OTOBO Installation Guide

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Overview

1.1 Summary

Provides a map which marks geographical positions related to ConfigItems.

1.2 Introduction

This package introduces a feature in which ConfigItems and their interconnections, as well as their related tickets, can be geographically represented on a map through the OpenStreetMap platform.

The map can be accessed through:

- The menu option CMDB->Map to show the map for ConfigItems.
- The menu option Tickets->Ticket Map to show the map for related tickets
- A widget on the Dashboard interface
- A widget on the AgentITSMConfigItemZoom interface

Configuration

2.1 System requirements

2.1.1 Framework

OTOBO 10.1.x

2.1.2 Packages

Not applicable

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 OpenStreetMap from the Online Repository. Click the associated Install link on that line and respond affirmatively to any confirmation questions that may follow.

In the OpenStreetMap::ActionConfig configurations, define which actions the map should be available for and which classes should be shown. Classes to be displayed as a map widget on AgentITSMConfigItemZoom can be filtered through OpenStreetMap::ShowForClasses, so that mapping will apply only for certain classes.

In the OpenStreetMap::ClassConfig configurations, specify how classes should be represented on the map. For locations, i.e. classes which should be represented as points on the map, the class requires the specification of the two attributes that respectively contain the latitude and the longitude, both in decimal representation.

2.3 Custom Configuration and Advanced Features

Not applicable

2.4 Configuration Reference

2.4.1 Core::OpenStreetMap

OpenStreetMap::IncidentStateColors

Color representation of incident states on the map.

OpenStreetMap::ShowForClasses

For which classes the map is displayed.

OpenStreetMap::IconOverride###BasicCIInfo01

Overrides the default icon based on config item information. Define "States" and assign "IconPaths" to them.

2.4.2 Core::OpenStreetMap::ActionConfig

OpenStreetMap::ActionConfig###001

Configurates how the map is presented for a given action.

OpenStreetMap::ActionConfig###002

Configurates how the map is presented for a given action.

OpenStreetMap::ActionConfig###003

Configurates how the map is presented for a given action.

OpenStreetMap::ActionConfig###004

Configurates how the map is presented for a given action.

OpenStreetMap::ActionConfig###005

Configurates how the map is presented for a given action.

OpenStreetMap::ActionConfig###006

Configurates how the map is presented for a given action.

2.4.3 Core::OpenStreetMap::ClassConfig

OpenStreetMap::ClassConfig###029

Configurates Backend information for each class. LocationInfo can contain either SourceKeys for Latitude and Longitude or Linked Classes which provide those. LineColor can be either "#rgb" (e.g. "#ff0000"), or "DeploymentState" or "IncidentState", to match the specific color.

2.4.4 Frontend::Agent::ModuleRegistration

Frontend::Module###AgentOpenStreetMap

Frontend module registration for the agent interface.

Frontend::Module###AgentTicketOpenStreetMap

Frontend module registration for the agent interface.

2.4.5 Frontend::Agent::ModuleRegistration::Loader

Loader::Module::AgentITSMConfigItemZoom###437-OSM

Loader module registration for the agent interface.

Loader::Module::AgentOpenStreetMap###437-OSM

Loader module registration for the agent interface.

Loader::Module::AgentDashboard###437-OSM

Loader module registration for the agent interface.

Loader::Module::AgentTicketOpenStreetMap###437-OSM

Loader module registration for the agent interface.

2.4.6 Frontend::Agent::ModuleRegistration::MainMenu

Frontend::Navigation###AgentITSMConfigItem###004-OpenStreetMap

Main menu item registration.

Frontend::Navigation###AgentTicketOpenStreetMap###005-TicketOpenStreetMap

Main menu item registration.

2.4.7 Frontend::Agent::View::Dashboard

DashboardBackend###0002-OpenStreetMap

Parameters for the OpenStreetMap dashboard backend.

2.4.8 Frontend::Base::OutputFilter

Frontend::Output::FilterElementPost###OutputFilterPostOpenStreetMapCIWidget

Output filter to add an OpenStreetMap widget to the AgentITSMConfigItemZoom screen.

2.4.9 Frontend::Customer::ModuleRegistration

CustomerFrontend::Module###CustomerOpenStreetMap

Frontend module registration for the agent interface.

2.4.10 Frontend::Customer::ModuleRegistration::Loader

Loader::Module::CustomerDashboard###437-OSM

Loader module registration for the customer interface.

Loader::Module::CustomerOpenStreetMap###437-OSM

Loader module registration for the customer interface.

2.4.11 Frontend::Customer::ModuleRegistration::MainMenu

CustomerFrontend::Navigation###CustomerOpenStreetMap###002-OpenStreetMap

Main menu item registration.

2.4.12 Frontend::Customer::View::Dashboard::Tiles

CustomerDashboard::Tiles###OpenStreetMap

Tile registration for the CustomerDashboard. Module is required.

About

3.1 Contact

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3.2 Version

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