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ITSMPublicCMDB

Release rel-11.0

Rother OSS GmbH

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1.1 Summary

Provides the Public interface with a view of the CMDB Config Items.

1.2 Introduction

This package provides the Public interface with a feature to view the defined CMDB Config Items. Item searching and zooming into item details are also possible. The access is limited to read-only mode, meaning that no insertions, updates or deletions are possible. Item version details are not available by default and backlinks are not displayed either.

2.1 System requirements

2.1.1 Framework

OTOBO 11.0.x

2.1.2 Packages

ITSMConfigurationManagement 11.0.1

2.1.3 Third-party software

Not applicable

2.2 Basic Configuration

Open the Package Manager module from the Administration group in the Agent Interface. Select the package named ITSMPublicCmdb from the Online Repository. Click the associated Install link on that line and respond affirmatively to any confirmation questions that may follow.

For each class to be viewed, add the Public item to its Interfaces list (through Admin->Config Items->Change Class Definition).

2.3 Custom Configuration and Advanced Features

By default, item version details are not traceable. However, that feature may be activated by enabling the system configs `ITSMConfigItem::Frontend::PublicITSMConfigItemZoom###VersionsEnabled` and `ITSMConfigItem::Frontend::PublicITSMConfigItemZoom###VersionsSelectable`.

2.4 Configuration Reference

2.4.1 Core::ITSMConfigItem

`Public::ConfigItem::PermissionConditions###01`

Define a set of conditions under which a config item can be publicly seen. Name is the only mandatory attribute. If no other options are given, all config items will be visible under that category.

`Public::ConfigItem::PermissionConditions###02`

Define a set of conditions under which a config item can be publicly seen. Name is the only mandatory attribute. If no other options are given, all config items will be visible under that category.

`Public::ConfigItem::PermissionConditions###03`

Define a set of conditions under which a config item can be publicly seen. Name is the only mandatory attribute. If no other options are given, all config items will be visible under that category.

`Public::ConfigItem::PermissionConditions###05`

Define a set of conditions under which a config item can be publicly seen. Name is the only mandatory attribute. If no other options are given, all config items will be visible under that category.

`Public::ConfigItem::PermissionConditionColumns###01`

`Public::ConfigItem::PermissionConditionColumns###03`

`Public::ConfigItem::PermissionConditionColumns###05`

`Public::ConfigItem::PermissionConditions###04`

Define a set of conditions under which a config item can be publicly seen. Name is the only mandatory attribute. If no other options are given, all config items will be visible under that category.

`Public::ConfigItem::PermissionConditionColumns###Default`

`Public::ConfigItem::PermissionConditionColumns###02`

Public::ConfigItem::PermissionConditionColumns###04

2.4.2 Frontend::Public

AutoComplete::Public###Default

Defines the config options for the autocompletion feature.

PublicColorDefinitions

Color definitions for the public interface.

2.4.3 Frontend::Public::ITSMConfigItemOverview

ITSMConfigItem::Frontend::PublicOverview###Small

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

2.4.4 Frontend::Public::ModuleRegistration

PublicFrontend::Module###PublicITSMConfigItem

Frontend module registration for the public interface.

PublicFrontend::Module###PublicITSMConfigItemZoom

Frontend module registration for the public interface.

PublicFrontend::Module###PublicITSMConfigItemSearch

Frontend module registration for the public interface.

PublicFrontend::Module###PublicITSMConfigItemAttachment

Frontend module registration for the public interface.

2.4.5 Frontend::Public::ModuleRegistration::Loader

Loader::Module::PublicITSMConfigItemSearch###003-ITSMConfigItem

Loader module registration for the public interface.

Loader::Module::PublicITSMConfigItem###003-ITSMConfigItem

Loader module registration for the public interface.

Loader::Module::PublicITSMConfigItemZoom###003-ITSMConfigItem

Loader module registration for the public interface.

2.4.6 Frontend::Public::ModuleRegistration::MainMenu

PublicFrontend::Navigation###PublicITSMConfigItem###003-ITSMConfigItem

Main menu item registration.

2.4.7 Frontend::Public::View::ConfigItem

ITSMConfigItem::Frontend::PublicITSMConfigItem###PageShown

Number of config items to be displayed in each page of the public interface.

2.4.8 Frontend::Public::View::ConfigItemSearch

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###SortBy::Default

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

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###Defaults###Number

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

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###ExtendedSearchCondition

Allows extended search conditions in config item search of the public 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::PublicITSMConfigItemSearch###Defaults###DeploymentStateIDs

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

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###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';

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###IncidentState

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

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###SearchPageShown

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

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###Order::Default

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

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###Defaults###Name

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

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###Defaults###IncidentStateIDs

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

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###Permission

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

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###DeploymentState

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

2.4.9 Frontend::Public::View::ITSMConfigItemOverview

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###DynamicField

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

2.4.10 Frontend::Public::View::ITSMConfigItemSearch

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###SearchLimit

Defines the search limit for the PublicITSMConfigItemSearch screen.

ITSMConfigItem::Frontend::PublicITSMConfigItemSearch###SuppressFuzzyLogic

Defines the search limit for the PublicITSMConfigItemSearch screen.

2.4.11 Frontend::Public::View::ITSMConfigItemZoom

ITSMConfigItem::Frontend::PublicITSMConfigItemZoom###VersionsEnabled

Public users can see historic CI versions.

ITSMConfigItem::Frontend::PublicITSMConfigItemZoom###VersionsSelectable

Public users have the possibility to manually switch between historic CI versions.

ITSMConfigItem::Frontend::PublicITSMConfigItemZoom###GeneralInfo

Which general information is shown in the header.

3.1 Contact

Rother OSS GmbH
Email: hello@otobo.io
Web: <https://otobo.io>

3.2 Version

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