



OTOB Installation Guide

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CHAPTER 1

Description

Show ConfigItems and connections between them on Openstreetmap. Besides an extra Action, the map can be included on the Dashboard and in a widget on AgentITSMConfigItemZoom.

2.1 Framework

OTOBO 10.1.x

2.2 Packages

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2.3 Third-party software

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3.1 Setup

In the ActionConfigs define which on which actions the map should be available and which classes should be shown. For AgentITSMConfigItemZoom this can be filtered with OpenStreetMap::ShowForClasses to be shown only for certain classes. In the ClassConfigs define, how classes should be represented on the map. For locations, i.e. classes which should be represented as points on the map, the class needs an attribute which contains the latitude and one which contains the longitude, both in decimal representation.

3.2 Configuration Reference

3.2.1 Core::OpenStreetMap

OpenStreetMap::IconOverride###BasicCIInfo01

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

OpenStreetMap::ShowForClasses

For which classes the map is displayed.

OpenStreetMap::IncidentStateColors

Color representation of incident states on the map.

3.2.2 Core::OpenStreetMap::ActionConfig

OpenStreetMap::ActionConfig###001

Configurates how the map is presented for a given action.

3.2.3 Core::OpenStreetMap::ClassConfig

OpenStreetMap::ClassConfig###001

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.

3.2.4 Frontend::Agent::ModuleRegistration

Frontend::Module###AgentOpenStreetMap

Frontend module registration for the agent interface.

3.2.5 Frontend::Agent::ModuleRegistration::Loader

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

3.2.6 Frontend::Agent::ModuleRegistration::MainMenu

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

Main menu item registration.

3.2.7 Frontend::Agent::View::Dashboard

DashboardBackend###0002-OpenStreetMap

Parameters for the OpenStreetMap dashboard backend.

3.2.8 Frontend::Base::OutputFilter

Frontend::Output::FilterElementPost###OutputFilterPostOpenStreetMapCIWidget

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

3.2.9 Frontend::Customer::ModuleRegistration

CustomerFrontend::Module###CustomerOpenStreetMap

Frontend module registration for the agent interface.

3.2.10 Frontend::Customer::ModuleRegistration::Loader

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

Loader module registration for the customer interface.

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

Loader module registration for the customer interface.

3.2.11 Frontend::Customer::ModuleRegistration::MainMenu

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

Main menu item registration.

3.2.12 Frontend::Customer::View::Dashboard::Tiles

CustomerDashboard::Tiles###OpenStreetMap

Tile registration for the CustomerDashboard. Module is required.

4.1 Contact

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4.2 Version

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