OTOBO Installation Guide

Release rel-11.0

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The OTOBO::ITSM Configuration Management package.

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OTOBO 11.0.x

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ITSMCore 11.0.1

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ITSMConfigItem::Frontend::BulkFeature

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ConfigItems with the following deployment states will not be stored on the Elasticsearch server. To apply this to existing CIs, the CI migration has to be run via console, after changing this option.

Elasticsearch::ConfigItemStoreFields

Fields stored in the configuration item index which are used for other things besides fulltext searches. For the complete functionality all fields are mandatory.

Elasticsearch::ConfigItemSearchFields

Fields of the configuration item index, used for the fulltext search. Fields are also stored, but are not mandatory for the overall functionality. Inclusion of attachments can be disabled by setting the entry to 0 or deleting it.

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Event module to set configitem-status on ticket-configitem-link.

Ticket::EventModulePost###042-ITSMConfigItemTicketStatusLink

Event module to set configitem-status on ticket-configitem-link.

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ITSMConfigItem::Permission::Item###010-ItemClassGroupCheck

Module to check the group responsible for a configuration item.

ITSMConfigItem::Hook

The identifier for a configuration item, e.g. ConfigItem#, MyConfigItem#. The default is ConfigItem#.

UniqueCIName::EnableUniquenessCheck

Enables/disables the functionality to check ITSM onfiguration items for unique names. Before enabling this option you should check your system for already existing config items with duplicate names. You can do this with the console command Admin::ITSM::Configitem::ListDuplicates.

UniqueCIName::UniquenessCheckScope

Check for a unique name only within the same ConfigItem class ('class') or globally ('global'), which means every existing ConfigItem is taken into account when looking for duplicates.

Customer::ConfigItem::PermissionConditions###01

Define a set of conditions under which a customer is allowed to see a config item. Conditions can optionally be restricted to certain customer groups. Name is the only mandatory attribute. If no other options are given, all config items will be visible under that category.

Customer::ConfigItem::PermissionConditions###02

Define a set of conditions under which a customer is allowed to see a config item. Conditions can optionally be restricted to certain customer groups. Name is the only mandatory attribute. If no other options are given, all config items will be visible under that category.

Customer::ConfigItem::PermissionConditions###03

Define a set of conditions under which a customer is allowed to see a config item. Conditions can optionally be restricted to certain customer groups. Name is the only mandatory attribute. If no other options are given, all config items will be visible under that category.

Customer::ConfigItem::PermissionConditions###04

Define a set of conditions under which a customer is allowed to see a config item. Conditions can optionally be restricted to certain customer groups. Name is the only mandatory attribute. If no other options are given, all config items will be visible under that category.

Customer::ConfigItem::PermissionConditions###05

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Customer::ConfigItem::PermissionConditionColumns###03

Customer::ConfigItem::PermissionConditionColumns###04

Customer::ConfigItem::PermissionConditionColumns###05

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CMDBTreeView::ShowLinkLabels

Defines if the link type labels must be shown in the node connections.

3.2.9 Core::ITSMConfigItem::ACL

ITSMConfigItemACLKeysLevel1Match

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ITSMConfigItemACLKeysLevel1Change

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ITSMConfigItemACLKeysLevel2::Properties

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ITSMConfigItemACLKeysLevel2::PropertiesDatabase

Defines which items are available in second level of the ITSM Config Item ACL structure.

ITSMConfigItemACLKeysLevel3::Actions###100-Default

Defines which items are available for 'Action' in third level of the ITSM Config Item ACL structure.

ConfigItemACL::ACLPreselection

Whether the execution of ConfigItemACL can be avoided by checking cached field dependencies. This can improve loading times of formulars, but has to be disabled, if ACLModules are to be used for ITSMConfigItem- and Form-ReturnTypes.

ConfigItemACL::Autoselect

Whether fields should be automatically filled (1), and in that case also be hidden from ticket formulars (2).

3.2.10 Core::ImportExport::ObjectBackend::ModuleRegistration

ImportExport::ObjectBackendRegistration###ITSMConfigItem

Object backend module registration for the import/export module.

3.2.11 Core::LinkObject

LinkObject::DefaultSubObject###ITSMConfigItem

Defines the default subobject of the class 'ITSMConfigItem'.

LinkObject::ITSMConfigItem::ShowColumns

Defines the shown columns of CIs in the link table complex view for all CI classes. If there is no entry, then the default columns are shown.

LinkObject::ITSMConfigItem::ShowColumnsByClass

Defines the shown columns of CIs in the link table complex view, depending on the CI class. Each entry must be prefixed with the class name and double colons (i.e. Computer::). There are a few CI-Attributes that common to all CIs (example for the class Computer: Computer::Name, Computer::CurDeplState, Computer::CreateTime). To show individual CI-Attributes as defined in the CI-Definition, the following scheme must be used (example for the class Computer): Computer::HardDisk::1, Computer::HardDisk::1::Capacity::1, Computer::HardDisk::2, Computer::HardDisk::2::Capacity::1. If there is no entry for a CI class, then the default columns are shown.

3.2.12 Core::LinkStatus

ITSMConfigItem::SetIncidentStateOnLink

Set the incident state of a CI automatically when a Ticket is Linked to a CI.

ITSMConfigItem::LinkStatus::TicketTypes

Defines which type of ticket can affect the status of a linked CI.

ITSMConfigItem::LinkStatus::DeploymentStates

Defines the relevant deployment states where linked tickets can affect the status of a CI.

ITSMConfigItem::LinkStatus::IncidentStates

Defines the order of incident states from high (e.g. cricital) to low (e.g. functional).

ITSMConfigItem::LinkStatus::LinkTypes

Defines which type of link (named from the ticket perspective) can affect the status of a linked CI.

3.2.13 Core::Stats

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Module to generate ITSM config item statistics.

3.2.14 Daemon::SchedulerCronTaskManager::Task

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Triggers ConfigItemFetch invoker automatically.

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Triggers ConfigItemFetch invoker automatically.

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Triggers ConfigItemFetch invoker automatically.

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Frontend module registration for the agent interface.

Frontend::Module###AdminGenericInterfaceInvokerConfigItem

Frontend module registration for the agent interface.

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Loader::Module::AdminGenericInterfaceInvokerConfigItem###007-ITSMConfigurationManagement

Loader module registration for the agent interface.

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3.2.20 Frontend::Admin::View::ITSMConfigItemDefinition

ITSMConfigItem::Frontend::AdminITSMConfigItem###EditorRows

Defines the number of rows for the CI definition editor in the admin interface.

3.2.21 Frontend::Agent::ITSMConfigItem::MenuModule

ITSMConfigItem::Frontend::MenuModule###000-Back

Shows a link in the menu to go back in the configuration item zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###200-History

Shows a link in the menu to access the history of a configuration item in the its zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###300-Edit

Shows a link in the menu to edit a configuration item in the its zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###400-Print

Shows a link in the menu to print a configuration item in the its zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###500-Link

Shows a link in the menu that allows linking a configuration item with another object in the config item zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###550-TreeView

Shows a link in the menu to display the configuration item links as a Tree View.

ITSMConfigItem::Frontend::MenuModule###600-Duplicate

Shows a link in the menu to duplicate a configuration item in the its zoom view of the agent interface.

ITSMConfigItem::Frontend::MenuModule###700-ConfigItemDelete

Shows a link in the menu to delete a configuration item in its zoom view of the agent interface.

3.2.22 Frontend::Agent::ITSMConfigItem::MenuModulePre

ITSMConfigItem::Frontend::PreMenuModule###100-Zoom

Shows a link in the menu to zoom into a configuration item in the configuration item overview of the agent interface.

ITSMConfigItem::Frontend::PreMenuModule###200-History

Shows a link in the menu to access the history of a configuration item in the configuration item overview of the agent interface.

ITSMConfigItem::Frontend::PreMenuModule###300-Duplicate

Shows a link in the menu to duplicate a configuration item in the configuration item overview of the agent interface.

3.2.23 Frontend::Agent::ITSMConfigItem::Permission

ITSMConfigItem::Frontend::AgentITSMConfigItem###Permission

Required permissions to use the ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemEdit###Permission

Required permissions to use the edit ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemAdd###Permission

Required permissions to use the add ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemHistory###Permission

Required permissions to use the history ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemPrint###Permission

Required permissions to use the print ITSM configuration item screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemZoom###Permission

Required permissions to use the ITSM configuration item zoom screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Permission

Required permissions to use the ITSM configuration item search screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemTreeView###Permission

Required permissions to use the ITSM configuration item tree view screen in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemBulk###Permission

Required permissions to use the bulk ITSM configuration item screen in the agent interface.

3.2.24 Frontend::Agent::ITSMConfigItemAttachment::Permission

ITSMConfigItem::Frontend::AgentITSMConfigItemAttachment###Permission

Required permissions to use the ITSM configuration item attachment action in the agent interface.

3.2.25 Frontend::Agent::ITSMConfigItemOverview

ITSMConfigItem::Frontend::Overview###Small

Defines an overview module to show the small view of a configuration item list.

3.2.26 Frontend::Agent::LinkObject

LinkObject::ComplexTable::SettingsVisibility###ITSMConfigItem

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js and Core.Agent.LinkObject.js.

3.2.27 Frontend::Agent::ModuleRegistration

Frontend::Module###AgentITSMConfigItem

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemZoom

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemEdit

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemPrint

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemDelete

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemTreeView

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemAdd

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemSearch

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemHistory

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemBulk

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMConfigItemAttachment

Frontend module registration for the agent interface.

3.2.28 Frontend::Agent::ModuleRegistration::Loader

Loader::Module::AgentITSMConfigItem###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemZoom###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemEdit###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemTreeView###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemAdd###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemSearch###003-ITSMConfigItem

Loader module registration for the agent interface.

Loader::Module::AgentITSMConfigItemHistory###003-ITSMConfigItem

Loader module registration for the agent interface.

3.2.29 Frontend::Agent::ModuleRegistration::MainMenu

Frontend::Navigation###AgentITSMConfigItem###003-ITSMConfigItem

Main menu item registration.

Frontend::Navigation###AgentITSMConfigItemAdd###003-ITSMConfigItem

Main menu item registration.

Frontend::Navigation###AgentITSMConfigItemSearch###003-ITSMConfigItem

Main menu item registration.

Frontend::Navigation###AgentITSMConfigItemBulk###003-ITSMConfigItem

Main menu item registration.

3.2.30 Frontend::Agent::ModuleRegistration::MainMenu::Search

Frontend::Search###ConfigItem

Configuration item search backend router of the agent interface.

Frontend::Search::JavaScript###ConfigItem

JavaScript function for the search frontend.

3.2.31 Frontend::Agent::View::AgentITSMConfigItemBulk

ITSMConfigItem::Frontend::AgentITSMConfigItemBulk###DynamicField

Dynamic fields shown in the additional ITSM field screen of the agent interface.

3.2.32 Frontend::Agent::View::AgentITSMConfigItemEdit

ITSMConfigItem::Frontend::AgentITSMConfigItemEdit###DynamicField

Dynamic fields shown in the additional ITSM field screen of the agent interface.

3.2.33 Frontend::Agent::View::AgentITSMConfigItemHistory

ITSMConfigItem::Frontend::AgentITSMConfigItemPrint###DynamicField

Dynamic fields shown in the additional ITSM field screen of the agent interface.

3.2.34 Frontend::Agent::View::AgentITSMConfigItemZoom

ITSMConfigItem::Frontend::AgentITSMConfigItemZoom###DynamicField

Dynamic fields shown in the additional ITSM field screen of the agent interface.

3.2.35 Frontend::Agent::View::ConfigItemSearch

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###ExtendedSearchCondition

Allows extended search conditions in config item search of the agent interface. With this feature you can search e. g. config item name with this kind of conditions like "(key1*&&*key2)" or "(key1*||*key2)".

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###SearchPageShown

Number of config items to be displayed in each page of a search result in the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###SortBy::Default

Defines the default config item attribute for config item sorting of the config item search result of the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Order::Default

Defines the default config item order in the config item search result of the agent interface. Up: oldest on top. Down: latest on top.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###Number

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###Name

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###DeploymentStateIDs

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###IncidentStateIDs

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###CustomerID

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###CustomerUserLogin

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###ITSMConfigItemCreateTimePoint

Default data to use on attribute for config item search screen. Example: "ITSMConfigItemCreateTime-PointFormat=year;ITSMConfigItemCreateTimePointStart=Last;ITSMConfigItemCreateTimePoint=2;".

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###ITSMConfigItemCreateTimeSlot

Default data to use on attribute for config item search screen. Example: "ITSMConfigItemCreateTimeS-tartYear=2010;ITSMConfigItemCreateTimeStartMonth=10;ITSMConfigItemCreateTimeStartDay=4;ITSMConfigItemCreate

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###ITSMConfigItemChangeTimePoint

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###ITSMConfigItemChangeTimeSlot

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###DynamicField

Defines the default shown config item search attribute for config item search screen. Example: "Key" must have the name of the Dynamic Field in this case 'X', "Content" must have the value of the Dynamic Field depending on the Dynamic Field type, Text: 'a text', Dropdown: '1', Date/Time: 'Search_DynamicField_XTimeSlotStartYear=1974; Search_DynamicField_XTimeSlotStartMonth=01; Search_DynamicField_XTimeSlotStartDay=26; Search_DynamicField_XTimeSlotStartHour=00; Search_DynamicField_XTimeSlotStartMinute=00; Search_DynamicField_XTimeSlotStartSecond=00; Search_DynamicField_XTimeSlotStopYear=2013; Search_DynamicField_XTimeSlotStopMonth=01; Search_DynamicField_XTimeSlotStopDay=26; Search_DynamicField_XTimeSlotStopHour=23; Search_DynamicField_XTimeSlotStopMinute=59; Search_DynamicField_XTimeSlotStopSecond=59;' and or 'Search_DynamicField_XTimePointFormat=week; Search_DynamicField_XTimePointStart=Before; Search_DynamicField_XTimePointValue=7;'.

3.2.36 Frontend::Agent::View::CustomerInformationCenter

AgentCustomerInformationCenter::Backend###0060-CIC-ITSMConfigItemCustomerCompany

Parameters for the dashboard backend of the customer company config item overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

3.2.37 Frontend::Agent::View::CustomerUserInformationCenter

AgentCustomerUserInformationCenter::Backend###0060-CUIC-ITSMConfigItemCustomerUser

Parameters for the dashboard backend of the customer company config item overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

3.2.38 Frontend::Agent::View::ITSMConfigItem

ITSMConfigItem::Frontend::AgentITSMConfigItem###DefaultColumns

Columns that can be filtered in the config item overview of the agent interface. Note: Only Config Item attributes and Dynamic Fields (DynamicField_NameX) are allowed.

ITSMConfigItem::Frontend::AgentITSMConfigItem###SearchLimit

Defines the search limit for the AgentITSMConfigItem screen.

ITSMConfigItem::Frontend::AgentITSMConfigItem###DefaultCategory

The default category which is shown, if none is selected.

ITSMConfigItem::Frontend::AgentITSMConfigItem###ClassColumnsAvailable

Defines the available columns of CIs in the config item overview depending on the CI class. Each entry must consist of a class name and an array of available fields for the corresponding class. Dynamic field entries have to honor the scheme DynamicField_FieldName.

ITSMConfigItem::Frontend::AgentITSMConfigItem###ClassColumnsDefault

Defines the default displayed columns of CIs in the config item overview depending on the CI class. Each entry must consist of a class name and an array of available fields for the corresponding class. Dynamic field entries have to honor the scheme DynamicField_FieldName.

3.2.39 Frontend::Agent::View::ITSMConfigItemBulk

ITSMConfigItem::Frontend::AgentITSMConfigItemBulk###DeplState

Sets the deployment state in the configuration item bulk screen of the agent interface.

ITSMConfigItem::Frontend::AgentITSMConfigItemBulk###InciState

Sets the incident state in the configuration item bulk screen of the agent interface.

3.2.40 Frontend::Agent::View::ITSMConfigItemDelete

ITSMConfigItem::Frontend::AgentITSMConfigItemDelete###Permission

Required privileges to delete config items.

3.2.41 Frontend::Agent::View::ITSMConfigItemEdit

ITSMConfigItem::Frontend::AgentITSMConfigItemEdit###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

ITSMConfigItem::Frontend::AgentITSMConfigItemEdit###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

3.2.42 Frontend::Agent::View::ITSMConfigItemHistory

ITSMConfigItem::Frontend::HistoryOrder

Shows the config item history (reverse ordered) in the agent interface.

3.2.43 Frontend::Agent::View::ITSMConfigItemSearch

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###SearchCSVData

Data used to export the search result in CSV format.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###SearchCSVDynamicField

Dynamic Fields used to export the search result in CSV format.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###Defaults###SearchPreviousVersions

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###SearchLimit

Defines the search limit for the AgentITSMConfigItemSearch screen.

ITSMConfigItem::Frontend::AgentITSMConfigItemSearch###DynamicField

Dynamic fields shown in the config item search screen of the agent interface.

3.2.44 Frontend::Agent::View::Preferences

PreferencesGroups###ConfigItemOverviewSmallPageShown

Parameters for the pages (in which the configuration items are shown).

PreferencesGroups###ConfigItemOverviewFilterSettings

Parameters for the column filters of the small config item overview. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

3.2.45 Frontend::Base::DynamicFieldScreens

DynamicFieldScreens###ITSMConfigurationManagement

This configuration defines all possible screens to enable or disable dynamic fields.

DefaultColumnsScreens###ITSMConfigurationManagement

This configuration defines all possible screens to enable or disable default columns.

3.2.46 Frontend::Base::Loader

Loader::Agent::CommonJS###100-ConfigurationManagement

List of JS files to always be loaded for the agent interface.

3.2.47 Frontend::Base::NavBarModule

Frontend::AdminModuleGroups###200-ITSMConfigurationManagement

Defines available groups for the admin overview screen.

3.2.48 Frontend::Customer::ITSMConfigItemOverview

ITSMConfigItem::Frontend::CustomerOverview###Small

Defines an overview module to show the small view of a configuration item list.

3.2.49 Frontend::Customer::ModuleRegistration

CustomerFrontend::Module###CustomerITSMConfigItem

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerITSMConfigItemSearch

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerITSMConfigItemZoom

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerITSMConfigItemAttachment

Frontend module registration for the customer interface.

3.2.50 Frontend::Customer::ModuleRegistration::Loader

Loader::Module::CustomerITSMConfigItem###003-ITSMConfigItem

Loader module registration for the customer interface.

Loader::Module::CustomerITSMConfigItemSearch###003-ITSMConfigItem

Loader module registration for the customer interface.

Loader::Module::CustomerITSMConfigItemZoom###003-ITSMConfigItem

Loader module registration for the customer interface.

3.2.51 Frontend::Customer::ModuleRegistration::MainMenu

CustomerFrontend::Navigation###CustomerITSMConfigItem###003-ITSMConfigItem

Main menu item registration.

3.2.52 Frontend::Customer::View::ConfigItemSearch

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###Permission

Required permissions to use the ITSM configuration item search screen in the customer interface.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###DeploymentState

Includes deployment states in the config item search of the customer interface.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###IncidentState

Includes incident states in the config item search of the customer interface.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###ExtendedSearchCondition

Allows extended search conditions in config item search of the customer interface. With this feature you can search e. g. config item name with this kind of conditions like "(key1*&&*key2)" or "(key1*||*key2)".

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###SearchPageShown

Number of config items to be displayed in each page of a search result in the customer interface.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###SortBy::Default

Defines the default config item attribute for config item sorting of the config item search result of the customer interface.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###Order::Default

Defines the default config item order in the config item search result of the customer interface. Up: oldest on top. Down: latest on top.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###Defaults###Number

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###Defaults###Name

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###Defaults###DeploymentStateIDs

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###Defaults###IncidentStateIDs

Defines the default shown config item search attribute for config item search screen.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###Defaults###DynamicField

Defines the default shown config item search attribute for config item search screen. Example: "Key" must have the name of the Dynamic Field in this case 'X', "Content" must have the value of the Dynamic Field depending on the Dynamic Field type, Text: 'a text', Dropdown: '1', Date/Time: 'Search_DynamicField_XTimeSlotStartYear=1974; Search_DynamicField_XTimeSlotStartMonth=01; Search_DynamicField_XTimeSlotStartDay=26; Search_DynamicField_XTimeSlotStartHour=00; Search_DynamicField_XTimeSlotStartMinute=00; Search_DynamicField_XTimeSlotStartSecond=00; Search_DynamicField_XTimeSlotStopYear=2013; Search_DynamicField_XTimeSlotStopMonth=01; Search_DynamicField_XTimeSlotStopDay=26; Search_DynamicField_XTimeSlotStopHour=23; Search_DynamicField_XTimeSlotStopMinute=59; Search_DynamicField_XTimeSlotStopSecond=59;' and or 'Search_DynamicField_XTimePointFormat=week; Search_DynamicField_XTimePointStart=Before; Search_DynamicField_XTimePointValue=7;'.

3.2.53 Frontend::Customer::View::ITSMConfigItem

ITSMConfigItem::Frontend::CustomerITSMConfigItem###DefaultColumns

Columns that can be filtered in the config item overview of the customer interface. Note: Only Config Item attributes and Dynamic Fields (DynamicField_NameX) are allowed.

ITSMConfigItem::Frontend::CustomerITSMConfigItem###SearchLimit

Defines the search limit for the CustomerITSMConfigItem screen.

ITSMConfigItem::Frontend::CustomerITSMConfigItem###ClassColumnsAvailable

Defines the available columns of CIs in the config item overview depending on the CI class. Each entry must consist of a class name and an array of available fields for the corresponding class. Dynamic field entries have to honor the scheme DynamicField_FieldName.

ITSMConfigItem::Frontend::CustomerITSMConfigItem###ClassColumnsDefault

Defines the default displayed columns of CIs in the config item overview depending on the CI class. Each entry must consist of a class name and an array of available fields for the corresponding class. Dynamic field entries have to honor the scheme DynamicField_FieldName.

3.2.54 Frontend::Customer::View::ITSMConfigItemOverview

ITSMConfigItem::Frontend::CustomerITSMConfigItem###DynamicField

Dynamic fields shown in the config item overview screen of the customer interface.

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###DynamicField

Dynamic fields shown in the config item overview screen of the customer interface.

3.2.55 Frontend::Customer::View::ITSMConfigItemSearch

ITSMConfigItem::Frontend::CustomerITSMConfigItemSearch###SearchLimit

Defines the search limit for the CustomerITSMConfigItemSearch screen.

3.2.56 Frontend::Customer::View::ITSMConfigItemZoom

ITSMConfigItem::Frontend::CustomerITSMConfigItemZoom###VersionsEnabled

Customers can see historic CI versions.

ITSMConfigItem::Frontend::CustomerITSMConfigItemZoom###VersionsSelectable

Customers have the possibility to manually switch between historic CI versions.

ITSMConfigItem::Frontend::CustomerITSMConfigItemZoom###GeneralInfo

Which general information is shown in the header.

3.2.57 GenericInterface::Invoker

GenericInterface::Invoker::ConfigItemFetch::Classes

For every webservice (key) an array of classes (value) can be defined on which the import is restricted. For all chosen classes, or all existing classes the identifying attributes will have to be chosen in the invoker config.

3.2.58 GenericInterface::Invoker::ModuleRegistration

GenericInterface::Invoker::Module###Elasticsearch::ConfigItemManagement

GenericInterface module registration for the invoker layer.

GenericInterface::Invoker::Module###ConfigItem::ConfigItemFetch

GenericInterface module registration for the ConfigItemFetch invoker layer.

3.2.59 GenericInterface::Operation::ConfigItemCreate

GenericInterface::Operation::ConfigItemCreate###Permission

Defines Required permissions to create ITSM configuration items using the Generic Interface.

3.2.60 GenericInterface::Operation::ConfigItemDelete

GenericInterface::Operation::ConfigItemDelete###Permission

Defines Required permissions to delete ITSM configuration items using the Generic Interface.

3.2.61 GenericInterface::Operation::ConfigItemGet

GenericInterface::Operation::ConfigItemGet###Permission

Defines Required permissions to get ITSM configuration items using the Generic Interface.

3.2.62 GenericInterface::Operation::ConfigItemSearch

GenericInterface::Operation::ConfigItemSearch###Permission

Defines Required permissions to search ITSM configuration items using the Generic Interface.

GenericInterface::Operation::ConfigItemSearch###SearchLimit

Maximum number of config items to be displayed in the result of this operation.

GenericInterface::Operation::ConfigItemSearch###SortBy::Default

Defines the default config item attribute for config item sorting of the config item search result of this operation.

GenericInterface::Operation::ConfigItemSearch###Order::Default

Defines the default config item order in the config item search result of the this operation. Up: oldest on top. Down: latest on top.

3.2.63 GenericInterface::Operation::ConfigItemUpdate

GenericInterface::Operation::ConfigItemUpdate###Permission

Defines Required permissions to update ITSM configuration items using the Generic Interface.

3.2.64 GenericInterface::Operation::ModuleRegistration

GenericInterface::Operation::Module###ConfigItem::ConfigItemCreate

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###ConfigItem::ConfigItemGet

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###ConfigItem::ConfigItemUpdate

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###ConfigItem::ConfigItemSearch

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###ConfigItem::ConfigItemDelete

GenericInterface module registration for the operation layer.

About

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4.2 Version

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