

## **ITSM Configuration Management**

Version 7.2.1

## Inhaltverzeichnis

	Seite
<b>1 Systemvoraussetzung</b>	<b>3</b>
1.1 Framework . . . . .	3
1.2 Pakete . . . . .	3
1.3 Betriebssystem . . . . .	3
1.4 Third Party Software . . . . .	3
<b>2 Installation</b>	<b>4</b>
2.1 Admin-Interface . . . . .	4
2.2 Kommandozeile . . . . .	4
2.3 Anmerkung (bei Problemen) . . . . .	4
<b>3 Änderungsliste</b>	<b>5</b>
<b>4 Manifest</b>	<b>6</b>
<b>5 Kontakt</b>	<b>14</b>
5.1 EMEA . . . . .	14
5.2 AMER . . . . .	14
5.3 Schweiz . . . . .	14

## 1 Systemvoraussetzung

### 1.1 Framework

Folgende OTRS Framework Versionen werden unterstützt:

- 7.2.x

### 1.2 Pakete

Folgende Pakete werden benötigt:

- ITSMCore (7.2.1)

### 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.PackageManager&id=ITSMConfigurationManagement&mode=install>

### **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-7.2.1.0.tgz
```

### **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

7.2.1 / 2025-09-04 12:53:33 +0200 Initial release for Znuny 7.2.

7.1.5 / 2025-05-21 10:41:59 +0200 - Removed ValidateInputCustomer and ValidateInputCustomerCompany if you use ConfigItemSearch. Also added optional Parameter Valid for ValidateInputGeneralCatalog -> GeneralCatalog->ItemList(), to search for invalid Items. - Updated translation files. - Deployment states will not be reset anymore on package reinstallation.

7.1.4 / 2025-04-03 11:22:56 +0200 Fixed Bug - Keys saved with a ‘!’ in the value cannot load when saved in a search profile. The selector has been escaped twice.

7.1.3 / 2025-03-31 16:06:06 +0200 Changed widget “AgentITSMConfigItemCustomerCIs” data loading to asynchronous method.

7.1.2 / 2025-01-07 16:36:57 +0100 Text area in config item definition view (subaction DefinitionView in AdminITSM-ConfigItem) is now readonly.

7.1.1 / 2024-08-30 09:18:45 +0200 Initial release for Znuny 7.1.

7.0.2 / 2024-05-16 13:30:05 +0200 - Fixed configuration item attachment handling. - Added filter for related configuration items for the ticket detail view and ticket create screens. - Added variable check to prevent not needed log file entries. - Fixed unlinking of configuration items in the ticket detail view. - Linking and unlinkg an cofniguration item now adds an entry in the ticket history. - Hide the widget in the ticket detail view if no related configuration items exist. - Updated translations.

7.0.1 / 2023-05-11 10:08:35 +0200 Initial release for Znuny 7.0.

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/Autoload/WebUploadCacheDB.pm
- (660) Kernel/Autoload/WebUploadCacheFS.pm
- (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/Create.pm
- (660) Kernel/GenericInterface/Operation/ConfigItem/Delete.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\_Cyril\_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/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/AgentITSMConfigItemCustomerClWidget.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/Modules/AJAXDynamicFieldConfigItem.pm
- (660) Kernel/Output/HTML/Dashboard/ITSMConfigItemGeneric.pm
- (660) Kernel/Output/HTML/FilterElementPost/AgentITSMConfigItemCustomerCl.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutBaseSelectable.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutCl.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutClAttachment.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutClSimple.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/LayoutService.pm
- (660) Kernel/Output/HTML/ITSMConfigItem/LayoutSLA.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/ImportExport/ObjectBackend/ITSMConfigItem.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/Service.pm
- (660) Kernel/System/ITSMConfigItem/XML/Type/SLA.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/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/ImportExportObjectITSMConfigItem.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/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/ITSMConfigItemCustomerClis.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.CustomerClsWidget.css
- (660) var/httpd/htdocs/skins/Agent/default/css/ITSM.Agent.ConfigItem.Edit.css
- (660) var/packagesetup/ITSMConfigurationManagement.pm

## 5 Kontakt

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