

ITSMConfigurationManagement

Version 6.5.2

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1 Systemvoraussetzung

1.1 Framework

Folgende OTRS Framework Versionen werden unterstützt:

- 6.5.x

1.2 Pakete

Folgende Pakete werden benötigt:

- ITSMCore (6.5.1)

1.3 Betriebssystem

Folgende Betriebssysteme sind als Abhängigkeit zu beachten:

- Keine

1.4 Third Party Software

Folgende Software wird zum Betrieb des Paketes benötigt:

- Keine

2 Installation

Die folgenden Instruktionen zeigen wie man das Paket installiert. Es gibt grundsätzlich zwei Möglichkeiten. Entweder über das Admin-Interface oder über die Kommandozeile.

2.1 Admin-Interface

Über die folgende URL kann das Paket über das Admin-Interface installiert bzw. wenn nötig auch aktualisiert oder deinstalliert werden (bitte vorher prüfen ob der Benutzer auch in der Admin-Gruppe ist). <http://localhost/otrs/index.pl?Action=Admin>

2.2 Kommandozeile

Ist es nicht möglich das Admin-Interface zu benutzen, kann das Paket auch über die Kommandozeile installiert werden.

```
shell> bin/otrs.PackageManager.pl -a install -p /path/to/ITSMConfigurationManagement-6.5.2.0
```

2.3 Anmerkung (bei Problemen)

Sollte es unerwartete Probleme nach der Installation des Pakets geben, empfiehlt es sich den Webserver neu zu starten (in Verbindung mit mod perl kann es vorkommen dass Erweiterungen sporadisch nicht geladen werden - dies ist kein OTRS Problem).

3 Änderungsliste

6.5.2 / 2023-07-12 12:35:53 +0200 Updated translations.

6.5.1 / 2023-02-20 15:46:19 +0100 Initial release for Znuny 6.5.

6.4.3 / 2022-11-09 09:29:57 +0100 Updated translations.

6.4.2 / 2022-07-28 15:47:25 +0200 Initial release for Znuny 6.4.2.

6.3.3 / 2022-04-28 10:13:33 +0200 Release for Znuny 6.3.3.

6.3.1 / 2022-03-18 16:19:03 +0100 Ported to 6.3.

6.0.31 / 2021-09-29 15:54:41 +0200 Znuny LTS

4 Manifest

Dieses Manifest führt alle im Paket befindlichen Dateinamen mit Rechten auf.

- (660) Kernel/Config/Files/XML/ITSMConfigItem.xml
- (660) Kernel/GenericInterface/Event/ObjectType/ITSMConfigItem.pm
- (660) Kernel/GenericInterface/Invoker/ITSMConfigItem/Generic.pm
- (660) Kernel/GenericInterface/Operation/ConfigItem/Common.pm
- (660) Kernel/GenericInterface/Operation/ConfigItem/ConfigItemCreate.pm
- (660) Kernel/GenericInterface/Operation/ConfigItem/ConfigItemDelete.pm
- (660) Kernel/GenericInterface/Operation/ConfigItem/ConfigItemGet.pm
- (660) Kernel/GenericInterface/Operation/ConfigItem/ConfigItemSearch.pm
- (660) Kernel/GenericInterface/Operation/ConfigItem/ConfigItemUpdate.pm
- (660) Kernel/Language/ar_SA_ITSMConfigurationManagement.pm
- (660) Kernel/Language/bg_ITSMConfigurationManagement.pm
- (660) Kernel/Language/ca_ITSMConfigurationManagement.pm
- (660) Kernel/Language/cs_ITSMConfigurationManagement.pm
- (660) Kernel/Language/da_ITSMConfigurationManagement.pm
- (660) Kernel/Language/de_ITSMConfigurationManagement.pm
- (660) Kernel/Language/el_ITSMConfigurationManagement.pm
- (660) Kernel/Language/en_CA_ITSMConfigurationManagement.pm
- (660) Kernel/Language/en_GB_ITSMConfigurationManagement.pm
- (660) Kernel/Language/es_CO_ITSMConfigurationManagement.pm
- (660) Kernel/Language/es_ITSMConfigurationManagement.pm
- (660) Kernel/Language/es_MX_ITSMConfigurationManagement.pm
- (660) Kernel/Language/et_ITSMConfigurationManagement.pm
- (660) Kernel/Language/fa_ITSMConfigurationManagement.pm
- (660) Kernel/Language/fi_ITSMConfigurationManagement.pm
- (660) Kernel/Language/fr_CA_ITSMConfigurationManagement.pm
- (660) Kernel/Language/fr_ITSMConfigurationManagement.pm
- (660) Kernel/Language/gl_ITSMConfigurationManagement.pm

- (660) Kernel/Language/he_ITSMConfigurationManagement.pm
- (660) Kernel/Language/hi_ITSMConfigurationManagement.pm
- (660) Kernel/Language/hr_ITSMConfigurationManagement.pm
- (660) Kernel/Language/hu_ITSMConfigurationManagement.pm
- (660) Kernel/Language/id_ITSMConfigurationManagement.pm
- (660) Kernel/Language/it_ITSMConfigurationManagement.pm
- (660) Kernel/Language/ja_ITSMConfigurationManagement.pm
- (660) Kernel/Language/ko_ITSMConfigurationManagement.pm
- (660) Kernel/Language/lt_ITSMConfigurationManagement.pm
- (660) Kernel/Language/lv_ITSMConfigurationManagement.pm
- (660) Kernel/Language/mk_ITSMConfigurationManagement.pm
- (660) Kernel/Language/ms_ITSMConfigurationManagement.pm
- (660) Kernel/Language/nb_NO_ITSMConfigurationManagement.pm
- (660) Kernel/Language/nl_ITSMConfigurationManagement.pm
- (660) Kernel/Language/pl_ITSMConfigurationManagement.pm
- (660) Kernel/Language/pt_BR_ITSMConfigurationManagement.pm
- (660) Kernel/Language/pt_ITSMConfigurationManagement.pm
- (660) Kernel/Language/ro_ITSMConfigurationManagement.pm
- (660) Kernel/Language/ru_ITSMConfigurationManagement.pm
- (660) Kernel/Language/sk_SK_ITSMConfigurationManagement.pm
- (660) Kernel/Language/sl_ITSMConfigurationManagement.pm
- (660) Kernel/Language/sr_Cyrl_ITSMConfigurationManagement.pm
- (660) Kernel/Language/sr_Latn_ITSMConfigurationManagement.pm
- (660) Kernel/Language/sv_ITSMConfigurationManagement.pm
- (660) Kernel/Language/sw_ITSMConfigurationManagement.pm
- (660) Kernel/Language/th_TH_ITSMConfigurationManagement.pm
- (660) Kernel/Language/tr_ITSMConfigurationManagement.pm
- (660) Kernel/Language/uk_ITSMConfigurationManagement.pm
- (660) Kernel/Language/vi_VN_ITSMConfigurationManagement.pm

- (660) Kernel/Language/zh_CN_ITSMConfigurationManagement.pm
- (660) Kernel/Language/zh_TW_ITSMConfigurationManagement.pm
- (660) Kernel/Modules/AJAXDynamicFieldConfigItem.pm
- (660) Kernel/Modules/AdminDynamicFieldConfigItem.pm
- (660) Kernel/Modules/AdminITSMConfigItem.pm
- (660) Kernel/Modules/AgentITSMConfigItem.pm
- (660) Kernel/Modules/AgentITSMConfigItemAdd.pm
- (660) Kernel/Modules/AgentITSMConfigItemAttachment.pm
- (660) Kernel/Modules/AgentITSMConfigItemBulk.pm
- (660) Kernel/Modules/AgentITSMConfigItemCustomerCisWidget.pm
- (660) Kernel/Modules/AgentITSMConfigItemDelete.pm
- (660) Kernel/Modules/AgentITSMConfigItemEdit.pm
- (660) Kernel/Modules/AgentITSMConfigItemHistory.pm
- (660) Kernel/Modules/AgentITSMConfigItemPrint.pm
- (660) Kernel/Modules/AgentITSMConfigItemSearch.pm
- (660) Kernel/Modules/AgentITSMConfigItemZoom.pm
- (660) Kernel/Output/HTML/Dashboard/ITSMConfigItemGeneric.pm
- (660) Kernel/Output/HTML/FilterElementPost/AgentITSMConfigItemCustomerCis.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutBaseSelectable.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutCI.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutCIAttachment.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutCISimple.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutCustomer.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutCustomerCompany.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutDate.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutDateTime.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutDummy.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutGeneralCatalog.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutInteger.pm

- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutPriority.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutQueue.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutSLA.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutService.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutState.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutText.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutTextArea.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutTextLink.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutType.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutUser.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/MenuGeneric.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/OverviewSmall.pm
- (660) Kernel/Output/HTML/Layout/ITSMConfigItem.pm
- (660) Kernel/Output/HTML/LinkObject/ITSMConfigItem.pm
- (660) Kernel/Output/HTML/Templates/Standard/AdminDynamicFieldConfigItem.tt
- (660) Kernel/Output/HTML/Templates/Standard/AdminDynamicFieldConfigItem/Config.tt
- (660) Kernel/Output/HTML/Templates/Standard/AdminITSMConfigItem.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentDashboardITSMConfigItemGeneric.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemAdd.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemBulk.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemCustomerCisWidget.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemDelete.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemEdit.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemHistory.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemOverviewNavBar.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemOverviewSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemSearch.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentITSMConfigItemZoom.tt
- (660) Kernel/System/Console/Command/Admin/ITSM/Configitem/Delete.pm

- (660) Kernel/System/Console/Command/Admin/ITSM/ConfigItem/ListDuplicates.pm
- (660) Kernel/System/Console/Command/Admin/ITSM/IncidentState/Recalculate.pm
- (660) Kernel/System/Console/Command/Maint/ITSM/ConfigItem/DefinitionPerl2YAML.pm
- (660) Kernel/System/DynamicField/ConfigItem.pm
- (660) Kernel/System/DynamicField/Driver/ConfigItem.pm
- (660) Kernel/System/DynamicField/Driver/ConfigItemDropdown.pm
- (660) Kernel/System/DynamicField/Driver/ConfigItemMultiselect.pm
- (660) Kernel/System/ITSMConfigItem.pm
- (660) Kernel/System/ITSMConfigItem/CIAttachment.pm
- (660) Kernel/System/ITSMConfigItem/Definition.pm
- (660) Kernel/System/ITSMConfigItem/Event/CIAttachment.pm
- (660) Kernel/System/ITSMConfigItem/Event/DoHistory.pm
- (660) Kernel/System/ITSMConfigItem/History.pm
- (660) Kernel/System/ITSMConfigItem/Number.pm
- (660) Kernel/System/ITSMConfigItem/Number/AutoIncrement.pm
- (660) Kernel/System/ITSMConfigItem/Permission.pm
- (660) Kernel/System/ITSMConfigItem/Permission/ClassGroupCheck.pm
- (660) Kernel/System/ITSMConfigItem/Permission/ItemClassGroupCheck.pm
- (660) Kernel/System/ITSMConfigItem/Version.pm
- (660) Kernel/System/ITSMConfigItem/XML.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/BaseSelectable.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/CI.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/CIAttachment.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/CISimple.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/Customer.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/CustomerCompany.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/Date.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/DateTime.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/Dummy.pm

- (660) Kernel/System/ITSMConfigItem/XML/Type/GeneralCatalog.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/Integer.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/Priority.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/Queue.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/SLA.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/Service.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/State.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/Text.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/TextArea.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/TextLink.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/Type.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/User.pm
- (660) Kernel/System/ITSMConfigItemCustomerCls.pm
- (660) Kernel/System/ITSMConfigItemInvoker.pm
- (660) Kernel/System/ImportExport/ObjectBackend/ITSMConfigItem.pm
- (660) Kernel/System/LinkObject/ITSMConfigItem.pm
- (660) Kernel/System/Stats/Dynamic/ITSMConfigItem.pm
- (660) Kernel/System/Ticket/Event/DynamicFieldConfigItemAdditionalDFStorage.pm
- (660) Kernel/System/Ticket/Event/DynamicFieldConfigItemTicketLink.pm
- (660) Kernel/System/Ticket/Event/ITSMConfigItemCustomerCls.pm
- (660) Kernel/System/Ticket/Event/TicketStatusLink.pm
- (660) scripts/test/Console/Command/Admin/ITSM/Configitem/Delete.t
- (660) scripts/test/Console/Command/Admin/ITSM/Configitem/ListDuplicates.t
- (660) scripts/test/Console/Command/Admin/ITSM/IncidentState/Recalculate.t
- (660) scripts/test/Console/Command/Maint/ITSM/Configitem/DefinitionPerl2YAML.t
- (660) scripts/test/DynamicField/ConfigItem.t
- (660) scripts/test/GenericInterface/Invoker/ITSMConfigItem/Generic.t
- (660) scripts/test/GenericInterface/Operation/ConfigItem/ConfigItemCreate.t
- (660) scripts/test/GenericInterface/Operation/ConfigItem/ConfigItemDelete.t

- (660) scripts/test/GenericInterface/Operation/ConfigItem/ConfigItemGet.t
- (660) scripts/test/GenericInterface/Operation/ConfigItem/ConfigItemSearch.t
- (660) scripts/test/GenericInterface/Operation/ConfigItem/ConfigItemUpdate.t
- (660) scripts/test/ITSMConfigItem.t
- (660) scripts/test/ITSMConfigItem/CIAttachment.t
- (660) scripts/test/ITSMConfigItem/Definition/DefinitionAdd.t
- (660) scripts/test/ITSMConfigItem/Definition/DefinitionGet.t
- (660) scripts/test/ITSMConfigItem/Definition/DefinitionList.t
- (660) scripts/test/ITSMConfigItem/Event/CIAttachment.t
- (660) scripts/test/ITSMConfigItemLinkTest.t
- (660) scripts/test/ITSMConfigItemUniqueCIName.t
- (660) scripts/test/ImportExportObjectITSMConfigItem.t
- (660) scripts/test/Layout/ITSMConfigItem.t
- (660) scripts/test/Selenium/Agent/Admin/AdminITSMConfigItem.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentITSMConfigItem.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentITSMConfigItemAdd.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentITSMConfigItemBulk.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentITSMConfigItemDuplicate.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentITSMConfigItemEdit.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentITSMConfigItemHistory.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentITSMConfigItemPrint.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentITSMConfigItemSearch.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentITSMConfigItemZoom.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/AgentLinkObject.t
- (660) scripts/test/Selenium/Agent/ITSMConfigurationManagement/DashboardITSMConfigItemGeneric.t
- (660) scripts/test/System/ITSMConfigItemCustomerCls.t
- (660) scripts/test/System/ITSMConfigItemInvoker.t
- (660) scripts/test/System/ITSMConfigItemInvokerReadableValue.t
- (660) scripts/test/System/Ticket/Event/ITSMConfigItemCustomerCls.t

- (660) scripts/test/Ticket/Event/DynamicFieldConfigItemAdditionalDFStorage.t
- (660) scripts/test/Ticket/Event/DynamicFieldConfigItemTicketLink.t
- (660) scripts/webservices/GenericConfigItemConnectorSOAP.yml
- (660) var/httpd/htdocs/js/Core.Agent.Admin.DynamicFieldConfigItem.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.Add.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.CustomerClsWidget.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.CustomerSearch.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.Dashboard.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.Edit.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.History.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.Overview.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.Search.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.UserSearch.js
- (660) var/httpd/htdocs/js/ITSM.Agent.ConfigItem.Zoom.js
- (660) var/httpd/htdocs/js/ITSM.UI.ConfigItemActionRow.js
- (660) var/httpd/htdocs/js/Znuny.DynamicField.ConfigItem.js
- (660) var/httpd/htdocs/skins/Agent/default/css/ITSM.Agent.ConfigItem.Edit.css
- (660) var/packagesetup/ITSMConfigurationManagement.pm

5 Kontakt

5.1 EMEA

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