NAME

CMDBExplorer – A graphical CMDB explorer using graphviz

SYNOPSIS

This OTRS package provides a graphical explorer to the OTRS CMDB.

It is based on the excellent work from Dietmar Berg, **ITSMTrace** (version 0.8.1).

CMDBExplorer differs from **ITSMTrace** by the following characteristics:

```
1- The image generated is integrated in the AgentITSMConfigItemZoon screen;
2- The image initialy shows only first level links. But is interactive, so
   that the agent can click on a node/CI to further develop the
   vizualisation of the links;
3- A lot of CMDBExplorer parameters are configurable via SysConfig settings.
```

SYSTEM REQUIREMENTS

CMDBExplorer has been tested on the following platform:

```
For CMDBExplorer versions 4.0.x:
  OTRS framework 4.0.7 with ITSM module 4.0.7
  Ubuntu 14.04.22
  graphviz 2.36.0-0ubuntu3.1
  libgraphviz-perl 2.14-1
For CMDBExplorer versions 3.3.x:
  OTRS framework 3.3.9 with ITSM module 3.3.11
  Ubuntu 12.04.4
  graphviz 2.26.3-10ubuntu1.1
  libgraphviz-perl 2.04-1
For CMDBExplorer version <=0.8
  OTRS framework 3.2.8 with ITSM module 3.2.6
  Ubuntu 12.04.4
  graphviz 2.26.3-10ubuntu1.1
  libgraphviz-perl 2.04-1
```

Please note that **CMDBExplorer** will create new, customized, *AgentITSMConfigItemZoom.pm* and *AgentITSMConfigItemZoom.dtl* files. So any existing changes on these files might get lost during the installation!

CONFIGURATION

CMDBExplorer::GraphOptions###DisplayLinksName

Whether links name should be displayed in the CMDB explorer graph or not

CMDBExplorer::GraphOptions###RootNodeColor

Fillcolor of the Root node. The root node is the one that's currently displayed in the AgentITSMConfigItemZoom screen (must be a valid graphviz color).

CMDBExplorer::GraphOptions###DisplayedNodeColor

Defines the fillcolor of the nodes that have been specificaly selected by the agent for inclusion in the graph (must be a valid graphviz color).

CMDBExplorer::GraphOptions###LinkDefaultColor

Default link color (must be a valid graphviz color)

CMDBExplorer::GraphOptions###LinkDefaultFontColor

Default link font's color when link labels are displayed (must be a valid graphviz color).

CMDBExplorer::GraphOptions###LinkFontSize

Font size for the link labels (if displayed)

CMDBExplorer::GraphOptions###LinkStyles

Defines the styles (eg: filled, dotted) that will be user for rendering links in the explorer graph. Values must be valid graphviz edge style (see dot's man page).

CMDBExplorer::GraphOptions###LinkArrows
Defines which arrows must be drawn for links in the explorer graph. Values must be valid graphviz edge dir (see dot's man page).

CMDBExplorer::GraphOptions###NodeDefaultColor
Default node color (must be a valid graphviz color)

CMDBExplorer::GraphOptions###NodeDefaultFillColor
Default node fillcolor (must be a valid graphviz color)

CMDBExplorer::GraphOptions###NodeFontSize
Font size for the node labels

CMDBExplorer::GraphOptions###NodeShapes
Defines the shapes (eg: box, ellipse, none) that will be user for rendering nodes in the explorer graph. Values must be valid graphviz node shape (see dot's man page).

CMDBExplorer::GraphOptions::LayoutOptions###dot
Defines rendering options for the 'dot' graphviz layout. Values must be valid graphviz options for the selected layout (see dot's man page).

CMDBExplorer::GraphOptions::LayoutOptions###neato
Defines rendering options for the 'neato' graphviz layout. Values must be valid graphviz options for the selected layout (see dot's man page).

CMDBExplorer::GraphOptions::LayoutOptions###twopi
Defines rendering options for the 'twopi' graphviz layout. Values must be valid graphviz options for the selected layout (see dot's man page).

CMDBExplorer::GraphOptions::LayoutOptions###circo
Defines rendering options for the 'circo' graphviz layout. Values must be valid graphviz options for the selected layout (see dot's man page).

CMDBExplorer::GraphOptions::LayoutOptions###fdp
Defines rendering options for the 'fdp' graphviz layout. Values must be valid graphviz options for the selected layout (see dot's man page).

CMDBExplorer::GraphOptions::LayoutOptions###sfdp
Defines rendering options for the 'sfdp' graphviz layout. Values must be valid graphviz options for the selected layout (see dot's man page).

PACKAGING

CMDBExplorer may easily be repackaged from its git repository by cloning it on a system running OTRS and issuing the following command:

```
otrs.PackageManager.pl -a build -p /path/to/OTRSCMDBExplorer.sopm -d
module-home-path
```

POSSIBLE FUTURE ENHANCEMENTS

Without committing to anything on this list, the following features seem worthwhile to be followed up.

• Test CMDBExplorer on different platforms

CMDBExplorer has only be tested on the OTRS 3.2.x framework with ITSMConfigurationManagement version 3.2.6, and should be tested on other versions.

The installer will prevent you from installing **CMDBExplorer** on other versions of the framework and on versions of the ITSMConfigurationManagement module lower than 3.2.3. This can be easily overcomed by repackaging it though (see chapter *PACKAGING* here above).

• Make CMDBExplorer more flexible with the version of the ITSMConfigurationManagement package needed.

CMDBExplorer ships with a modified version of the *AgentITSMConfigItemZoom.pm* and *AgentITSMConfigItemZoom.dtl* files taken from ITSMConfigurationManagement version3.2.6. This

makes it difficult to make **CMDBExplorer** compatible with other versions of the ITSMConfigurationManagement module.

A solution might be found by using the <CodeInstall> section of the .sopm file.

- Allow Trace Options to be selected in the Web UI

  The Web UI currently comes with predefined links that set a few options to reasonable values. This can be adapted through `SysConfig`, but is static from an agent's point of view. It would be useful to have an intermediate form page where the agent can individually select what to include in the output or not.

TERMS AND CONDITIONS

```
Copyright (C) 2018- Perl-Services.de, https://perl-services.de
Copyright (C) 2014-2018 Belnet, http://www.belnet.be E<10>
Copyright (C) 2011-2014 Thales Austria GmbH, http://www.thalesgroup.com/
```

This software comes with ABSOLUTELY NO WARRANTY and WITHOUT ANY SUPPORT.

For license information, see the enclosed file COPYING-CMDBExplorer (GNU AFFERO GENERAL PUBLIC LICENSE, version 3). If you did not receive this file, see http://www.gnu.org/licenses/agpl−3.0.html.

AUTHOR

```
info@perl-services.de
cyrille.bollu@belnet.be
dietmar.berg@thalesgroup.com
```