UPLOAD_MB	the ceiling for attachments

The database

On its first run `deploy.sh` asks for the PostgreSQL connection - server, database, user, password - and keeps it in `database.json` in the data directory. The database itself has to exist; MGService creates its schema when it starts.

```
sudo -u postgres createuser --pwprompt mgservice
sudo -u postgres createdb -O mgservice mgservice
```

An installation still running on SQLite is moved across once during the update to 2.0. Its SQLite file is left untouched - it is the way back.

A second, independent installation

`deploy.sh` asks whether the default installation is meant or a further one: its own paths, service, account, port and database, checked against everything already on the server first. In the interface the two are told apart by the installation's name (System settings > Instance).

Behind a reverse proxy

```
location / {  
    proxy_pass http://127.0.0.1:6644;  
    proxy_set_header Host $host;  
    proxy_set_header X-Forwarded-Proto $scheme;  
    client_max_body_size 100M;  
    proxy_read_timeout 120s;  
}
```

`client_max_body_size` is the usual reason a larger attachment is refused: nginx allows one megabyte by default, whatever MGSservice permits. `proxy_read_timeout` is what live chat needs, as it holds the connection open.

Updating

An update is the same command with a newer package. Data, logos and settings are left alone; only the application directory is replaced. `deploy.sh` backs the database up first with `pg_dump`, and schema changes run as numbered steps whose state is shown under System settings > Instance.

If anything goes wrong, one command brings program and database back to before the last update:

```
sudo ./deploy.sh --rollback
```

An update skips versions: from any 1.x straight to 2.0, through every step in between.

Licence and users

SYSTEM SETTINGS

License

LICENSED Licensed to Northwind Ltd until 2029-12-31, for 25 users.

Licensed to	Northwind Ltd
Product	mgservice
Valid until	2029-12-31 · 1168 days left
Users	6 of 25 · 19 still free

LICENCE KEY

Paste the key you were given

Line breaks and spaces do not matter.

[Enter this licence](#) [Remove the licence](#)

System settings License: customer, product, expiry and how many of the licensed seats are in use.

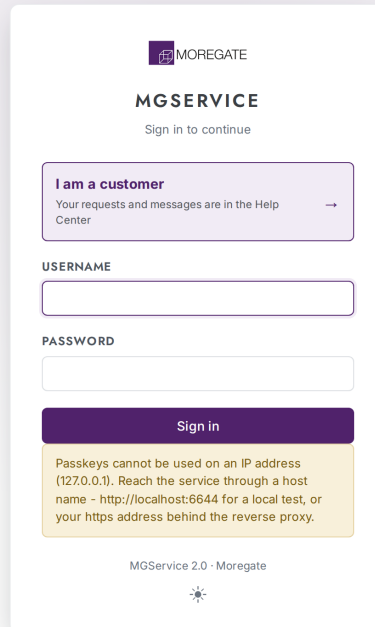
The key goes in here; line breaks and spaces in it do not matter. What is counted are the agents - the people working in the service desk. Customers in the portal do not count; otherwise every licence would be too small after the first good month.

- Without a licence: the instance can be read but not changed
- An update refuses to install without a valid licence
- An expired licence still installs the update it was valid for

Accounts (licence for 25)	What happens
up to 25	normal
26 - 27	two in hand, a note on the licence page
28 and above	read only until accounts are deactivated

The two in hand exist so that hiring two people does not stop work on their first morning. Beyond that it is no longer an oversight.

Accounts, groups and signing in



MOREGATE

MGSERVICE

Sign in to continue

I am a customer
Your requests and messages are in the Help Center →

USERNAME

PASSWORD

Sign in

Passkeys cannot be used on an IP address (127.0.0.1). Reach the service through a host name - http://localhost:6644 for a local test, or your https address behind the reverse proxy.

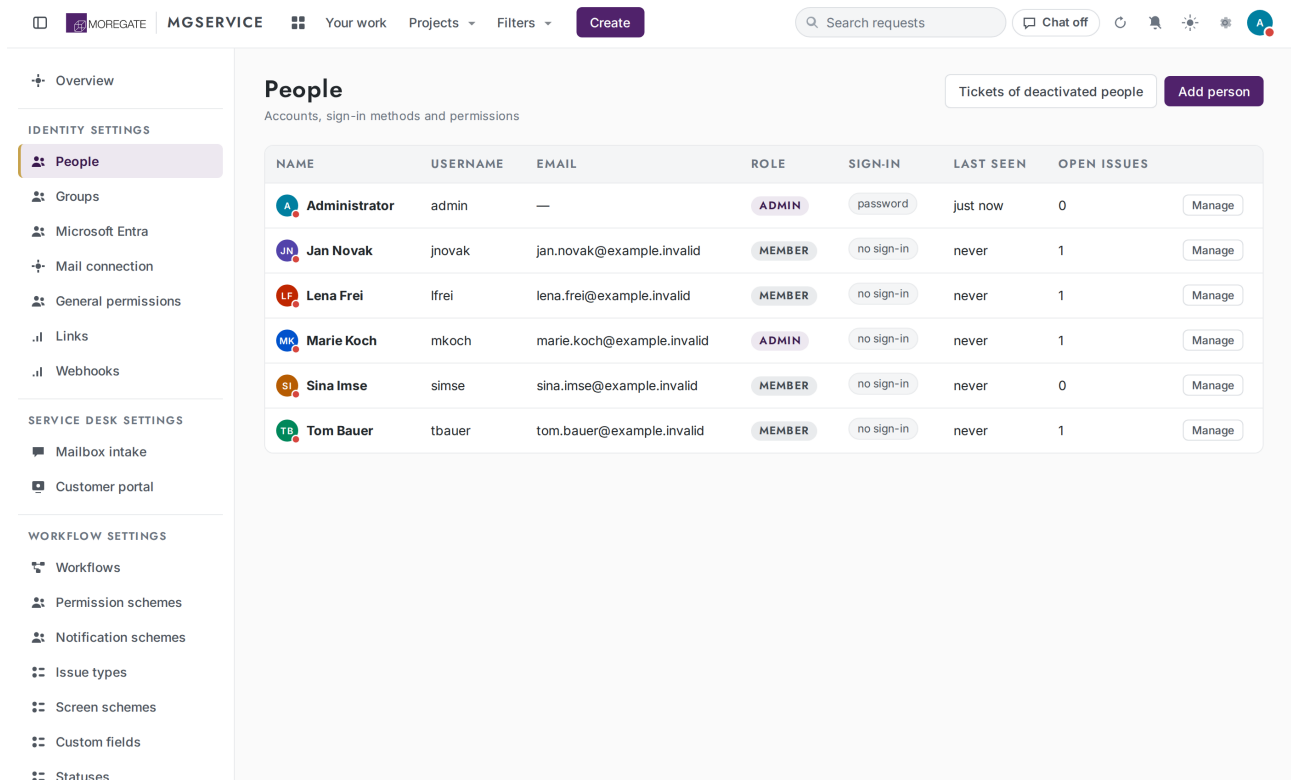
MGService 2.0 - Moregate

The sign-in page. Passkeys and Entra ID can be set up beside the password.

The sign-in page carries “I am a customer” with the way to the portal – for customers who ended up here. It can be switched off under Customer portal.

The first password comes from the deployment and has to be changed at the first sign-in; that dialogue cannot be clicked away. There is no sensible “later” for a password somebody was handed.

People



System settings People: accounts, sign-in methods, roles and deactivation.



Page 10

MOREGATE

MGSERVICE

Your work

Projects

Filters

Create

Search requests

Chat off

Overview

IDENTITY SETTINGS

People

Groups

Microsoft Entra

Mail connection

General permissions

Links

Webhooks

SERVICE DESK SETTINGS

Mailbox intake

Customer portal

WORKFLOW SETTINGS

Workflows

Permission schemes

Notification schemes

Issue types

Screen schemes

Custom fields

Statuses

SYSTEM SETTINGS

Microsoft Entra ID

People sign in with their work account. Only the person is taken from the directory, never groups.

Register the application once

In the Entra admin centre under **App registrations** -- **New registration**. Nobody can do this step for you: a tenant administrator has to grant the application an identity.

- Supported account types: **this organisational directory only**
- Redirect URI, platform **Web**: `http://127.0.0.1:7645/auth/entra/callback`
- Under **Certificates & secrets** create a client secret and copy its *value* right away
- Under **API permissions** the delegated Microsoft Graph permissions `openid`, `profile`, `email` are enough. No directory or group permission is needed.

Connection

DIRECTORY (TENANT) ID

APPLICATION (CLIENT) ID

00000000-0000-0000-0000-000000000000

CLIENT SECRET

paste the value

Kept in entra.json next to the database with permissions 0600, never shown again.

RESTRICT TO THESE DOMAINS

example.com, example.de

Comma separated. Empty means every address the tenant hands out is accepted.

☒ CREATE AN ACCOUNT ON FIRST SIGN-IN

☐ OFFER "SIGN IN WITH MICROSOFT" ON THE SIGN-IN PAGE

☐ HIDE PASSWORD AND PASSKEY — MICROSOFT ONLY

System settings Microsoft Entra: signing in with the work account.

Agents sign in with their work account. You need the directory ID, the application ID, a secret and the redirect URI printed on this page - copy it, do not type it. Accounts appear on first sign-in; no groups are taken from the directory.

General permissions

MOREGATE

MGSERVICE

Your work

Projects

Filters

Create

Q

Search requests

Chat off

YOUR WORK

Dashboard

Service projects

Customers

Organisations

Live chats

Routines

Reports

Issue search

ACCOUNT

Account and passkeys

System settings

SAVED FILTERS

My open requests

Open incidents

SYSTEM SETTINGS

General permissions

What may be done above the projects. Administrators always may.

PERMISSION	GRANTED TO	
Create service projects	administrators only	Change
Change any project's settings	administrators only	Change
Answer live chats from the customer portal	the group helpdesk-agent	Change
Add, change and deactivate portal customers	the group helpdesk-agent	Change
See the time everybody logged	the group worklog_admins	Change
Share filters and dashboards with everyone	administrators only	Change
Build dashboards - add gadgets, save, share, rename	the group anyone	Change

Nothing granted means the default applies: the group named there, or administrators alone. Adding an entry replaces that default.

System settings General permissions: what is allowed above the projects.

This says who may create projects, who sees the time reports and who administers. Everything else is granted per project.

Setting up service projects

The screenshot shows the MGService interface. At the top, there's a header with 'MOREGATE | MGSERVICE' and navigation links like 'Your work', 'Projects', and 'Filters'. A 'Create' button is also present. A search bar for 'Search requests' and a 'Chat off' button are on the right. The sidebar on the left lists 'YOUR WORK' items: Dashboard, Service projects (selected), Customers, Organisations, Live chats, Routines, Reports, and Issue search. Below this are 'ACCOUNT' settings and 'SAVED FILTERS'. The main content area is titled 'Service projects' and features a 'Create project' button. It contains a table with the following data:

NAME	KEY	LEAD	RESOLVED	
I IT Service Desk	ITS	MK Marie Koch	1/7 resolved	Queues Portal
S Customer Support	SUP	LF Lena Frei	2/5 resolved	Queues Portal

The service projects, each with its own queues, SLAs and portal.

A service project holds what one team answers and carries a key - the letters in front of every request number. Choose it carefully: it is what people type, say and search for, and it does not change afterwards.

IT Service Desk

SERVICE PROJECT

QUEUES

All open6

Assigned to me0

Unassigned3

Incidents2

Waiting for custo...1

Recently resolved1

SERVICE

All issues

Customer portal

PROJECT SETTINGS

Details

Queues

Portal and request types

SLAs

Permissions

MG

SERVICE

Your work

Projects

Filters

Create

Search requests

Chat off

A

SERVICE PROJECTS / IT SERVICE DESK / QUEUES

Columns

Create request

Edit queues

All open

statusCategory != done ORDER BY priority DESC, created ASC

6 REQUESTS

T	KEY	SUMMARY	CUSTOMER	STATUS	PRIORITY	ASSIGNEE	SLA	CRE
	ITS-1	VPN drops every few minutes PORTAL	Anna Berg Northwind Trading	IN PROGRESS	Highest	TB Tom Bauer	50m	3h a
	ITS-5	Mail delivery to external addresses delayed PORTAL	Omar Haddad Bluefield Logistics	ESCALATED	High	MK Marie Koch	22h 10m	1d a
	ITS-6	Password reset for the CRM E-MAIL	Julia Meyer Greentleaf Studio	WAITING FOR SUPPORT	High	? Unassigned	2h 10m	6h a
	ITS-2	New starter needs a laptop and accounts PORTAL	Paul Weber Northwind Trading	WAITING FOR SUPPORT	Medium	? Unassigned	16h 10m	20h
	ITS-7	Self-service password reset PORTAL	Anna Berg Northwind Trading	WAITING FOR SUPPORT	Low	? Unassigned	4d 20h	5d a
	ITS-3	Grant read access to the finance share PORTAL	Paul Weber Northwind Trading	WAITING FOR CUSTOMER	Low	JN Jan Novak	7d 21h	2d a

Queues

The screenshot shows the MGService IT Service Desk interface. On the left is a sidebar with navigation options: 'All open' (6), 'Assigned to me' (0), 'Unassigned' (3), 'Incidents' (2), 'Waiting for custo...' (1), and 'Recently resolved' (1). Below this are sections for 'SERVICE' (All issues, Customer portal) and 'PROJECT SETTINGS' (Details, Queues, Portal and request types, SLAs, Permissions). The main area is titled 'All open' and shows a table of 6 requests. The table has columns: T, KEY, SUMMARY, CUSTOMER, STATUS, PRIORITY, ASSIGNEE, SLA, and CRE. The requests are as follows:

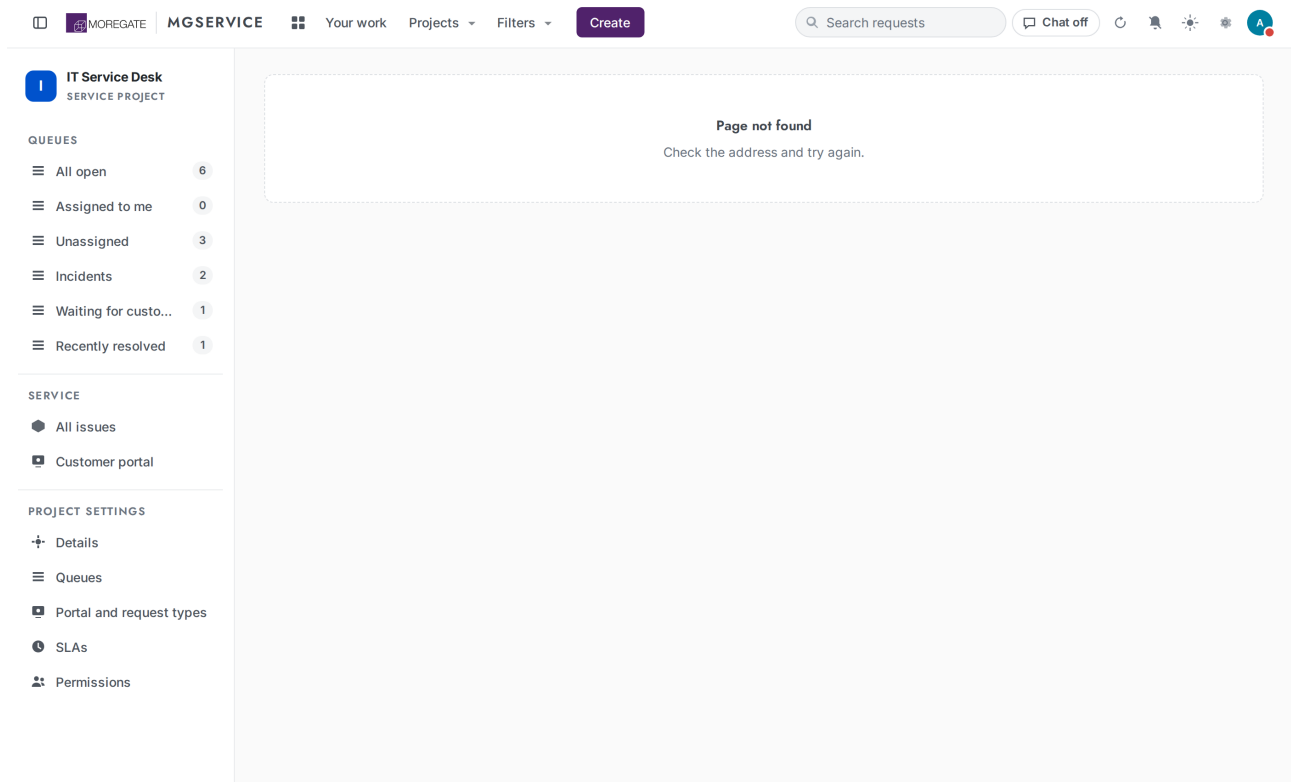
T	KEY	SUMMARY	CUSTOMER	STATUS	PRIORITY	ASSIGNEE	SLA	CRE
ITS-1	PORTAL	VPN drops every few minutes	Anna Berg Northwind Trading	IN PROGRESS	Highest	Tom Bauer	51m	3h a
ITS-5	PORTAL	Mail delivery to external addresses delayed	Omar Haddad Bluefield Logistics	ESCALATED	High	Marie Koch	22h 09m	1d a
ITS-6	E-MAIL	Password reset for the CRM	Julia Meyer Greenleaf Studio	WAITING FOR SUPPORT	High	Unassigned	2h 09m	6h a
ITS-2	PORTAL	New starter needs a laptop and accounts	Paul Weber Northwind Trading	WAITING FOR SUPPORT	Medium	Unassigned	16h 09m	20h
ITS-7	PORTAL	Self-service password reset	Anna Berg Northwind Trading	WAITING FOR SUPPORT	Low	Unassigned	4d 20h	5d a
ITS-3	PORTAL	Grant read access to the finance share	Paul Weber Northwind Trading	WAITING FOR CUSTOMER	Low	Jan Novak	7d 21h	2d a

A queue: the count on the left; status, priority, assignee and the most urgent SLA clock in the row.

A queue is a MQL query inside its project. The restriction to the project is built in, so it is not written out:

```
assignee IS EMPTY AND statusCategory != done
ORDER BY priority DESC, created ASC
```

The number of hits sits in the sidebar, so nobody has to look inside to find out whether anything is waiting. Status and assignee can be changed right in the row - through the same paths as in the request, so the same workflow and permission checks apply.



Project settings Queues: create, rename, reorder.

Your own columns and sorting

Everybody sets up every queue for themselves; it is saved per person and per queue. Changing your view changes nothing for anybody else, and nothing about the queue itself.

- Sorting: a click on a column heading sorts ascending, a second descending, a third restores the queue's own order. Sorting happens on the server, across every hit - not just the page on screen.
- Columns: Key, Summary, Customer, Organisation, Reporter, Status, Priority, Assignee, Request type, Channel, Labels, SLA, Created, Updated, Due date, Resolved - and every custom field, including those from the customer forms.
- Resetting: "Back to the standard columns" restores the view you started with.

MQL fields of its own

Field	What it holds
customer	the customer's e-mail address
organisation	the name of the organisation
channel	portal, email, chat or agent

Working on a request

The screenshot shows the MGService portal interface. On the left is a sidebar with navigation options: IT Service Desk, Permissions, Queues, Service, Project Settings, and SLAs. The main content area displays a request titled "VPN drops every few minutes". The request description states: "Since this morning the VPN connection drops every five to ten minutes. Colleagues in the same office report the same." Below the description are sections for Attachments (0), Comments (3), History, and Work Log. The comments section shows a reply from Anna Berg to the customer, stating "Your reply - it is sent to the customer". The right sidebar contains SLAs (Time to first response, Time to resolution, Overall time) and Customer information for Anna Berg (anna.berg@example.invalid, Northwind Trading). The details section shows the request type as Incident, status as IN PROGRESS, priority as Highest, and assignee as Tom Bauer.

A request: description and history on the left, SLAs, customer and fields on the right.

A request has a type, a status, a priority, somebody it is assigned to and a customer. Summary and description are edited in place - click, type, click away.

A request opens over the page it was opened from - not in a browser window of its own. A change reaches the list behind at once. The arrow in the corner leads back through requests opened from one another; the cross closes. Ctrl- or middle-click opens a request in a tab of its own on purpose.

Reply and internal note

Two tabs, one box: "Reply to customer" goes to the customer and shows in the portal; "Add internal note" stays in the house. The internal note is tinted so the two are never confused - that is a mistake people make only once.

"Send reply" asks once more: "This comment will be sent to the customer. Are you sure?" No takes you back to the box. Comments can be edited later in a dialog of their own and carry their date and time.

Typing @ offers the agents who may see the queue and the customers of the request's organisation - in an internal note agents only. Whoever is named is told.

Pictures and files in comments

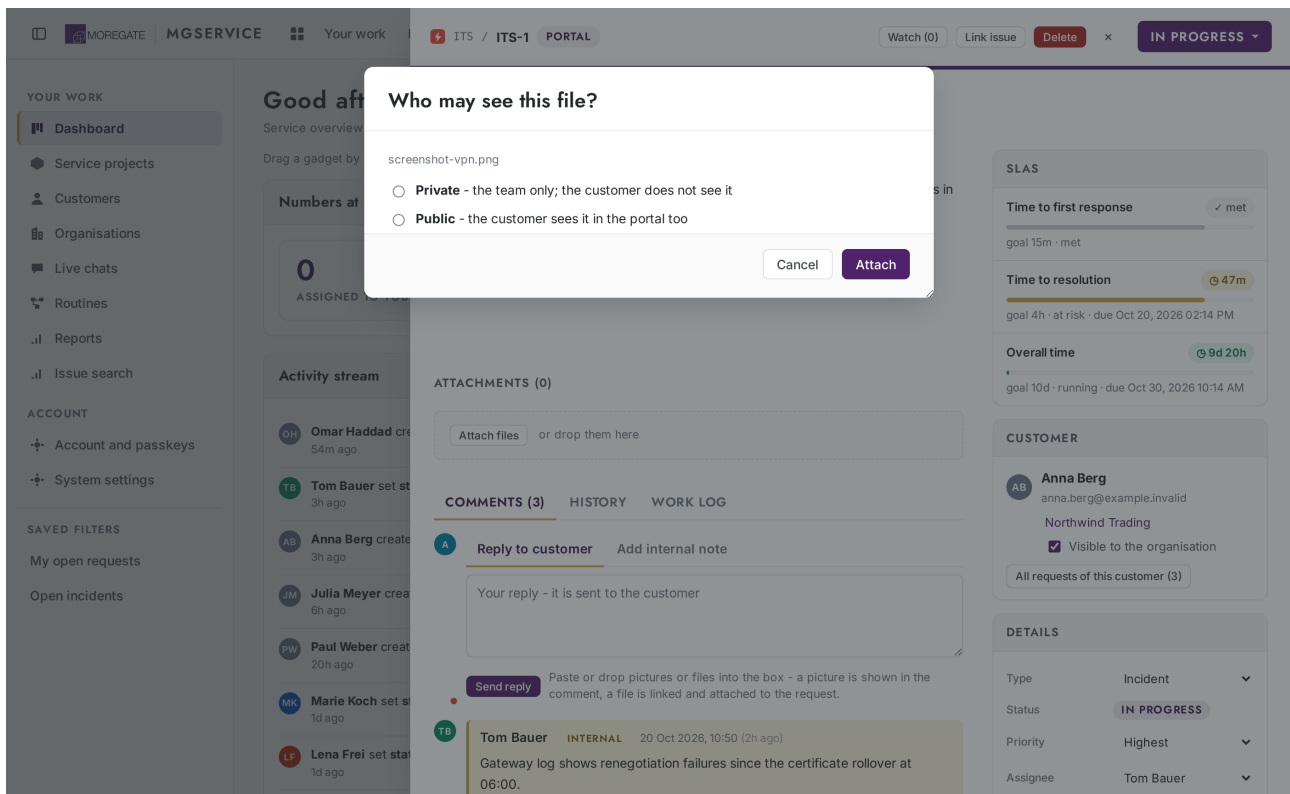
Any file can be pasted with Ctrl+V or dropped into the comment box. Pictures are shown, other files linked; everything is attached to the ticket at the same time.

- In an internal note the picture stays internal.
- In a reply the customer sees it in the portal in the same place - and it is embedded in the mail.
- If the pictures of one reply come to more than 3 MB, the mail carries a pointer to the portal instead: Microsoft Graph takes only about 4 MB per mail.
- A reference to a picture on another ticket is never shown and never shared.

The customer on the right

Beside the request sit the customer, their organisation and the tick “Visible to the organisation”. With it set, the customer's colleagues see the request in the portal; without it, only they do. Underneath is the way to every request by the same customer.

Who sees an attachment



Attaching always asks: private or public.

Through “Attach files” or by dropping onto the attachment area - every time MGService asks who may see the file: Private, the team only, or Public, and the customer sees it in the portal. Nothing is attached until the agent has chosen. One click on the attachment changes it later, after asking.

Time, history and attachments

Three tabs sit under the description: comments, history and work log. The history names every change with its author and time - including the automation's, which is named as Automation. Time is logged in the shape it is spoken: 3h 30m, 2d, 45m.

Creating one

The screenshot shows the 'Create request' dialog box in the MGService application. The dialog is centered and has a white background. It contains the following sections:

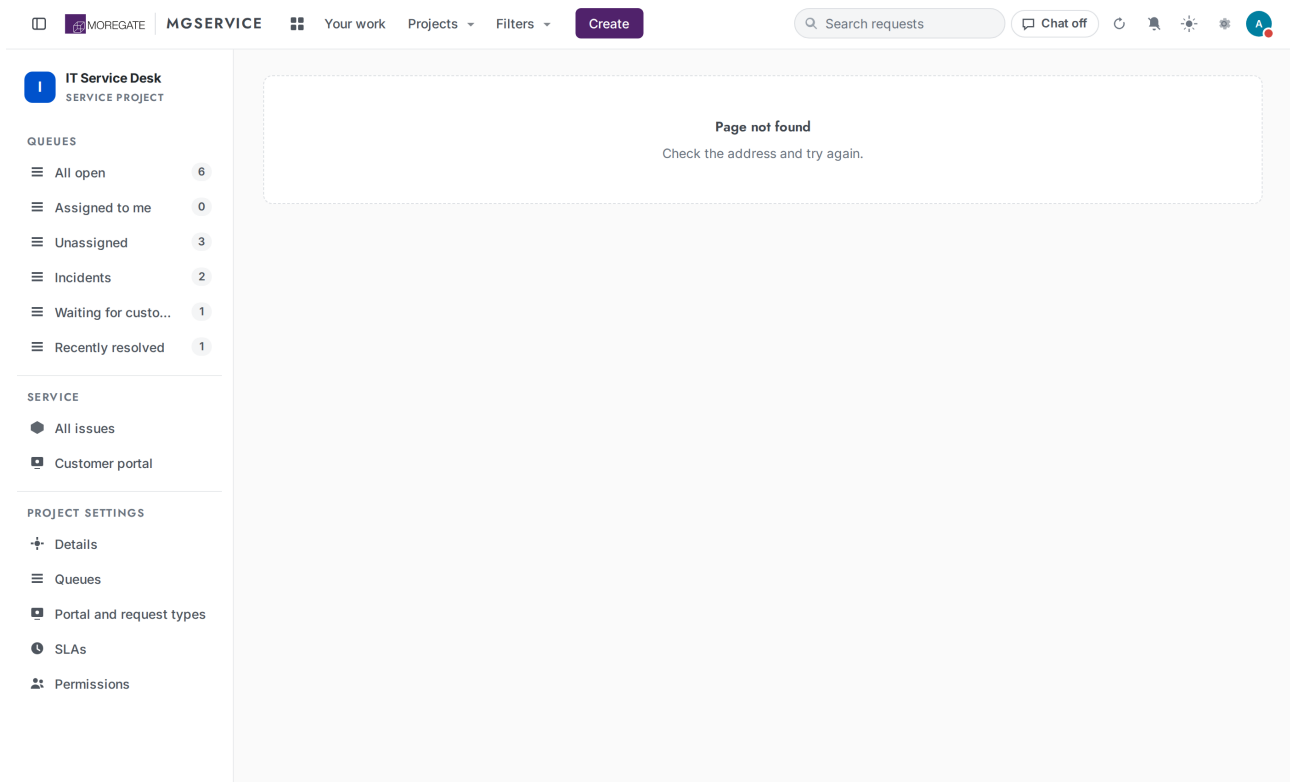
- REQUEST**: A section header.
- PROJECT**: A dropdown menu with 'IT Service Desk (ITS)' selected.
- ISSUE TYPE**: A dropdown menu with 'Help Request' selected.
- SUMMARY ***: A text input field with the placeholder text 'What is it about?'. Below the input is a small note: 'Only projects you may create issues in.'
- DESCRIPTION**: A large text area for the request description.
- CUSTOMER AND PEOPLE**: A section header.
- CUSTOMER (REPORTER)**: A section with a 'none - an internal request' option and a 'Choose' button. Below this is a paragraph: 'Who you are writing it down for: the reporter of the request, with their organisation. Search by name, address or organisation, or create a new customer there. The customer hears about the request and may follow it in the portal.'
- ASSIGNEE** and **PRIORITY**: Labels for fields that are not yet filled in.
- Buttons**: 'Cancel' and 'Create' buttons at the bottom right.

The background of the screenshot shows the MGService dashboard with various widgets like 'Numbers at', 'Activity stream', and 'Issues total'.

The create dialogue: project, type, customer and the fields of the screen.

"Create" in the top bar raises a request - for when a customer rings instead of writing. Which fields appear is decided by the screen for that issue type in that project.

SLAs



Project settings SLAs: the goal, what it applies to, and when the clock stops.

Three clocks usually run: time to first response, time to resolution, and the time spent waiting on the customer. Each has its own goal, and for each you decide with MQL which requests it applies to - only incidents, say, or only one priority.

In the request every clock shows its goal, where it stands and when it is due; the queue shows the most urgent one. Breached turns red, close turns amber.

The clock stops while the customer is the one to act. Otherwise the target runs against you while nobody in the house can do anything - and a number that ignores that is not looked at after a fortnight.

A customer is not an account in the house: an address, a name and a way into the portal, and no more. Customers appear by themselves when a mail arrives, or are created here and invited into the portal.

MGSERVICE

Your work

Projects

Filters

Create

Search requests

Chat off

YOUR WORK

Dashboard

Service projects

Customers

Organisations

Live chats

Routines

Reports

Issue search

ACCOUNT

Account and passkeys

System settings

SAVED FILTERS

My open requests

Open incidents

CUSTOMERS

Organisations

Every customer belongs to one. Colleagues in an organisation see the requests shared with it in the portal.

Add organisation

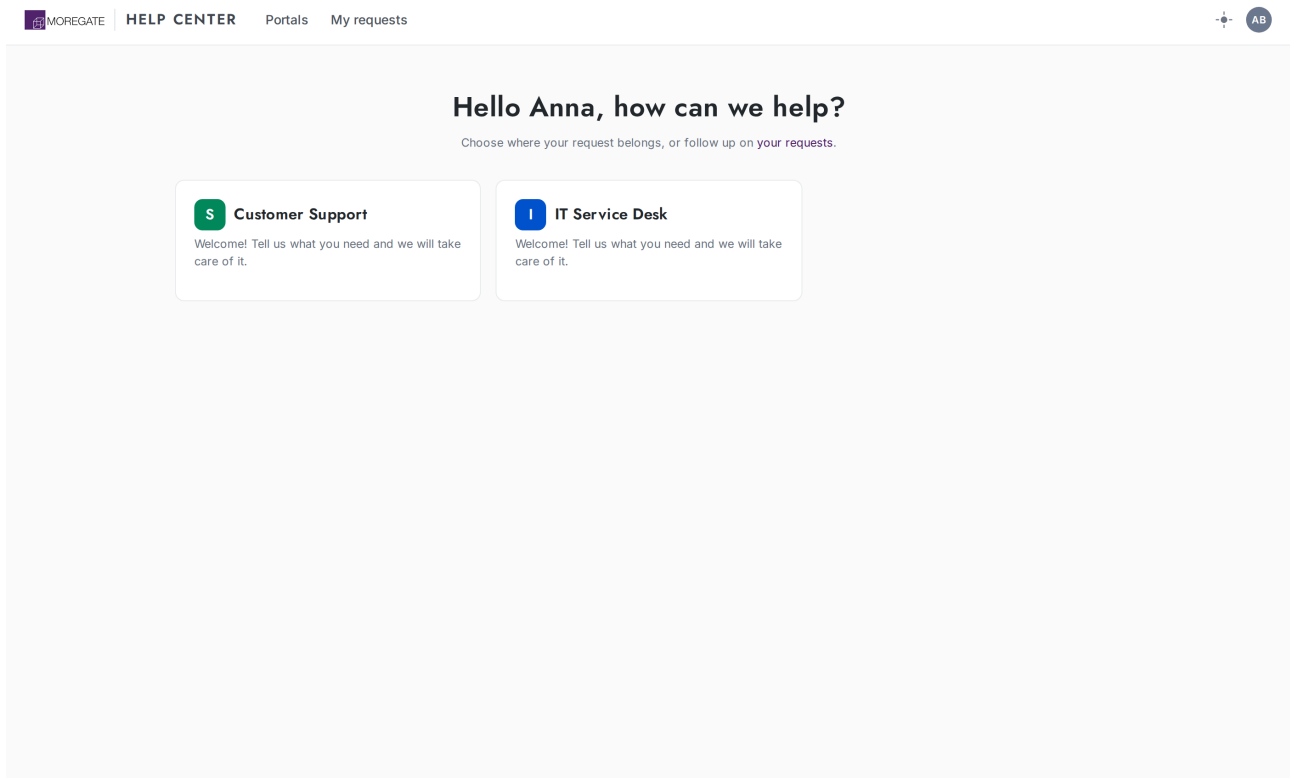
NAME	E-MAIL DOMAINS	CUSTOMERS	REQUESTS	SHARING	
Bluefield Logistics	—	2	4	MEMBERS SEE SHARED REQUESTS	Delete
Greenleaf Studio	—	1	2	MEMBERS SEE SHARED REQUESTS	Delete
Northwind Trading	—	2	6	MEMBERS SEE SHARED REQUESTS	Delete
Individual customers CATCH-ALL	—	0	0	NEVER SHARED	Delete

A new customer whose address is in one of the domains joins that organisation by himself - when signing up in the portal, writing to the service mailbox or being added by the team. Anybody else lands in *Individual customers*, whose members never see each other's requests.

Organisations: who belongs to whom, and who may see what.

Organisations bundle customers so that colleagues of one company can see each other's requests where that is wanted. Whether a single request is shared is still decided by the tick on the request itself.

The customer portal



The portal: the customer picks where the request belongs.

The portal is deliberately narrow: raise a request, follow it, reply. A customer never sees more - no queue, no internal notes, no other people's requests beyond those of their organisation.

Page not found

A request type in the portal: the fields you would have had to ask for anyway.

Which request types appear in the portal is decided per project. A request type is a form with its own fields - the customer writes down at once what you would otherwise have to ask for. The answers land as fields on the ticket and can be taken into the queue as a column.

MOREGATE | MGSERVICE

Your work | Projects | Filters | Create

Search requests | Chat off | [Icons]

IT Service Desk
SERVICE PROJECT

QUEUES

- All open 6
- Assigned to me 0
- Unassigned 3
- Incidents 2
- Waiting for custo... 1
- Recently resolved 1

SERVICE

- All issues
- Customer portal

PROJECT SETTINGS

- Details
- Queues
- Portal and request types**
- SLAs
- Permissions

IT SERVICE DESK / PROJECT SETTINGS

Portal and request types

What customers see of IT Service Desk: <http://127.0.0.1:7645/portal#/p/ITS>

Portal

☒ Show this project in the customer portal

TITLE

IT Service Desk

What customers read at the top of this portal.

INTRODUCTION

Welcome! Tell us what you need and we will take care of it.

☒ Offer the live chat

The chat button shows while at least one agent with the permission *Answer live chats* is available. Otherwise customers are offered a request.

Who may get into the portal

Applies to the whole help center - an account opens every portal.

☒ Customers may sign up themselves

Anybody can create an account in the portal. The address is confirmed through a link before the account works, and the customer joins the organisation of the e-mail domain. **Needs the mail connection**, which is not switched on yet - until then nobody can sign up.

☐ Only customers with an existing account

The team sets up every account under Customers and sends the link to choose a password. People who write to the service mailbox still get their tickets answered, but they reach the portal only once the team invites them.

Save this choice

Request types

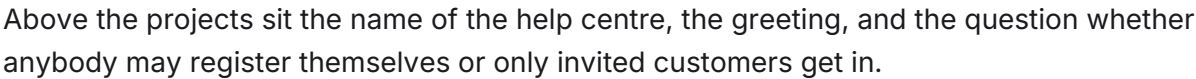
A request type is how an issue type appears to a customer - its own name and a line of explanation. Only the ticked ones are offered in the portal.

NAME IN THE PORTAL	EXPLANATION	ISSUE TYPE	SHOWN	FIELDS
Report a system problem	Something is broken or not available.	Incident	☒	Form X

Project settings Portal: create request types and decide their fields.

MGService handbook 2.0

Page 24



The "Chat off" switch in the top bar says whether anybody is there. With it off the portal does not offer chat at all - a chat window nobody answers is worse than none.

Automation when nothing happens

The screenshot displays the 'Automation' section within the 'SYSTEM SETTINGS' of MGService. The left sidebar contains a navigation menu with categories: Overview, IDENTITY SETTINGS (People, Groups, Microsoft Entra, Mail connection, General permissions, Links, Webhooks), SERVICE DESK SETTINGS (Mailbox intake, Customer portal), and WORKFLOW SETTINGS (Workflows, Permission schemes, Notification schemes, Issue types, Screen schemes, Custom fields, Statuses). The main content area is titled 'Automation' and explains that rules are independent of workflows. It states 'No rules yet' and provides an example: 'A rule reacts to an event, for example "status changed", and then acts on the issue or on its children.' Buttons for 'Event log' and 'Create rule' are visible in the top right of the main area.

System settings Automation: rules that act after days without a reply.

Requests waiting on the customer would otherwise stay open forever. A rule waits a set number of days, reminds the customer once, waits again, and then closes the request with a note saying how to reopen it.

Counting starts from the customer's last reply, not from when the request was raised. Every rule belongs to a project and can be switched off on its own; the wording of the reminder is yours.

What the automation does appears in the request's history like a person's action, except that the rule is named as the author. Otherwise somebody goes looking for the colleague who closed it.

Mailbox intake

SYSTEM SETTINGS

Mailbox intake

Every mail to a Microsoft 365 or IMAP mailbox becomes a ticket - once.

☐ Read the mailbox and create tickets

MICROSOFT 365 IN USE **IMAP**

☒ Read this Microsoft 365 mailbox

MAILBOX

support@example.com

CREDENTIALS

☒ Use the app registration of the mail connection

The registration needs the **application** permission Mail.ReadWrite (or Mail.Read) with admin consent. Narrow it with an application access policy to this one mailbox.

FOLDER

Inbox

Where new mail arrives.

NEW TICKETS GO INTO

IT Service Desk (ITS)

AS ISSUE TYPE

Help Request

MOVE HANDLED MAIL TO

MGService processed

CHECK EVERY

5 minutes

Created if it does not exist. With Microsoft 365 this needs Mail.ReadWrite; with Mail.Read the mail stays and is recognised anyway.

System settings Mailbox intake: which mailbox is read and where the requests go.

A Microsoft 365 mailbox, or any mailbox over IMAP, is fetched on a timer - one tab for each, the one in use marked. Every mail becomes a request and every reply a comment on it, matched through the request number in the subject. Senders nobody knows yet are created as customers.

What Microsoft 365 needs for it

Permission	What for
Mail.ReadWrite	reading, and moving what is done
Mail.Send	sending replies to the customer

Both as application permissions with admin consent, limited to exactly that mailbox with an application access policy. Without the limit the permission covers every mailbox in the tenant.

Every mail is processed exactly once, even when two fetches overlap. What is done moves to a folder of its own - without that it would be back at the top on the next run.

Mail connection and notifications

MOREGATE

MGSERVICE

Your work

Projects

Filters

Create

Search requests

Chat off

Overview

IDENTITY SETTINGS

People

Groups

Microsoft Entra

Mail connection

General permissions

Links

Webhooks

SERVICE DESK SETTINGS

Mailbox intake

Customer portal

WORKFLOW SETTINGS

Workflows

Permission schemes

Notification schemes

Issue types

Screen schemes

Custom fields

Statuses

SYSTEM SETTINGS

Mail connection

Sending through Microsoft 365 or an SMTP server.

☐ Send mail from MGSERVICE

MICROSOFT 365

IN USE

SMTP

☒ Send through this Microsoft 365 mailbox

TENANT ID

contoso.onmicrosoft.com or the GUID

CLIENT ID

Application (client) ID

CLIENT SECRET

The secret from the app registration

Stored beside the database with permissions 0600 and never shown again.

The registration needs the **application** permission Mail.Send with admin consent. That permission allows sending as any mailbox in the tenant, so narrow it with an application access policy to the one mailbox below.

SENDING MAILBOX

mgservice@example.com

SHOWN AS

MGSERVICE

REPLY TO

optional

FOOTER

A line under every message, e.g. a note not to reply

System settings Mail connection: what MGSERVICE sends through.

Mail goes out through Microsoft 365 or an ordinary mail server over SMTP - one tab for each, the one in use marked. You need the sender, the reply-to address and the credentials; a button sends a test message before it matters.

System settings Workflows: which statuses exist and which moves are allowed.

A workflow decides which statuses a project knows and which transitions between them are allowed. The service desk workflow that ships with it runs from "Waiting for support" through "In progress" and "Waiting for customer" to "Resolved".

MOOREGATE

MGSERVICE

Your work

Projects

Filters

Create

Search requests

Chat off

Overview

IDENTITY SETTINGS

People

Groups

Microsoft Entra

Mail connection

General permissions

Links

Webhooks

SERVICE DESK SETTINGS

Mailbox intake

Customer portal

WORKFLOW SETTINGS

Workflows

Permission schemes

Notification schemes

Issue types

Screen schemes

Custom fields

Statuses

SYSTEM SETTINGS / WORKFLOWS

Service desk workflow

Waiting for support, in progress, waiting for customer, resolved. · used by ITS, SUP

Rename

Add status

Tidy layout

Save workflow

DEFAULT WORKFLOW

Waiting for support

Start work

In Progress

Resolve

Resolved

Close

Closed

Ask the customer

Waiting for customer

Customer replied

Escalate

Escalated

Cancel

Cancelled

Drag a status to move it. Pull the handle on its right edge onto another status to add a transition. Click an arrow to edit its rules.

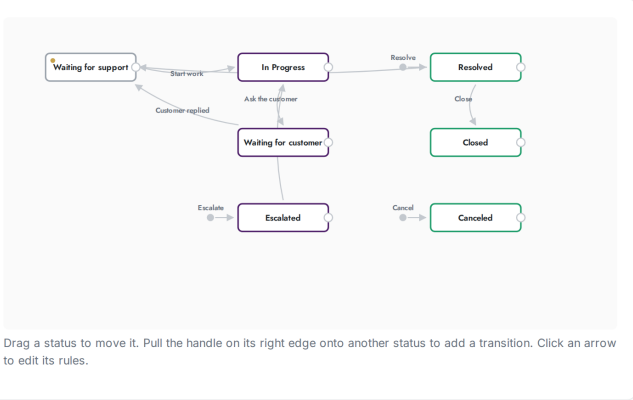
Properties

Select a status or a transition in the diagram to edit it.

THIS WORKFLOW

7 statuses · 9 transitions · start: Waiting for support

Waiting for support, in progress, waiting for customer, resolved. · used by ITS, SUP



The editor: statuses, transitions, and who may take them.

MOREGATE

MGSERVICE

Your work

Projects

Filters

Create

Q Search requests

Chat off

Overview

IDENTITY SETTINGS

People

Groups

Microsoft Entra

Mail connection

General permissions

Links

Webhooks

SERVICE DESK SETTINGS

Mailbox intake

Customer portal

WORKFLOW SETTINGS

Workflows

Permission schemes

Notification schemes

Issue types

Screen schemes

Custom fields

Statuses

SYSTEM SETTINGS

Add status

STATUS

CATEGORY

ISSUES

USED BY WORKFLOWS

WAITING FOR SUPPORT	To do	5	Service desk workflow	Edit	Delete
IN PROGRESS	In progress	2	Service desk workflow	Edit	Delete
WAITING FOR CUSTOMER	In progress	1	Service desk workflow	Edit	Delete
ESCALATED	In progress	1	Service desk workflow	Edit	Delete
RESOLVED	Done	2	Service desk workflow	Edit	Delete
CLOSED	Done	1	Service desk workflow	Edit	Delete
CANCELED	Done	0	Service desk workflow	Edit	Delete

System settings Statuses: name, colour and category.

A status belongs to one of three categories - to do, in progress, done. The SLA clocks and `statusCategory` in MQL hang off that, which makes the category more important than the name.

Issue types, fields and screens

MOREGATE

MGSERVICE

Your work

Projects

Filters

Create

Search requests

Chat off

YOUR WORK

Dashboard

Service projects

Customers

Organisations

Live chats

Routines

Reports

Issue search

ACCOUNT

Account and passkeys

System settings

SAVED FILTERS

My open requests

Open incidents

SYSTEM SETTINGS

Issue types

Tick which types a project offers. Only those can be created in it.

PROJECT	INCIDENT	HELP REQUEST	CHANGE REQUEST	BUG	IDEA
ITS IT Service Desk	☒ 3	☒ 2	☒ 1	☒	☒ 1
SUP Customer Support	☒ 1	☒ 1	☒ 1	☒ 1	☒ 1

Change issues over to another type

Moves every issue of one type to another – in one project or in all of them at once. This is how a type is freed so it can be taken off a project or deleted.

WHERE

FROM TYPE

TO TYPE

Change them over

The types themselves

TYPE	ISSUES USING IT	PROJECTS OFFERING IT	
Incident	4	ITS SUP	Rename Delete
Help Request	3	ITS SUP	Rename Delete
Change Request	2	ITS SUP	Rename Delete
Bug	1	ITS SUP	Rename Delete
Idea	2	ITS SUP	Rename Delete

A type that is still used by issues in a project cannot be taken away from it – change those issues first. What a type is called in the customer portal is set per project, under *Portal and request types*.

System settings Issue types: incident, help request, change, bug, idea.

Which issue types a project offers is ticked per project. Every type carries an icon and a colour that come back everywhere - in the queue, on the card, in the portal.

MGSERVICE

Your work

Projects

Filters

Create

Search requests

Chat off

Overview

IDENTITY SETTINGS

People

Groups

Microsoft Entra

Mail connection

General permissions

Links

Webhooks

SERVICE DESK SETTINGS

Mailbox intake

Customer portal

WORKFLOW SETTINGS

Workflows

Permission schemes

Notification schemes

Issue types

Screen schemes

Custom fields

Statuses

SYSTEM SETTINGS

Custom fields

Fields of your own, for the issue forms

Definitions only, so far. A field defined here does not yet appear on any issue - putting them on the forms is the next step. Nothing that works today is affected by defining one.

No fields yet.

New field

System settings Custom fields: fields of your own and their kind.

Custom fields come as text, number, date, select, multi-select, checkbox and person. They can be placed on screens, asked for in request types, taken into the queue as a column, and searched in MQL.

MGSERVICE

Your work

Projects

Filters

Create

Search requests

Chat off

Overview

IDENTITY SETTINGS

People

Groups

Microsoft Entra

Mail connection

General permissions

Links

Webhooks

SERVICE DESK SETTINGS

Mailbox intake

Customer portal

WORKFLOW SETTINGS

Workflows

Permission schemes

Notification schemes

Issue types

Screen schemes

Custom fields

Statuses

SYSTEM SETTINGS

Screen schemes

Which fields a form shows

Everything that exists uses the default screen. That is the form as it has always been; it cannot be changed, and a project keeps it until another screen is hung on it. New projects get it too.

Default screen

Default - unchangeable

Make a copy

The standard form. Cannot be changed, and is what a project uses unless something else is said.

Summary *DescriptionIssue type *StatusPriorityAssigneeReporterCustomerLabelsComponentsEstimateDue date

Attachments

A field in red is one of your own. A * marks a field an agent has to fill in when creating a request. What customers must fill in is set on the request forms (Project settings, Portal and request types).

New screen

System settings Screen schemes: which fields appear when.

A screen decides which fields are there when creating, when editing and when viewing - per issue type. An incident therefore looks different from a change, without anybody having to skip fields they do not use.

Permissions per project

SYSTEM SETTINGS

Permission schemes

Who may do what. A project follows one scheme; several projects can share it.

2 projects follow no scheme of their own and therefore the default: ITS, SUP

Default permission scheme default Attach to projects... Rename Duplicate Delete

Everything is open to everyone who is signed in.

Projects: none

PERMISSION	GRANTED TO	
Browse the project and its issues	anyone signed in	Change
Create issues	anyone signed in	Change
Edit issues	anyone signed in	Change
Move issues through the workflow	anyone signed in	Change
Assign issues	anyone signed in	Change
Be assigned issues in this project	anyone signed in	Change
Delete issues	anyone signed in	Change
Comment on issues (internal notes)	anyone signed in	Change
Reply to customers	anyone signed in	Change
Log work	anyone signed in	Change

System settings Permission schemes: who may do what in a project.

A permission is granted to a group, to a named person or to a role - the assignee, the reporter, a participant, the project lead, or anybody signed in. Where nothing is granted, everybody qualifies: an empty scheme is an open one.

IT Service Desk

SERVICE PROJECT

QUEUES

All open6

Assigned to me0

Unassigned3

Incidents2

Waiting for custo...1

Recently resolved1

SERVICE

All issues

Customer portal

PROJECT SETTINGS

Details

Queues

Portal and request types

SLAs

Permissions

Permissions

Who may do what in IT Service Desk

Manage schemes

Scheme

THIS PROJECT FOLLOWS

Default permission scheme

No scheme of its own is set, so the default applies. Choosing one here fixes it to that scheme.

Everything is open to everyone who is signed in.

What the scheme grants

Read only here – permissions belong to the scheme, which several projects may share. Change them under [Permission schemes](#).

PERMISSION	GRANTED TO
Browse the project and its issues	anyone signed in
Create issues	anyone signed in
Edit issues	anyone signed in
Move issues through the workflow	anyone signed in
Assign issues	anyone signed in
Be assigned issues in this project	anyone signed in
Delete issues	anyone signed in

Project settings Permissions: which scheme this project uses.

MGService handbook 2.0

Page 38

Searching with MQL

Issues

Filter with MQL, for example `project = ITS AND statusCategory != done ORDER BY priority`

Enter a MQL query

12 ISSUES FOUND

T	KEY	SUMMARY	STATUS	PRIORITY	ASSIGNEE	CUSTOMER	CHANNEL	UPDATED
ITS-1	ITS-1	VPN drops every few minutes	IN PROGRESS	Highest	Tom Bauer	Anna Berg	Portal	3h ago
ITS-2	ITS-2	New starter needs a laptop and accounts	WAITING FOR SUPPORT	Medium	Unassigned	Paul Weber	Portal	20h ago
ITS-3	ITS-3	Grant read access to the finance share	WAITING FOR CUSTOMER	Low	Jan Novak	Paul Weber	Portal	2d ago
ITS-4	ITS-4	Printer on the second floor shows paper jam	RESOLVED	Medium	Sina Imse	Claire Dubois	Portal	3d ago
ITS-5	ITS-5	Mail delivery to external addresses delayed	ESCALATED	High	Marie Koch	Omar Haddad	Portal	1d ago
ITS-6	ITS-6	Password reset for the CRM	WAITING FOR SUPPORT	High	Unassigned	Julia Meyer	E-mail	6h ago
ITS-7	ITS-7	Self-service password reset	WAITING FOR SUPPORT	Low	Unassigned	Anna Berg	Portal	5d ago
SUP-1	SUP-1	Export to CSV cuts off long descriptions	IN PROGRESS	High	Lena Frei	Claire Dubois	Portal	1d ago
SUP-2	SUP-2	How do I add a second administrator?	RESOLVED	Low	Jan Novak	Julia Meyer	Portal	3d ago

Omar

Search: a query you can save and share.

Searching uses the same language the queues are written in. Beside the familiar fields there are customer, organisation and channel.

```
project = ITS AND channel = email AND statusCategory != done
ORDER BY created DESC
```

A query can be saved as a filter; saved filters sit in the sidebar and can be shared.

Routines

The screenshot displays the MGService interface. At the top, there's a navigation bar with 'MOREGATE | MGSERVICE' and a 'Create' button. Below this, a search bar for 'Search requests' and a 'Chat off' button are visible. The left sidebar, under 'YOUR WORK', lists various navigation items: Dashboard, Service projects, Customers, Organisations, Live chats, **Routines** (highlighted), Reports, and Issue search. Under 'ACCOUNT', there are 'Account and passkeys' and 'System settings'. Under 'SAVED FILTERS', there are 'My open requests' and 'Open incidents'. The main content area, titled 'Routines', has a subtitle 'A few steps, written once, run with one click'. It contains a large dashed box with the text 'No routines yet. Write one under [System settings](#).' and a 'Write routines' button in the top right corner.

Routines: recurring issues that appear when they are due.

A routine creates requests on a schedule - the monthly backup check, the quarterly review of permissions. It carries project, type, assignee and text with it, and it appears on the day without anybody having to remember.

MOREGATE

MGSERVICE

Your work

Projects ▾

Filters ▾

Create

Q Search requests

Chat off

Overview

IDENTITY SETTINGS

People

Groups

Microsoft Entra

Mail connection

General permissions

Links

Webhooks

SERVICE DESK SETTINGS

Mailbox intake

Customer portal

WORKFLOW SETTINGS

Workflows

Permission schemes

Notification schemes

Issue types

Screen schemes

Custom fields

Statuses

SYSTEM SETTINGS

New routine

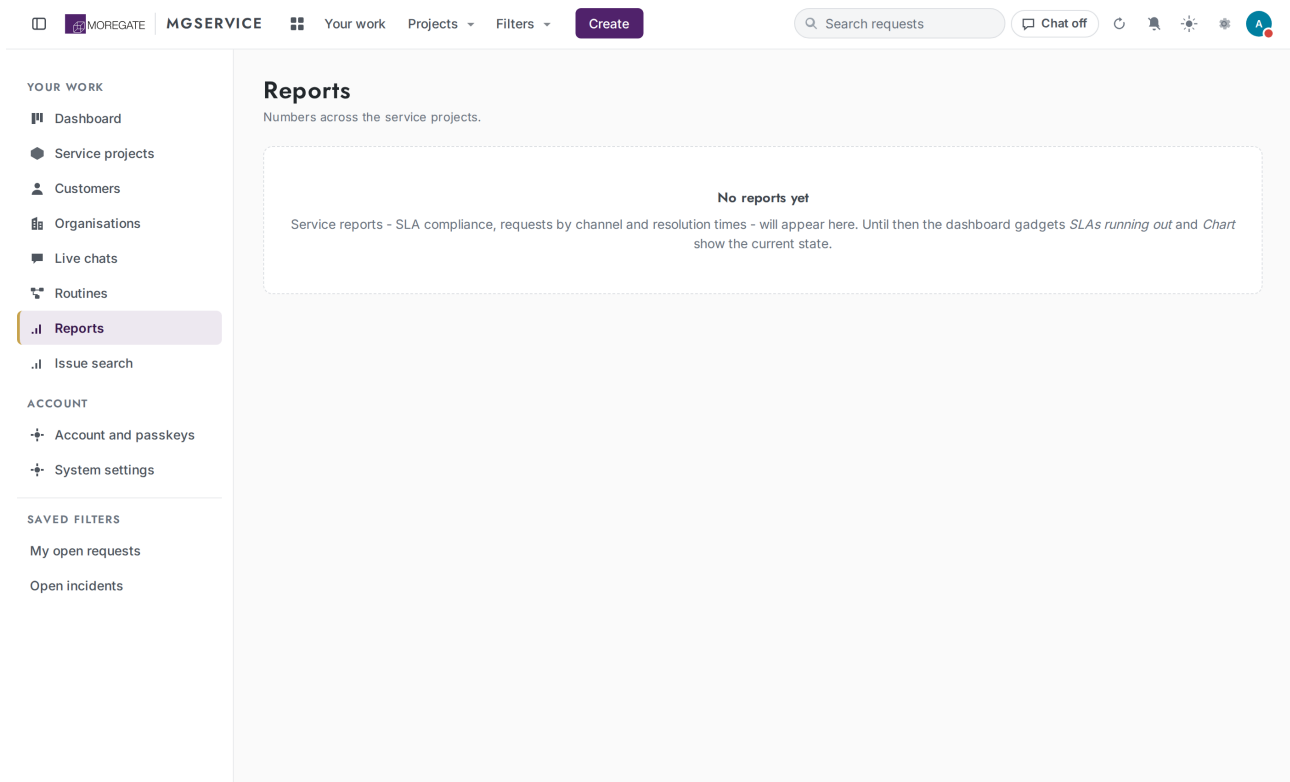
Routines

Writing needs the group **routine-admin** ; running is open to anybody who may create issues.

No routines yet.

System settings Routines: who may write them.

Reports



The screenshot shows the MGService web interface. The top navigation bar includes the MGService logo, a 'Create' button, and a search bar. The left sidebar lists various sections: 'YOUR WORK' (Dashboard, Service projects, Customers, Organisations, Live chats, Routines, Reports, Issue search), 'ACCOUNT' (Account and passkeys, System settings), and 'SAVED FILTERS' (My open requests, Open incidents). The 'Reports' section is currently selected. The main content area displays a message indicating that no reports are available yet, with a note that service reports (SLA compliance, requests by channel and resolution times) will appear once dashboard gadgets for 'SLAs running out' and 'Chart' are implemented.

The reports, each with an export.

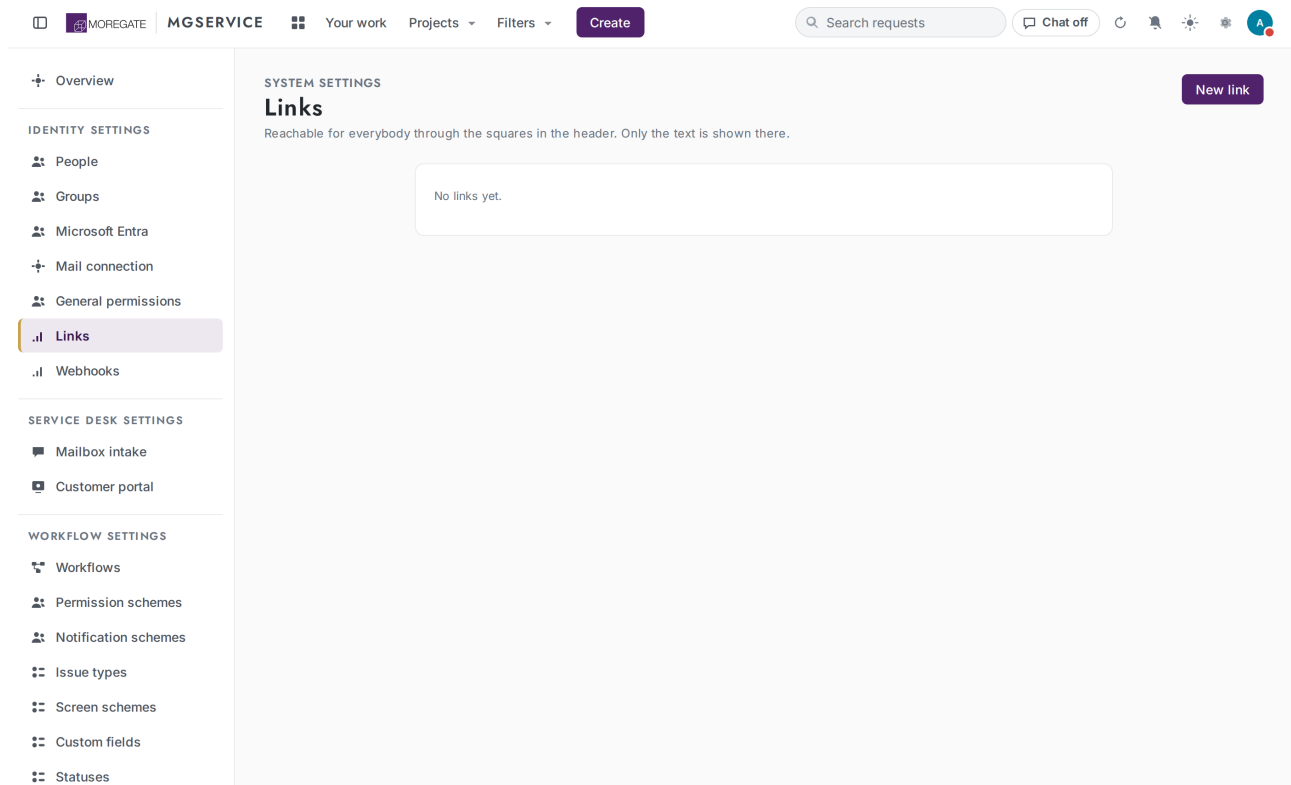
- How many requests came in and how many were resolved, per period
- How often an SLA goal was missed, and on which requests
- Working time - who was at work when, with an Excel export
- Time booked - hours on requests, by month, by day and by person

Webhooks and links

The screenshot displays the 'Webhooks' section within the 'SYSTEM SETTINGS' of MGService. The left sidebar contains a navigation menu with categories: Overview, IDENTITY SETTINGS (People, Groups, Microsoft Entra, Mail connection, General permissions, Links, Webhooks), SERVICE DESK SETTINGS (Mailbox intake, Customer portal), and WORKFLOW SETTINGS (Workflows, Permission schemes, Notification schemes, Issue types, Screen schemes, Custom fields, Statuses). The 'Webhooks' item is highlighted. The main content area is titled 'Webhooks' and includes the text: 'Post events into a Microsoft Teams channel or any endpoint that accepts JSON.' Below this, a dashed box contains the message: 'No webhook yet' and 'Create an incoming webhook in your Teams channel and paste its address here.' An 'Add webhook' button is located in the top right corner of the main content area.

System settings Webhooks: events sent to another service.

A webhook posts an event as JSON to an address of your choosing - a Teams channel, or anything that accepts JSON. You pick the events, and a button sends a test call.



System settings Links: the shelf in the top bar.

Links sit in the header for everybody - the wiki, the monitoring, whatever the house needs. Entered once, rather than in every browser.

Importing from Jira Service Management

SYSTEM SETTINGS

Import from Jira Service Management

Tickets from a JSM Cloud site - with their customers, organisations, comments and attachments. Nothing is changed on the JSM side.

1 Connection 2 Customers 3 Tickets 4 Assignees 5 Statuses 6 Check 7 Import

1 - Connection

SITE ADDRESS **ACCOUNT E-MAIL**

https://yourcompany.atlassian.net import@yourcompany.com

API TOKEN

From id.atlassian.com, Security, API tokens

An API token of one account, sent with its address. The import sees what that account may see: Browse Projects on the service desk, and the agent role there for customers and organisations. Stored with permissions 0600, never shown again.

Save and connect

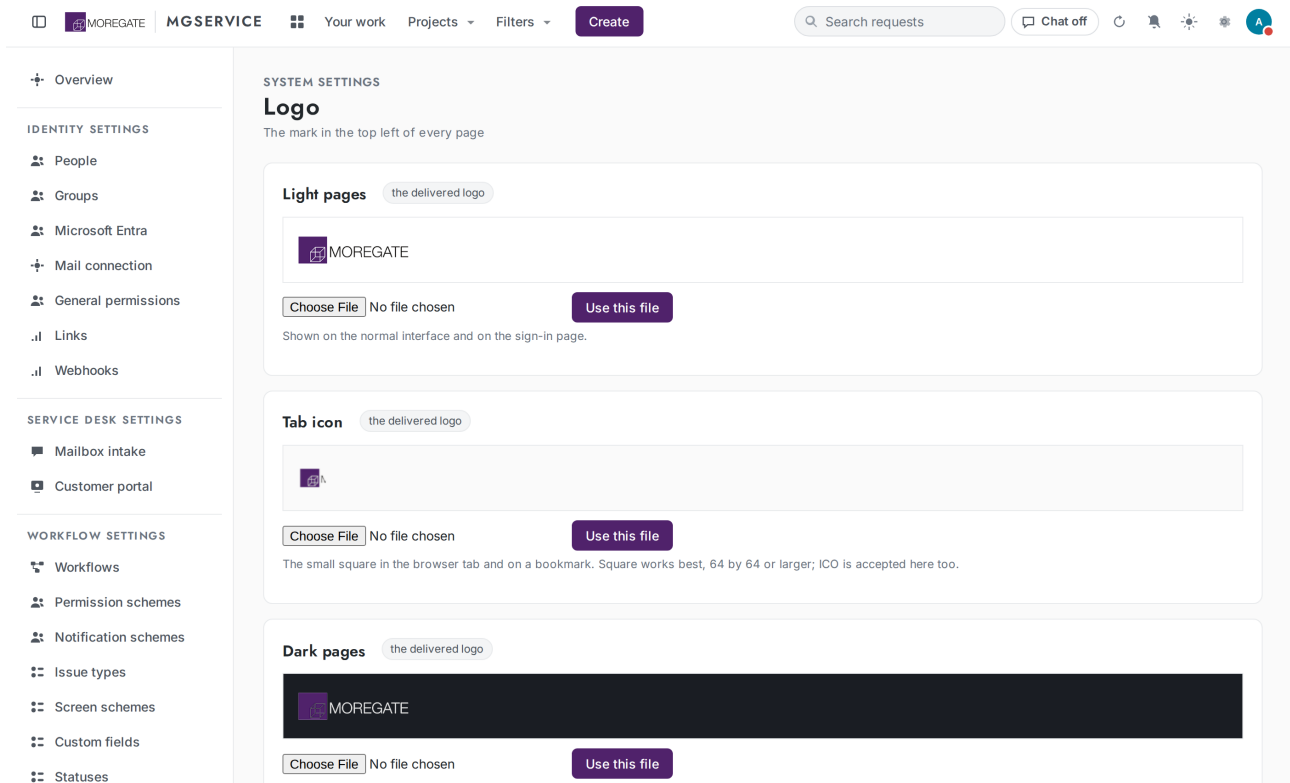
Next

System settings Import from JSM: pick the projects and bring them over.

Projects can be taken over from a JSM Cloud instance with their requests, comments, customers, organisations and request types. It reads through the API; nothing is ever written back.

You need the address of the instance, an API token and the projects that should come along. The run reports what was taken over and what was not - and whatever was left out is listed with its reason. A run that stopped half way can be repeated without creating anything twice.

Your own look, and announcements



System settings Logo: the mark, the tab icon and the accent colour.

Sidebar and the installation's name

The switch at the very front of the top bar folds the sidebar away; the content then uses the full width. It is remembered per account, and without a choice of your own the sidebar is open.

Under System settings > Instance the installation can be given a name. It replaces the product name in the top bar and the browser tab, so several installations on one server can be told apart. Empty brings the product name back.

Replace the logo for light and for dark pages and the icon in the browser tab. The files live in the data directory and survive every update - a deployment writes the delivered logos only on the very first installation. The accent colour is taken from the logo and can be set by hand.

MOREGATE

MGSERVICE

Your workProjectsFiltersCreate

Search requests

Chat off

Overview

IDENTITY SETTINGS

People

Groups

Microsoft Entra

Mail connection

General permissions

Links

Webhooks

SERVICE DESK SETTINGS

Mailbox intake

Customer portal

WORKFLOW SETTINGS

Workflows

Permission schemes

Notification schemes

Issue types

Screen schemes

Custom fields

Statuses

SYSTEM SETTINGS

Announcements

A notice across the top, for everybody signed in

NOT SHOWING

MESSAGE

e.g. Maintenance this evening from 18:00 - MGService stays readable.

Everybody signed in sees this within half a minute, without reloading.

Switch onSwitch offSave the text only

Switching off leaves the text where it is, so the same notice can be put up again without typing it out afresh.

System settings Announcements: a band across every page.

An announcement sits above every page - for Saturday's maintenance, or the outage everybody knows about anyway. It can be kept to the agent side or shown in the portal as well.

Attachments and the viewer

Attachments open in a viewer without leaving the browser: images, video, audio, PDF and text - and Word, Excel and other office documents, which LibreOffice converts to PDF on the server. The conversion happens once and is kept beside the attachment.

The screenshot displays the MGService portal interface. On the left is a sidebar with navigation links: Dashboard, Service projects, Customers, Organisations, Live chats, Routines, Reports, and Issue search. The main content area shows an incident titled "VPN drops every few minutes". The incident details include a description, attachments (a screenshot-vpn.png), comments (3), and SLAS (Service Level Agreements). The incident is currently in progress, assigned to Tom Bauer, with a priority of Highest.

Incident Title: VPN drops every few minutes

DESCRIPTION: Since this morning the VPN connection drops every five to ten minutes. Colleagues in the same office report the same.

ATTACHMENTS (1): screenshot-vpn.png (4.4 KB - Administrator - just now - TEAM ONLY)

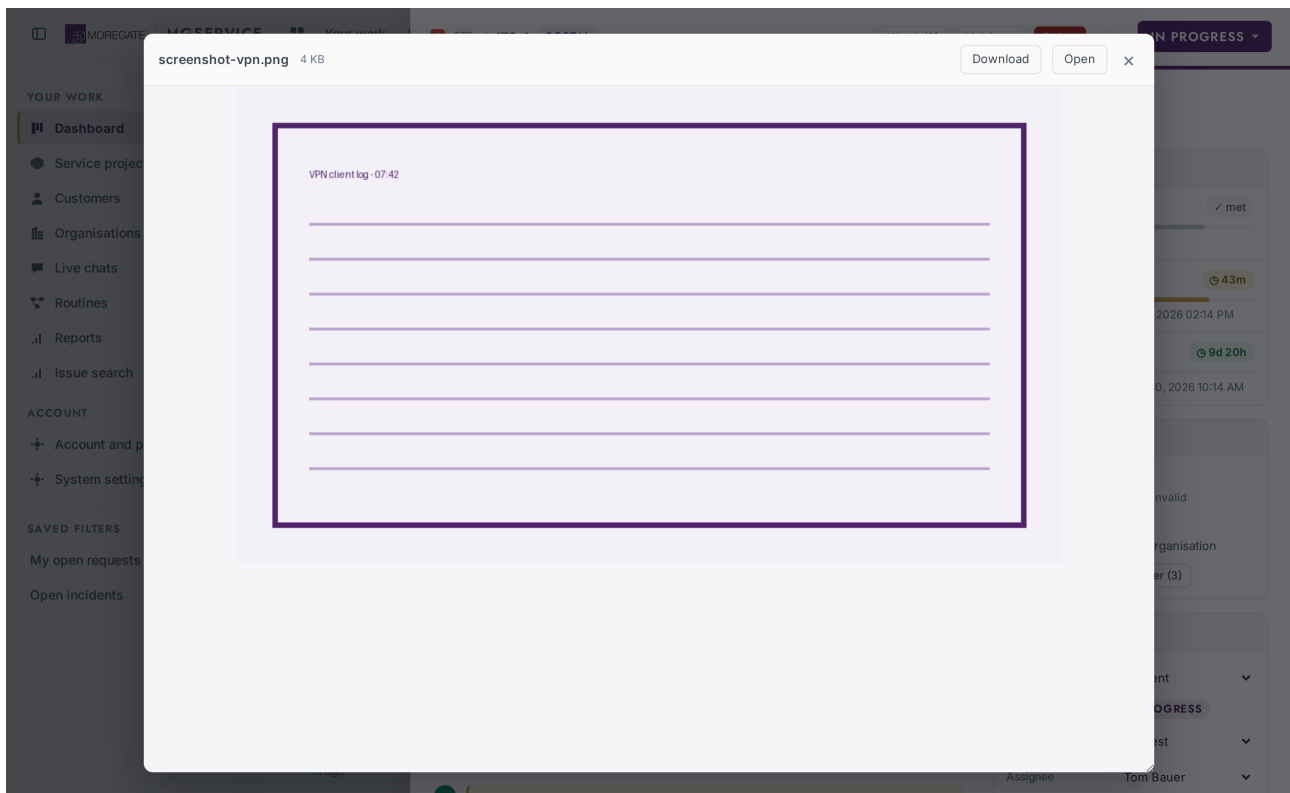
COMMENTS (3): Reply to customer, Add internal note. Your reply - it is sent to the customer.

SLAS: Time to first response (goal 15m - met), Time to resolution (goal 4h - at risk - due Oct 20, 2026 02:14 PM), Overall time (goal 10d - running - due Oct 30, 2026 10:14 AM).

CUSTOMER: Anna Berg (anna.berg@example.invalid, Northwind Trading, Visible to the organisation).

DETAILS: Type: Incident, Status: IN PROGRESS, Priority: Highest, Assignee: Tom Bauer.

An attachment on the issue - one click opens it in the viewer.



The viewer: show, download, or open in a tab of its own.

What kind a file is comes from the file itself, not its extension. HTML and SVG are shown sandboxed - an uploaded page cannot run anything in the viewer.

Deleting an issue, a project or a space takes its files and their converted previews off the disk. A deleted number is never given out again, so nothing left over can attach itself to something new with the same number.

Mail queue

SYSTEM SETTINGS

Mail queue

Sending is switched off under Mail connection - nothing here goes out until it is on.

TO	SUBJECT	STATE	TRIES	QUEUED	ERROR
Nothing has been queued yet.					

System settings Mail queue: what went, what waits, what failed.

Mail no longer goes out directly but through a queue, so saving never waits for the mailbox. A mail that fails is tried five times and then kept with the reason; from here it can be sent again.

The worker service works through the queue. The test message on the mail connection page is the one exception and goes out at once - it is meant to show whether the connection works now.

System settings Audit log: who changed what, with filters and a CSV export.

Recorded are every change to administration, every sign-in and every deletion - with the person, the time, and what applied before and after. Secrets such as passwords and keys appear masked. Filter by person, kind and period; the export is CSV.

What an automation rule does is recorded as Automation - not as the person who happened to trigger it.

Keeping it running

Two services

MGService runs as two systemd services: mgservice.service answers requests through gunicorn, mgservice-worker.service does everything in the background - mail, syncs, rules. A lease in the database makes sure two workers never do the same work.

Monitoring

```
curl https://.../api/health
curl https://.../api/health/details
```

/api/health says whether the service is there; /api/health/details what a monitoring system wants - database, schema steps, background jobs, disk. With MGSERVICE_LOG_FORMAT=json MGService logs as JSON. An unexpected error is logged with a reference the answer names - whoever reports it lands at the right line of the log at once.

Checking the database without changing it

```
sudo -u mgservice /opt/mgservice/app/mgservice --manage db-check
```

Names the schema state, pending steps, missing tables and columns - and only reads. Meant also for sending us the output: no content leaves the database.

What is in the package

Every package carries a software bill of materials, sbom.cdx.json (CycloneDX 1.5): every library at its exact version with its checksum and licence, plus the Python interpreter, OpenSSL and the fonts. The build checks every package against known vulnerabilities and does not ship when one is affected.

Checking and repairing the database

SYSTEM SETTINGS

Database

Writing to PostgreSQL at 127.0.0.1:5432/hb_mgservice (the connection in use right now)

6 USERS
2 PROJECTS
12 ISSUES
7 COMMENTS
25 HISTORY

PostgreSQL connection

HOST

127.0.0.1

PORT

5432

DATABASE

hb_mgservice

USER

mg

PASSWORD

unchanged

TLS

prefer

Test connection

Stored in /tmp/h2/data-mgservice/database.json, readable only by the service account because it holds the password.

Look into the tables

Open tables

System settings Database: which database is in use and whether anything is missing.

The page names the connection actually in use in its header, and checks on request whether schema and data are complete. Gaps it finds can be closed on the spot; what was changed is listed afterwards.

Backups

```
sudo -u postgres pg_dump mgservice > mgservice-$(date +%F).sql
sudo tar czf mgservice-data-$(date +%F).tar.gz /var/lib/mgservice
```

Everyday commands

What for	Command
Status more health	<code>sudo ./deploy.sh --status</code>
Follow the log	<code>journalctl -u mgservice -f</code>
New admin password	<code>sudo ./deploy.sh --reset-admin</code>
Back to before the last update	<code>sudo ./deploy.sh --rollback</code>
Check the database, read only	<code>/opt/mgservice/app/mgservice --manage db-check</code>
Remove, keeping data	<code>sudo ./deploy.sh --uninstall</code>
Remove everything	<code>sudo ./deploy.sh --uninstall --purge</code>

When something is wrong

What you see	Where to look
502 from the proxy	The service is not running - systemctl status
413 on upload	client_max_body_size in nginx
No mail arrives	Mailbox intake: permission and access policy
No mail goes out	The mail connection, then the mail log
Customer cannot get in	Portal access sits on the customer, not on an account
Chat does not appear	The switch is off
Everybody signed out	MGSERVICE_SECRET was changed

The screenshot shows the MGSERVICE SYSTEM SETTINGS page. The left sidebar contains navigation links for Overview, IDENTITY SETTINGS (People, Groups, Microsoft Entra, Mail connection, General permissions, Links, Webhooks), SERVICE DESK SETTINGS (Mailbox intake, Customer portal), and WORKFLOW SETTINGS (Workflows, Permission schemes, Notification schemes, Issue types, Screen schemes, Custom fields, Statuses). The main content area is titled 'Instance' and includes a form for 'Name of this installation' (with a 'Save' button), a table of system settings, and a 'What changed' section.

SYSTEM SETTINGS	
Instance	
Name of this installation <small>Shown in the browser tab and beside the logo. Several installations on one server look alike otherwise, and somebody with three tabs open cannot tell which is the test one. Leave it empty for none.</small> <input type="text" value="e.g. Test system"/> Save	
Version	2.0
Signed in as	Administrator Administrator
Database	PostgreSQL · 127.0.0.1:5432/? <small>as mg · 12 issues</small>
Data directory	/tmp/h2/data-mgservice
Attachments	/tmp/h2/data-mgservice/attachments
Accounts	6
Projects	2

What changed
 Newest first. The version this instance runs is marked.

- 2.0 • PostgreSQL only. SQLite is gone; deploy.sh asks for the connection when it sets an installation up, and as installation still as SQLite is moved across once during the update.

System settings Instance: version, changelog and the stamp of the package.

Every release carries its own changelog. Quoting the version from this page saves a round of questions.