GLPI plugins Documentation

Teclib’

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Tutoriels

Vous trouverez ici la documentation de divers plugins GLPI.

CHAPITRE 1

Présentation

Les plugins fournissent la possibilité d'étendre les possibilités de GLPI sans en modifier le code source. Dans un monde parfait, les plugins devraient ne fournir que des fonctionnalités spécifiques, tandis que le cœur fournit les fonctionnalités que tout le monde (ou presque) trouvera utiles.

Certains plugins existants sont très complexes, d'autres très simples. Certains vont requérir la lecture de leur documentation avant de pouvoir les utiliser, d'autres pas… Certains proposeront des fonctionnalités de configuration, de gestion des droits, entre autres… Ou pas ! Il y a déjà tellement de plugins !

Si vous recherchez des fonctionnalités qui n'existent pas dans le cœur de GLPI, commencez par chercher dans le dépôt des plugins. Vous pourrez chercher un nom de plugin ou une fonctionnalité, voir quelle version du cœur est compatible, etc.

Le but de la présente documentation est de centraliser les documentations, mais nous ne pouvons prétendre que les documentations de tous les plugins soient hébergées ici.

Dans tous les cas, joyeuse utilisation de GLPI !

CHAPITRE 2

Empty

Télécharger	Sources
non applicable	https://github.com/pluginsGLPI/empty

Ce plugin fournit… Rien. Vraiment !

Il est prévu pour être un point de départ pour l'écriture de plugins, avec des versions minimales de scripts utilitaires, et quelques conseils. Si vous recherchez plutôt les possibilités offertes pas les plugins, regardez *le plugin exemple*.

2.1 Créer un nouveau plugin

Un script utilitaire pour créer un nouveau plugin - `plugin.sh` est fourni. Vous devrez l'appeler avec un nom de plugin, une version et optionnellement le chemin dans lequel vous souhaitez le créer.

```
$ ./plugin.sh MyGreatPlugin 0.0.1
```

Le script nettoiera et passera en minuscules le nom que vous ave fourni, copiera les fichiers modèles dans le nouveau répertoire, et effectuera quelques remplacements.

Si vous utilisez le script sans spécifier de dossier de destination, votre répertoire `mygreatplugin` sera placé tout à côté de son propre dossier. Autrement, le répertoire sera créé dans le chemin spécifié :

```
$ ./plugin.sh MyGreatPlugin 0.0.1 /path/to/glpi/plugins/
```

2.2 Mise à jour d'un plugin existant

Il n'y a pas de méthode automatique pour mettre à jour un plugin existant, il y aurait en effet bien trop de cas de figure à gérer. Mais ne vous inquiétez pas, la procédure est assez simple ;)

L'utilisation des possibilités de empty est aussi simple que la création de quelques fichiers :

— `composer.json`,
— `.travis.yml`,
— `Robofile.php`,
— `.gitignore`.

Si vous n'avez pas encore de configuration composer ou travis, vous pouvez simplement copier celles du plugin empty. Dans le cas contraire ; ajoutez dans votre `composer.json` :

```
{
  "minimum-stability": "dev",
  "prefer-stable": true
}
```

Et ensuite lancez `composer requires glpi-project/tools`.

Dans le ficheir de configuration de travis, ajoutez juste l'appel au CS :

```
script:
  - vendor/bin/robo --no-interaction code:cs
```

Dans le fichier `.gitignore`, ajoutez ce qui suit :

```
dist/
vendor/
.gh_token
*.min.*
```

Quant au fichier de configuration de Robo.li, notez que celui qui est fourni par le plugin empty est quelque peu spécifique, vous devrez le modifier pour que tout fonctionne. Voir ci-dessous pour plus d'informations.

Pour finir, comme le projet `tools` fournit quelques fonctionnalités, vous pouvez supprimer les scripts utilitaires en doublon (les fichiers tels que `release`, `extract_template.sh`, …) qui pourraient être présents dans votre plugin.

2.3 Fonctionnalités

2.3.1 Standards de codage

Les règles GLPI PHPCodeSniffer sont fournis en tant que `vendor/glpi-project/coding-standard/GlpiStandard/`.

Pour vrifier les standards, utilisez la tâche `code:cs` de Robo.li :

```
$ ./vendor/bin/robo code:cs
```

Note : La commande ci dessus ignorera `vendor` et sera lancée dans le répertoire courant.

Si vous souhaitez adapter la liste d'ignorance ou les dossiers vérifiés ; vous pouvez simplement surcharger `$csignore` et/ou `$csfiles` dans le `RoboFile.php` du plugin :

```php
<?php

class RoboFile extends Glpi\Tools\RoboFile
{
   protected $csignore = ['/vendor/', '/lib/'];
   protected $csfiles  = ['./', 'setup.php.tpl']
   [...]
}
```

2.3.2 Vérifications automatiques

Pour des raisons pratiques, un fichier `.travis.yml` est également fourni, il est paramétré pour :
- vérifier les standards de codage,
- être lancé sur un certain nombre de configurations différentes

Vous devrez cependant activer les constructions depuis travis-ci depuis leur site web pour que les tests automatiques soient actifs.

Bien entendu, le fichier `.travis.yml` peut être adapté ; vous pouvez lancer des tests unitaires, créer/modifier une base de données, activer les notifications, etc. Référez-vous à la documentation Travis-CI pour plus de détails.

2.3.3 Réduction des CSS et JS

Avertissement : Désactivé à partir de la 0.1.13, les bibliothèques utilisées par Robo sont anciennes et ne peuvent être remplacées.

Un script d'agrément, qui utilise Robo.li est fournit. Le fichier `RoboFile.php` est une classe vide qui étends `Glpi\Tools\RoboFile` (fournie par la dépendance `glpi-project/tools`) dans laquelle vous pouvez définir ce que vous voulez.

De cette manière, vous pourrez facilement tenir à jour le fichier commun sans que vos tâches spécifiques ne soient affectées.

Pour installer les bibliothèques requises, vous devrez installer composer puis lancer :

```
$ composer install -o
```

Il y a 3 cibles disponibles :
- `minify` qui va minimifier tous les ficheirs CSS et JS (voir ci-dessous),
- `minify:css` qui va minimifier toutes les feuilles de style CSS dans le dossier `css` de votre plugin, en créant une version `.min.css` version à côté du fichier original,
- `minify:js` qui va minimifier tous les fichiers javascript dans le dossier `js` de votre plugin, en créant une version `.min.js` version à côté du fichier original.

Choisissez simplement une cible, et lancer comme ceci :

```
$ ./vendor/bin/robo minify:css
```

Note : Souvenez-vous que les fichiers compilés ne doivent pas être commités sur votre dépôt de sources. Leur création fait partie du travail du processus de release.

Pensez également à adapter vos scripts pour qu'ils chargent les versions minimifiées si elles sont disponibles, et l'original dans le cas contraire :)

À partir de GLPI 9.2, vous n'avez plus à vous soucier du chargement des fichier minimifiés lorsque vous utilisez les hooks `add_css` et `add_javascript` ! Vous dvez simplement appeler vos fichiers standards, et GLPI utilisera automatiquement la version minimifiée si elle existe, et si le mode *DEBUG* n'est pas actif.

2.3.4 Traductions

GLPI et ses plugins utilisent gettext pour l'internationalisation. Plusieurs étapes sont requises pour que cela fonctionne :

1 les chaînes à traduire doivent être extraites depuis les fichiers sources, un fichier `POT` ser ainsi créé ou mise à jour en conséquence, 2 les fichiers `PO` doivent être créés ou mis à jour depuis les fichier `POT`, 3 les fichiers `PO` doivent être traduits, 4 `les fichiers ``MO` doivent être compilés depuis la dernière version des `PO`.

Dans le dossier `vendor/bin`, vous trouverez un script `extract_template.sh`. Il va extraire les chaînes à traduire depuis le code source (voir le premier point ci-dessus).

Une fois qu'il aura été lancé, le fichier `locale/mygreatplugin.pot` sera créé ou mis à jour.

Pour les secondes et troisièmes étapes, vous aurez à faire un choix. Vous pouvez utiliser les outil gettext pour mettre à jour vos fichier `PO` et les traduire en utilisant un outil dédié, tel que poedit ; ou vous pouvez utiliser un système de traduction en ligne tel que Transifex ou Zanata. Le cœur de GLPI ainsi que de nombreux plugins sont traduits via Transifex actuellement.

Une fois que vos fichier `PO` auront été mis à jour, vous devrez les compiler en tant que fichiers `MO`. Vous pouvez lancer cela manuellement, le script de relese le fera de toutes façons ; référez-vous à la *section relative à la compilation des fichiers MO*.

2.3.5 Script de release

Un script de release est fournit dans `vendor/bin/plugin-release`. C'est un « simple » script Python ; vous devez juste avoir Python installé sur votre système (c'est le cas par défaut sur la plupart des distributions linux).

Avertissement : Notez que ce script de release n'est compatible que si vous utilisez le versionnage sémantique !

En utilisant les options par défaut, le script va tenter de retrouver le dernier tag de votre dépôt git, ajouter les dépendances tierces et créer une *Release* sur votre projet github.

```
$ ./vendor/bin/plugin-release
Do you want to build version 1.9.5? [Yes/no] y
Building glpi-order-1.9.5...
Archiving GIT tag 1.9.5
Adding vendor libraries
$ ls dist
glpi-order-1.9.5.tar.bz2  glpi-order-1.9.5.tar.bz2.asc
```

Pré-requis

Vous aurez besoin d'un interpréteur python installé ainsi que les modules suivants :
- termcolor,
- gitdb,
- github (pour vérifier les versions existantes dans les brouillons également, et pour créer les releases github), à moins que vous ne spécifiez l'option `--nogithub`

Si vous voulez de l'aide sur le script, essayez de lancer `./vendor/bin/plugin-release -h`.

Processus

Le processus de release effectuera les tâches suivantes pour vous :
- vérifie que la constante de version soit identique au tag demandé ;
- vérifie que la version dans le fichier XML pour le site web est la même que celle du tag demandé ;
- vérifie si une release existe déjà en local ou en distant (en présumant que votre plugin soit héberge sur l'organisation github *pluginsGLPI* et qu'elle soit publique) ;
- crée une archive des chemins qui ne sont pas exclus (*.git`*, `tools`, `tests`, ...) ;
- s'il y en a, installe les dépendances ;
- s'il y en a, compile vos fichier `MO` ;
- s'il y en a, compile vos feuilles de style CSS et vos fichiers Javascript (en utilisant Robo.li) ;
- créé une archive de release avec tout cela ; et la met à disposition dans le dossier `dist` ;
- utilise GPG pour signer l'archive ;

Note : Le processus de release standard ne travaillera pas sur vos fichiers directement, il effectuera en premier lieu une copie dans le dossier `dist/src` auparavant. La seule exception concerne l'option de *compilation des fichiers MO*.

Dans le but de vérifier si tout est OK avant de créer la vraie release ; créez votre tag et lancez `./vendor/bin/plugin-release -C` **avant de le pousser sur votre dépôt distant**. De cette manière, vous serez en mesure de corriger les éventuels problèmes et re-créer votre tag en local (n'oubliez pas que les tags publiés ne devraient **jamais** être supprimés).

Compilation des fichiers MO

Le processus de release compilera chaque fichier `PO` trouvé dans le répertoire `locales`. Vous souhaiterez certainement que les derniers fichiers `MO` soient présents dans els sources, à des fins de tests. Le script de release fournit l'option `--compile-mo` (ou `-m`) pour cela.

```
$ ./vendor/bin/plugin-release --compile-mo
```

Avertissement : La commande ci-dessus travaillera directement sur vos fichier et non sur une copie, à l'inverse des autres commandes.

Pré-releases

Par défaut, le script de release ne travaillera que sur des tags existants. Toute pré-release devrait être dûment taguée ; mais il est possible que vous souhaitiez créer une archive sans tag dans certaines circonstances.

Pour indiquer au script de release ce qu'il doit archiver, vous devrez spécifier plusieurs paramètres :

— `--commit` (or `-c`) fournissant le hash du commit,
— `--release` (ou `-r`) fournissant la version (habituellement, la version à venir),
— `--extra` (or `-e`) pour préciser une chaîne complémentaire (telle que *alpha*, *beta*, *rc1*, etc…)

Par exemple pour le plugin *order* :

```
$ ./vendor/bin/plugin-release --commit 632d515d4ac0 --release 1.9.5 --extra alpha1
$ ls dist
glpi-order-1.9.5-alpha1-20161103-632d515d4a.tar.bz2
```

Signature des releases

La signature des releases avec une clé GPG permettra aux utilisateurs de vérifier l'intégrité du téléchargement avant l'installation. Vous aurez besoin d'une clé GPG difussée publiquement ; l'option signature est active par défaut, vous pouvez la désactiver en utilisant l'option `--nosign` (ou `-S`).

Un fichier contenant la signature portant l »e même nom que l'archive avec une extension `.asc` sera créé dans le dossier `dist`.

Release GitHub

Le script de release créera une release GitHub sur votre dépôt, en brouillon, à moins que vous ne spécifiez l'option `--nogithub` (ou `-g`).

Note : Malheureusement, je n'ai pas été en mesure de téléverser la nouvelle archive sur cette release… Peut-être cela sera-t-il fixé dans le futur.

Pour pouvoir bénéficier de cette fonctionnalité, il faudra que le module python github soit installé ; et il vous faudra un token d'accès. Les tokens d'accès sont valides par utilisateur et donnent accès à l'ensemble de ses dépôts.

Vous devrez vous rendre sur la page des préférences de votre compte github, dans l'onglet « personnal access token ». Clic sur *generate new token*, fournissez la description souhaitée et assurez-vous d'avoir coché la case *public_repo* uniquement (il n'est pas nécessaire de cocher quoi que ce soit d'autre, vous pourrez créer plusieurs tokens au besoin).

Le token ne sera affiché qu'une fois ; enregistrez-le dans le fichier `.gh_token` dans le répertoire de votre plugin, et c'est tout !

Exclure des fichiers

Vous pouvez créer un fichier `.ignore-release` à la racine de votre plugin et y lister les fichiers et dossiers que vous voulez exclure explicitement de l'archive. Écrivez une expression par ligne

```
.+\.png
screenshots/
```

Certains fichiers seront automatiquement exclus :

— .git*,
— .gh_token

- .tx/
- tools/
- tests/
- .atoum.php
- .travis.yml
- .circleci/
- .ignore-release
- composer.lock
- Robofile.php

CHAPITRE 3

Exemple

Download	Sources
not relevant	https://github.com/pluginsGLPI/example

Un plugin d'exemple… Prévu pour vous montrer les différentes possibilités qui sont offertes aux plugins depuis le cœur de GLPI.

Comme ce plugin ne fait rien en réalité, il n'est pas documenté. Vous souhaiterez certainement vous référer à la *présentation des plugins*, au manuel de développement des plugins ou encore au *plugin « empty »* comme point de départ.

CHAPITRE 4

Centreon

Télécharger	Sources
https://github.com/pluginsGLPI/centreon/releases	https://github.com/pluginsGLPI/centreon

4.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : Ce plugin est disponible sans souscription GLPI-Network. Il est également disponible sur le Cloud.

4.2 Fonctionnalités

Centreon is a network, system, applicative supervision and monitoring tool. Centreon plugin allows you to see general information about hosts and their services on your GLPI interface, as long as the items are both in GLPI and Centreon.

You can perform 3 main actions :

- Acknowledge a problem
- Schedule a downtime
- Trigger a host check,

and you can also see the timeline of the host.

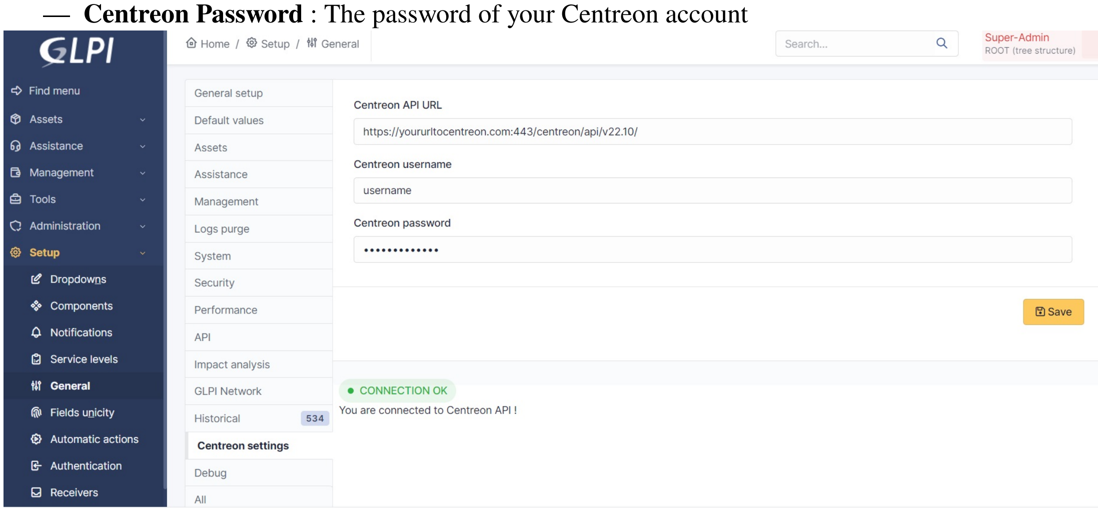
4.3 Installation

— Uncompress the archive
— Move the `centreon` folder to <GLPI_ROOT>/plugins directory
— Navigate to the **Configuration > Plugins** page,
— Install and activate the plugin.

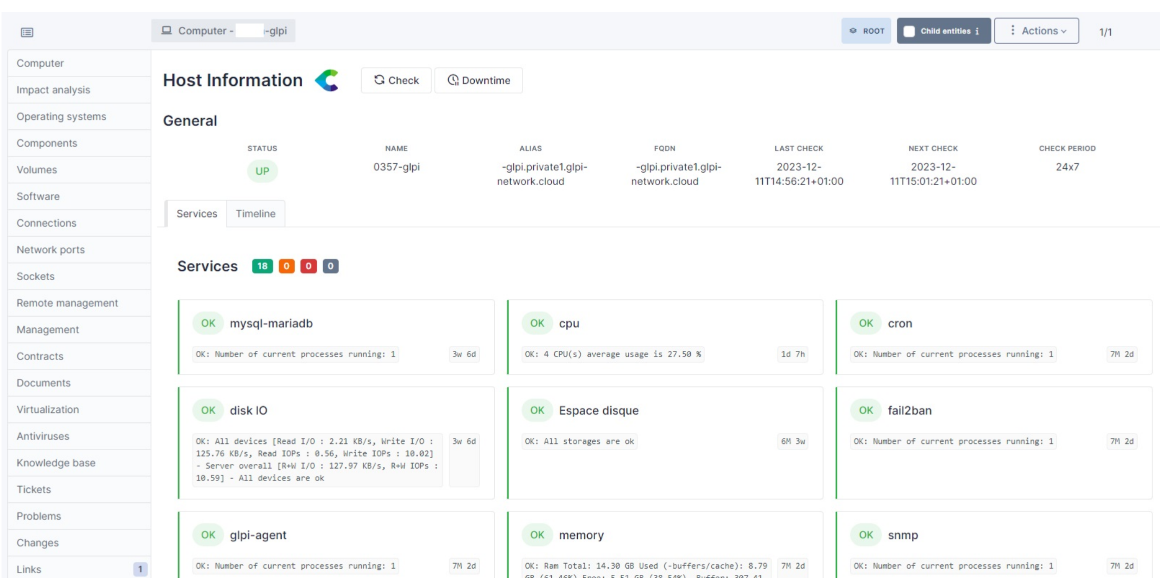
4.4 Usage

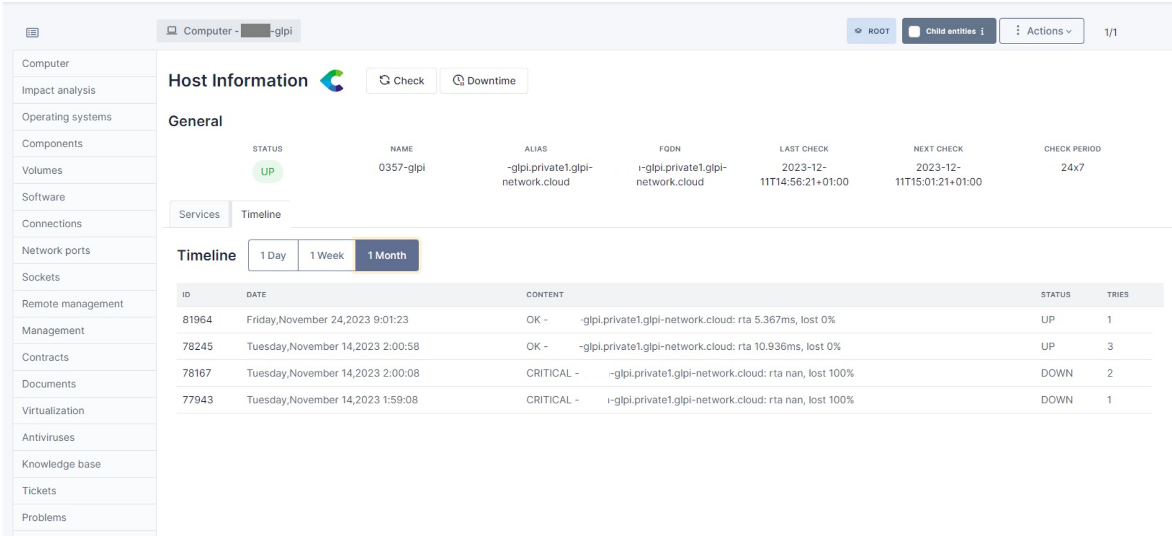
You need to configure the plugin before using it. To do so, go to the **Setup > Plugins > Centreon** page. You will need to fill the following fields :

— **Centreon URL** : The URL of your Centreon interface, following by the number of the port, and the API version to use
— **Centreon Username** : The username of your Centreon account
— **Centreon Password** : The password of your Centreon account



Then, it will create automatically a new SQL table named `glpi_plugin_centreon_hosts`. This table will contain all the hosts that are both in GLPI and Centreon. A new tab is created on the host page, so you can see the information about the host.




Computer - [redacted]-glpi
ROOT
Child entities
Actions
1/1
Computer
Impact analysis
Operating systems
Components
Volumes
Software
Connections
Network ports
Sockets
Remote management
Management
Contracts
Documents
Virtualization
Antiviruses
Knowledge base
Tickets
Problems
Host Information
Check
Downtime
General
STATUS
UP
NAME
0357-glpi
ALIAS
-glpi.private1.glpi-network.cloud
FQDN
-glpi.private1.glpi-network.cloud
LAST CHECK
2023-12-11T14:56:21+01:00
NEXT CHECK
2023-12-11T15:01:21+01:00
CHECK PERIOD
24x7
Services
Timeline
Timeline
1 Day
1 Week
1 Month
ID
DATE
CONTENT
STATUS
TRIES
81964
Friday,November 24,2023 9:01:23
OK - -glpi.private1.glpi-network.cloud: rta 5.367ms, lost 0%
UP
1
78245
Tuesday,November 14,2023 2:00:58
OK - -glpi.private1.glpi-network.cloud: rta 10.936ms, lost 0%
UP
3
78167
Tuesday,November 14,2023 2:00:08
CRITICAL - -glpi.private1.glpi-network.cloud: rta nan, lost 100%
DOWN
2
77943
Tuesday,November 14,2023 1:59:08
CRITICAL - -glpi.private1.glpi-network.cloud: rta nan, lost 100%
DOWN
1

CHAPITRE 5

Crédit

Télécharger	Sources
https://github.com/pluginsGLPI/credit/releases	https://github.com/pluginsGLPI/credit

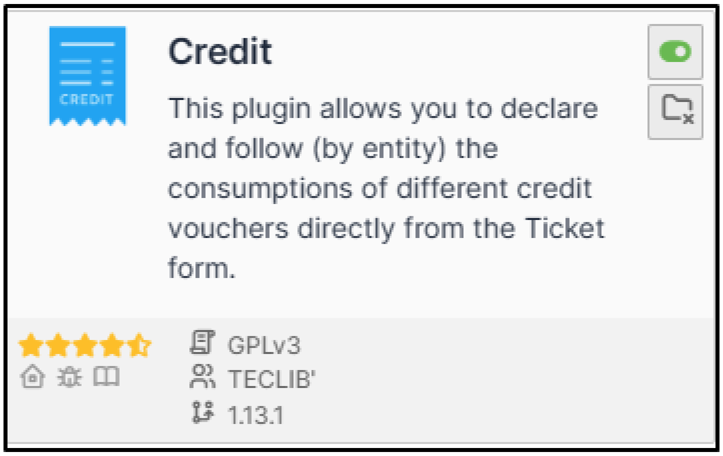
5.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : Ce plugin est disponible sans souscription GLPI-Network. Il est également disponible sur le Cloud.

5.2 Installer le plugin

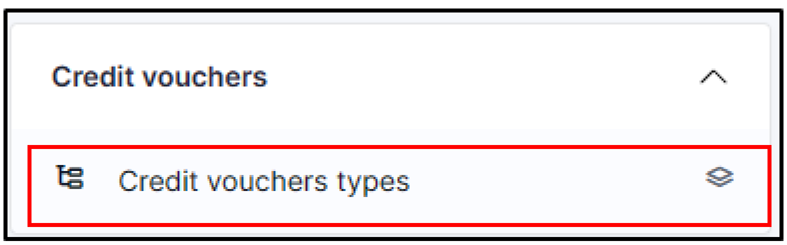
— Allez sur le marketplace. Téléchargez et installez le plugin "**Credit**".



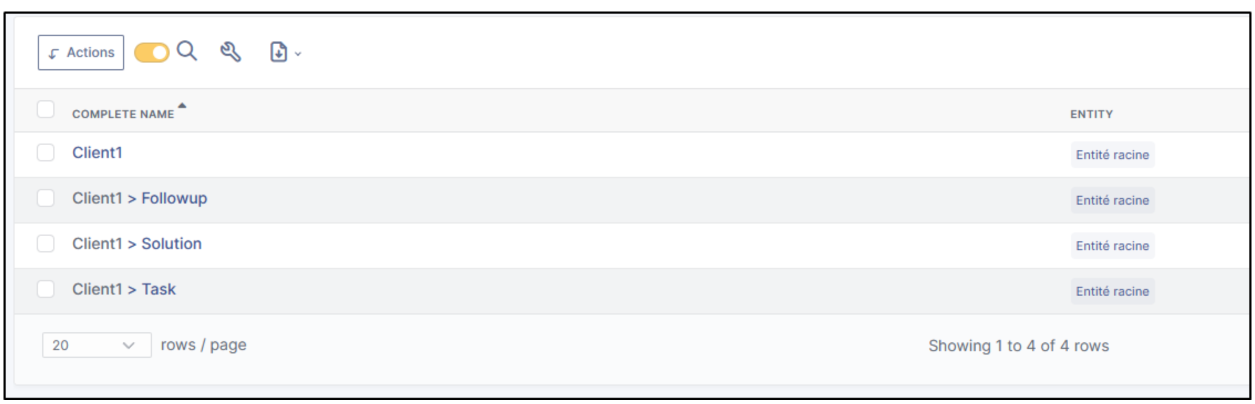
5.3 Configurer le plugin

5.3.1 Creating a credit type

— From **Setup > Dropdowns**,
— click on **Credits** then **Credit types**.



— Click on **add**.
— Enter a name representing the type of credit granted



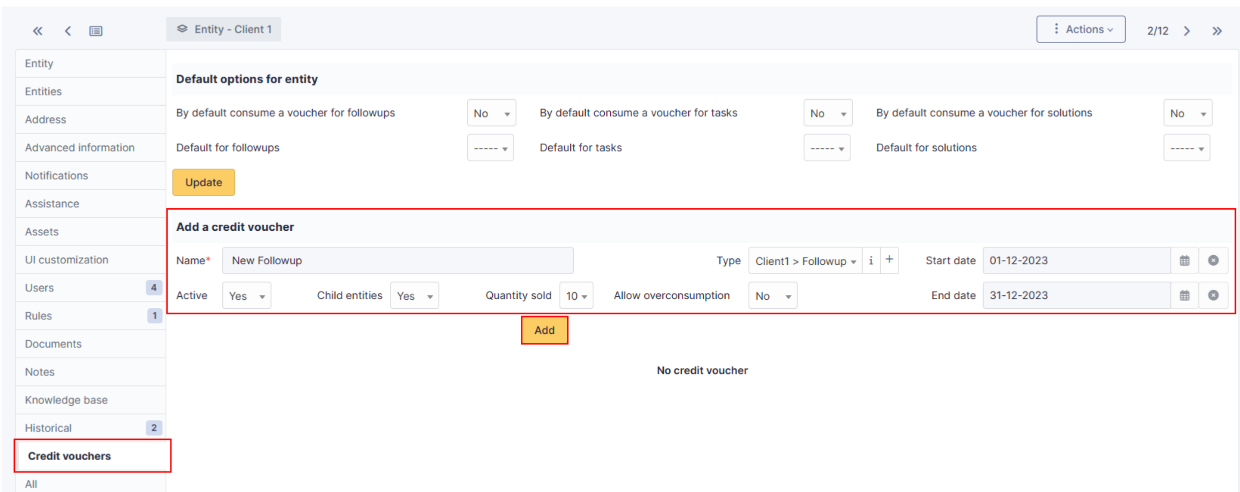
5.3.2 Add credit to customer entity(ies)

Example : We will create 3 types of credit :

- For a new follow-up
- For a new task
- For a new solution

You can create a single type of credit which will group together the 3, it depends on the management of each case.

- In **Administration > Entities**, select the entity that will receive the credits.
- Go to the **Credit** section
- In the section **Add a credit**, enter a name for the new credit
- Define the type of credit created earlier
- The start and end dates of the credit
- Activate it,
- Make it available or not in the child entities (note that if you are in the parent entity, it will be accessible to all entities)
- The quantity of credit sold
- The authorisation to overconsume or not
- Click on **add**



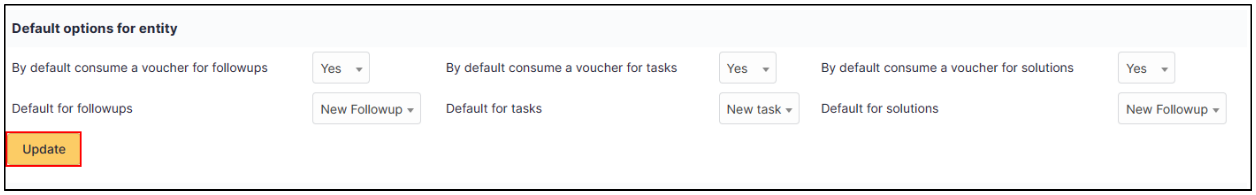
Here, we'll do the same for the 3 types of credit (followup, task and solution)

It is therefore possible to enter different values (number of credits, validity, overconsumption, etc.) for each credit :

Name	Type	Active	Start date	End date	Quantity sold	Quantity consumed	Quantity remaining	Allow overconsumption	Entity	Child entities
New solution	Client1 > Solution	Yes	01-08-2023	31-12-2023	15		15	No	Entité racine > Client 1	Yes
New task	Client1 > Task	Yes	01-11-2023	31-12-2023	5		5	No	Entité racine > Client 1	Yes
New Followup	Client1 > Followup	Yes	01-12-2023	31-12-2023	10		10	No	Entité racine > Client 1	Yes

5.3.3 Define default values

— In **Administration > Entities**, select the entity that will receive the credits
— Go to the **Credit** section
— In the **Default options for entity** section
— Select the type of credit by action



— Click on **Update**

Avertissement : « Caution Indicating credit types does not allow automatic settlement. It pre-selects the credit but it must be settled by the technician.

5.4 Counting credits

When a ticket is created, you can choose whether or not to deduct the corresponding credits.

In our example, we have chosen to deduct each action.
— If we are doing a **follow-up**, we can deduct the credit assigned by default :
— The same for a **task** :

— And for a **solution** :

In the **Credit** section of the ticket you can see a summary of credits spent and remaining

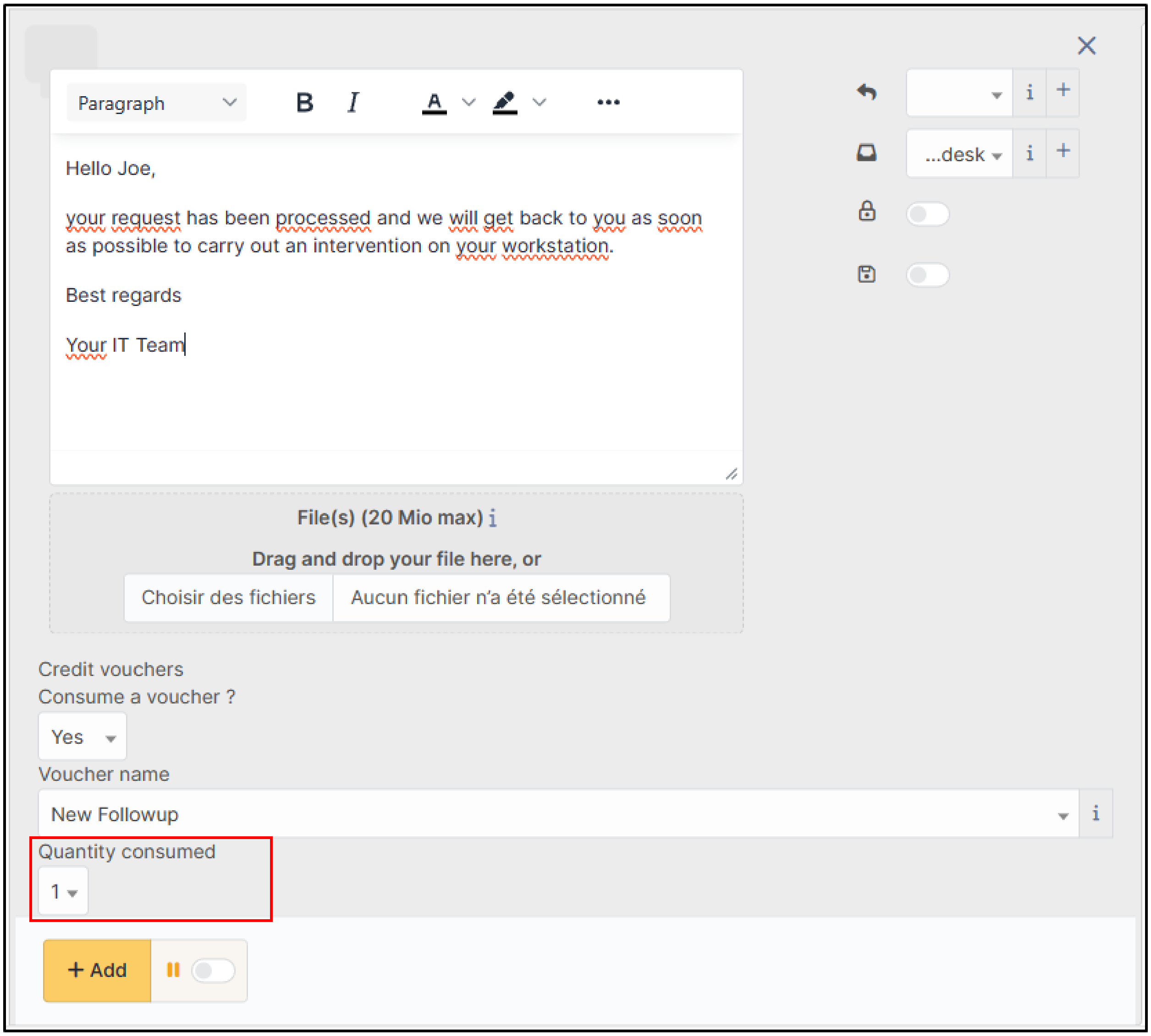
5.5 Modify a credit on a ticket

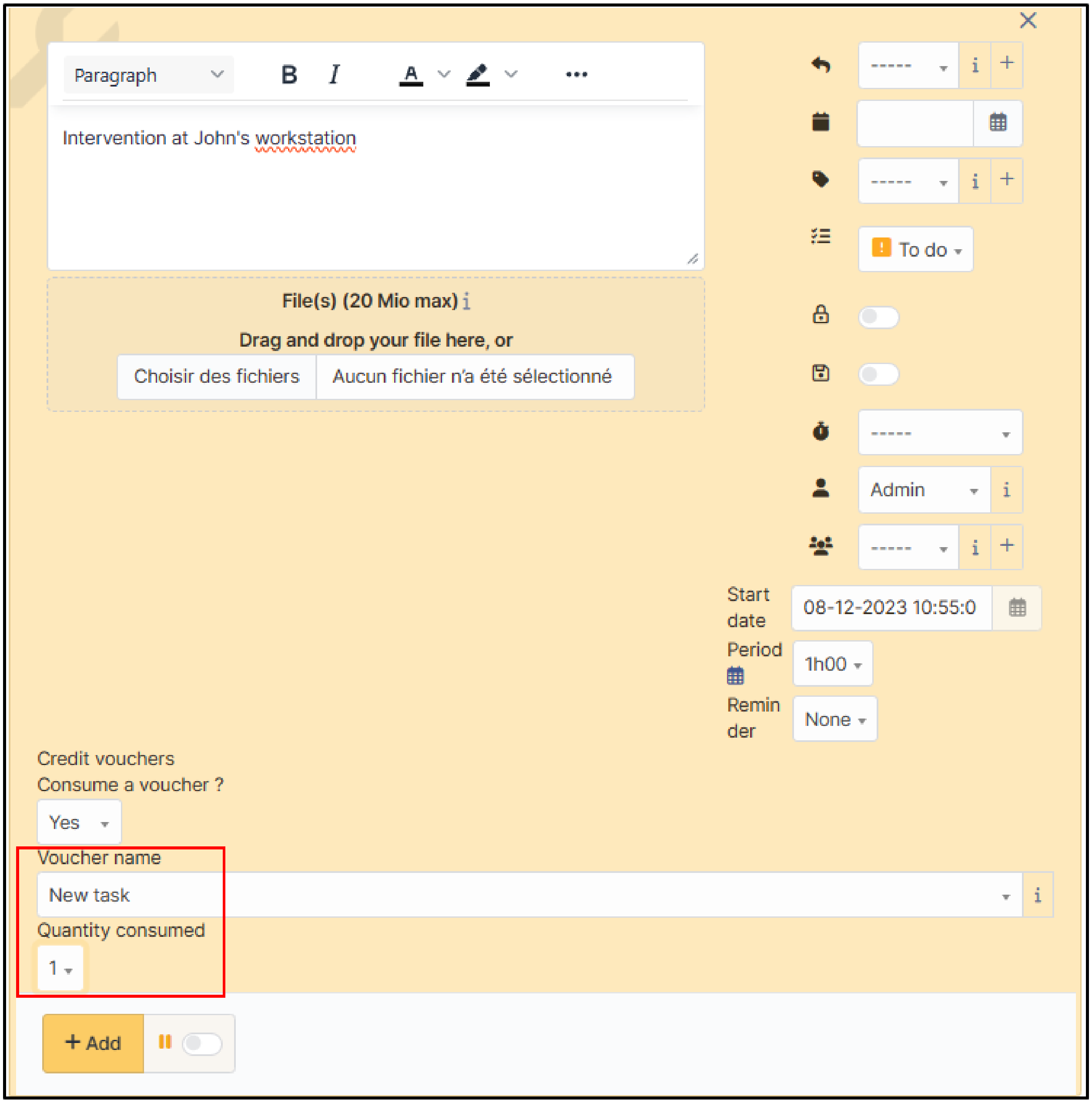
5.5.1 Increase or decrease a granted credit

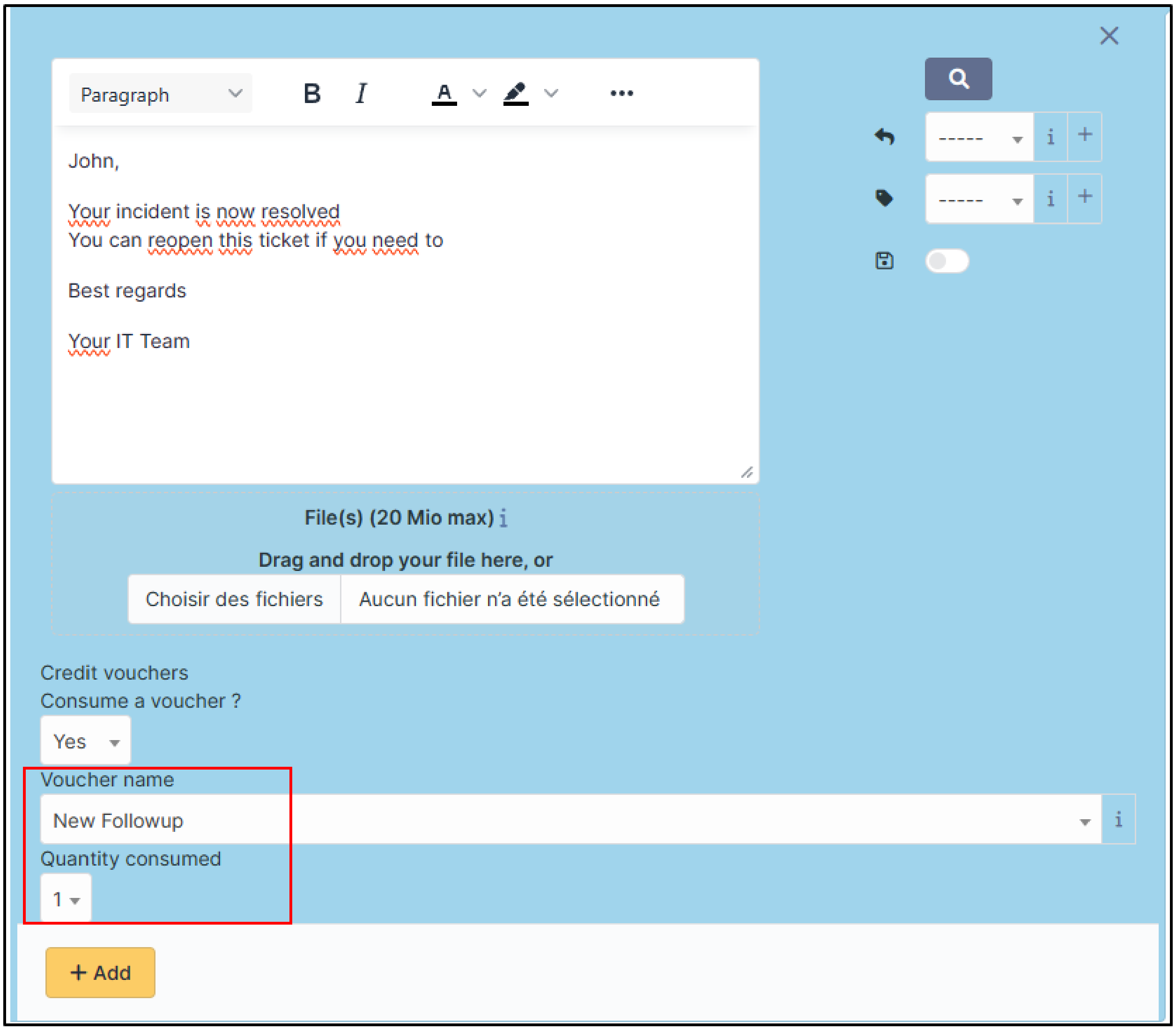
You can modify credits on a ticket if a readjustment is necessary.
— From the ticket in question, go to the **credit** section
— Select the credit you wish to adjust
— Click on **Actions**
— Click on **Update**
— Click on **Quantity consumed** then add the desired quantity
— Click on **Send**

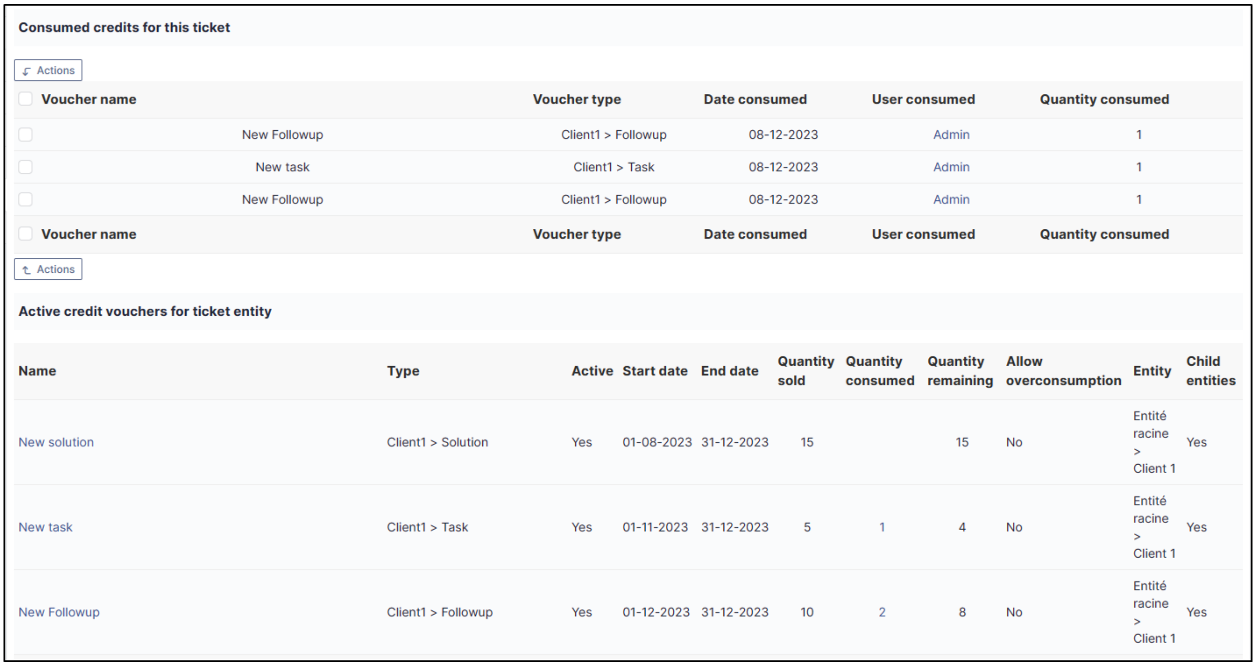
Note :

See how to proceed


Paragraph
Hello Joe,
your request has been processed and we will get back to you as soon as possible to carry out an intervention on your workstation.
Best regards
Your IT Team
...desk
File(s) (20 Mio max)
Drag and drop your file here, or
Choisir des fichiers
Aucun fichier n'a été sélectionné
Credit vouchers
Consume a voucher ?
Yes
Voucher name
New Followup
Quantity consumed
1
+ Add


Paragraph
Intervention at John's workstation
File(s) (20 Mio max)
Drag and drop your file here, or
Choisir des fichiers
Aucun fichier n'a été sélectionné
To do
Admin
Start date
08-12-2023 10:55:0
Period
1h00
Reminder
None
Credit vouchers
Consume a voucher ?
Yes
Voucher name
New task
Quantity consumed
1
+ Add


Paragraph
B
I
A
John,
Your incident is now resolved
You can reopen this ticket if you need to
Best regards
Your IT Team
File(s) (20 Mio max)
Drag and drop your file here, or
Choisir des fichiers
Aucun fichier n'a été sélectionné
Credit vouchers
Consume a voucher ?
Yes
Voucher name
New Followup
Quantity consumed
1
+ Add



Consumed credits for this ticket

Actions

Voucher name	Voucher type	Date consumed	User consumed	Quantity consumed
New Followup	Client1 > Followup	08-12-2023	Admin	1
New task	Client1 > Task	08-12-2023	Admin	1
New Followup	Client1 > Followup	08-12-2023	Admin	1
Voucher name	Voucher type	Date consumed	User consumed	Quantity consumed

Actions

Active credit vouchers for ticket entity

Name	Type	Active	Start date	End date	Quantity sold	Quantity consumed	Quantity remaining	Allow overconsumption	Entity	Child entities
New solution	Client1 > Solution	Yes	01-08-2023	31-12-2023	15		15	No	Entité racine > Client 1	Yes
New task	Client1 > Task	Yes	01-11-2023	31-12-2023	5	1	4	No	Entité racine > Client 1	Yes
New Followup	Client1 > Followup	Yes	01-12-2023	31-12-2023	10	2	8	No	Entité racine > Client 1	Yes

5.5.2 Delete deducted credits

- From the ticket in question, go to the **Credit** section
- Select the credit you wish to delete
- Click on **Actions**
- Click on **Delete permanently**
- Click on **Send**

Note :

See how to proceed

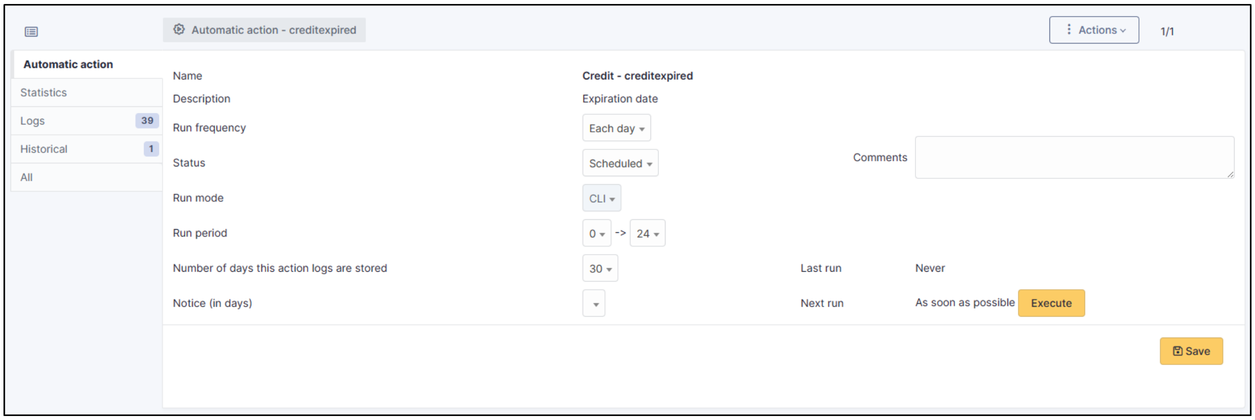
Credits will be automatically reallocated in the credit bank

5.6 Including an expired credit

If the credit has expired, it will not be proposed in the list of available credits. You will not be able to deduct it. You will need to change the end date of the credit to be able to use it again.

5.7 Notification of expired credits

An automatic action is available to notify you when a credit has expired.
- From **Setup > Automatic actions**, modify the **creditexpired** action to suit your needs.
- Click on **Save**



You can of course customise the notification to suit your needs (**Setup > Notifications > Notifications > credit expired**)

5.8 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 6

Datainjection

Télécharger	Sources
https://github.com/pluginsGLPI/datainjection/releases	https://github.com/pluginsGLPI/datainjection

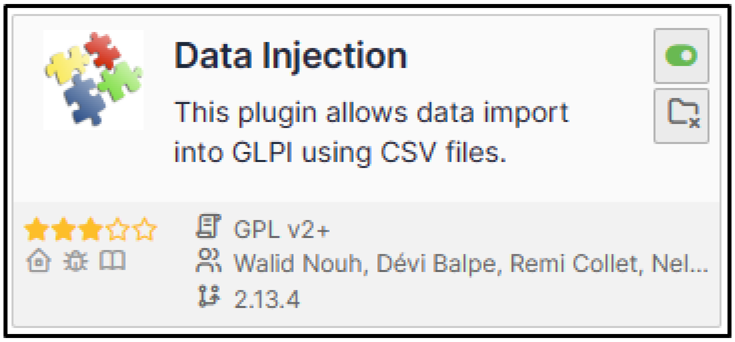
6.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : Ce plugin est disponible sans souscription GLPI-Network. Il est également disponible sur le Cloud.

6.2 Plugin installation

— Go to the marketplace. Download and install the plugin **Data Injection**



6.3 Rights management

Once the plugin has been installed via the marketplace, you can configure rights according to profile :

— From **Administration > Profiles**, select the profile in question
— Go to **Data injection**

For each user profile, you can grant the following rights :

— **Model management** : Read / Update / Create / Purge
— **Import file** : Read

6.4 Configuration

You can find the plugin configuration at **Tools > Data injection** The extension is presented in the form of a wizard, each operation is broken down into steps and it is possible to return to the previous step to correct a choice.

6.4.1 Managing or using a model

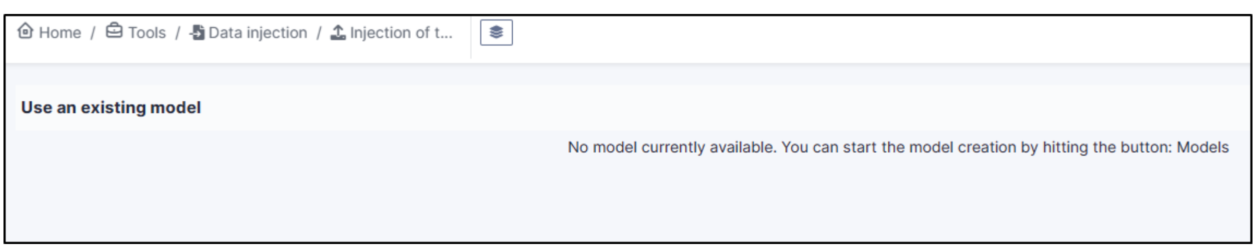
The first step allows you to choose the operation to be carried out, depending on your rights.

— Use an existing template in the drop-down menu
— Manage templates to :
  — Create a new template
  — Modify an existing template
  — Delete an existing template
  — Use an existing template

6.4.2 Creating a template

The first step is to create a template if none exists.

— From **Tools > Data injection**
— Click on **Template**
— Click on **Add**



Defining the model

This step allows you to define the main options for the extension :

- **Name** : the name that will be visible from the drop-down list
- **Visibility** : defines whether it will be visible to other users or not
- **Entity** and **sub-entity** : the template can be visible in the creation entity only (sub-entity set to no) or in the entity and all sub-entity (sub-entity set to yes).
- **Comment** : a comment for the template.
- **Type of data to import** : the type of data present in the file to be imported. A file only consists of data of the same type.
- **Allow lines creation** : tells the plugin to create objects if the line does not correspond to an existing element in the database.
- **Allow update rows** : tells the plugin to modify existing objects using the data in the file.
- **Header's presence** : tells the plugin whether the headings present in the file (location, type of equipment, models, etc.) should be created. Creation will also be limited by the rights of the template user.
- **Update existing fields** : the extension whether the data in the file can replace fields already filled in.
- **Date format** : the date format is contained in the CSV file. If the format is incorrect, the date cannot be imported.
- **Decimal number format** : the format used for the numbers in the CSV file. If the format is incorrect, the numbers cannot be imported.

After validation of the model, the following fields are added :

- **Presence of a header** : indicates whether the first line of the CSV file is a header line, so that you can see the contents of the columns to identify the contents of the columns
- **File delimiter** : field separator (by default a semicolon)

File to be injected

- From the **File to inject** tab, you need to choose a file on your computer with exactly the same structure as the data already imported.
- Then define the **encoding** (ISO8859-1 for Windows files, UTF-8 for Linux files. Automatic detection can be used to determine the encoding, but will slow down file processing. We strongly recommend that you always work in UTF-8.)

Once the file has been validated, you will be taken to the **Mappings** tab

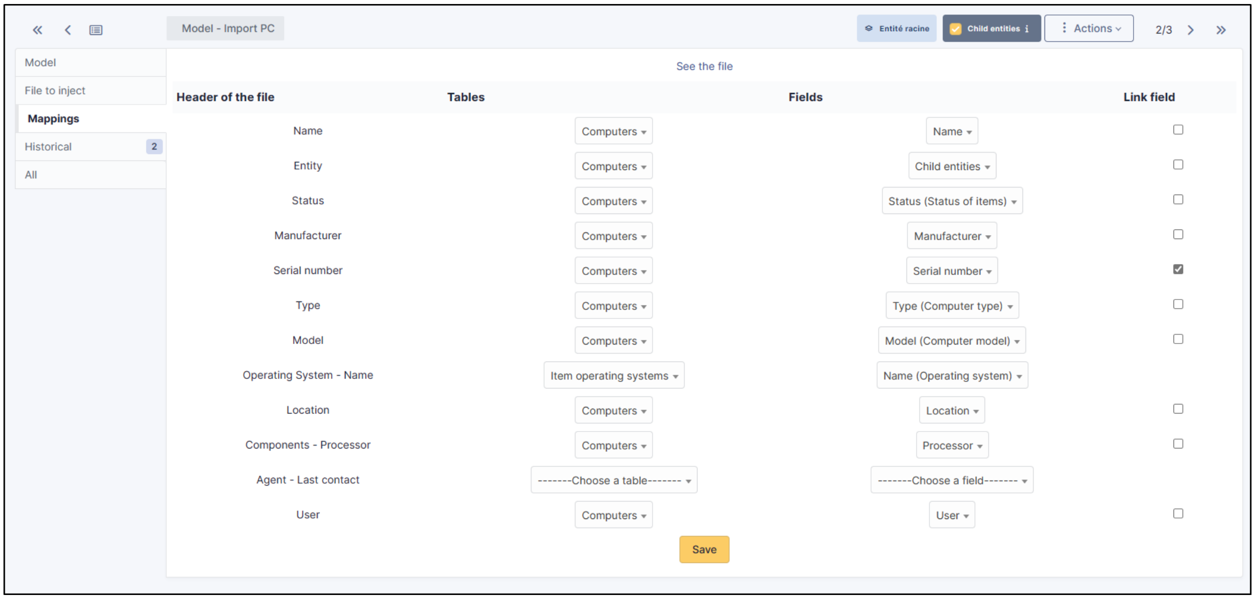
Mappings

This stage is essential. It defines, for each column in the file, the corresponding field in the database. The columns are identified by the content of the header line (presence defined in the previous step) or by their position (starting from 0). A separator error (in the previous step) will result in an incorrect split. The **View file** button is used to preview the first lines of the file and check their content and the interpretation made by the plugin.

For each column, you can choose

- **Do not retrieve data from this column** (leave the **Choose a table** option)
- **Choose a table** : the data type defined in step 2 or the financial information
- **Choose a field** : which will be populated by the import
- **Link field** : to indicate that this column will be used to check the existence of the data in the database and to choose between creating a new object or update. Candidate fields are, for example, the **Serial number**, the **Name** or the **Inventory number**

> **Avertissement :** It is mandatory to define at least 1 linking field. If a field is checked, it must be entered in your **csv** file used for importing.



Note : It is possible to define **Comments** or **Notes** as the destination for several columns in the file. Each column will be added to the field on a different line. This step is particularly important and a wrong choice could damage the inventory data. It is therefore advisable to test the import on a test database or to and reserve this function for advanced users.

6.4.3 Additional information

This step is used to define the fields that can/should be populated by the user when a file is injected. For each field, the same value will be used for each line of the file and will take precedence over the contents of the file.

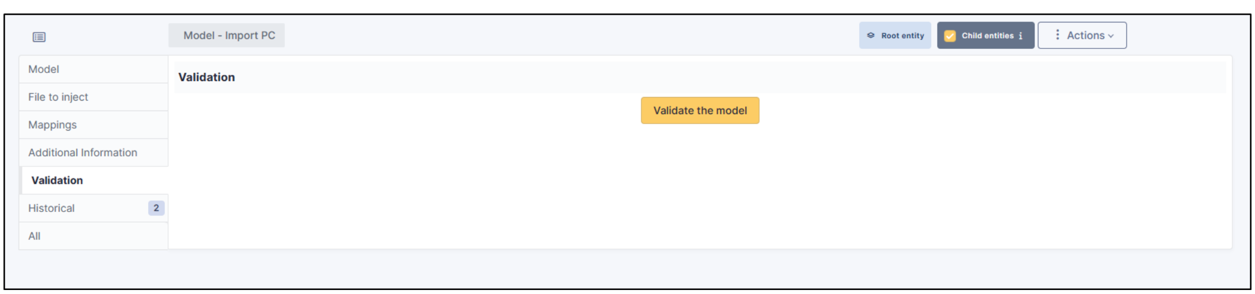
- **Table** : the data type defined in step **Matching**
- **Field** : will be populated by the import
- **Mandatory information** : whether model user input is mandatory or optional

Example of use :

- Purchase date when importing a delivery note
- Comments to define a criterion that can be used in the search engine (e.g. IMPORT ON 31/10)

Model validation

From the Validation tab, you can confirm the registration. It is still possible to return to the previous steps to check and correct certain options.



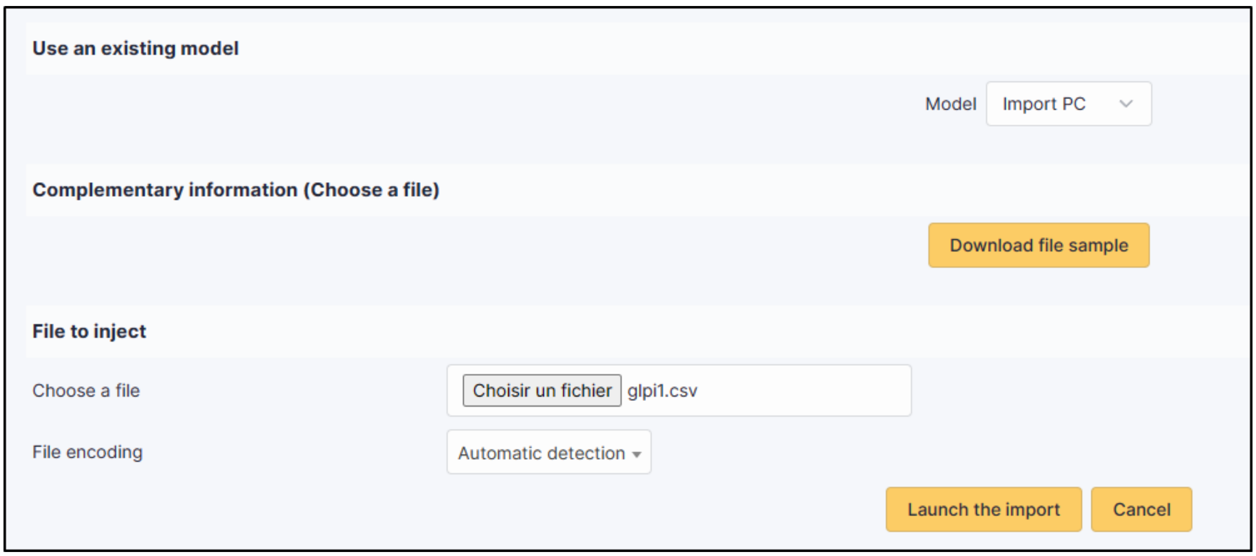
Avertissement : If you are working with a sub-entity, you must select the desired entity before importing.

Note : Some fields in your CSV file will need to be filled in as Booleans. This is the case, for example, with double-choice fields, such as : "Ports" (serial/parallel/USB) for printers. Instead of entering **Yes | No** in your CSV, enter **1 | 0** as appropriate. If these values are not changed, you will see an error in the report indicating that the wrong type of data has been entered.

6.5 Using a template

6.5.1 Choosing a template

— From **Tools > Data injection**, select the template you require from the drop-down list
— Then enter the path to the CSV file to be injected
— Specify the **Encoding** of the file if you know it. If not, leave on **Automatic detection**
— Click on **Proceed with import**

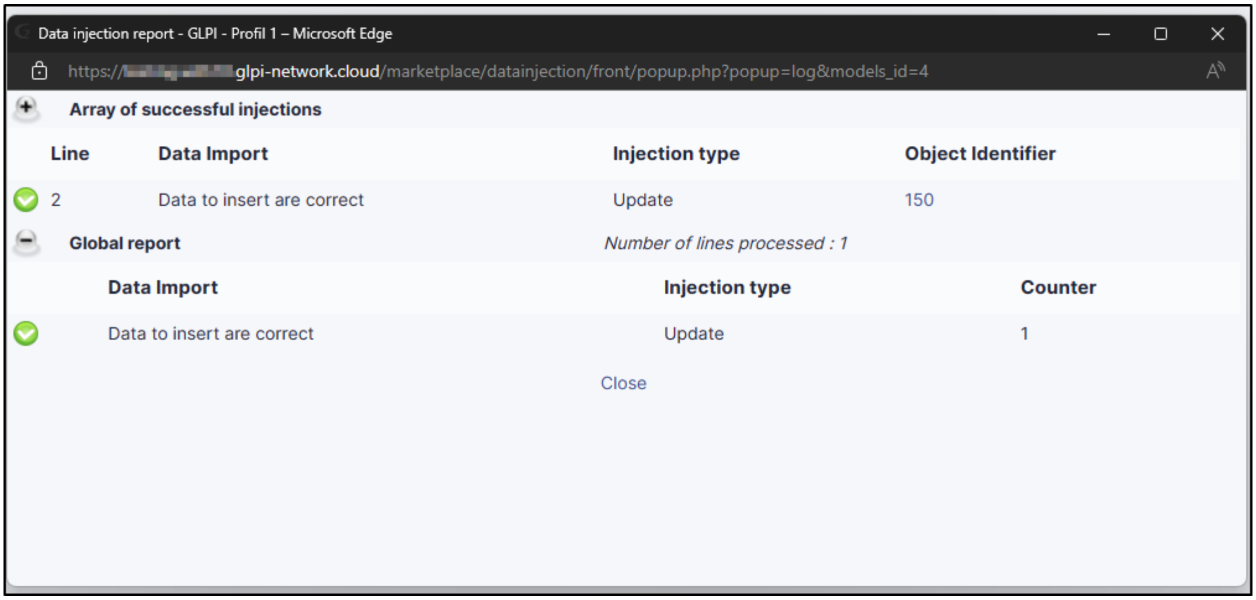


Confirmation before import

A popup will ask you to confirm or not the import of the selected file.

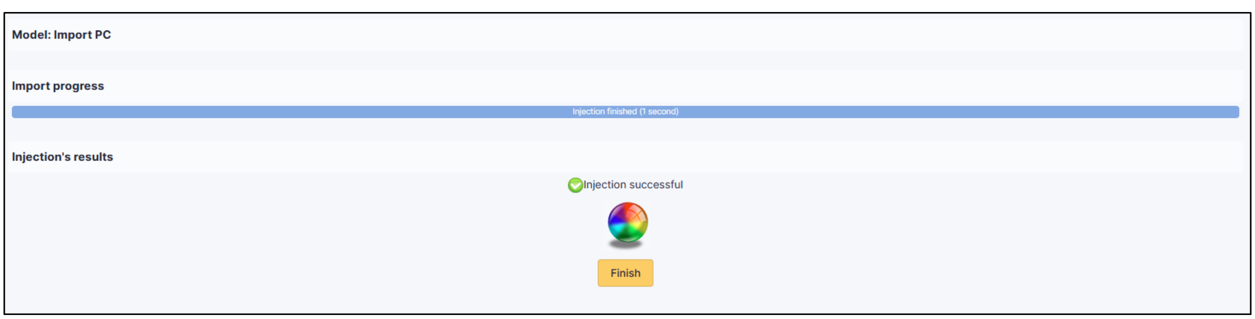
6.6 Import result

From this last stage, by clicking on the coloured circle, you can view a report on the import and, in particular, locate any errors



6.7 Complete the operation

A popup window will ask you whether or not you want to confirm the import of the selected file. Once the progress bar is full, click on **Finish**



6.8 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 7

Escalade

Télécharger	Sources
https://github.com/pluginsGLPI/escalade/releases	https://github.com/pluginsGLPI/escalade

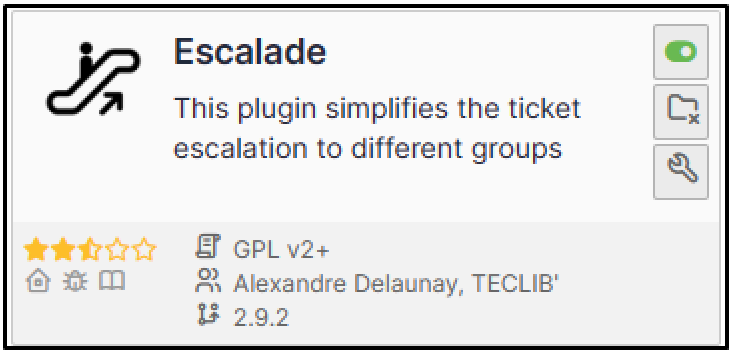
7.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : Ce plugin est disponible sans souscription GLPI-Network. Il est également disponible sur le Cloud.

7.2 Installer le plugin

— Go to the marketplace. Download and install the plugin **Escalade**.



7.3 Assign a ticket

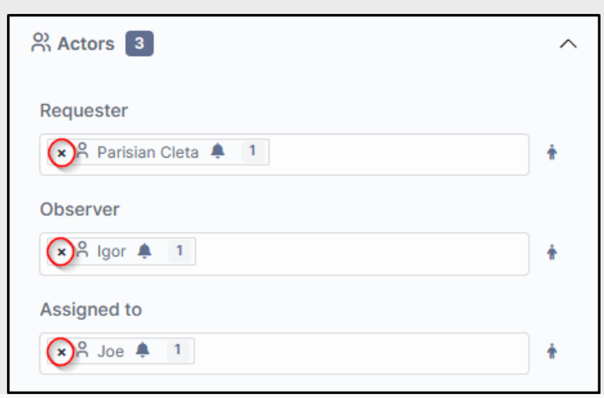
Astuce : Escalade vs business rules We advise you **to use business rules** to allocate tickets or escalations. This allows you to manage more flexibly when changing category, urgency, etc.

Note : **Escalade** allows tickets **to be escalated only to groups**, and not to live users.

When the plugin is activated, a new option is available from the ticket interface :

7.4 Set plugin parameters

— From the plugin, click on the spanner and choose the various options that interest you :

Action	Effect
Remove old assign group on new group assign	Deletes or not the existing groups when you assign a new one
show group assign history visually	(*valid only if previous option is set to* **yes**) Previous groups will be visible when a new group is escalated 
Assign ticket to initial group on solve ticket	(*valid only if previous option is set to* **yes**) Reassigns ticket to initial group if a group is deleted
Escalation history in tasks	Keep or not the history of escalations in the tasks
Remove technician(s) on escalation	Technician(s) will be deleted when a new technician is added to the ticket
Ticket status can be changed after escalation	Modify the status of the ticket after the escalation. A "do not modify" option is also available.
Assign the technical manager on ticket category change	If a technical manager is declared in an ITIL category, they will be automatically assigned and will receive a notification.
Assign the technical group on ticket category change	If a technical group is declared for an ITIL category, it will be automatically assigned and the members of the group will receive a notification
Clone tickets	Possibility of cloning tickets from the helpdesk interface .. figure : : images/Escalade-4.png
Close cloned tickets at the same time	Close all cloned tickets when one of them is closed
Use the technician's group	If a technician is assigned, their group will also be assigned. You can choose to take account of the assignment when the ticket is created and/or modified. You can also choose to select the first or last group to which the user is assigned
Remove requester(s) on escalation	Remove requester(s) in the event of an escalation. Please note that no history is kept, as is the case for assigning a group
Display delete button	Displays the option of deleting actors from the ticket (ability to refine which user/group/supplier by requestor/watcher/technician) 
Activate filtering on allocation groups	Enables filtering and whether or not escalation to other groups is possible. *See next chapter for more information*

7.4.1 Setting up filtering

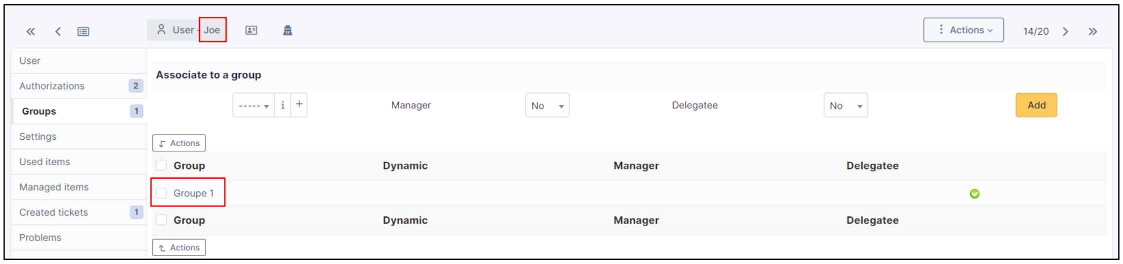
Filtering allows you to define which group is able to escalate tickets to other groups. For example, we don't want N1 support to be able to escalate to N3 directly. The escalation to N2 must be mandatory.

— From **Administration > Groups**, select one of the groups
— In **Escalade**, add the groups to which this one will be able to escalate tickets.

> **Avertissement :** This option can be useful, but it requires all groups to be set up. If, for example, the **technician N1** group can escalate tickets to the **technician N2** group, you need to ensure that the **technician N2** group can escalate tickets to the **technician N3** group and also to the **N1** group, so that a ticket can be escalated if necessary.

Example :

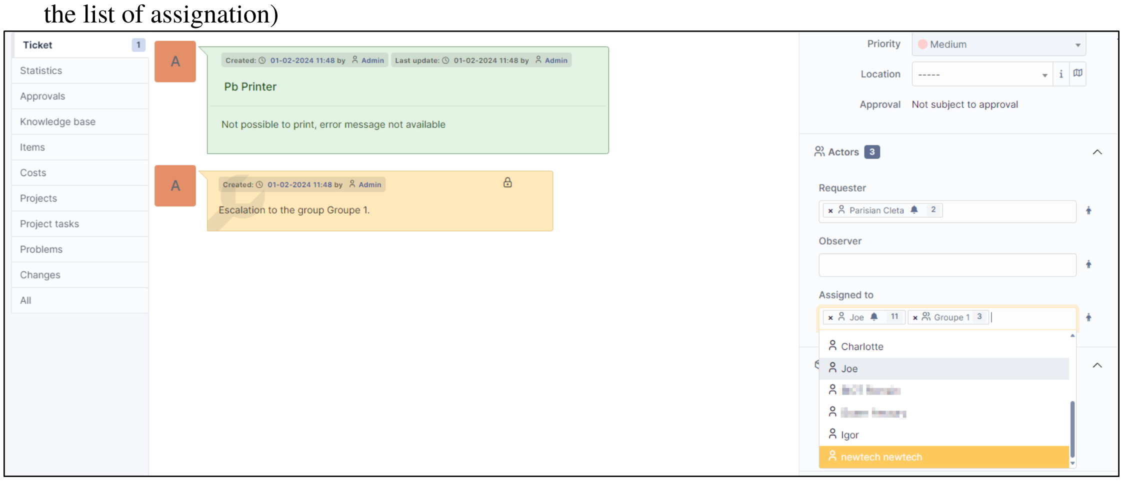
— **Joe** user is **added** to group **Groupe 1**



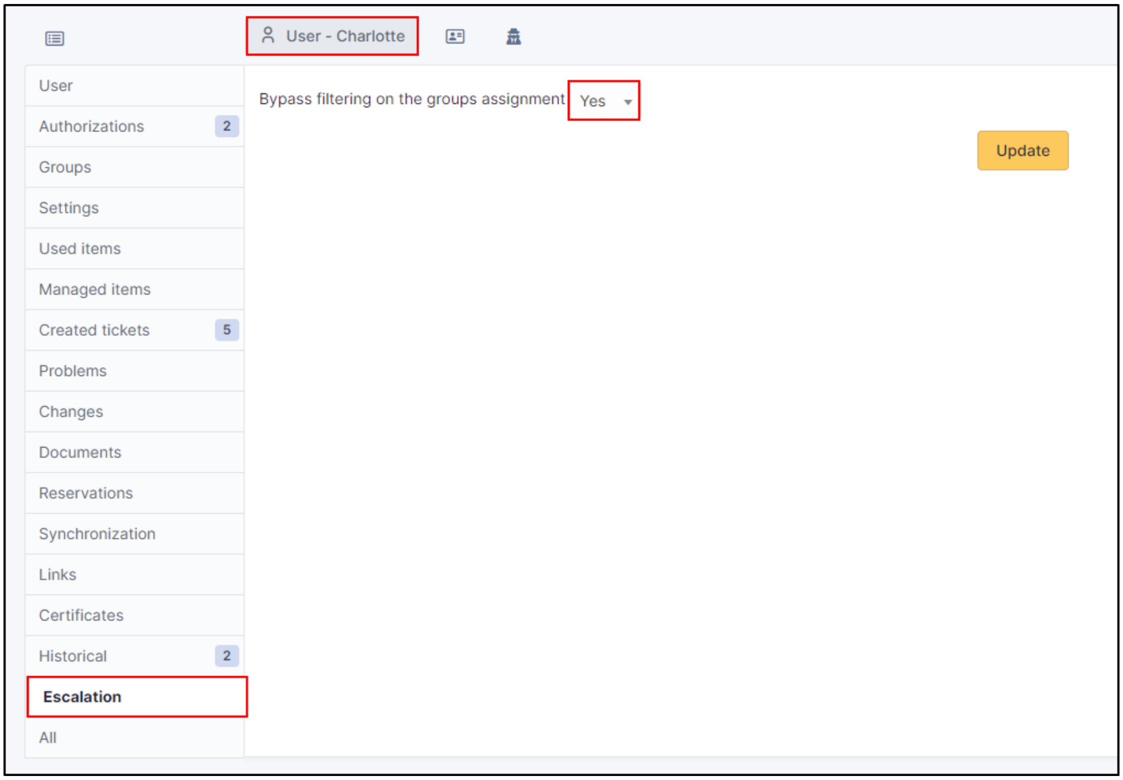
— **Groupe 1** is configured to allow ticket escalation only to **Groupe 2**

— **Joe** user can **only reassign** ticket to **Groupe 2** because it's assign to Groupe 1

— For other users not assign to **Groupe 1**, they can't reassign group to ticket (groups are not proposed in the list of assignation)

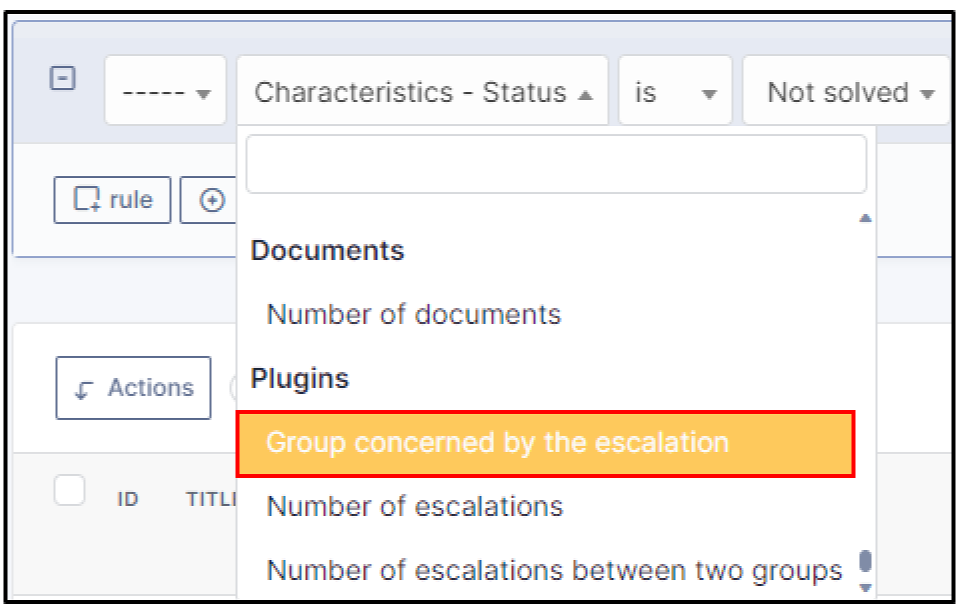


— You can **bypass** this behavior per user



7.5 Ticket's search engine

Plugin add three new search option



— Group concerning by escalation

Ex : get all tickets actually escalated to group **Groupe 1**

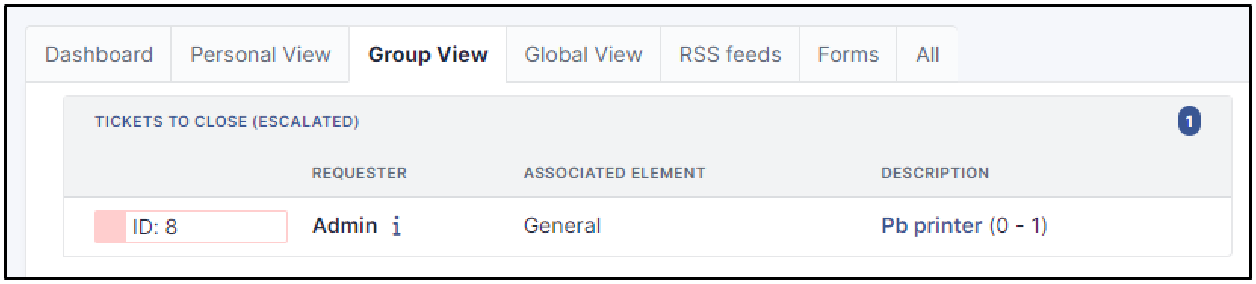
— Number of escalation

Ex : get all tickets with more than ten escalation

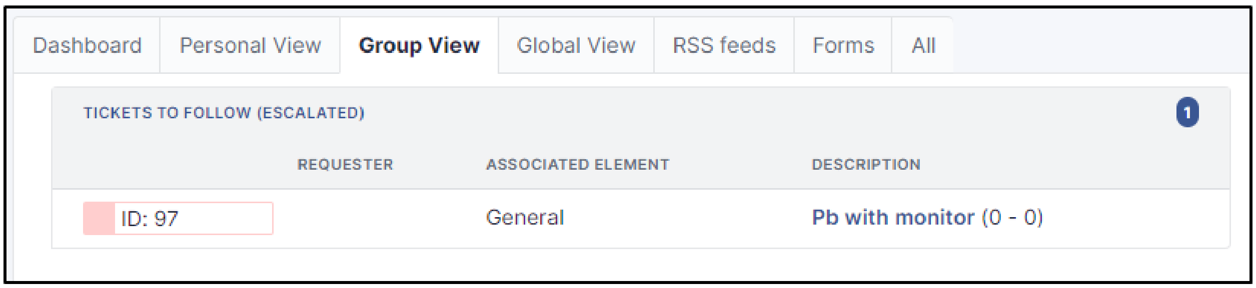
— Number of escalation between two groups
Ex : get all tickets with more than 2 escalations between two groups

7.6 Central page

New dashlet to display ticket solved to close and assign to you group



New dashlet to display not solved ticket where your groups was not actually assign but was in the past



7.7 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 8

Champs additionnels

Le plugin champs additionnels vous permet d'ajouter de nouveaux champs à différents objets de GLPI : tickets, ordinateurs, utilisateurs, …

Télécharger	Sources
https://github.com/pluginsGLPI/fields/releases	https://github.com/pluginsGLPI/fields

8.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : Ce plugin est disponible sans souscription GLPI-Network. Il est également disponible sur le Cloud.

8.2 Fonctionnalités

- Ajout de blocs conteneurs sur différents objets,
- Ajout de champs dans les blocs,
- Affichage des blocs dans un onglet existant ou dans leur propre onglet,
- Plusieurs types de champs disponibles,
- Les champs peuvent être marqués comme étant requis,
- Gestion des accès des profils par conteneur,
- …

8.3 Installer le plugin

- Décompresser l’archive.
- Déplacer le répertoire `fields` dans le répertoire *<GLPI_ROOT>/plugins`*.
- Aller à la page *Configuration* > *Plugins*,
- Installer et activer le plugin.

8.4 Utilisation

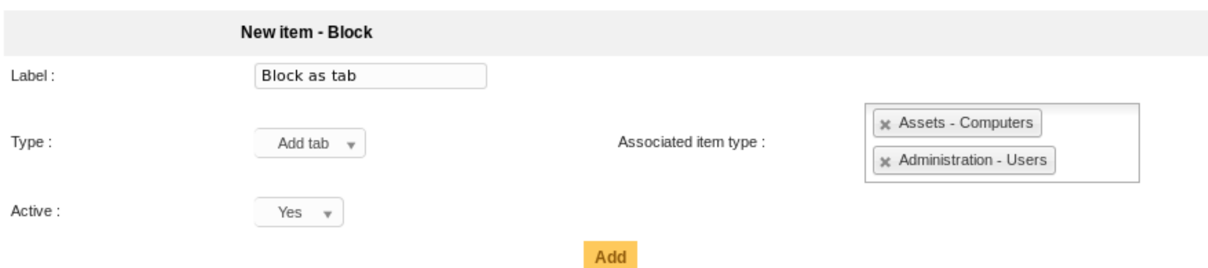
Le plugin va créer les tables requises dans la base de données ainsi que certains fichiers sur le disque (dans `<GLPI_ROOT>/files/_plugins/fields`) automatiquement. Ces fichiers et tables seront mis à jour avec le plugin.

L’utilisation du plugin est relativement simple :

- créer un bloc lié avec des objets,
- créer des champs dans ce bloc.

Vous accéderez à la configuration du plugin via le menu *Configuration* > *Champs supplémentaires*

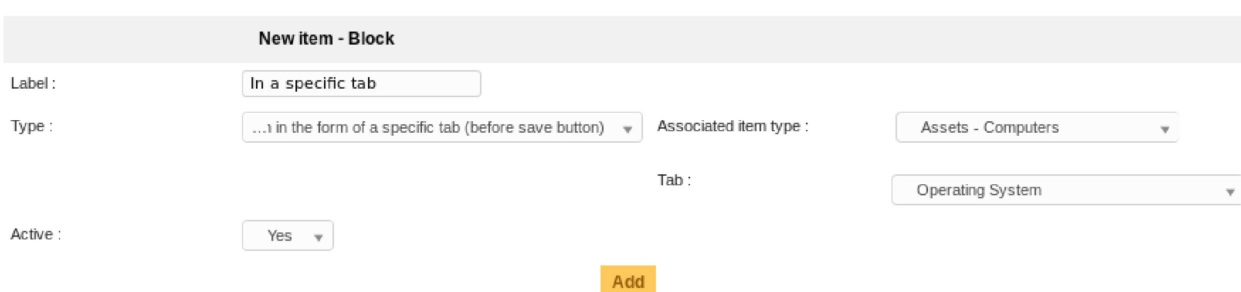
8.4.1 Ajouter un nouveau bloc



- *Libellé* : le libellé du bloc qui sera affichée sur les formulaires des objets,
- *Type* : le type d’affichage, parmi :
  - *Ajout d’un onglet* : ajoutera un nouvel onglet sur le formulaire de l’objet qui contient le bloc,
  - *Insertion dans le formulaire* : ajoutera le bloc en bas du formulaire principal de l’objet,
  - *Insertion dans le formulaire d’un onglet spécifique* : ajoutera le bloc en bas d’un onglet spécifique de l’objet.
- *Type d’élément associé* : une liste de types sur lesquels le bloc sera ajouté,
- *Actif* : si le bloc est actif ou non.

Note : Vous ne pouvez ajouter qu’un seul bloc de type *Insertion dans le formulaire* pour un type d’objet associé.

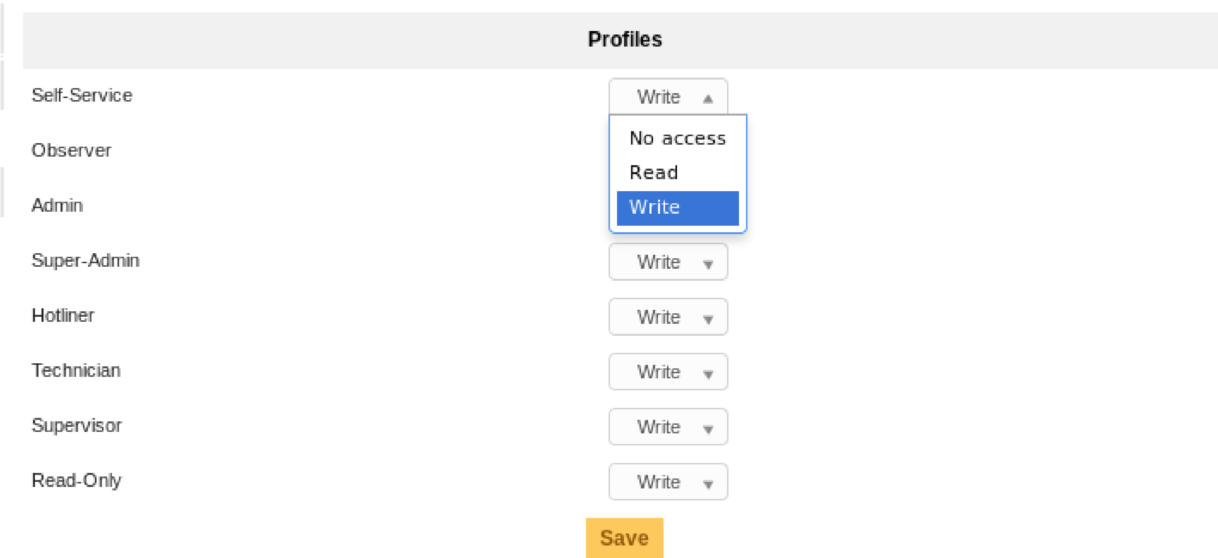
L’ajout d’un bloc dans un onglet spécifique n’est possible que pour un seul objet :



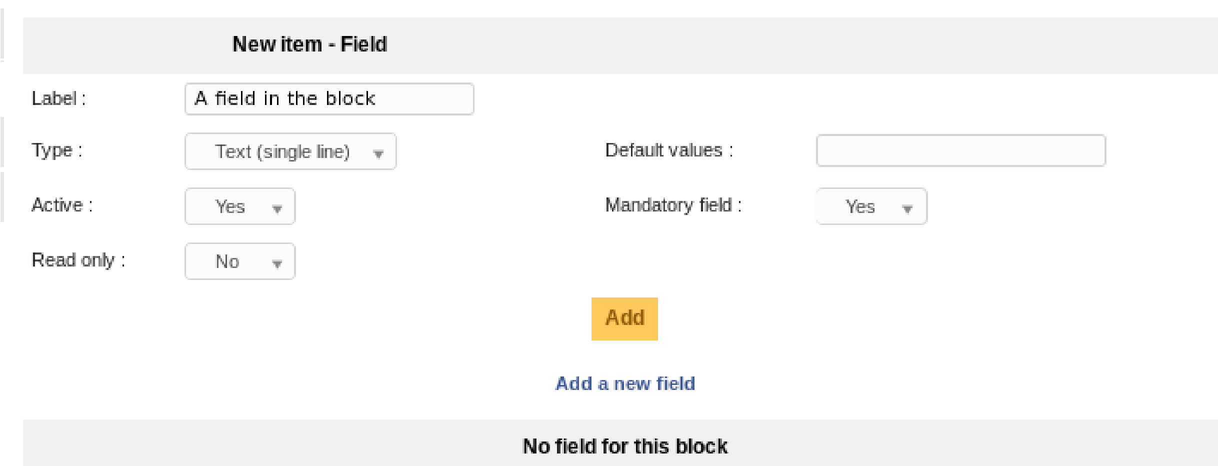
Une fois le bloc créé, il est possible de changer son libellé ou son étét actif, mais pas son type ni la liste des éléments associés.

Profils

Pour pouvez affiner les accès des profils en utilisant l'onglet *Profils* du bloc. Vous aurez la possibilité de choisir entre *Pas d'accès*, *Lecture* ou *Écriture* pour chaque profil existant.



8.4.2 Ajout d'un nouveau champ



— *Libellé* : le libellé du bloc qui sera affichée sur les formulaires des objets,
— *Type* type du champ, parmi :
  — *Entête* : un intitulé d'en-tête, pour une distinction visuelle,
  — *Texte (ligne simple)* : une ligne de texte simple (`input/@type=text`)
  — *Texte (lignes multiples)* : un champ de texte multilignes (`textarea`)

   - *Nombre* : un nombre (pas de texte autorisé)
   - *Liste déroulante* : une liste déroulante configurable, les valeurs sont paramétrées depuis la configuration des intitulés de GLPI que vous trouverez dans le menu *Configuration* > *Intitulés*.
   - *Oui/Non* : une liste déroulante avec uniquement les valeurs *Oui* et *Non*,
   - *Date* : une date seule avec un sélecteur,
   - *Date et heure* : un champ de date avec un sélecteur et une liste déroulante pour l'heure (le pas étant configuré depuis le cœur de GLPI),
   - *Utilisateurs* : une liste d'utilisateurs,
- *Actif* : si le champ est actif ou non,
- *Lecture seule* : si le champ est en lecture seule,
- *Valeurs par défaut* : valeurs par défaut du champ,
- *Champ obligatoire* : détermine si le champ est obligatoire.

Avertissement : Bien entendu, il vous faudra prêter attention en modifiant les différentes options… Si par exemple, vous définissez un champ obligatoire et en lecture seule, et que vous ne définissez pas de valeur par défaut, la validation du formulaire échouera.

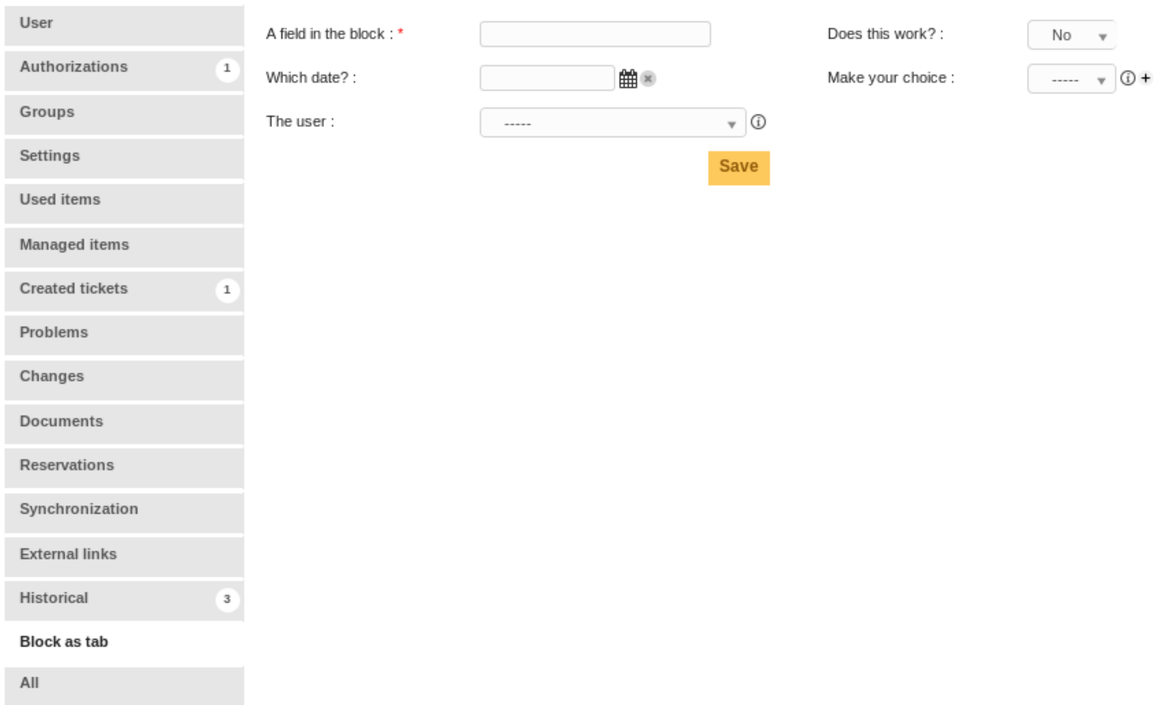
Un autre exemple : si vous définissez une valeur texte par défaut pour un champ nombre… Ce genre de choses ;)

Une fois les champs créés, vous pouvez les réorganiser ou les modifier depuis l'onglet champs du bloc :

Add a new field

Label	Type	Default values	Mandatory field	Active	Read only	
A field in the block	Text (single line)		Yes	Yes	No	
Does this work?	Yes/No		No	Yes	No	
Which date?	Date		No	Yes	No	
Make your choice	Dropdown		No	Yes	No	
The user	Users		No	Yes	No	
An inactive field	Text (multiples lines)		No	No	No	

Et voyez ce à quoi cela ressemble sur un objet *Utilisateur* par exemple :



8.5 Recherche

Tous les champs qui ont été ajoutés sont disponibles dans les recherches des objets attachés.

8.6 Interface simplifiée

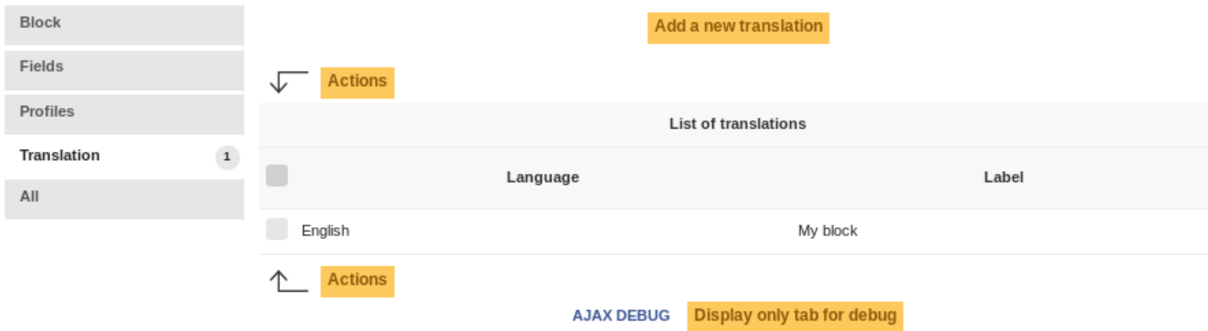
Les seuls blocs attachés à des tickets et de type *Insertion dans le formulaire* seront affichés dans l'interface simplifiée. Bien sûr, les droits du profil courant seront également pris en compte !

8.7 Traductions

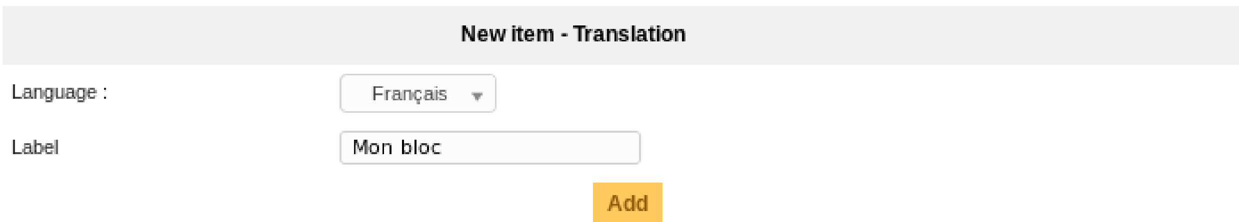
Nouveau dans la version 1.4.0.

Le plugin lui même est traduit par l'intermédiaire des services de transifex ; mais vous pourrez également traduire les libellés des blocs et des champs ; le processus est identique pour les deux :

Sur le formulaire du bloc, choisissez l'onglet *Traductions* :



Lors de la création d'un bloc, une nouvelle traduction dans la langue courante sera ajoutée avec le libellé renseigné sera créée ; vous pouvez ajouter autant de traductions que vous le souhaitez.



Les valeurs des listes déroulantes peuvent être traduites en utilisant la configuration des intitulés du cœur.

Avertissement : Dans GLPI 9.1.1 ; certains problèmes empêchent la traduction des valeurs des listes déroulantes ; la possibilité a donc été désactivée dans le plugin. Elle sera réactivée lorsque le cœur aura été corrigé.

8.8 Entités

Si vous utilisez des entités dans votre instance de GLPI, un bloc ne sera affiché que si l'entité à laquelle il est attaché correspond est compatible avec celle de l'objet auquel il s'applique.

Lorsque vous créez ou modifiez un bloc en mode multi-entités, vous devrez choisir s'il sera accessible depuis les entités enfants.

Par exemple, disons que vos entités respectent la structure suivante :

- `racine`
  - `A`
    - `C`
  - `B`

La table ci-dessous vous dira dans quels cas votre bloc sera affiché ou non :

Entité du bloc	Bloc récursif	Entité de l'objet	Blo affiché
A	Oui ou Non	A	Oui
A	Oui ou Non	B	Non
A	Oui	C	Oui
A	Non	C	Non

8.9 FAQ

Si vous avez des questions à propos de l'utilisation de ce plugin, veuillez consulter notre FAQ

CHAPITRE 9

Form creator

Download	Sources
https://github.com/pluginsGLPI/formcreator/releases	https://github.com/pluginsGLPI/formcreator

FormCreator is a plugin which allow creation of custom forms of easy access.

9.1 Features

- Direct access to forms self-service interface in main menu,
- Highlighting forms in homepages,
- Access to forms controlled : public access, identified user access, restricted access to some profiles,
- Simple and customizable forms,
- Forms organized by categories, entities and languages,
- Questions of any type of presentation : Textareas, lists, LDAP, files, etc,
- Questions organised in sections. Choice of the display order,
- Possibility to display a question based on certain criteria (response to a further question),
- A sharp control on responses from forms : text, numbers, size of fields, email, mandatory fields, regular expressions, etc,
- Creation of one or more tickets from form answers,
- Adding a description per fields, per sections, per forms, entities or languages,
- Formatting the ticket set : answers to questions displayed, tickets templates,
- Preview form created directly in the configuration,
- Translation of forms to serve them in several languages.

You can take an look to the full changelog from plugin sources.

9.2 Install the Plugin

- Uncompress the archive.
- Move the `formcreator` directory to the `<GLPI_ROOT>/plugins` directory
- Navigate to the *Configuration* > *Plugins* page,
- Install and activate the plugin.

> **Avertissement :** The plugin's directory must have the same name as the plugin :
> - **Good** : *glpi/plugins/formcreator*
> - **Bad** : *glpi/plugins/formcreator-master*
> - **Bad** : *glpi/plugins/formcreator-0.90-1.3.2*
>
> Only one directory must contains the plugin's files of a single plugin in the GLPI plugins directory. **Don't rename the plugin's directory for backup, move it !**

9.3 Service catalog

The service catalog is a replacement for the GLPI's simplified interface.

It is enabled on a per entity basis and exists in two flavors
- simplified
- extended

To enable it, edit an entity, open the *Forms* tab and set the field *Helpdesk mode* to *Service catalog simplified* or *Service catalog extended*. This setting handles inheritance from parent entity to children entities.

Users using the simplified interface will benefit a new interface allowing them to :
- browse forms and FAQ with the unified interface
- follow the process of their requests
- book assets
- view their feeds

Users using the extended interface have a more complete view on their requests.

Forms with *Direct access on homepage* enabled will appear in the interface. Users may search by browsing the categories on the left of the screen, and may also search for forms with a natural language search engine.

By default FAQ items in the Knowledge Base also show with forms. The only prerequisite is to associate form categories to knowledge base categories (in *Setup* > *Dropdowns : Forms* > *Form categories*).

It is possible th have a distinct display of FAQ in *Administration* > *Entities* > *Forms*. When **Distinct menu entry** is selected the service catalog shows a new menu entry on the left. FAQ are browsable by category and key words.

> **Note :** All entity settings for Formcreator propagate to sub entities by default. The administrator may change the settings in a sub entities to break inheritance.

9.3.1 Overview

The service catalog shows several counters on the top left corner. Those counters show all requests involving the current user as a author, requester, observer, assigned or validator.

The requests displayed here are

- tickets created without Formcreator
- tickets generated by forms havung only one target tickets
- form answers when the form has no target ticket
- form answers when the form has several target tickets

The request are spread over 4 counters

- processing
- pending
- to validate
- closed

Note : New requests are not included in the counters.

9.3.2 RSS feeds

When users are allowed to view RSS feds, the service catalog shows a menu entry on the left to access them. RSS feeds administration is done in GLPI as usual.

9.3.3 Reservations

Users may book an asset with GLPI's reservation system, avaialble in the left menu of the service catalog.

9.4 Forms configuration

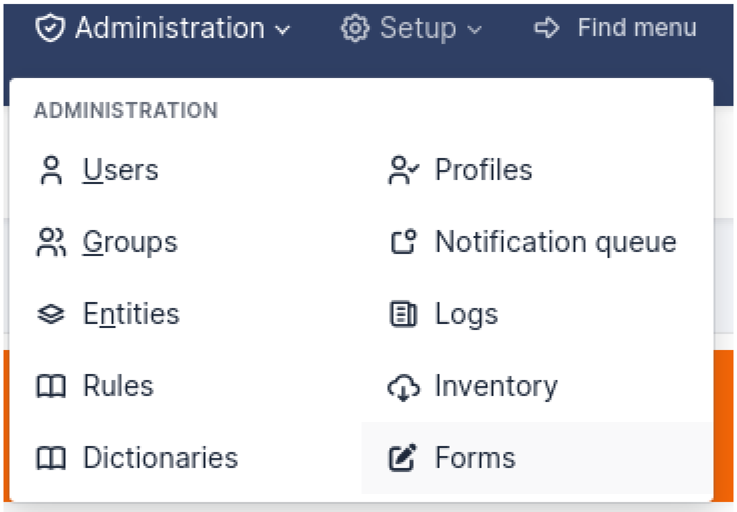
9.4.1 Form creation

Note : The right to create forms is enabled to the profiles having the right to update entities in GLPI. Refer to the documentation of GLPI to know how to setup this right.

Note : Forms must be created in the entities where they are intended to be available. A form may be available in its entity and all sub entities if the field **Child entities** is set to **Yes**.

---

1. Navigate to **Administration > Forms**.



1. Click on the button to add a form **+**

Following fields must be populated :

- **Name** : Name of the form.
- **Active** : A form is inactive by default. You need to explicitly activate it when it is ready to use.

It is recommended to fill the Category field :

- In the simplified interface, categories allow to tidy forms by Blocks.
- If you want to use the **service catalog** you must use form categories.

Note : Form categories are plugin's dropdowns. You can add form categories directly when editing a form using the **+** next to category field. You can do the same from **Configuration > Dropdowns > Form category**.

- **Direct access on homepage** : Direct access to the form from the GLPI's simplified interface.
- **Description** : displays in the list forms.
- **Language** : by default a form is set to the language of its creator. The form will be available only to users using the same language as the form. Choose **All languages** to make the form available to users without language restriction.
- **Header** : displays when the form is displayed.
- **Need to be validate** : If **Yes** a list of validators is displayed. This is a list of GLPI users (with the right **Validate an incident** or **Validate a request** (in its profile) on a compatible entity with the form's entity. The list of validators is a multiple choice list. If no validator is selected all of them are submitted when the form is being used.
- **Default form in service catalog** : if **Yes** the form will display in the service catalog without being filtered by the current category or keywords.

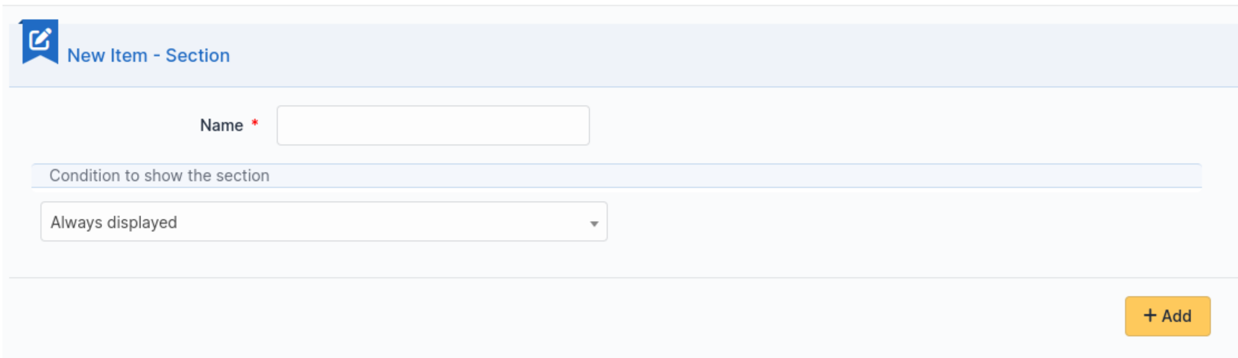
When all fields are filled, click on the **add button** at the bottom of the page.

Note : Deleting a form is possible only if there are no associated answers. To delete a form, delete all its answers first from the **Form answers** tab.

9.4.2 Sections

After clicking on the tab **Question** the following page displays :

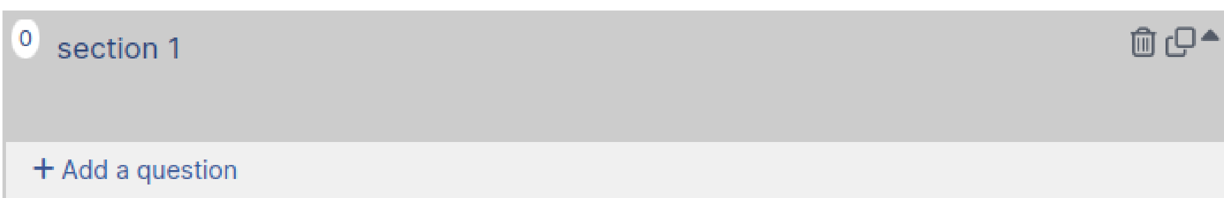
You must create a first **section**. Sections are intended to organize questions in the form.



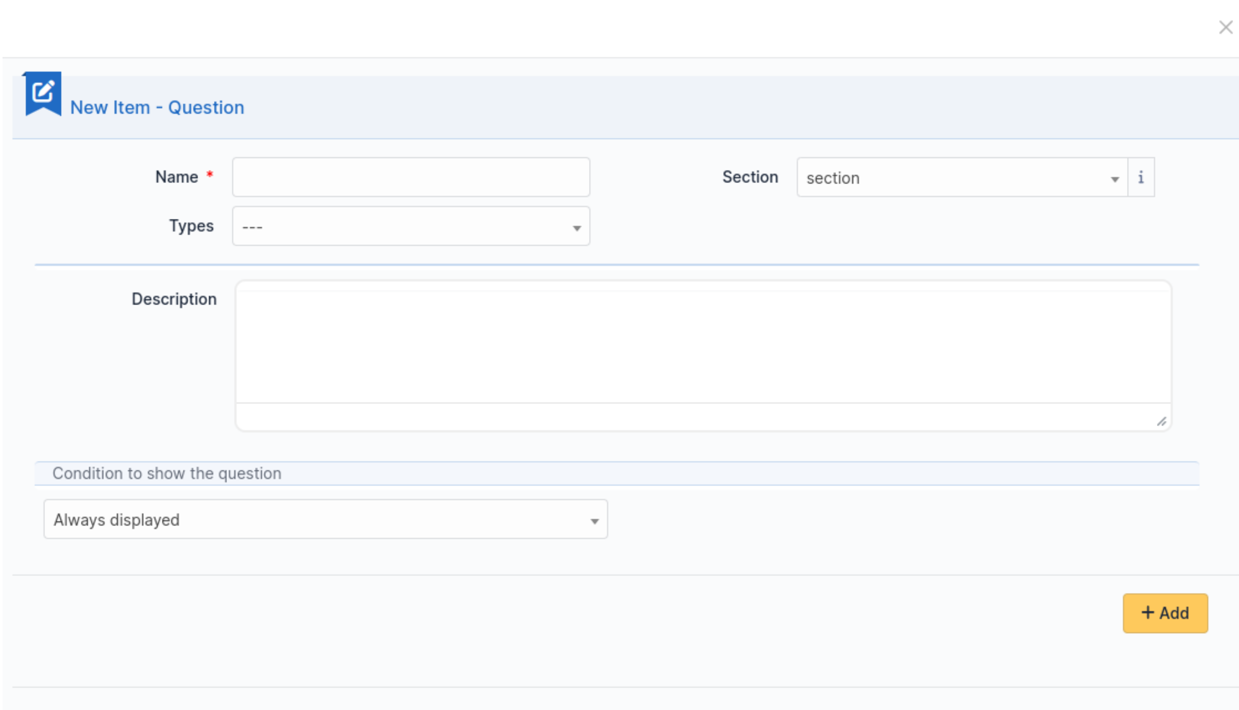
It is possible to setup conditions to show the whole section, based on the answers provided to questions located in other sections of the form.

9.4.3 Questions

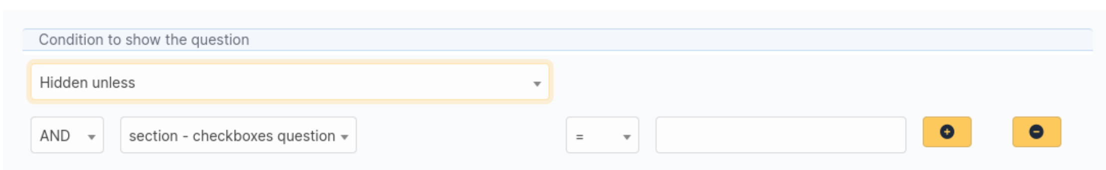
Click on the link **Add a question** in a section of your choice.



The following page displays :

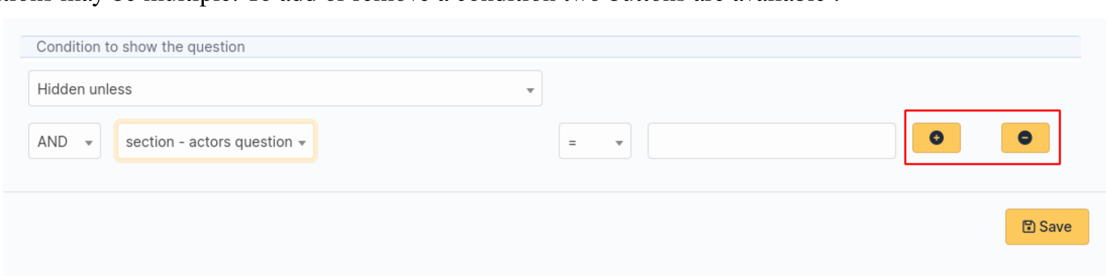


A question is made of :
- a title : this is the label of the question in the form.
- a type : see list below.
- a section : the section containing the question. You can move a question to an other section with this field.
- a description : it is displayed under the question in the form. Use it as a hint for the requester, telling him which content is expected.
- a dropdown list **Show field** to enable a condition



It submits the following choices :
- **Always visible** : the field is always displays
- **Hidden unless** : The question is hidden except if answers to other questions matches a condition.
- **Displayed unless** : The question is displayed except if the answers to other questions matches a condition.

Conditions may be multiple. To add or remove a condition two buttons are available :



Note : List of pictograms

— The **circle** allows you to make a question mandatory

, or optional

— **Arrow up** and **arrow down** allow you to reorder questions in a section.
— Clicking on a question allow you to edit it.
— **Two stacked squares** allows you to duplicate a question or a whole section.
— The **recycle bin** allows you to delete a question or a whole section.

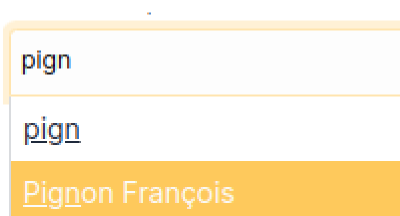
Questions are organized on a 4 columns array. You can resize width of questions, reorder them using drag and drop and put up to 4 questions on the same row.

9.4.4 Types of question

There are about twenty types of questions available. Depending on the chosen type, you need to provide additional information.

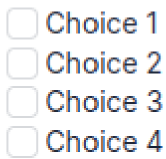
Note :
— **Required** : **Yes/No**. When running the form a red star shows next to label of questions requiring an input.
— **Default values** : its content depends on the type of the question.
— **Range Min/Max** : Restricts the value to the given range when running the form.
— **Additional validation (Regular expression)** : You may set a custom regex with a regular expression. Use it when other restriction methods cannot satisfy your needs. Don't forget to specify the delimiters of the regex. You may add any modifier after the closing delimiter.

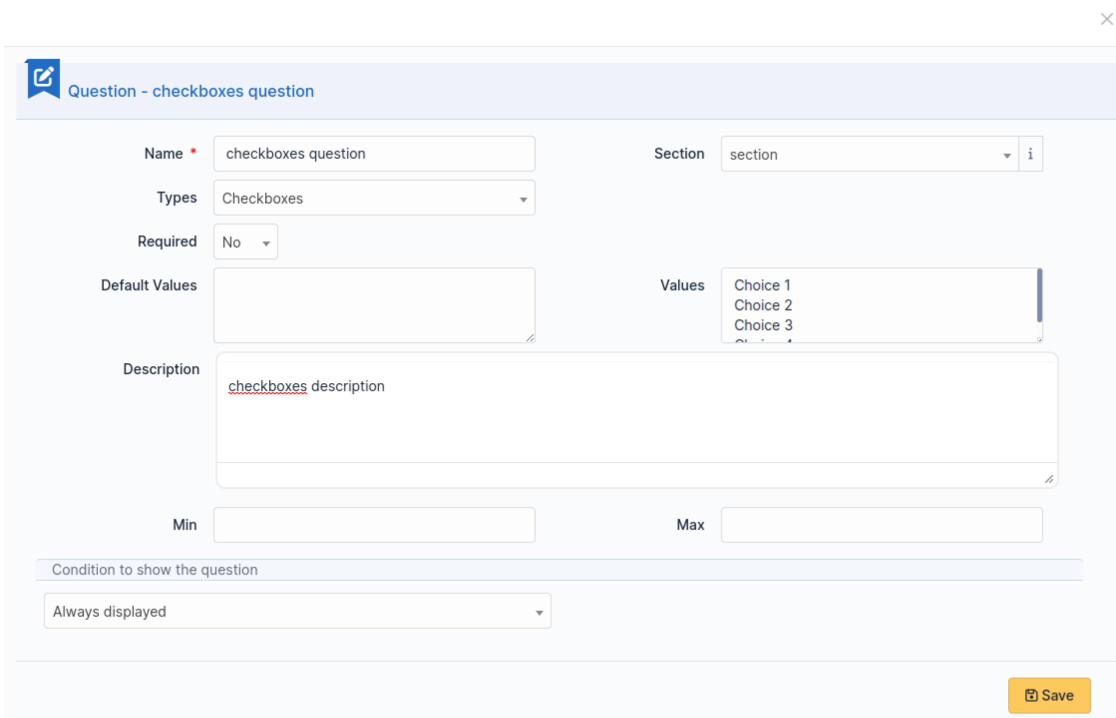
Actors



This field allows you to choose one or several users :
— in GLPI, available in **Administration > Users**
— not in GLPI, by typing an email address

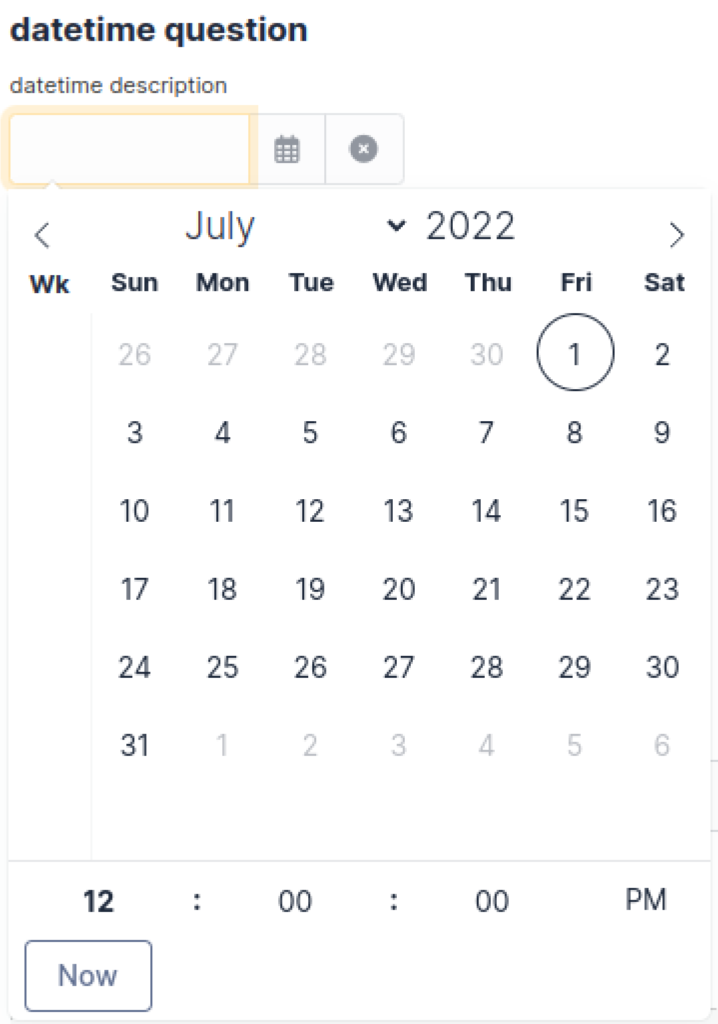
Checkboxes (multiple choices)





Add a line per value in **Values**. Default values may be set in **Default values**, one per line. If this field is empty, no checkbox will be ticked.

Date / Datetime / Time



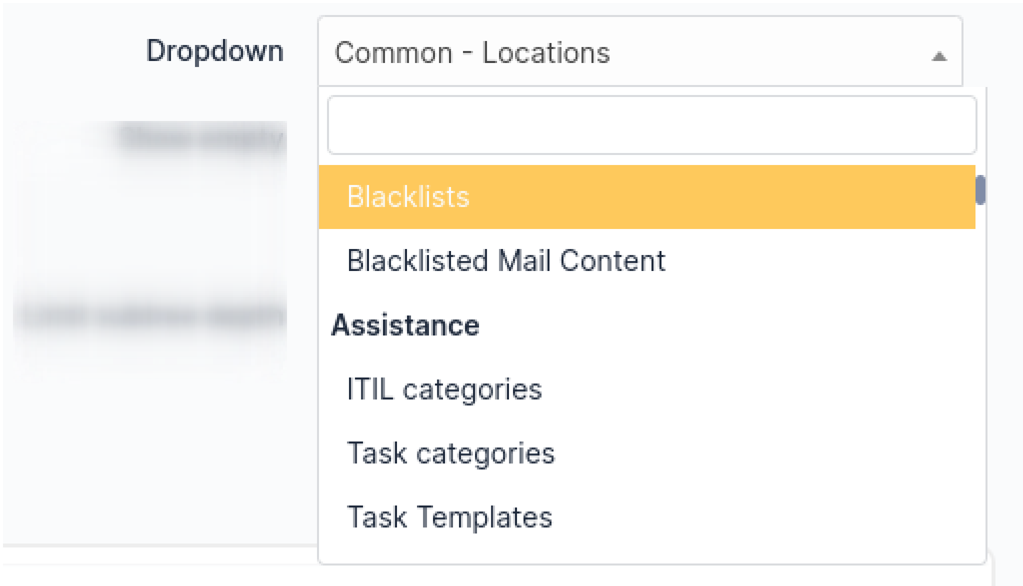
This field allows to select a date, a datetime or a time from a mini calendar.

Description

This field only displays information. Use it to give more details about a question.

Dropdown

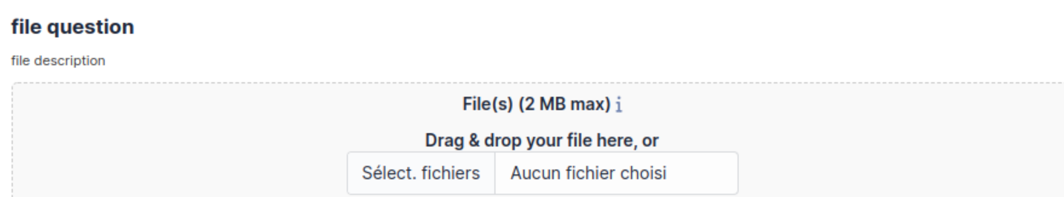
This field allows the user to choose a value among those available in a dropdown from GLPI (in **Configuration > Dropdowns**).



Email

The answer to this type of field must be a syntactically valid email address.

File



This field allows the requester to upload a file.

Float

This field must be a float value. Note you may use a regular expression to tighter restrict the answer.

GLPI Object

This field allows you to build a dropdown from a GLPI object among those available in the menus :

- Assets
- Assistance
- Management
- Tools
- Administration

Hidden field

This field is hidden and allows to retrieve an arbitrary value when generating the target (ticket or change).

Note : This type of questions never shows on a form.

Hostname

This field is invisible. It allows to get the hostname of the computer used by the requester, assuming the DNS is able to properly resolve it from its IP address

Integer

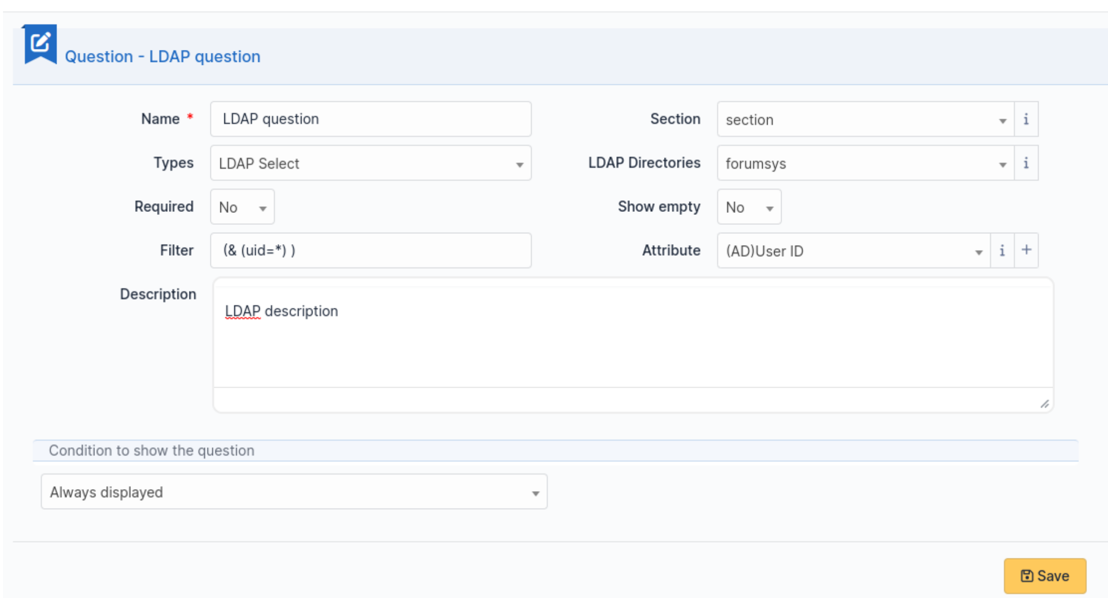
This field must be an integer value. Note you may use a regular expression to tighter restrict the answer.

IP Address

This field is hidden and collects the IP address of the form requester. It does not show in the form.

LDAP select

This field allows you to create a dropdown list with objects from a LDAP directory :



Note : This type of questions cannot be used to fill actors of a target.

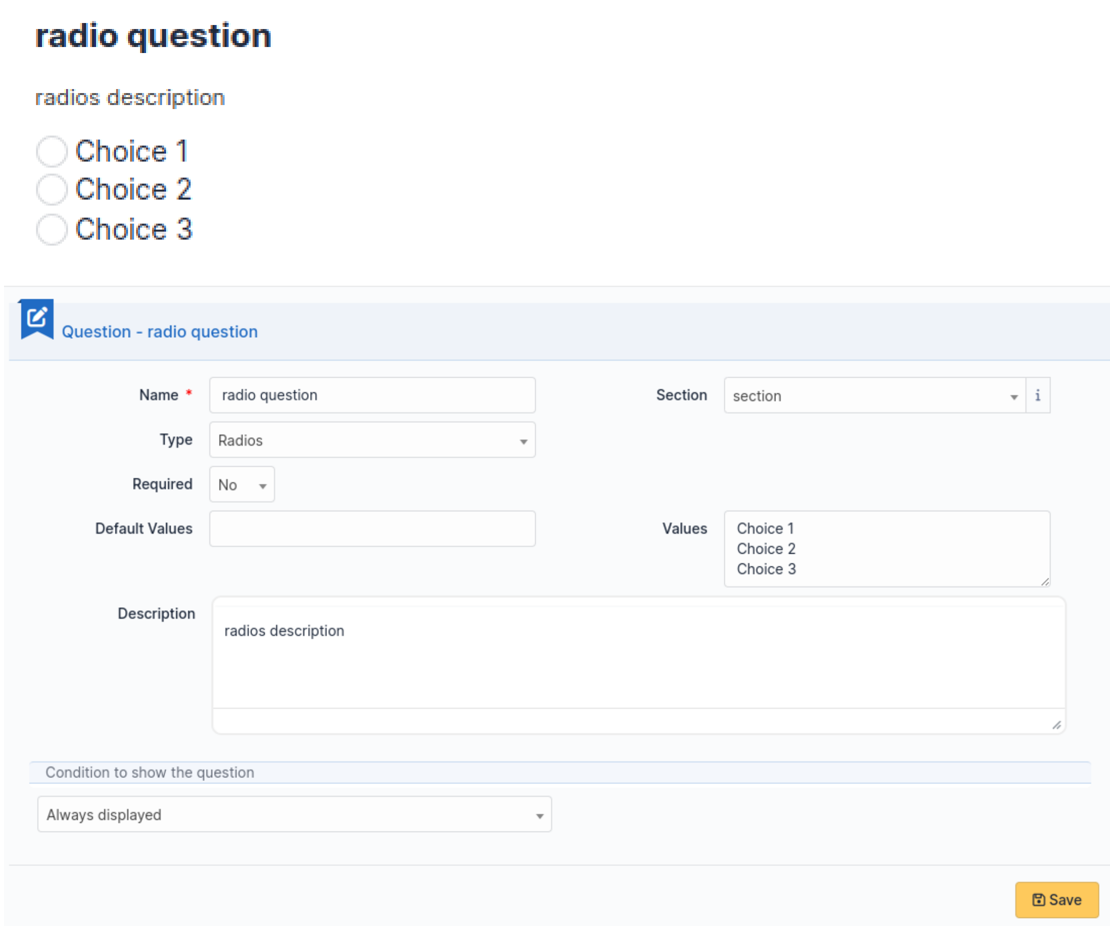
Multiselect (multiple choice)

This field allows you to create a dropdown list with ability to select multiple items. Values are added one per line in the field **Values**. You may set default values, one per line in *Default values**. If no default value is set then no item will be selected by default.

Request type

This field is a dropdown with « Incident » or « Request » choices. It can be used to set the request type of a ticket being generated by the form.

Radio buttons (one choice only)



Add a line per value in **Values**. A default value may be set in **Default value**. If this field is empty, no radio will be selected.

Select (one choice only)

This field allows you to create a dropdown list and set its items. Items are added one per line in **Values**. Default value may be set in **Default value**. If there is no default, no item is selected by default.

Tags

This is a hidden field to add a tag to the form for future processing.

Note : This type of field is only available when the plugin **Tag** is installed and enabled.

Text

This field allows you to input a single line of text.

Text area

This field allows you to input several lines of text.

Urgency

This field allows you to select an urgency defined in GLPI.

9.4.5 Conditions

Conditions are expressions involving questions and sections which are evaluated in order to determine

- if a question is displayed
- if a section is displayed
- if the submit button of a form is displayed
- if a target (see below) must be generated

Available operators in an assertion are :

- equals
- not equals
- less than
- greater than
- less than or equal
- greater than or equal
- is visible
- is not visible
- matches a regular expression

The condition expression can be used with the following rules :

- **Hidden unless** : the item is hidden or not generated except when the expression is true
- **Displayed unless** : the item is displayed or generated except when the expression is true

9.4.6 Access types

Three values are available :

- **Public access** : Anonymous users may access the form ; you may use it in an intranet.
- **Private access** : Users having a GLPI account may access the form.
- **Restricted access** : Only users having the specified profiles may access the form.

When a form is set to **Public access** it is possible to enable a simple captcha. This captcha should prevent spamming if a form is accessible from internet.

Note : Captchas are not enabled by default on anonymous forms. Administrators need to enabled them explicitly depending on how the form may be accessible from an hostile network such Internet.

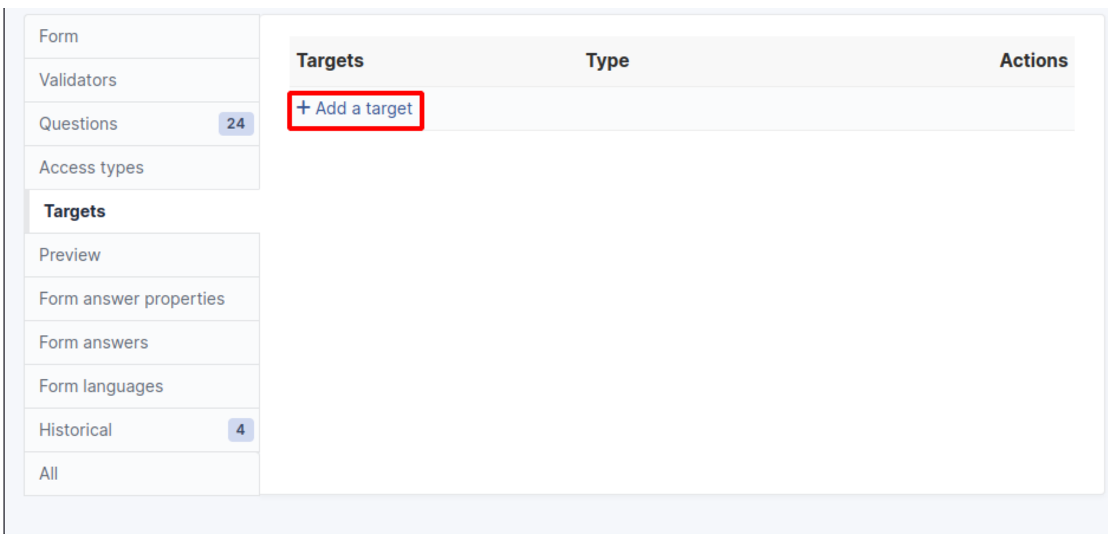
9.4.7 Targets

There are three types of targets for a form :

- tickets
- changes
- problems

It is possible to generate any number of targets from a single form. Mixing types of targets is also possible.

To create a target click on the link **Add a target**



The following window is then displayed :

Choose a target name and type, then validate. The new target is created and is available for tuning.

9.4.8 Preview

This tab allows you to view how the form will be rendered and test it without activating it.

Note : Submitting answers from the preview will be actually saved, and will generate targets if the form is not configured with validation.

9.4.9 Form answers

This tab shows all answers saved for the form.

Note : To delete a form, all its answers must be deleted first. A warning shows at the bottom of the main tab of a form as a reminder.

9.4.10 Categories

Menu : *Setup > Dropdowns : Forms > Form categories*

Form categories allow you to arrange your forms list. Forms are displayed when they belong to the selected category or any sub category. When a form does not have any category, it is displayed when no category is selected or when the user selects « view all ».

You can add or edit categories generally from the Setup menu : *Setup > Dropdowns*.

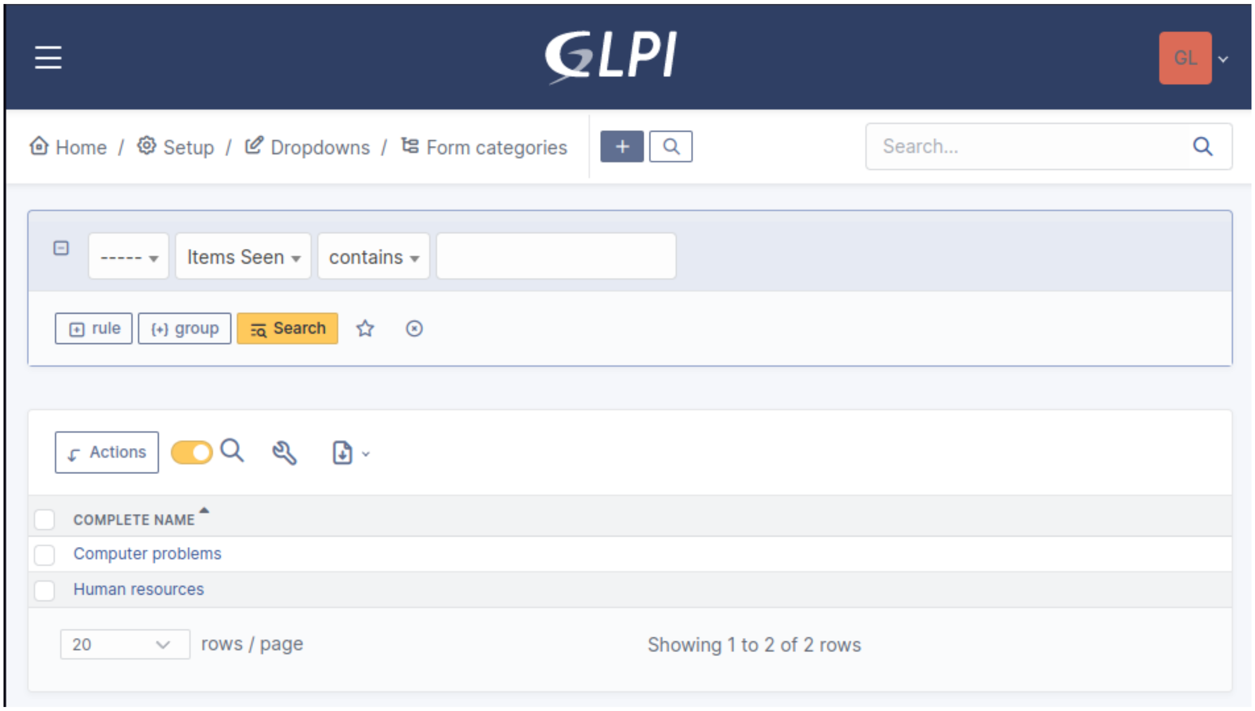
You can also add new categories directly from the form page like all GLPI dropdowns.

They are defined by entities and can be translated since GLPI 0.85 like all other dropdowns.

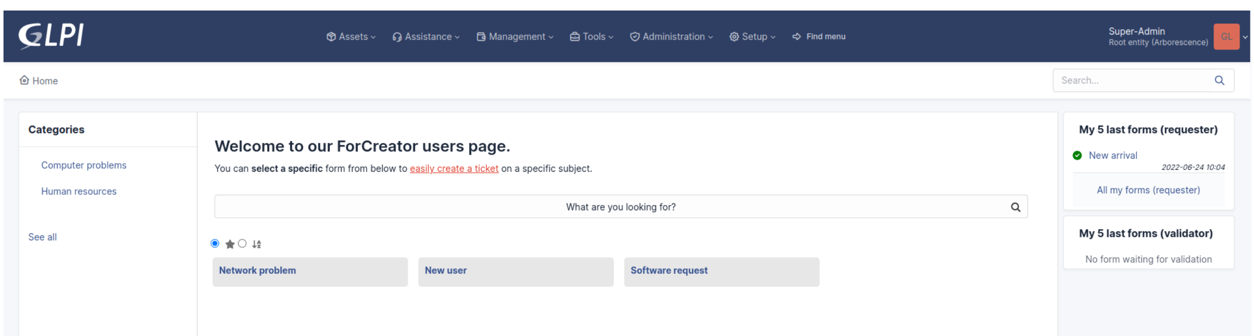
Note : Dropdowns translation must be enabled on GLPI general configuration page *Setup > General*, *General setup > Translate dropdowns = Yes*

Note : Categories may be associated to *Knowledge base categories*. This link is necessary to allow FAQ entries to show along your forms.

Configuration

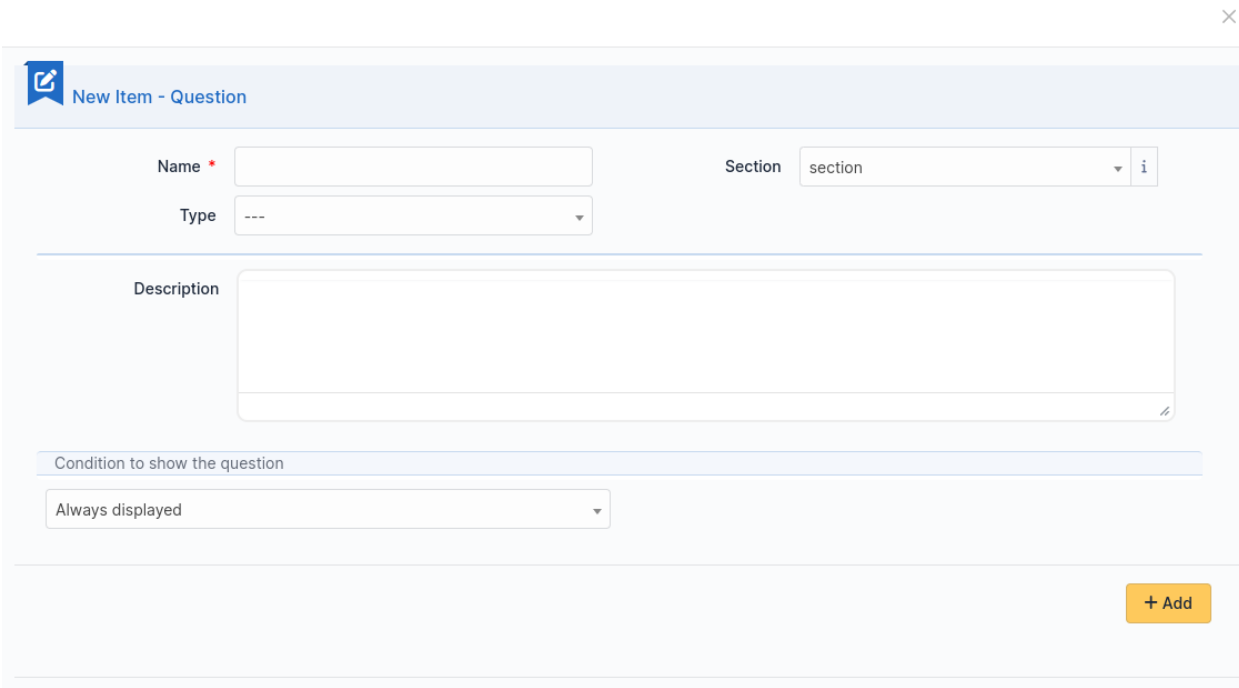


Render



9.4.11 Questions

After the creation of a form, create fields for the user to fill out.



The name of the questions will appear on the left and the field type selected on the right.

The Description will be under the input field.

Additional options may be displayed depending on the currently selected question type.

If validation of the input is desired, it can be implemented following PHP Regular Expressions.

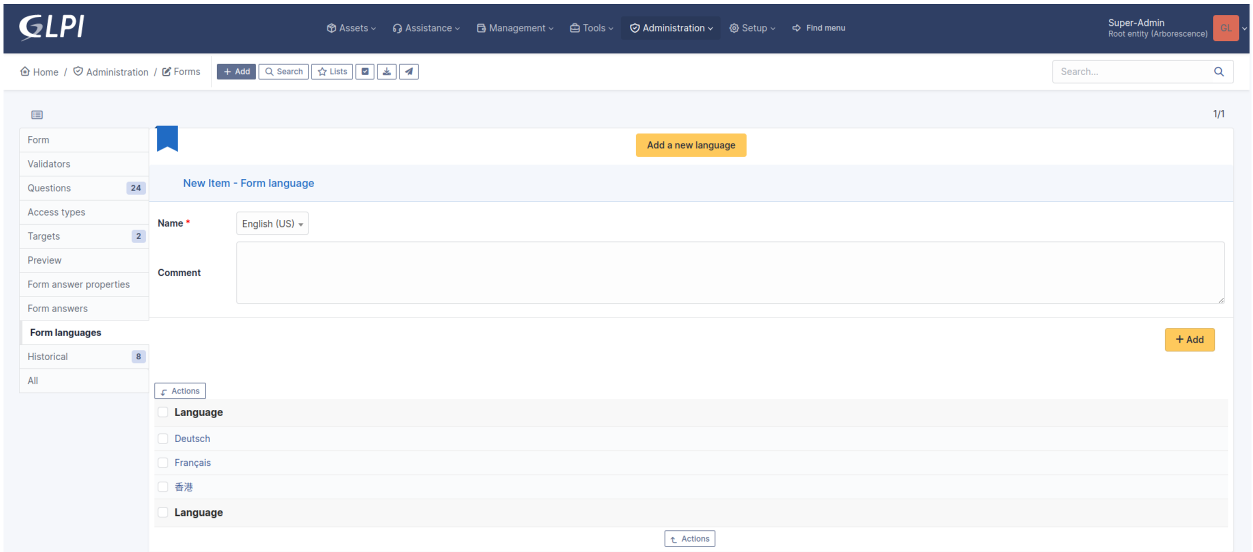
If you want to show or hide questions depending on the answers of other questions, use the *show fields* area when editing a question. In the version 2.5.0 you may use more complex expressions checking for the content of several questions, and use logic operator **OR** and **AND**. The precedence of boolean operators applies, meaning that **AND** has precedence over **OR**.

9.4.12 Translation

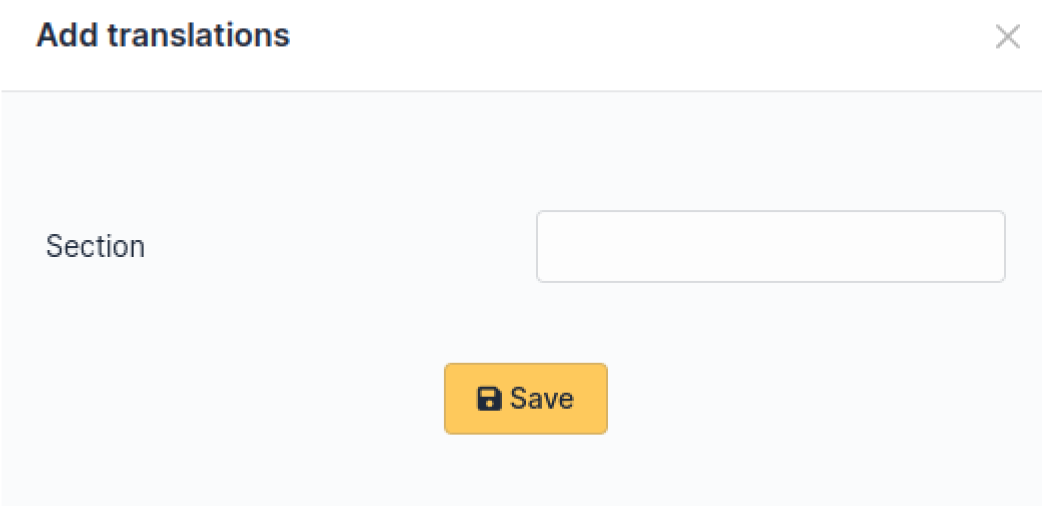
In some cases a form should be available in several languages. Choose first in which language a form should be created. This language should be english (US or UK) or the language that most of target users understand. This is the fallback language if no alternative is found.

This language is also used as reference in the translation process. Then be sure that the chosen language is readable by the user who will translate the form.

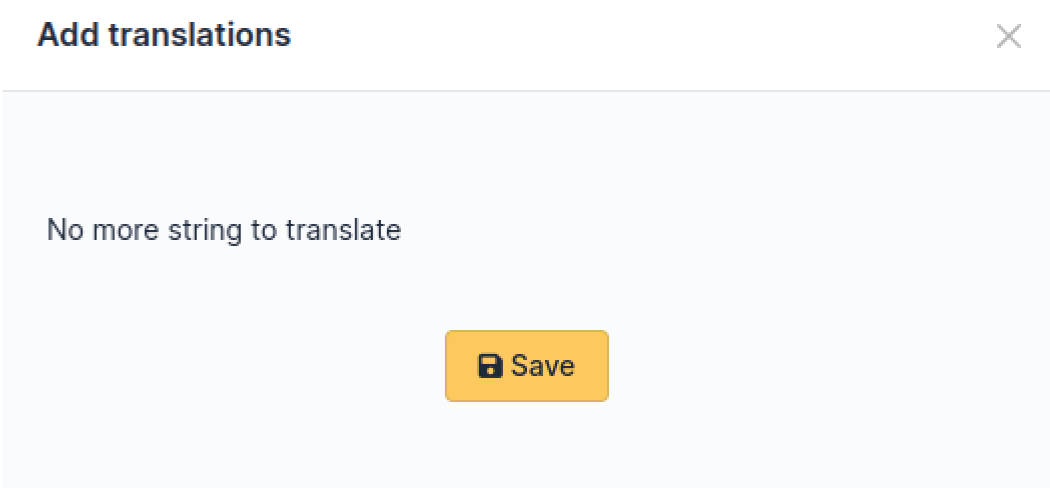
To translate a form open the tab **Form languages**, then create all languages you need to provide to users.



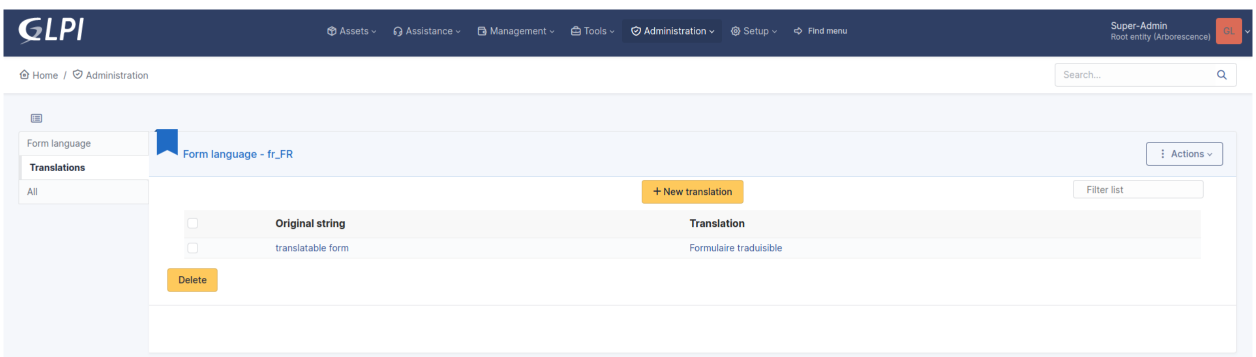
Choose a language added to the form and click it to begin or resume translation, then select the tab **Translations**. Click the button **New translation** and a popup dialog will open and show a string to translate. Type the translation, and click save or validate with **Enter** on your keyboard.



If another string must be translated, it will show immediately. If no more string needs to be translated, a message will show instead.



When you close the dialog the list of translated strings is refreshed. You can edit a translation by clicking on it, delete one or several translations with the checkboxes on the left of the list and the **Delete** button**. You can also filter the list with the filter input box.



9.5 Targets

Targets are objects generated by FormCreator submission. If a form requires validation, the targets are delayed until approbation.

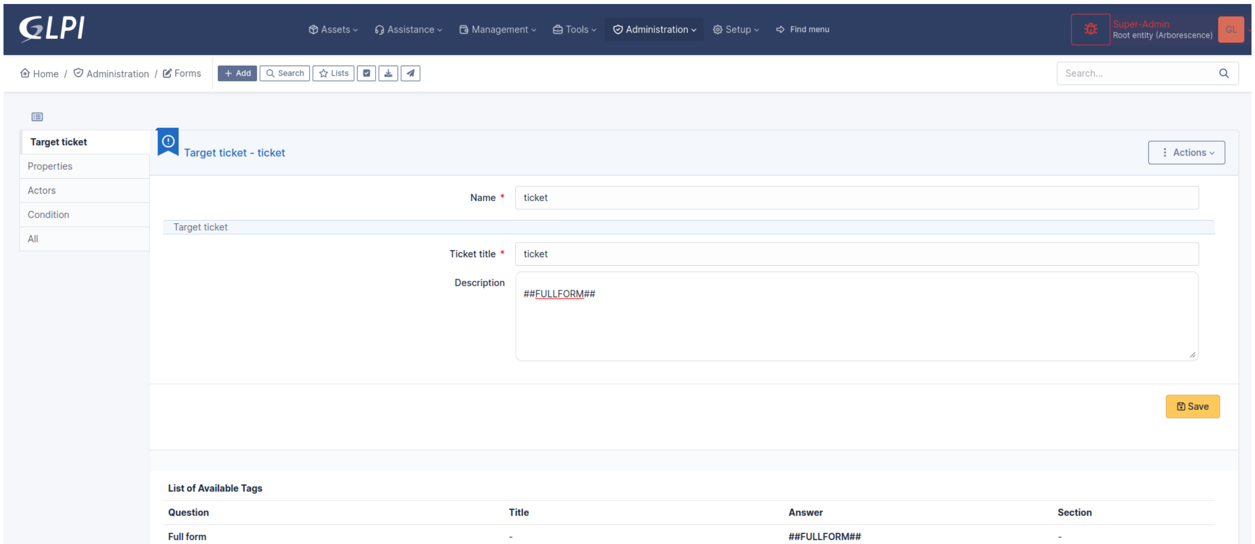
Note : Targets are currently tickets only.

A target ticket defines the ticket generated by the form. You may have several targets per form.

Open the tab *Destination* and create a target with a name and a type (currently ticket only).

9.5.1 Target ticket

A target ticket generates a ticket.



The ticket is build from scratch or from a ticket template available in GLPI. You may

- customize the name of the target ticket to distinguish it from possible other targets,
- customize the title and description of the ticket using questions and answers,
- set tne destination entity of the generated ticket,
- set a time to resomve (formerly due date),
- set the type of ticket (request or incident),
- set the associated elements,
- set the category,
- set the urgency,
- set the location,
- assign tags to the ticket if the plugin *Tags* is available,
- link the generated ticket to other tickets
- define actors of the ticket.
- define conditions to meet to generate the target ticket

Note : Setting an urgency, a category or a location (specific or from a question) overrides the urgency defined in a ticket template (if any)

Destination entity

Many choices are avaialble :

- Current active entity : the entity of the requester who fills a form,
- Default requester's entity : the default entity defined for the user who fills the form,
- First dynamic requester's entity (alphabetical) : sorts all dynamic entities of the requester alphabetically and selects the first one,
- Last dynamic requester's entity (alphabetical) : sorts all dynamic entities of the requester alphabetically and selects the last one,
- The form's entity : the entity where is located the form being filled by the requester,
- Default entity of the validator : the default entity of the validator who validates the request,
- Specific entity : an entity set by the form's designer,
- Default entity of a user type question answer : the default entity of a user choosen by the requester in a question.

— From a GLPI object > Entity type question answer : the entity choosen by the requester from a question.

Note : Default requester's entity may be not set, then there is a risk to generate tickets in the root entity.

Note : Default entity of the validator may be not set, then there is a risk to generate tickets in the root entity.

Note : Dynamic requester's entity requires user synchronization, then there is a risk to generate tickets in the root entity.

Ticket template

Sets predefined setings for the ticket from a template. All settings defined in the target ticket will override the values found in the template.

Request type

Sets the type of the generated ticket

- Default or from a template : value set by GLPI when no type is set, or from a template, if any and if this template defiines a type
- Specific type : either request or incident,
- Equals to the answer to the question : the value is set from a request type question.

Associated elements

Sets associated elements to the generated ticket

None : self explanatory, Specific asset : an asset set by the designer of the form, Equals to the answer to a question : an asset set by the requester, from a question Last valid answer : an asset set by the requester, from the last visible question eligible for this purpose

Catégorie

Sets the category of the generated ticket

- Category fro template or none : sets the category from a template if any and if this template has a predefined category. None in all other cases,
- Specific category : a category set by the form's designer,
- Equals to the answer to a question : a category choosen by the requester,
- lastr valid answer : a category from the last visible question of type category,

Urgence

- Urgency fro template or none : sets the urgency from a template if any and if this template has a predefined urgency. None in all other cases,
- Specific urgency : an urgency set by the form's designer
- Equals to the answer to a question : a category choosen by the requester,

Location

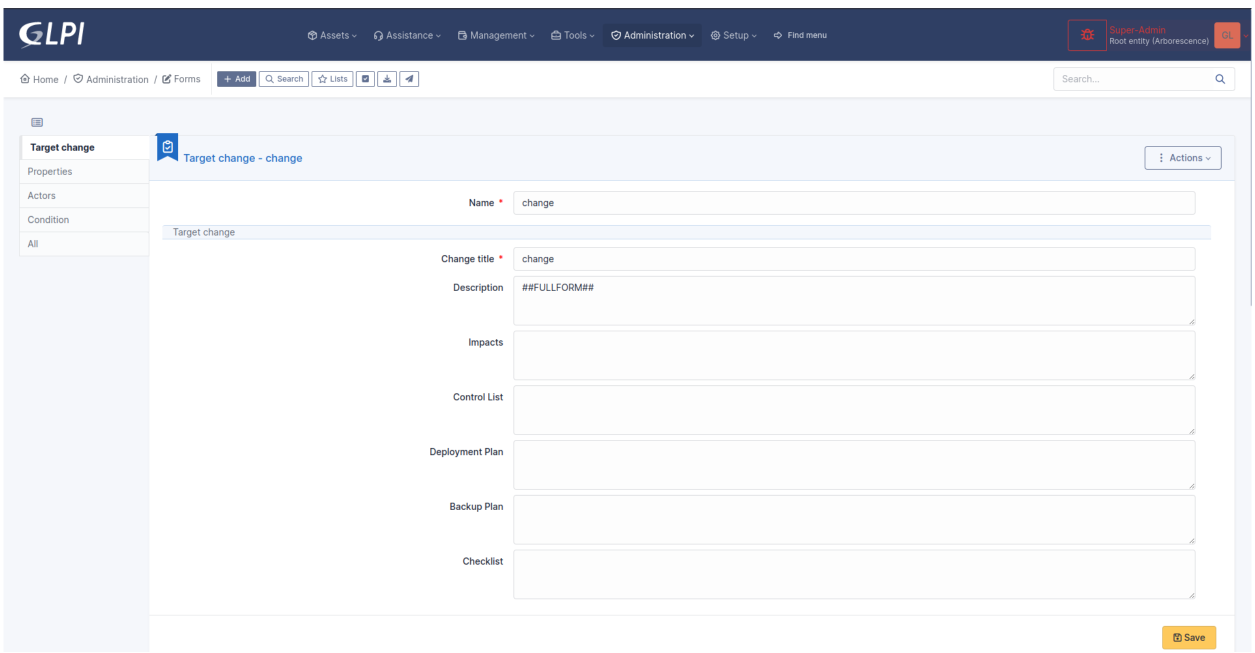
- Location from template or none : sets the location from a template if any and if this template has a predefined location. None in all other cases,
- Specific location : a location set by the form's designer
- Equals to the answer to a question : a category choosen by the requester,

Condition to show the target

The form's designer may restrict creation of the ticket depending on conditions.

9.5.2 Target change

A target change generates a change



The change is built from scratch. You may

- customize the title, description, imapct, control list, deployment path, backup plan and checklist fields using questions and answers,
- set the urgency from a value or a question
- choose the entity of the change among many policies
- set the time to resolve
- define the actors of the change
- set the category of the change
- define conditions to meet to generate the target ticket

9.5.3 Target description templating

Target ticket and target change both have description template. By default the template uses the tag `##FULLFORM##`. This tag is a default template where all questions and sections are displayed in the same order as the form.

Each question has 2 tags

— `##question_x##` which is replaced by the label of the question. X is the ID of the question.

— `##answer_x##` which is replaced by the answer to a question. X is the ID of the matching question.

Questions of type dropdown support more complex expression like `##answer_x.name##`. `x` still means the ID of a question. the word after the dot is the name of a property available in the search options of the itemtype of the dropdown question.

As an example, consider a dropdown question which shows locations. The itemtype set by the form designer is « Location ». The designer can render in the target many fields of the location selected by the requester, such address, postcode, state, building, and many other data. To find them, the admin may rely on the list available in the search filters for a location.

9.6 Issues lifecycle

9.6.1 Abstract

The service catalog relies mostly on a list of issues (or assitance request). Issues are created and maintained upon events related to tickets and form answers.

When a ticket is created from GLPI, then a new issue is created in the database. When this ticket is being updated, the issue is updated to reflect all relevant changes.

Form answers are created when a requester fills a form and submits it. When a form answer is created a new issue is created as well. As a form answer may or may not trigger the creation of tickets, issues behave differently depending on this quantity of generated tickets.

9.6.2 Ticket created from GLPI

When a ticket is created from GLPI, the issue reflects most useful information from this ticket.

9.6.3 Form answer without any generated ticket

When a form answer did not generate a ticket, or when the form answer generating tickets is waiting for validation, then the issue reflects the form answer.

9.6.4 Form answer with a single generated ticket

When a form answer trigered the creation of one and only one ticket, then the issue reflects this ticket. This is also true when the approval of a form answer triggers the creation of a single ticket.

9.6.5 Form answer with several generated tickets

When a form answer generated several tickets, then the issue reflects a list of those tickets. Each ticket is viewable by the requester, if he is granted to view it.

9.6.6 Status

Computation of status

Issues follow the lifecycle of tickets or form answers, depending on which object it reflects.

When an issue reflects a single ticket, its status takes into account the validation status of a ticket, if any. The validation status of the ticket takes precedence when the ticket is not solved and waiting for approval or has been refused. For all other cases, the issue shows the regular ticket status.

You may refer to the following table to have a quick view of how the status is computed :

		Validation Status			
		NONE	WAITING	REFUSED	ACCEPTED
Ticket	INCOMING	T	V	V	T
Status	ASSIGNED	T	V	V	T
	PLANNED	T	V	V	T
	WAITING	T	V	V	T
	SOLVED	T	T	T	T
	CLOSED	T	T	T	T

- T = status picked from Ticket
- V = status picked from Validation

When an issue reflects several tickets then the status of each ticket is computed from the above description, and the least advanced status is used. If an issue reflects 3 tickets having statuses Waiting, Resolved and Closed, then the choosen status is Waiting. This means that an issue is closed oly when all its tickets are closed.

searching issues by status

The search engine shows many statuses. Some are shortcuts to search several statuses at once, like tickets, some are specific to the statuses of form answers.

- new : new issues
- processing (assigned) : processing issues
- processing (planned) : planned issues
- waiting : issues waiting for information from requester or waiting for validation by a valdiator
- solved : issues solved or refused by a validator
- closed : issues closed or accepted by a validator (this happens when no ticket has been generated after validation)
- not solved : all statuses but solved or closed
- not closed : all statuses but closed
- solved + closed : issues solved or closed
- all : any status
- accepted : issues accepted by a validator
- refused : isses refused by a validator
-

9.7 Exporting and importing forms

9.7.1 Abstract

Formcreator allows exporting and importing forms between instances of GLPI.

This feature is designed to let administrators develop forms on a testing environment and copy them on a production environment.

When a form is being imported the plugin searches for a matchng form in the database. This is done with the help of a random identifier created when a new form is instanciated. Each sub object (sections, questions, conditions, targets) also have a random identifier. This helps the plugin to find a matching item and update it if necessary. Thanks to this mechanism Formcreator is able to update a form when it is imported more than once.

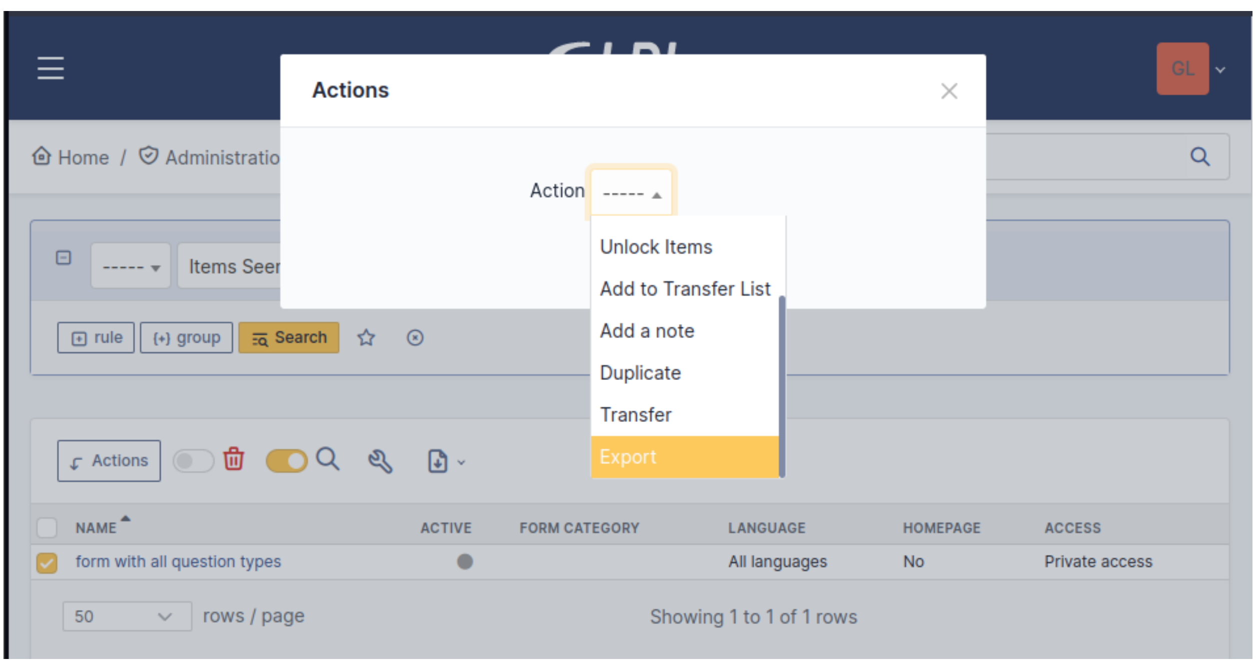
9.7.2 Limitations

A form may contain relations to objects of GLPI itself (mostly users, groups, categories, entities). There is currently no reliable way to maintain relations between forms and GLPI's objects or assets accross instances. It is therefore highly recommended to develop forms on a testing environemnt with a reasonably recent copy of the production database.

The export / import feature does not support importing forms accros different versions of Formcreator. The version 2.10 shows a warning if it detects a attempt of importing forms from a previous version. In version 2.11 such imports are not allowed.

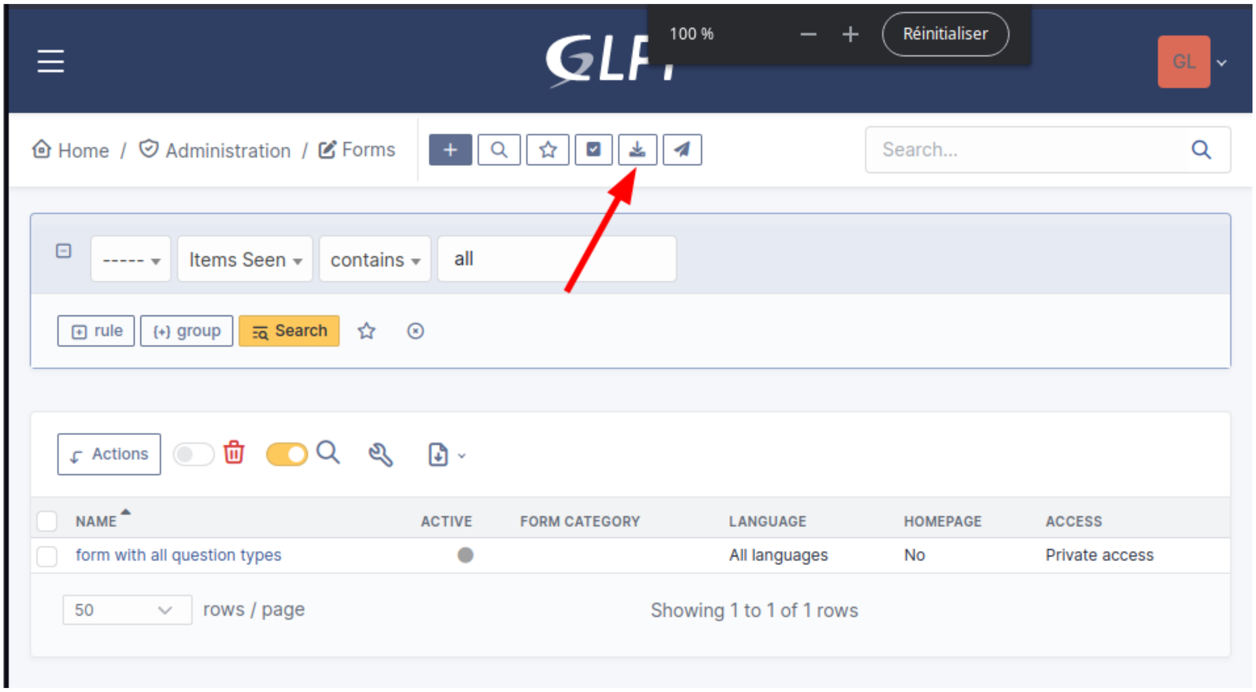
9.7.3 Exporting forms

1. Navigate to **Administration > Forms**
2. Use massive actions to export one or more forms. Clicking on the **Post** button will start the download of a JSON formated file. This file contains all forms selected for the export.

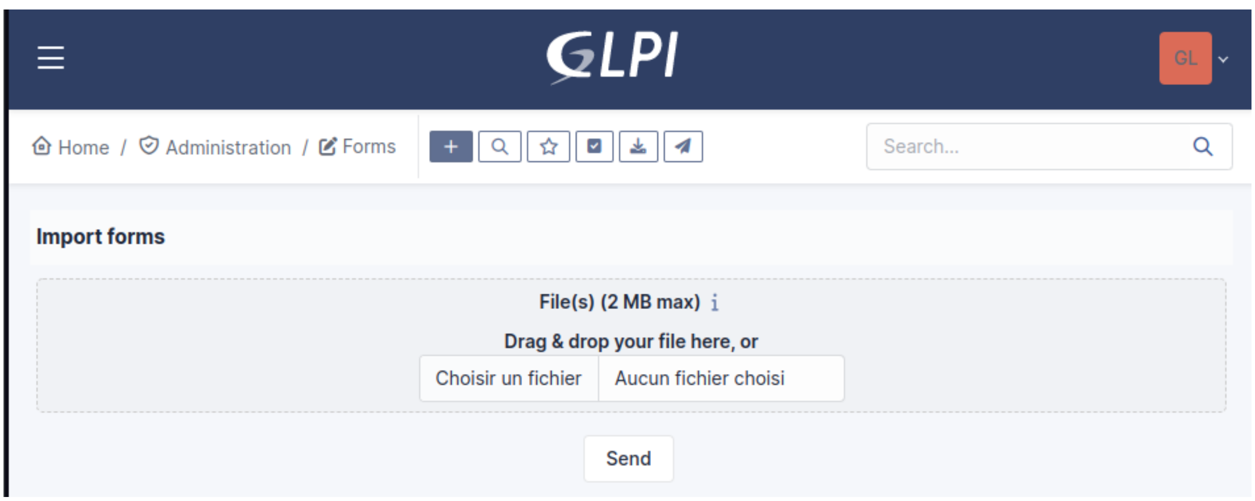


9.7.4 Importing forms

1. Navigate to **Administration > Forms**
2. Use the toolbar to import forms.



3. Select one or more JSON files created with the same version of Formcreator and validate.



1. Depending on the complexity and the quantity of forms the process may be slow. Please be patient.
2. Carefully check the messages when the import completes. You may get warnings and errors.

9.7.5 Import behavior

Entities

When Formcreator imports a form, it checks that the entity of the form exists and the user has right to update entities. If not, the form is ignored and trigger a warning.

Form categories

Form categories are created if they don’t exist yet.

Users and groups

The users and groups found in target actors must exist. If not, the import of the form will stop with an error, leading to an incomplete form. Other forms will be imported.

CHAPITRE 10

Generic Object

Télécharger	Sources
https://github.com/pluginsGLPI/genericobject/releases	https://github.com/pluginsGLPI/genericobject

10.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : Ce plugin est disponible sans souscription GLPI-Network. Il est également disponible sur le Cloud.

10.2 Fonctionnalités

Ce plugin vous permet d'ajouter de nouveaux type d'objets qui seront intégrés dans GLPi

Il supporte les fonctionnalités suivantes de GLPi :

- gestion des Entités et sous-Entités ;
- recherche ;
- modèles ;
- historique ;
- intégration dans l'assistance ;
- intégration dans le plugin d'injection de fichiers CSV :
- intégration dans le plugin de désinstallation d'objets ;
- intégration dans le plugin de gestion des commandes.

10.3 Exemple d'utilisation

Objectif : gérer votre flotte de véhicules de la même manière que le reste de votre parc.

- Créer un nouvel objet d'inventaire de type *véhicule*.
- Ajouter les champs adéquats pour un *véhicule*, comme : *nom*, *numéro de série*, *numéro d'inventaire*, *type*, *modèle*, *couleur*, *état*, etc.
- Décrire le comportement d'un *véhicule* : visible dans les sous entités, conserver l'historique, etc.
- Ajuster les droits sur *véhicules*.
- Activer l'objet *véhicules*.
- Gérer votre collection de *véhicules* dans GLPI.

10.4 Installer le plugin

- Décompresser l'archive.
- Déplacer le répertoire `genericobject` dans le répertoire *<GLPI_ROOT>/plugins`*.
- Se rendre sur la page *Configuration* > *Plugins*
- Installer et activer le plugin

10.5 Utilisation

10.5.1 Créer un nouveau type d'objet

Ceci constitue la première étape.

- Cliquer sur le bouton + dans le formulaire de configuration du plugin.
- Créer un nouvel objet de type inventaire :
  - nom* : requis, en minuscules, et doit être composé de lettres uniquement;
  - *libellé* : par défaut, identique au nom.
- Valider.
- Activer le nouveau type d'objet pour l'utiliser.

Exemple : créer un nouveau type d'objet d'inventaire *véhicule*.

10.5.2 Modifier les libellés

Pour chaque type, un fichier de langue est disponible dans `<GLPI_ROOT>/files/_plugins/genericobject/locales/itemtype/`

Le plugin créé :

- un fichier de langue pour la langue courante
- un fichier de langue pour la langue par défaut de GLPI

Note : Si la langue courante et la langue par défaut sont identiques, un seul fichier sera créé.

Pour modifier le libellé du type d'objet, pour la langue anglaise, éditer le fichier :

```php
<?php
// <GLPI_ROOT>/files/_plugins/genericobject/locales/<itemtype>/<itemtype>.en_GB.php
$LANG['genericobject']['<itemtype>'][1] = "<type's label>";
```

Vous pouvez également définir des libellés globalement dans les fichiers `<GLPI_ROOT>/files/_plugins/genericobject/locales/fields.<lang>.php` :

```php
<?php
// <GLPI_ROOT>/files/_plugins/genericobject/locales/<itemtype>/<itemtype>.en_GB.php
$LANG['genericobject']['fields']['<itemtype>'] = "<type's label>";
```

10.5.3 Configuration du comportement

Exemple : décrire le comportement d'un *véhicule* : visible dans les sous entités, conserver l'historique, etc.

Le nouveau type sera géré de la même manière que les types usuels de GLPI (ordinateurs, moniteurs, matériels réseau, etc.)

Note : Tous les objets sont au moins assignés à une *entité*

L'onglet comportement vous permet de définir :

— *sous-entités :* autorise le type à être récursif ;
— *Assistance :* autorise l'objet à être associé à un ticket ;
— *Corbeille :* utiliser la fonctionnalité corbeille de GLPI ;
— *Notes :* utiliser la fonctionnalité notes de GLPI ;
— *Historique :* autorise l'historique pour ce type ;
— *Modèles :* autorise la gestion de modèles ;
— *Documents :* permet à des documents d'être attachés à ce type ;
— *Prêts :* autorise le prêt d'objet ;
— *Contrats :* lie un objet à un ou plusieurs contrats ;
— *Connexions réseau :* permet l'utilisation et la gestion de ports réseau pour ce type ;
— *Plugin d'injection de fichiers CSV :* permet à ce type d'être disponible pour utilisation dans le plugin ;
— *Plugin de désinstallation d'objets :* autorise la désinstallation de ce type ;
— *Plugin de gestion des commandes :* autorise le lien de ce type à une commande ;

10.5.4 Ajouter des champs

Exemple : ajouter les champs adéquats pour un *véhicule*, comme : *nom*, *numéro de série*, *numéro d'inventaire*, *type*, *modèle*, *couleur*, *état*, etc.

Aller à l'onglet *Champs*.

Le plugin est fourni avec plusieurs champs prêts à l'utilisation :

— Nom
— Type
— Modèle
— Numéro de série
— Numéro d'inventaire
— Utilisateur
— Groupe
— Statut
— Commentaires
— Notes
— Emplacement
— Autre
— Constructeur

- URL
- Date de création
- Date d'expiration
- Catégorie
- Visible dans l'assistance
- Technicien en charge du matériel
- Domaine
- Contact
- Numéro de contact

Note : L'utilisation de certains comportement entraînera l'ajout automatique de champs dans l'objet :

- connexion réseau => emplacement
- prêts => emplacement
- assistance => visible dans l'assistance
- notes => notepad

Intégration assistance

Pour utiliser un objet dans l'assistance, utiliser la configuration suivante :

- Dans l'onglet *Comportement* : *utiliser l'assistance* doit être défini à **Oui**.
- Si le champ *Utilisateur* est défini, l'objet sera visible dans la liste *Mes objets* (comme un objet dont l'utilisateur est propriétaire).
- Si le champ *Groupe* est défini, l'objet sera visible dans la liste *Mes objets* également (comme un objet dont le propriétaire est un groupe auquel l'utilisateur appartient).
- Si le champ *Assistance visible* est défini et que sa valeur est à **Non** dans l'objet, ce objet ne sera pas visible du tout dans l'assistance.

10.5.5 Ajouter de nouveaux champs

Note : Les nouveaux champs seront disponibles pour tous les types d'objets.

- Créer un nouveau fichier nommé `<GLPI_ROOT>/files/_plugins/genericobject/fields/<type>.constant.php`

Par exemple, pour un type *véhicule* le fichier de constantes sera `<GLPI_ROOT>/files/_plugins/genericobject/fields/car.constant.php`.

Notez que la première ligne du fichier doit être la suivante, sans quoi les nouveaux champs n'apparaîtront pas dans la liste :

```
<?php
global $GO_FIELDS, $LANG;
```

- Ajouter les nouvelles définitions de champs.

10.5.6 Ajouter un champ liste déroulante simple

```php
<?php
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['name']       = $LANG['genericobject
↪']["<type's name>"][2];
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['field']      = 'color';
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['input_type'] = 'dropdown';
```

Note : La variable de langue doit être définie dans le fichier de langues (voir les explications ci-dessus).

— Ajouter un champ liste déroulante qui est assigné à une entité :

```php
<?php
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['name']         = $LANG['genericobject
↪']["<type's name>"][2];
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['field']        = 'color';
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['input_type']   = 'dropdown';
//Does the dropdown take care of entities ? (true/false)
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['entities_id']  = true;
//Can values be recursive ? (true/false, only taking in account if entities_id is set to
↪true)
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['is_recursive'] = true;
```

10.5.7 Ajouter un champ liste déroulante hiérarchique

```php
<?php
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['name']       = $LANG['genericobject
↪']["<type's name>"][2];
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['field']      = 'color';
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['input_type'] = 'dropdown';
//Is it a tree-dropdown, or a simple one ? (true/false)
$GO_FIELDS['plugin_genericobject_mytypecolors_id']['is_tree']    = true;
```

Note : Vous pouvez utiliser en même temps les paramètres suivants : *entities_id*, *is_recursive*, *is_tree*.

10.5.8 Ajout d'un champ liste déroulante basé sur les objets du coeur de GLPI (utilisateur, emplacement, …)

```php
<?php
$GO_FIELDS['users_id_passengers_id']['name']       = 'Passenger';
$GO_FIELDS['users_id_passengers_id']['input_type'] = 'dropdown';
```

Note : Les noms entre crochets (`[]`) **DOIVENT** commencer par `users_id` pour être reconnus comme étant des champs basés sur la liste des utilisateurs de GLPI.

Voir le fichier `<GLPI_ROOT>/files/_plugins/genericobject/fields/field.constant.php` pour une liste complète des champs disponibles.

10.5.9 Ajouter une liste déroulante globale

Une liste déroulante globale peut être utilisée dans tous les types d'objets. Un bon exemple serait :

```
<?php
$GO_FIELDS['categories_id']['name']          = $LANG['common'][36];
$GO_FIELDS['categories_id']['input_type']    = 'dropdown';
$GO_FIELDS['categories_id']['dropdown_type'] = 'global';
```

Une table pour les catégorie spécifique sera créée pour chaque type d'objet. Le nom de la table et le nom du champ seront concaténés de cette manière :

- table : `glpi_plugin_genericobject_<itemtypename>_category`
- nom du champ : `plugin_genericobject_<itemtype>categories_id`

10.5.10 Ajouter un champ entier

```
<?php
$GO_FIELDS['testinteger']['name']       = 'testinteger';
$GO_FIELDS['testinteger']['input_type'] = 'integer';
$GO_FIELDS['testinteger']['min']        = 10; //not mandatory, by default 0
$GO_FIELDS['testinteger']['max']        = 40; //not mandatory, by default 100
$GO_FIELDS['testinteger']['step']       = 3; //not mandatory, by default 1
```

10.5.11 Ajouter un champ texte

```
<?php
$GO_FIELDS['mytextfield']['name']       = 'My text field';
$GO_FIELDS['mytextfield']['input_type'] = 'text';
```

Modifié dans la version 2.1.2 : En ajoutant l'argument suivant, vous indiquerez au plugin que ce champ peut être généré automatiquement en utilisant un modèle :

```
<?php
$GO_FIELDS['mytextfield']['autoname'] = true;
```

10.5.12 Ajouter un champ Oui/Non

```
<?php
$GO_FIELDS['mybooleanfield']['name']       = 'My boolean field';
$GO_FIELDS['mybooleanfield']['input_type'] = 'bool';
```

10.5.13 Ajouter un champ date

```php
<?php
$GO_FIELDS['creationdate']['name']       = $LANG['genericobject']['fields'][30];
$GO_FIELDS['creationdate']['input_type'] = 'date';
```

10.5.14 Ajouter un champ date et heure

```php
<?php
$GO_FIELDS['creationdate']['name']       = $LANG['genericobject']['fields'][30];
$GO_FIELDS['creationdate']['input_type'] = 'datetime';
```

Note : Si vous ne souhaitez pas que le champ puisse être modifié en utilisant une action de masse, ajouter la ligne suivante à sa définition :

```php
<?php
$GO_FIELDS['myfield']['massiveaction'] = false;
```

10.6 Ajouter des champs globaux

Pour rendre vos champs accessibles depuis tous les types d'objets :

- Créer un fichier nommé `<GLPI_ROOT>/files/_plugins/genericobject/fields/field.constant.php`
- Ajouter les définitions dans ce fichier.

10.7 Configurer les droits

Vous pouvez définir des droits d'accès pour chaque type d'objet, pour chaque profil. Les options disponibles sont :

- *droits sur le type* : *pas d'accès*, *lecture*, *écriture*.
- *droits pour associer ce type d'objet aux tickets* : *oui*, *non*.

Pour associer les droits, vous pouvez au choix :

- Utiliser l'onglet *Droits* dans le formulaire du *type d'objet*.
- Aller dans *Administration* > *Profils* pour administrer les droits de chaque profil.

10.8 Utiliser le nouveau champ

Activer le nouveau type, il est désormais prêt à être utilisé.

Le nouveau type est disponible pour les utilisateurs depuis le menu *Plugins* > *Gestion d'objets*.

10.9 Exemple d'utilisation de Generic Object comme GMAO

10.9.1 But de cette documentation

Présenter une utilisation complète de Generic Object comme GMAO (Gestion de Maintenance Assistée par Ordinateur) dans un environnement biomédical.

À la fin de cette documentation, vous aurez :

- une entité *Biomed* dédiée (sous l'*Entité racine*)
- contenant des objects *Biomedical* (dans le menu *Parc*)
- avec des champs pré-définis et personnalisés
- gérée par des utilisateurs avec le profil *Admin_biomed*

10.9.2 Étapes

Les étapes suivantes partent du principe que vous avez une habilitation Super-Admin :

- Installer Generic Object sur GLPI (validé avec genericobject >= 0.85-1.0 et GLPI >= 0.90)
- Configuration de Generic Object
- Configuration de GLPI
- Démarrer l'utilisation de Generic Object et GLPI

10.9.3 Installer Generic Object sur GLPI

Voir la section *Installer le plugin*.

10.9.4 Configuration de Generic Object

Créer votre type d'objet

Voir la section *Créer un nouveau type d'objet* et utiliser *biomedical* comme identifiant interne. Le libellé sera défini automatiquement à *Biomedical* (avec un *B* majuscule).

Après une connexion/déconnexion, vous verrez le menu *Biomedical* dans le Parc.

Définir les nouveaux champs du type Biomedical

Ces champs seront utilisables uniquement par les objets du type Biomedical

- Créer un nouveau fichier appelé : `<GLPI_ROOT>/files/_plugins/genericobject/fields/biomedical.constant.php`
- Ajouter le contenu suivant :

```
<?php
global $GO_FIELDS, $LANG;

// CODE CNEH
$GO_FIELDS['plugin_genericobject_cnehcodes_id']['name']       = $LANG['genericobject'][
↪'PluginGenericobjectBiomedical'][1];
$GO_FIELDS['plugin_genericobject_cnehcodes_id']['field']      = 'cnehcode';
$GO_FIELDS['plugin_genericobject_cnehcodes_id']['input_type'] = 'dropdown';
```

(suite sur la page suivante)

(suite de la page précédente)

```
//  REFORME (yes or no)
$GO_FIELDS['reformed']['name']       = $LANG['genericobject'][
↪'PluginGenericobjectBiomedical'][2];
$GO_FIELDS['reformed']['input_type'] = 'bool';

// CLASSE CE (3 choix possibles 1,2a ou 2b)
$GO_FIELDS['plugin_genericobject_classeces_id']['name']       = $LANG['genericobject'][
↪'PluginGenericobjectBiomedical'][3];
$GO_FIELDS['plugin_genericobject_classeces_id']['field']      = 'classce';
$GO_FIELDS['plugin_genericobject_classeces_id']['input_type'] = 'dropdown';

// UF (Unité Fonctionnelle)
$GO_FIELDS['plugin_genericobject_ufs_id']['name']       = $LANG['genericobject'][
↪'PluginGenericobjectBiomedical'][4];
$GO_FIELDS['plugin_genericobject_ufs_id']['field']       = 'uf';
$GO_FIELDS['plugin_genericobject_ufs_id']['input_type'] = 'dropdown';

// PRESTATAIRE BIOMED
$GO_FIELDS['plugin_genericobject_prestataires_id']['name']       = $LANG['genericobject
↪']['PluginGenericobjectBiomedical'][5];
$GO_FIELDS['plugin_genericobject_prestataires_id']['field']       = 'prestataire biomed';
$GO_FIELDS['plugin_genericobject_prestataires_id']['input_type'] = 'dropdown';

// TYPE D'EQUIPEMENT BIOMED
$GO_FIELDS['plugin_genericobject_typedequipementbiomeds_id']['name']       = $LANG[
↪'genericobject']['PluginGenericobjectBiomedical'][6];
$GO_FIELDS['plugin_genericobject_typedequipementbiomeds_id']['field']       = "type d
↪'equipement biomed";
$GO_FIELDS['plugin_genericobject_typedequipementbiomeds_id']['input_type'] = 'dropdown';

// Criticite
$GO_FIELDS['plugin_genericobject_criticites_id']['name']       = $LANG['genericobject'][
↪'PluginGenericobjectBiomedical'][7];
$GO_FIELDS['plugin_genericobject_criticites_id']['field']      = 'criticite';
$GO_FIELDS['plugin_genericobject_criticites_id']['input_type'] = 'dropdown';

// Numéro marquage CE
$GO_FIELDS['plugin_genericobject_marquageces_id']['name']       = $LANG['genericobject'][
↪'PluginGenericobjectBiomedical'][8];
$GO_FIELDS['plugin_genericobject_marquageces_id']['field']      = 'marquagece';
$GO_FIELDS['plugin_genericobject_marquageces_id']['input_type'] = 'dropdown';

// Classe électrique
$GO_FIELDS['plugin_genericobject_classeelecs_id']['name']       = $LANG['genericobject'][
↪'PluginGenericobjectBiomedical'][9];
$GO_FIELDS['plugin_genericobject_classeelecs_id']['field']      = 'classeelec';
$GO_FIELDS['plugin_genericobject_classeelecs_id']['input_type'] = 'dropdown';
?>
```

Avertissement : Le `s_id` de fin est obligatoire dans `[plugin_genericobject_field*s_id*]`. Le framework GLPI impose que les champs de clés étrangères se terminent par `s_id`. En base de données, `glpi_plugin_genericobject_fields` est le nom de la table et `id`, sa clé étrangère. Voir la documentation développeur de GLPI.

Définir les libellés des champs

Voir la section *Modifier les libellés*.

- Éditer vos fichiers de locales, par exemple : `<GLPI_ROOT>/files/_plugins/genericobject/locales/biomedical/biomedical.fr_FR.php`
- Ajouter le contenu suivant à la fin du fichier :

```php
<?php
// Fields
$LANG['genericobject']['PluginGenericobjectBiomedical'][1]="Code CNEH";
$LANG['genericobject']['PluginGenericobjectBiomedical'][2]="Réformé";
$LANG['genericobject']['PluginGenericobjectBiomedical'][3]="Classe CE";
$LANG['genericobject']['PluginGenericobjectBiomedical'][4]="UF";
$LANG['genericobject']['PluginGenericobjectBiomedical'][5]="Prestataire Biomed";
$LANG['genericobject']['PluginGenericobjectBiomedical'][6]="Type d'équipement biomed";
$LANG['genericobject']['PluginGenericobjectBiomedical'][7]="Criticité";
$LANG['genericobject']['PluginGenericobjectBiomedical'][8]="Marquage CE";
$LANG['genericobject']['PluginGenericobjectBiomedical'][9]="Classe électrique";
```

Définir les comportements

Dans le menu *Plugins* > *Gestion d'objets*, sur l'onglet *Principal*, sélectionner :

- *Élément à la corbeille*
- *Historique*
- *Informations financières et administratives*
- *Documents*
- *Recherche globable*
- *Assistance*
- *Modèles*
- *Contrats*
- *Recherche globable*

Cette action ajoutera des champs pré-définis à votre type d'objet

Ajouter des champs à votre type d'objet

Dans le menu *Plugins* > *Gestion d'objets*, sur l'onglet *Champs*, vous pouvez maintenant ajouter des champs au type d'objet Biomedical :

- champs pré-définis (champs natifs à GLPI)
- nouveaux champs (définis dans la section *Définir les nouveaux champs du type Biomedical*)

10.9.5 Configuration de GLPI

Définir le profil Admin_biomed

1. Cloner le profil *Admin*
2. Définissez les droits suivants dans le profil *Admin_biomed* :
   — *Administration > Profils > Admin_biomed > Onglet Parc > Désélectionner tout*
   — *Administration > Profils > Admin_biomed > Onglet Assistance > Association > Matériels associables à un ticket > Biomedical*
   — *Administration > Profils > Admin_biomed > Onglet Gestion > Sélectionner tout*
   — *Administration > Profils > Admin_biomed > Onglet Gestion d'objets > Biomedical > Sélectionner tout*

Note : Avec ces paramètres, les utilisateurs avec le profil *Admin_biomed* voient uniquement *Biomedical* dans le menu Parc

Définir l'entité Biomed et les règles d'habilitations

1. Créer l'entité *Biomed* sous l'*Entité Racine* dans *Administration > Entités*
2. Configurer les règles d'habilitations pour assigner le profil *Admin_biomed* aux utilisateurs de l'entité *Biomed*

10.9.6 Démarrer l'utilisation de Generic Object et GLPI

En tant qu'utilisateur *Admin_biomed*, vous pouvez créer votre premier objet dans *Parc > Biomedical*.

Pour gagner du temps, définissez les valeurs des nouveaux champs dans *Configuration > Intitulés > Gestion d'objets*.

10.10 FAQ

Si vous avez des questions à propos de l'utilisation de ce plugin, veuillez consulter notre FAQ

CHAPITRE 11

News

Download	Sources
https://github.com/pluginsGLPI/news/releases	https://github.com/pluginsGLPI/news

11.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : This plugin is available without a GLPI-Network subscription. It is also available in Cloud

11.2 Features

This plugin allows to display alerts messages on GLPI homepage and / or login page.

- Create alert with rich text as for notes.
- Choice of begin/end publication date.
- Manage alerts by entity.
- Target : display alerts by profile / group / user.

11.3 Install the Plugin

- Uncompress the archive.
- Move the `news` directory to the `<GLPI_ROOT>/plugins` directory
- Navigate to the *Configuration* > *Plugins* page,
- Install and activate the plugin.

11.4 Usage

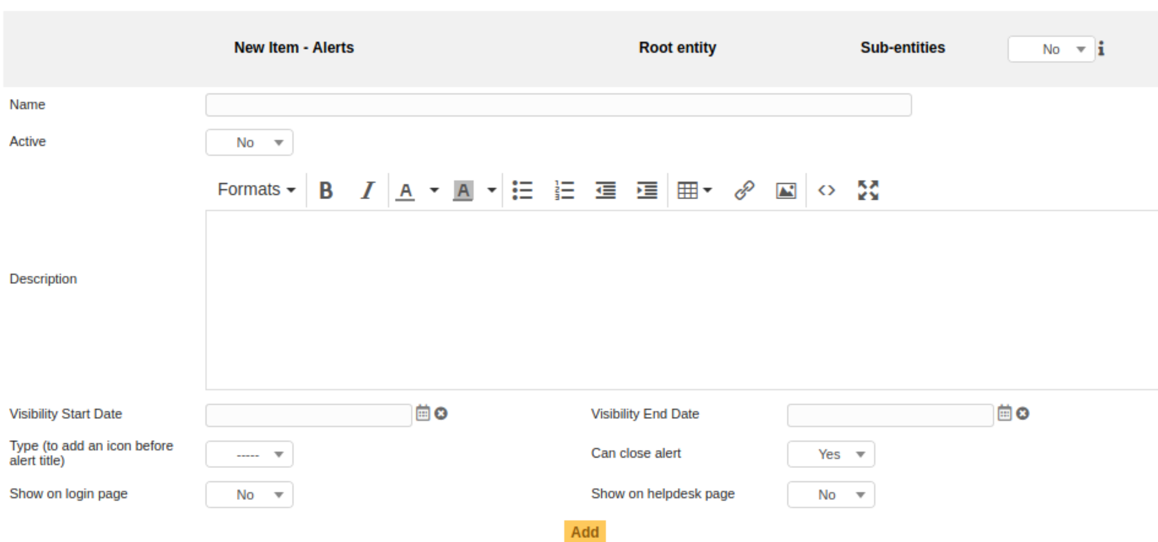
The plugin will create required tables in the database automatically. Those tables will be updated along with the plugin.

Plugin usage is quite simple :
- configure alerts

You will access the plugin configuration from the *Tools* > *Alerts*.

11.5 Create alerts

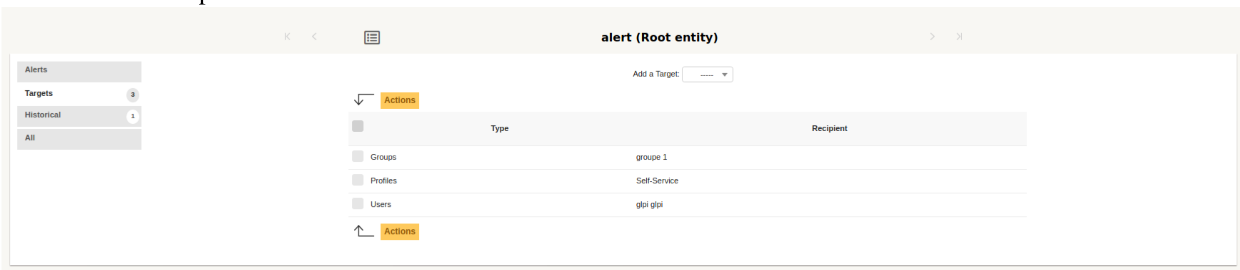
- Name : display as talert title
- Active : is active or not
- Description : content of alert
- Visibility start / end : period of Visibility
- Type : type of alert (General, Information, Warning, Problem)
- Can close alert : User can close alert ?
- Show on login page : display or not alert on login page
- Show on helpdesk page : display or not alert on helpdesk page
- Sub-entity : display or not on sub-entity



11.6 Targets

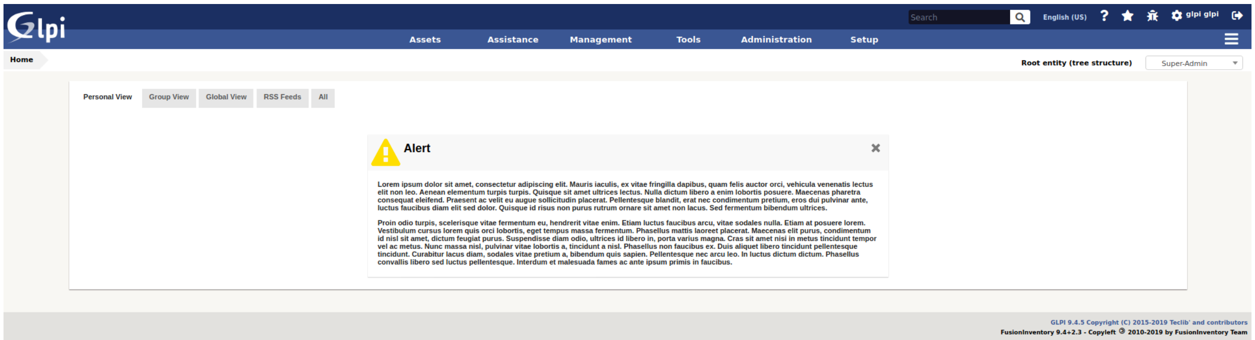
You can define target by type

- — Group : for all users of group
- — Profil : for all users with profile
- — User : for specifi user



11.7 Display on login page

11.8 Display on helpdesk page



11.9 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 12

OAuth IMAP

Télécharger	Sources
https://github.com/pluginsGLPI/oauthimap/releases	https://github.com/pluginsGLPI/oauthimap

Note : Microsoft is gradually removing the TLS 1.0 and 1.1 protocols for all Microsoft 365 applications. In order to keep your collector running, you need to add the **Oauth IMAP** plugin, which is available in the marketplace.

Astuce : The Oauth tokens for the collector, retrieved during authentication with Azure by the OauthIMAP plugin, are "offline" tokens that delegate authorisation to a third-party application (GLPI). These tokens provide a renewal code that will be used by the application to renew them automatically without user intervention. You will therefore not be asked to re-authenticate after the 1st authorisation request.

12.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : Ce plugin est disponible sans souscription GLPI-Network. Il est également disponible sur le Cloud.

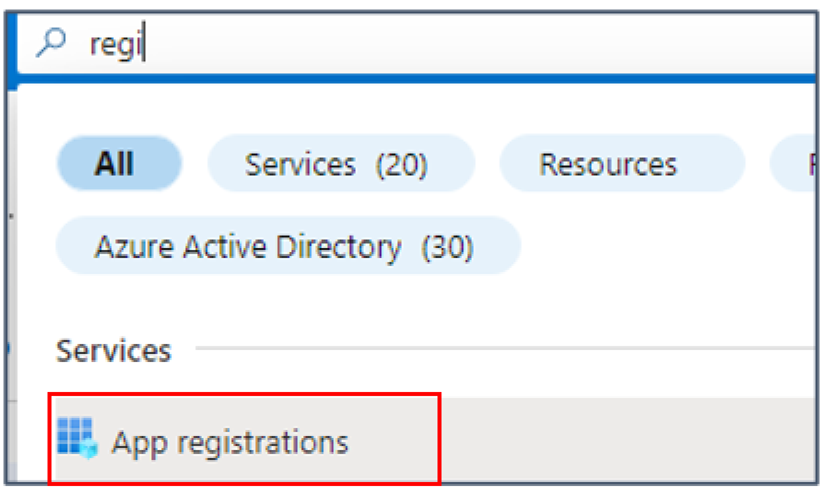
12.2 Supported mail services

OAuth IMAP support :
- Gmail : https://developers.google.com/gmail/imap/xoauth2-protocol?hl=fr
- Entra : https://learn.microsoft.com/fr-fr/power-platform/admin/connect-gmail-oauth2

12.3 Installer le plugin

- Go to the marketplace. Download Oauth IMAP and enable it

- Open the Azure Portal for your tenant
- In the search box type **registration**
- then select **App registrations**

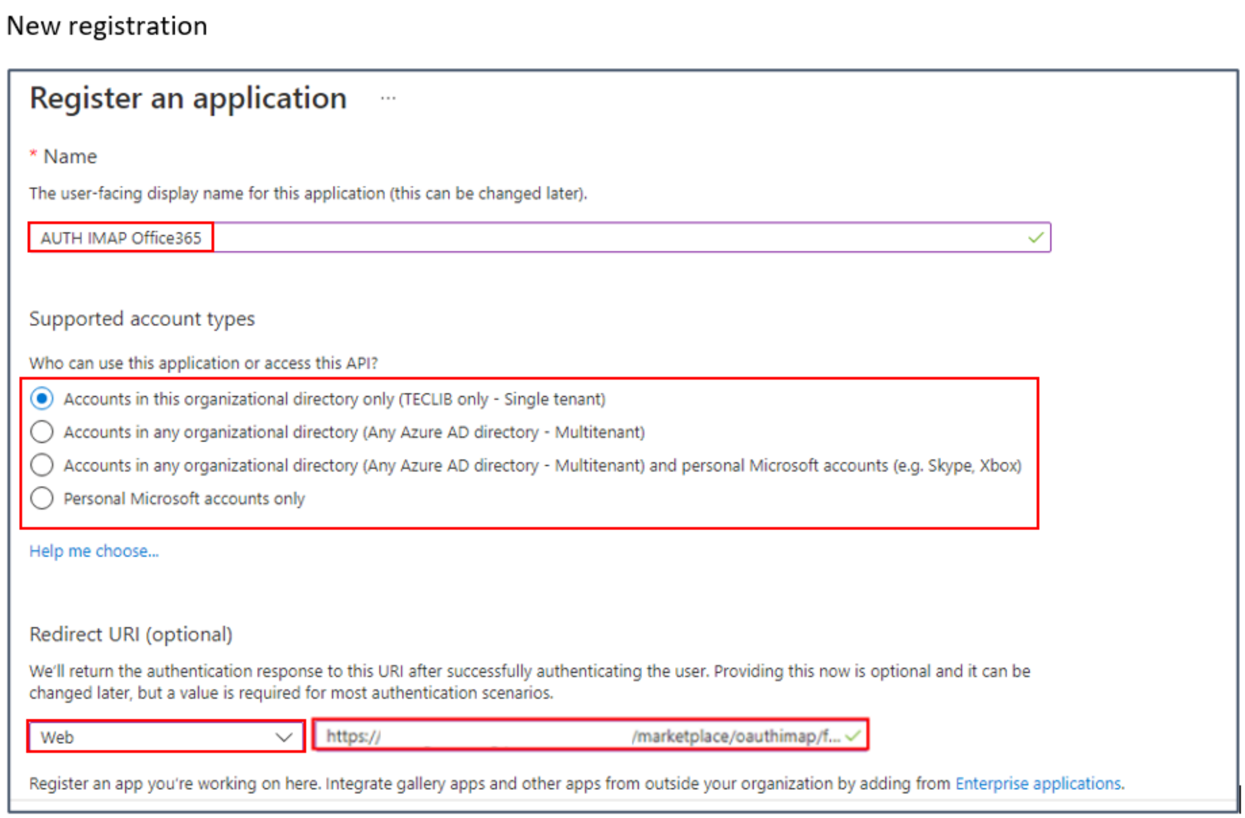


Here are the configuration steps including configuration phases on the Entra side.

12.4 Register your Entra application

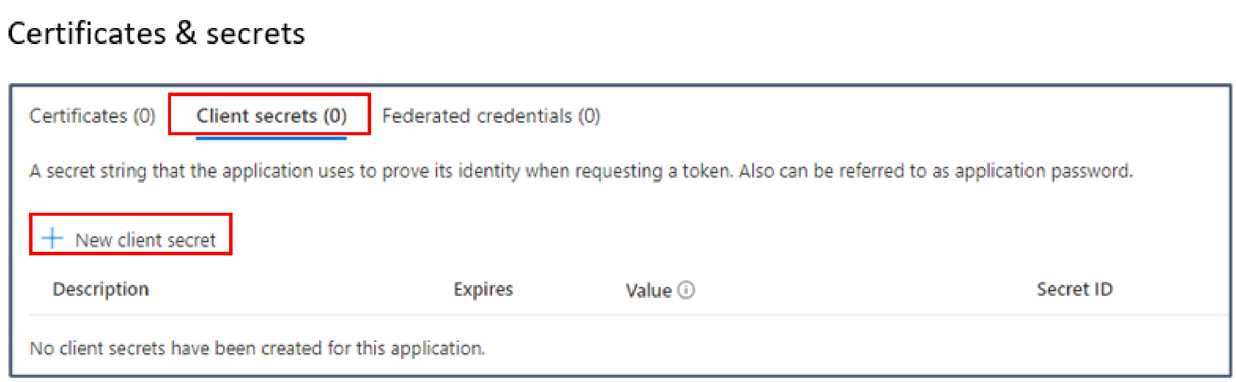
12.4.1 Create the application

- Click on **New registration**
- Enter the desired name, select the type of account supported then enter the redirection URL (present in the configuration of the plugin from your GLPI interface : https://XXXXXXXXXXXXXX/marketplace/oauthimap/front/authorization.callback.php) specifying the **Web** option
- Then click on **Register**.

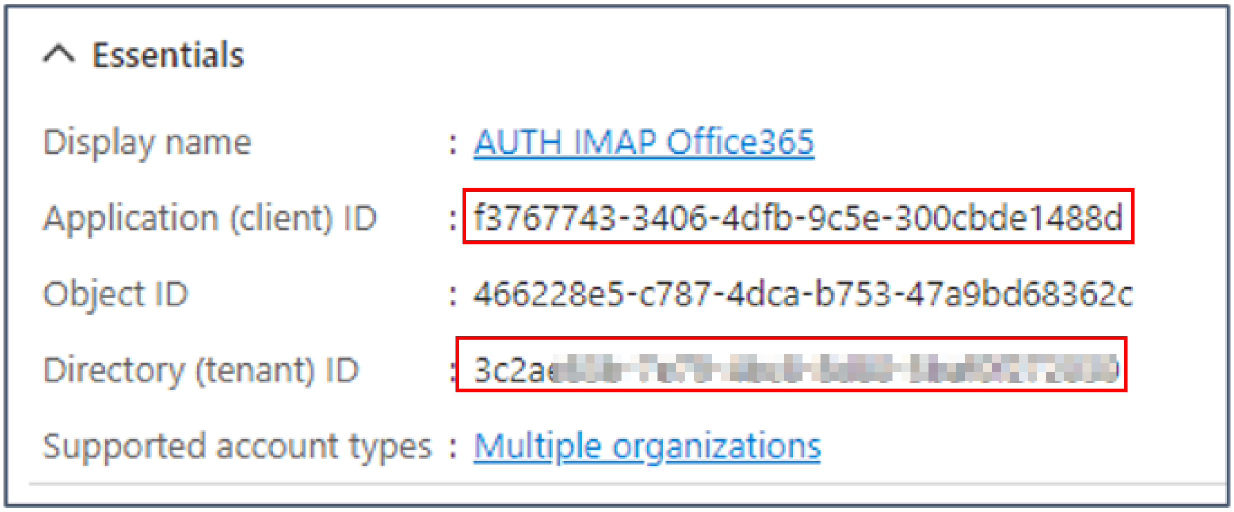


12.4.2 Add a secret

- In the **Certificates and secrets** tab
- Click on **Client secrets**
- Then **New client secret**

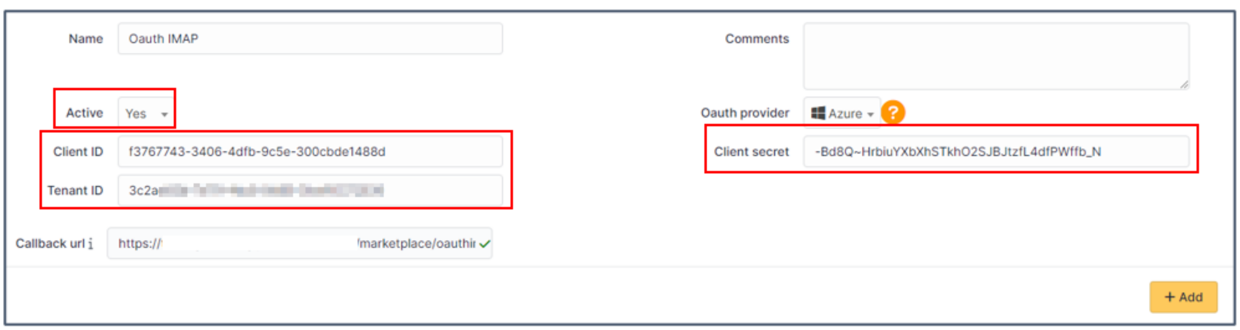


- Enter a description and then an expiration date
- A secret **value** is then generated. Keep this value well because once you have left this page, it will no longer be recoverable
- Return to the **Overview** tab and **copy** the following values and the secret seen above



12.5 Setup GLPI

— Now go back to your GLPI interface **Setup > Application Aouth IMAP** and indicate the information collected previously :



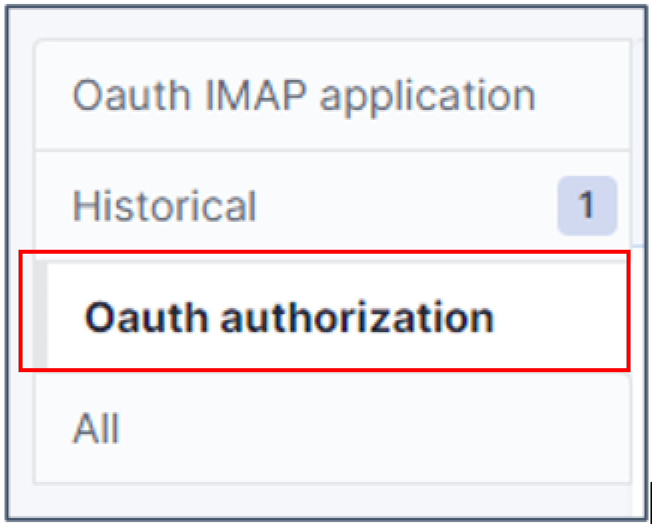
— Click **Add**

— Now in the **Oauth authorization** tab, click **Create an authorization**

— When you click on **Create authorization**, you will be redirected to the Microsoft services sign-in page

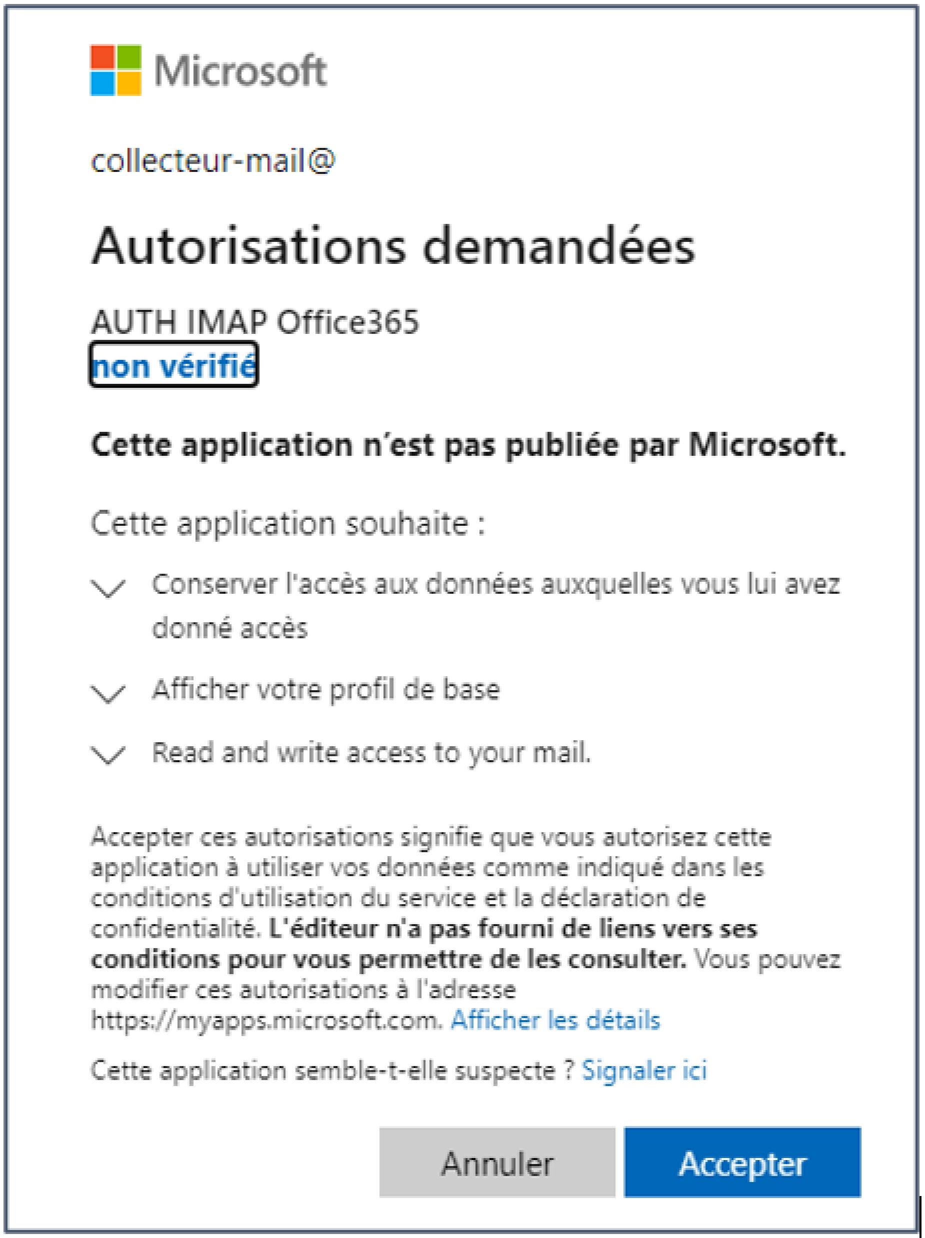
— Enter the email address and password of the account that will be used for the collector

— You will also need to accept the necessary permissions related to the plugin.



12.6 FAQ

If you have any questions about using the plugin, please consult our FAQ


Microsoft
collecteur-mail@
Autorisations demandées
AUTH IMAP Office365
non vérifié
Cette application n'est pas publiée par Microsoft.
Cette application souhaite :
Conserver l'accès aux données auxquelles vous lui avez donné accès
Afficher votre profil de base
Read and write access to your mail.
Accepter ces autorisations signifie que vous autorisez cette application à utiliser vos données comme indiqué dans les conditions d'utilisation du service et la déclaration de confidentialité. L'éditeur n'a pas fourni de liens vers ses conditions pour vous permettre de les consulter. Vous pouvez modifier ces autorisations à l'adresse https://myapps.microsoft.com. Afficher les détails
Cette application semble-t-elle suspecte ? Signaler ici
Annuler
Accepter


EMAIL
collecteur-mail@
Diagnose
Update
Delete

CHAPITRE 13

Order

Download	Sources
https://github.com/pluginsGLPI/order/releases	https://github.com/pluginsGLPI/order

13.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : This plugin is available without a GLPI-Network subscription. It is also available in Cloud

13.2 Features

This plugin supports the following aspects of order management :

— Definition and management of a catalogue of product references
— Order management (with approval workflow)
— Budgets management
— Management of invoices associated with orders

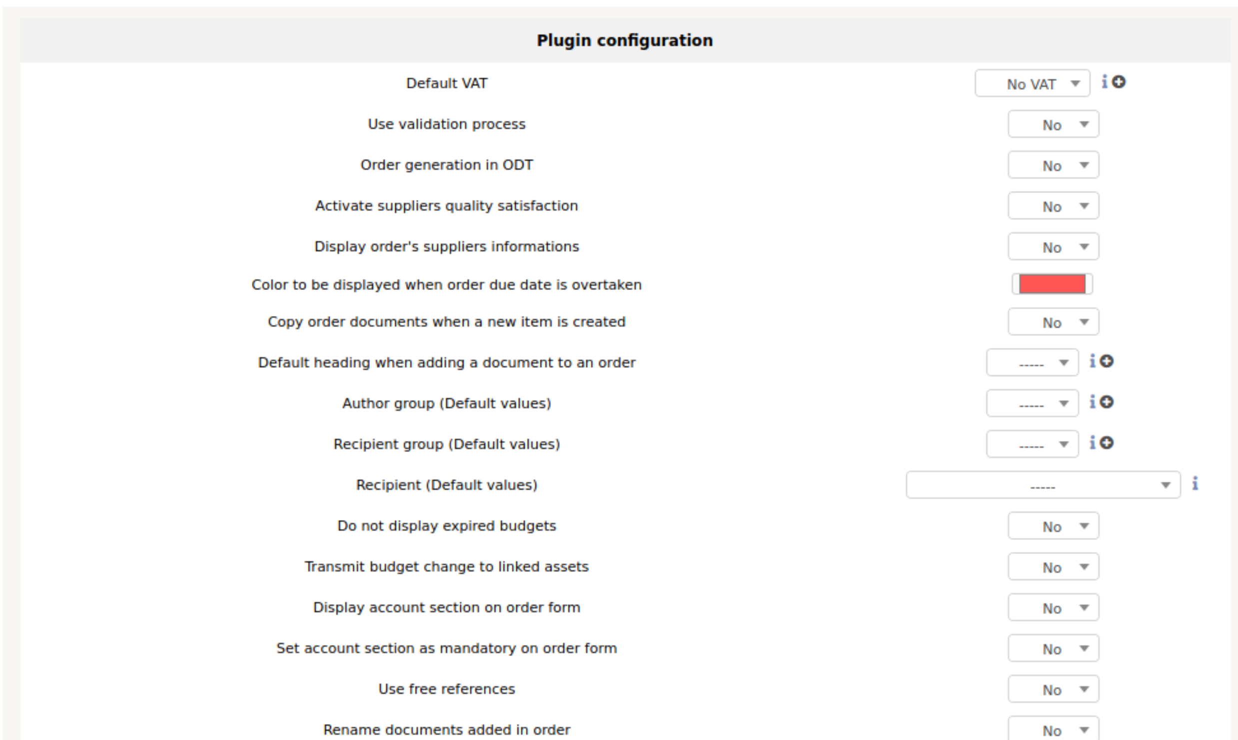
13.3 Install the Plugin

— Uncompress the archive.
— Move the `order` directory to the `<GLPI_ROOT>/plugins` directory
— Navigate to the *Configuration* > *Plugins* page,
— Install and activate the plugin.

13.4 Configuration

You will access the plugin configuration from the *Setup* > *Plugins* > *Orders managment*.

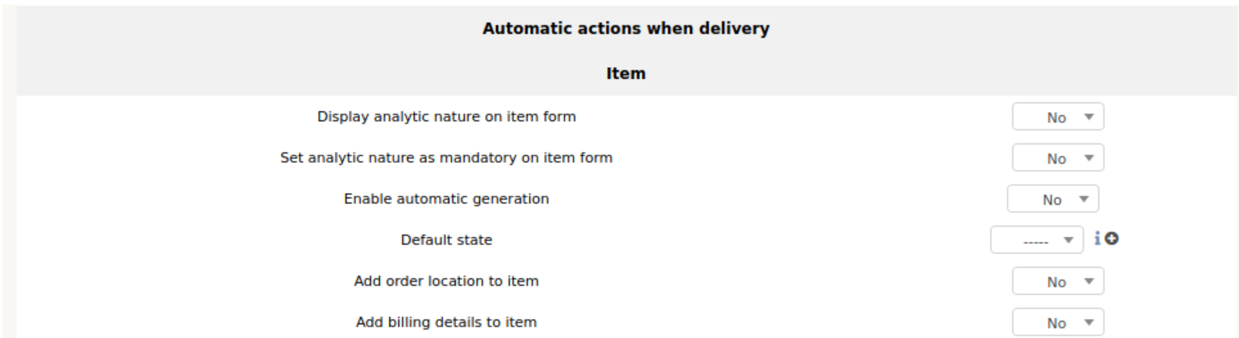
When the plugin is installed and enabled, the following options are available :



— Default VAT : indicates the amount of VAT that will be proposed by default in the plugin
— Use the validation process : indicates whether the full validation circuit should be used, or whether anyone can validate applications.
— Purchase order generation : indicates if the tab allowing the generation of a purchase order in ODT format is displayed or not.
— Enable supplier quality : indicates whether the tab for judging supplier satisfaction is displayed once the order is delivered.
— Display purchase order vendor information : Shows whether or not the tab for storing the reference and vendor purchase order number is displayed.
— Colour when the estimated delivery date is exceeded : colour of display in the search engine of an undelivered order for which the estimated delivery date is exceeded
— Copy order documents when a new item is created : Copy order documents to generated item
— Default heading when adding a document to an order : define default heading
— Author group (Default values) : Define default author
— Recipient group (Default values) : Define defaut Recipient group
— Recipient (Default values) : Define default Recipient

- Do not display expired budgets : yes or no
- Transmit budget change to linked assets : yes or no
- Display account section on order form : yes or no
- Set account section as mandatory on order form : yes or no
- Use free references : yes or no
- Rename documents added in order :yes or no

13.4.1 Automatic actions when delivery Item



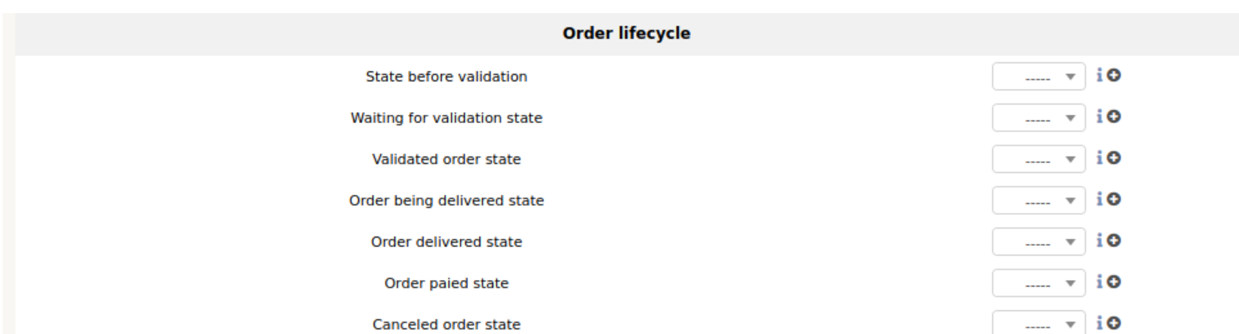
Generation does not apply to contracts, cartridges and consumables. In order to activate this feature, change the option Activate automatic generation to yes and validate. During the generation, the material will be created with some randomly generated information :

- Default name
- Default Serial Number
- Default inventory number
- If a template is associated with the part number, and in this template the name and serial number are generated, then the settings defined above for these 2 fields do not apply.

The default status will be set when the material is created. The positioning of the status during the creation of the material can lead to a date filling of the financial information. See the Entity Inventory tab.

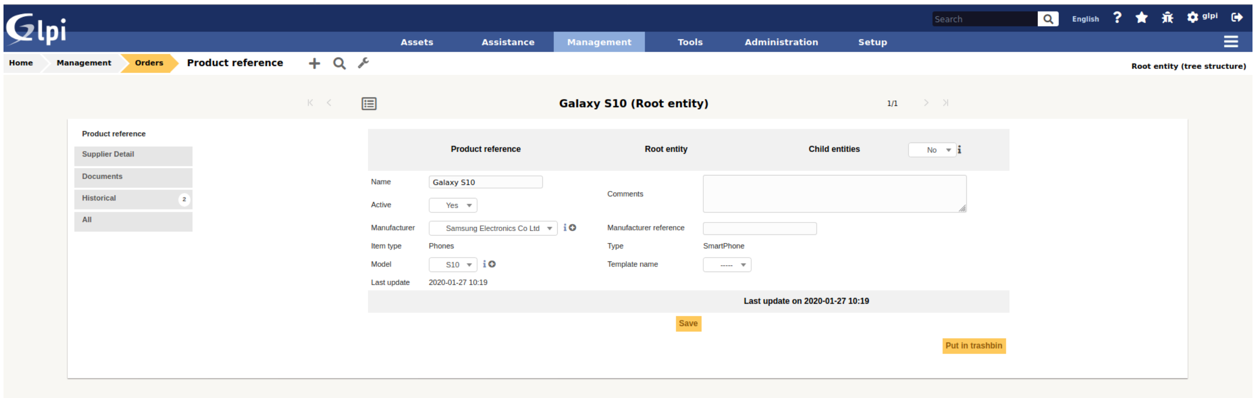
13.4.2 Order lifecycle

You can define your own status for order lifecycle



13.5 Creation of a reference catalogue

You will access the reference catalogue from the *Management* > *Orders* > *Products references*.



The creation of product references is the prerequisite for order management. Any product to be ordered must be referenced in the plugin catalog. When creating a product reference, the following fields must be filled in :

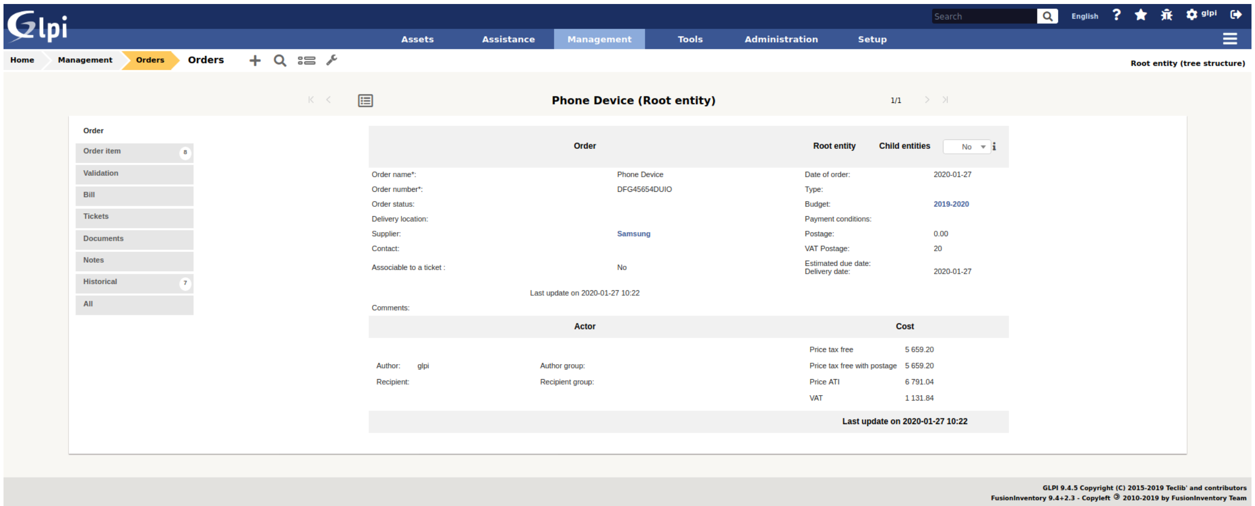
- Sub-entities : indicates if the reference will be visible in the current entity only or in the sub-entities as well.
- Name : name of the reference, as it will be displayed when managing an order (required)
- Manufacturer : the manufacturer of the product (not the supplier)
- Type of equipment : indicates what type of equipment we are dealing with
- Type : the type of the product
- Model : the model of the product
- Template : the GLPI template of the product if one already exists.
- comments : additional information on the reference
- Once the reference is created, it is then necessary to indicate from which supplier(s) the product is available, as well as the price associated with it.

It is also possible to :

- Add related documents
- View history

13.6 Creating an order

You will access orders from the *Management* > *Orders* > *Orders*.



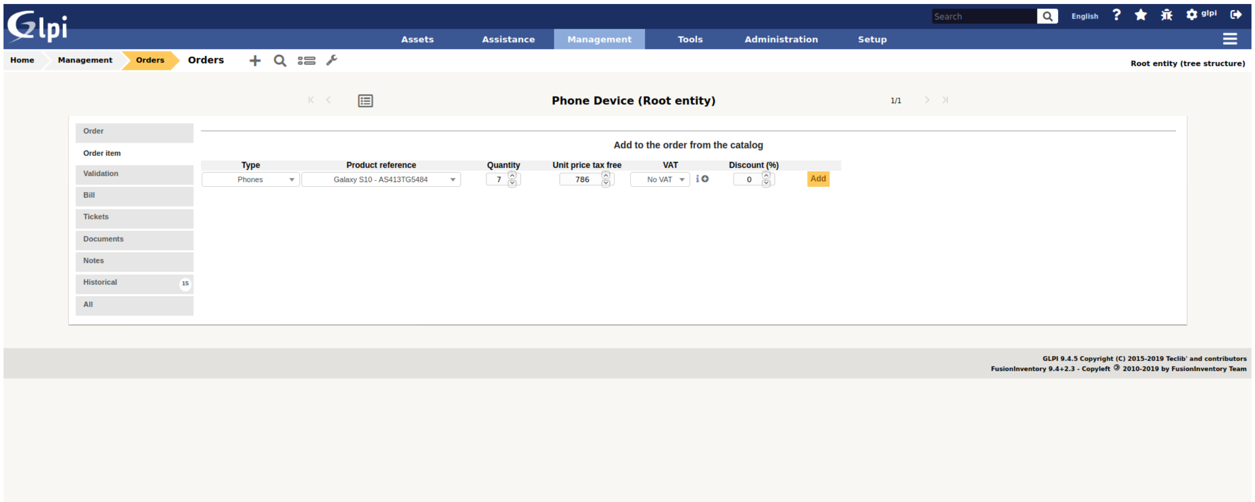
Once the reference catalogue has been created, it is now possible to add material orders. The fields to be filled in are :

- Sub-entities : indicates if the order is visible in the sub-entities
- Order name
- Order number (required)
- Date of order (required)
- Budget : The budget to which the purchase order is posted.
- Vendor purchase order number : Indicates the internal number for the purchase order at the vendor.
- Payment terms : free field (can contain for example 30 days end of month, 60 days end of month, etc)
- Billing number
- Supplier : the supplier with whom the order is placed. Only the catalogue references from this supplier may be added to the order.
- Place of delivery of the order : indicates the place where the equipment will be delivered. This option has value only in the entity in which the order is created.
- Description : description of the order
- Status : Indicates the current status of the purchase order in the release run.
- Estimated delivery date : indicates the indicative date by which the supplier must deliver the order.

It is also possible to :

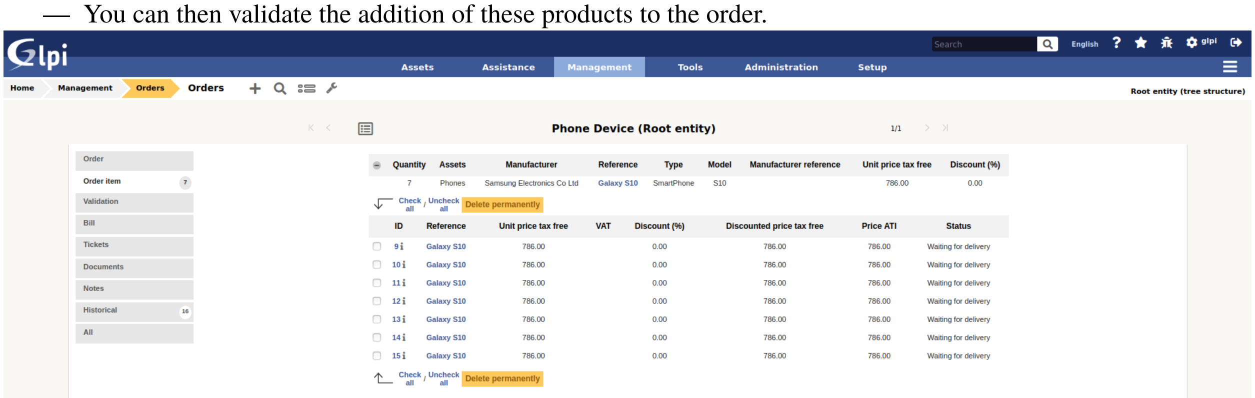
- Define author and recipient

13.6.1 Adding articles



In the Details tab, it is now possible to add products to the order.

- Select the type of material to add to the order
- Select product number
- Indicate the quantity to order
- Change the unit price if it is not the price indicated in the product reference.
- Indicate the percentage discount on products
- You can then validate the addition of these products to the order.



Note : it is possible to modify the price and the discount of a set of materials when the order is being edited. To do this, simply double-click on one of these 2 fields, modify its value and then validate the change.

13.6.2 Validation workflow

The plugin has a validation workflow that works as follows :

- Creating the order : status In progress
- Request for order release : status Pending approval
- Order confirmed : the order then goes to the status In process of delivery.
- Order completely received : automatic switch to Delivered status
- Cancelled purchase order : Change to status Cancelled

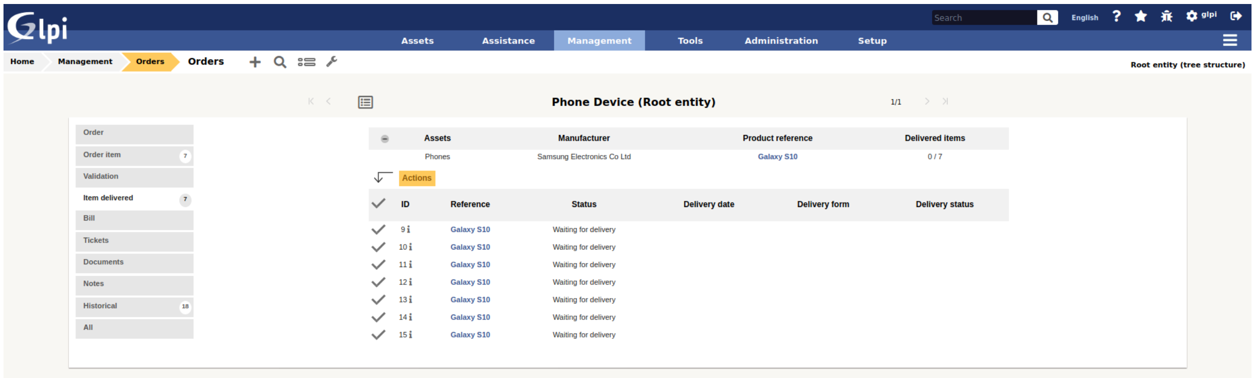
The definition of the persons having the right to make a validation request, to validate or to cancel an order is done in the edition of the profiles.

13.6.3 Receiving the order

Once the order has been confirmed, the equipment can begin to be received. To do this, you must go to the Receiving Equipment(s) tab. Each product is identified by a line with the following information :

- Product reference
- Number of equipment(s) received
- Number of material(s) related to inventory items in GLPI
- Unit price of the product (excl. VAT)
- Unit price of the product (incl. VAT)
- Price per unit awarded (excl. VAT)

By clicking on the + icon on the left of the line, it is possible to access the details of the products ordered.



13.6.4 Receiving material

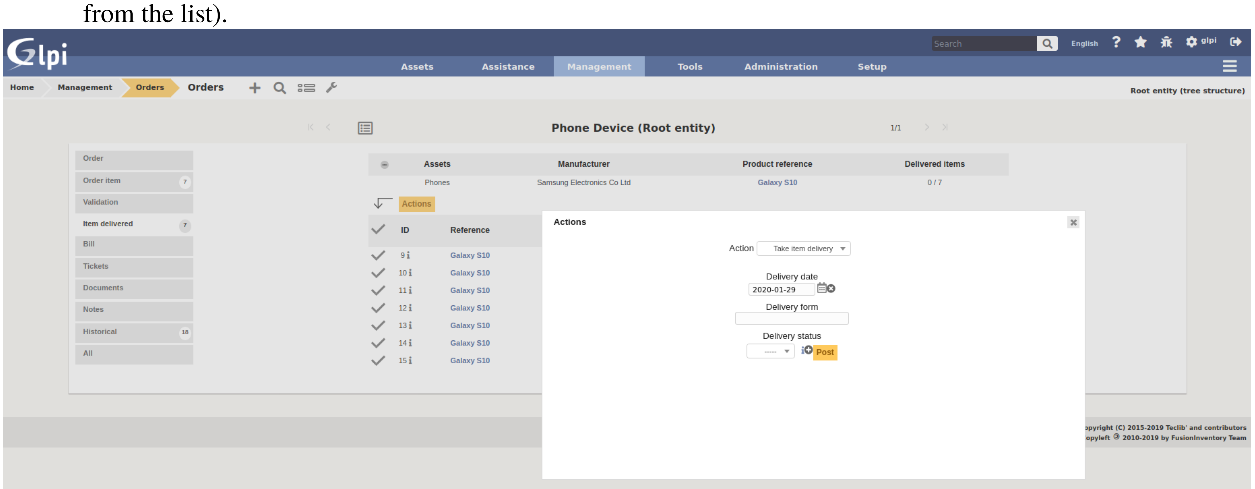
It is possible to receive the material that has been ordered, from the moment the order is validated. You have to go to the tab Reception of material(s). One line is displayed for each product reference ordered. This line contains the following information :

— Product reference
— Received equipment(s) : indicates the number of equipment received out of the total number of equipment ordered for this product.
— Related equipment(s) : number of goods received related to inventory items in GLPI
— Price per unit (excl. VAT)
— Unit price (incl. VAT)
— Price per unit awarded (excl. VAT)

In order to proceed to the reception of products, just click on the + icon on the left of the line.

There are 2 ways to receive material :

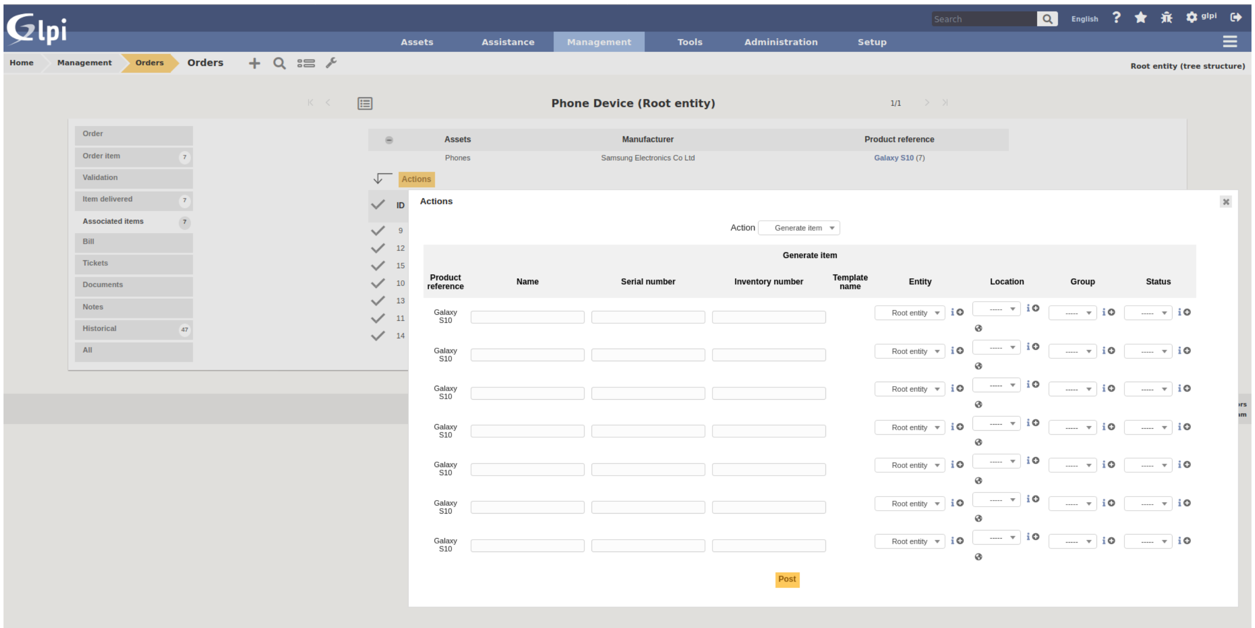
— Reception of materials selected from the list of products ordered but not yet received
— Receipt of materials in bulk : in this case we will indicate how many products are received (without first selecting from the list).



In both cases, it is necessary to return the delivery note associated with the reception of the material. Alternatively, a status of the received objects can be indicated (e.g. Conforming, Non-conforming, etc). Once received, it is possible to :

— Generate a material in GLPI from the received product
— Link the product received to existing GLPI equipment

13.6.5 Generate the material



In order to generate materials from received products, simply select from the list those for which this operation is to be performed. Then select the Generate associated material option. A screen will appear. Each line represents a received product, and the following information must be given :

— Name of the material generated in GLPI

— Serial code

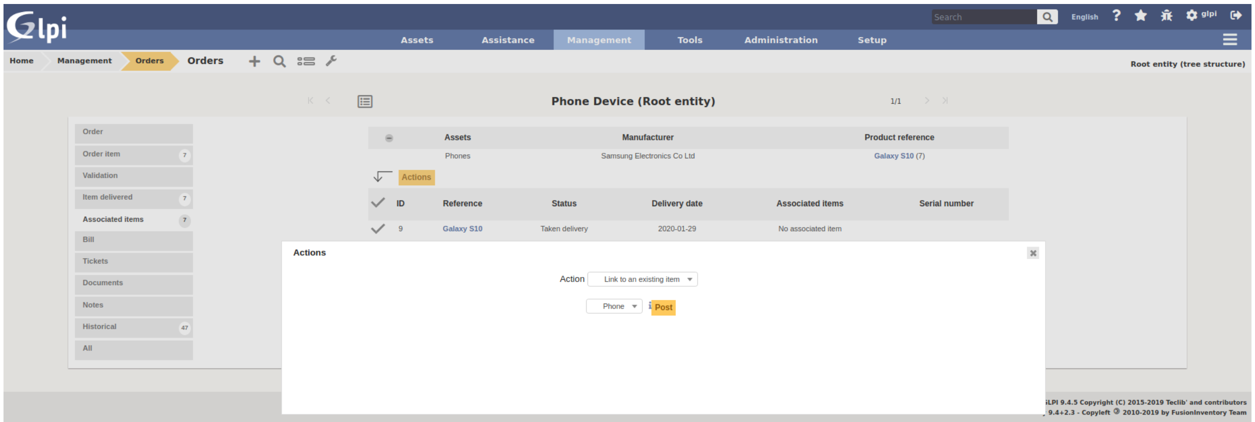
— Asset number

Note :

— If there is a template associated with the reference of the generated product, and if the latter is created in the same entity as the reference, then the inventory object in GLPI will be created from this template.

— The financial information of the order will be carried in the newly created inventory object.

13.6.6 Link to an inventory item

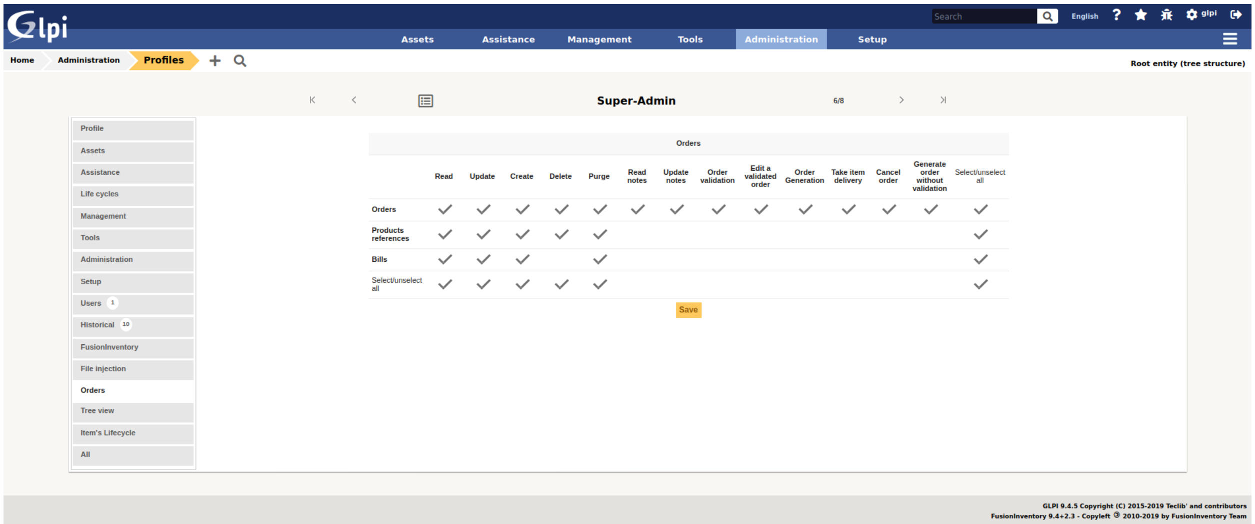


It is possible not to generate a received product, but to link it to material already present in GLPI. To do this, you must select the option Link to an existing material. A drop-down list will appear and will present all the materials present in GLPI which :

— Are in the entity of the order (or in a sub-entity if the order is visible in the sub-entities)
— With the same type of equipment
— With the same type of equipment
— Identical

Once linked to a product, the material in GLPI will receive the financial information from the order.

13.7 Rights management



The plugin rights management allows to define, by profile, if the user has the right to :

— Manage commands
— Manage product references
— Manage invoices
— Confirm an order
— Cancel an order
— Modify a validated order

13.8 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 14

PDF

14.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

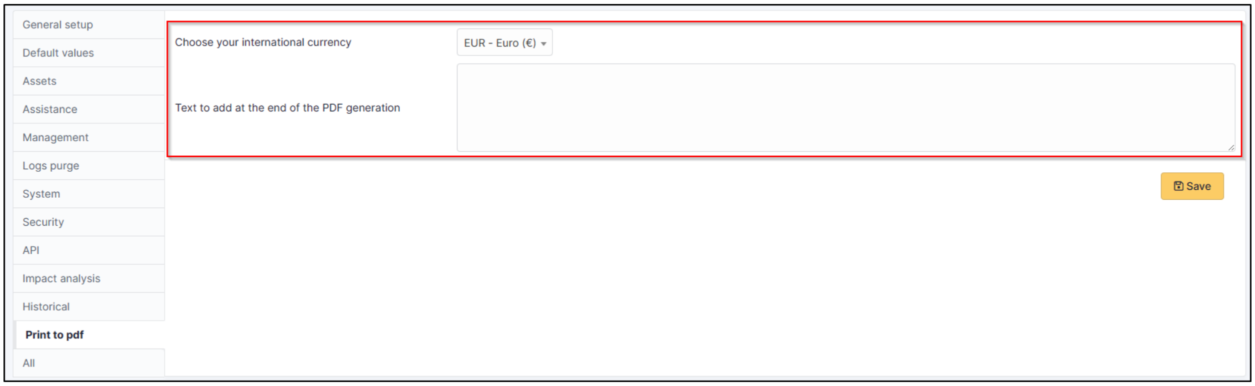
Note : Ce plugin est disponible sans souscription GLPI-Network. Il est également disponible sur le Cloud.

14.2 Installer le plugin

— Allez sur le marketplace. Téléchargez et installez le plugin **PDF**.

14.3 Configurer le plugin

— Depuis le menu **Configuration > Général > Imrpimer en PDF**, sélectionnez :
  — votre devise préférée
  — N'importe quel texte qui sera affiché sur le PDF.



14.4 Utiliser le plugin

Note : Imprimer un contrat et ses éléments liés

— Depuis le menu **Gestion > Contrats**, sélectionnez le contrat que vous souhaitez
— Depuis l'onglet **Imprimer PDF**
— Cliquez sur **Imprimer**

Contracts - Maintenant 10/5 (Entité racine)

ID 1	Last update: 02-11-2022 08:37
Name: Maintenant 10/5	***Status***: Actif
Contract type: Maintenance GLPI	***Number***:
Start date: 03-10-2022	***Initial contract period***: 12 months -> 03-10-2023
Notice: 2 months -> 03-08-2023	***Account number***: 123456
Contract renewal period: 12 months	***Invoice period***: 12 months
Renewal: Tacit	***Max number of items***: 1
Comments:	

Cost

Name	***Begin date***	***End date***	***Budget***	***Cost***
Contract	01-08-2023	05-04-2024	Service client	€15,000.00
			Total cost	**€15,000.00**

Note: 1

Contract by default

CHAPITRE 15

SCCM

Download	Sources
https://github.com/pluginsGLPI/sccm/releases	https://github.com/pluginsGLPI/sccm

15.1 Requirements for latest version

This plugin requires :

— PHP 7.2 or higher

— GLPI >= 9.4

— FusionInventory plugin for GLPI

— SCCM >= 1802

— PHP curl_init and sqlsrv_connect

— Microsoft System Center Configuration Manager

— Microsoft Drivers for PHP for Microsoft SQL Server

Note : This plugin is available without a GLPI-Network subscription. It is not available in Cloud

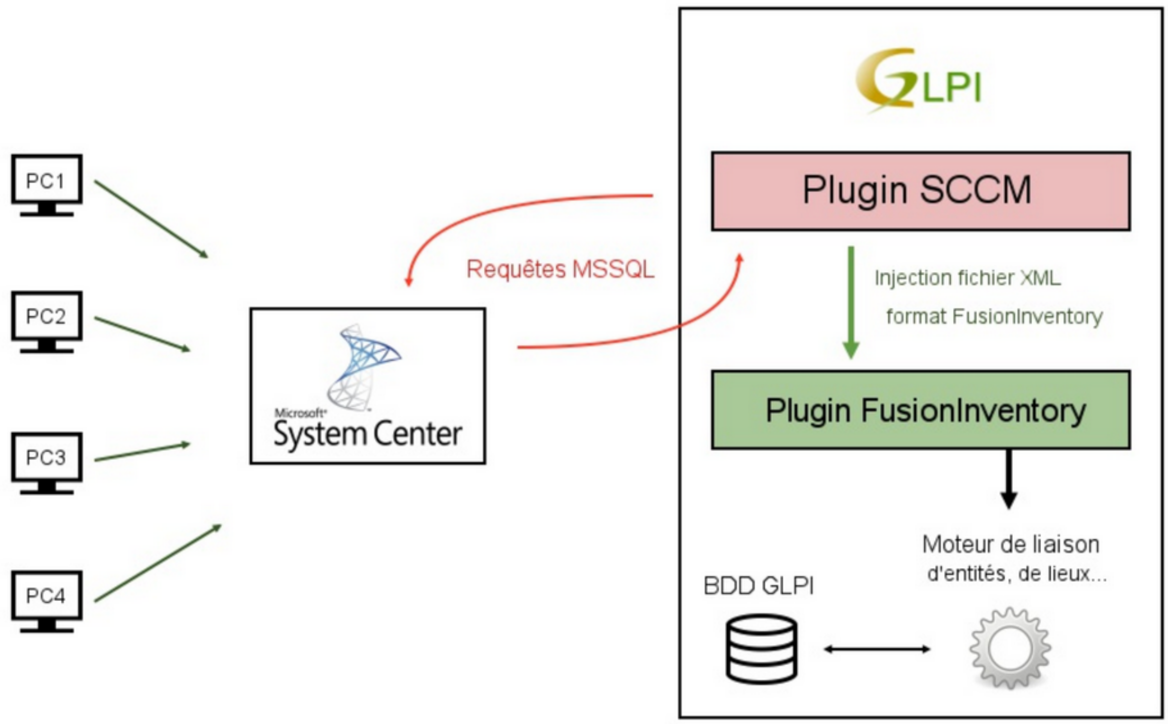
15.2 Features

Plugin to synchronize computers from SCCM (version 1802) to GLPI (version 9.3 and 9.4). It uses the « FusionInventory for GLPI » plugin and the power of its internal engine.

15.3 Workflow

- This plugin add two automatic actions : « SCCMCollect » et « SCCMPush »
- The automatic action « SCCMCollect » queries the SCCM server with MsSQL queries.
- This same action builds an XML foreach computer (in FusionInventory format).
- The automatic action « SCCMPush » injects XML files into GLPI over HTTP(s) (via cURL and FusionInventory) to display computer in GLPI.

15.4 Schematic diagram

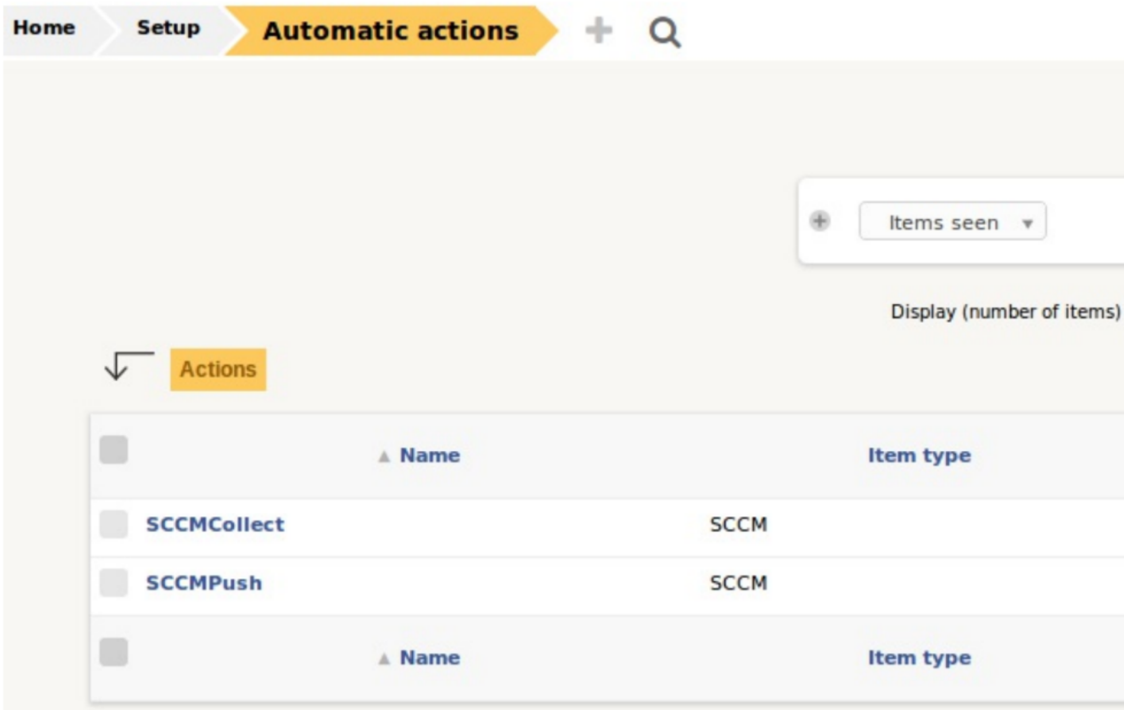


15.5 Collected data

Depending on data availability in the SCCM server, foreach computer we collect :

- Computer : name, last connected user, UUID, user login, domain, comments, serial
- Operating system : name, architecture, version, service pack
- BIOS information : tag, model, type, manufacturer, serial, install date, version
- CPU : description (or name), manufacturer, frequency, type (arch), nb core, nb threads
- Softwares : name, version, editor, install date
- Memory (RAM) : capacity, decription, frequency, type, bus, serial
- Graphical card : name, chipset, memory
- Sound card : name, manufacturer
- Network card : name, MAC address, IP address (v4, v6)
- Disk part : name, mount type, total size

15.6 Automatic actions



15.6.1 SCCMCollect

Action to collect data from SCCM to XML files.

15.6.2 SCCMPush

Action to push XML file to FusionInventory plugin

CHAPITRE 16

Treeview

Download	Sources
https://github.com/pluginsGLPI/treeview/releases	https://github.com/pluginsGLPI/treeview

16.1 Requirements for latest version

16.2 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : This plugin is available without a GLPI-Network subscription. It is also available in Cloud

16.3 Features

This plugin allows you to browse through your inventory via a tree view in a panel located on the left side of the screen.

You can browse the tree of your site to see the equipment.

16.4 Install the Plugin

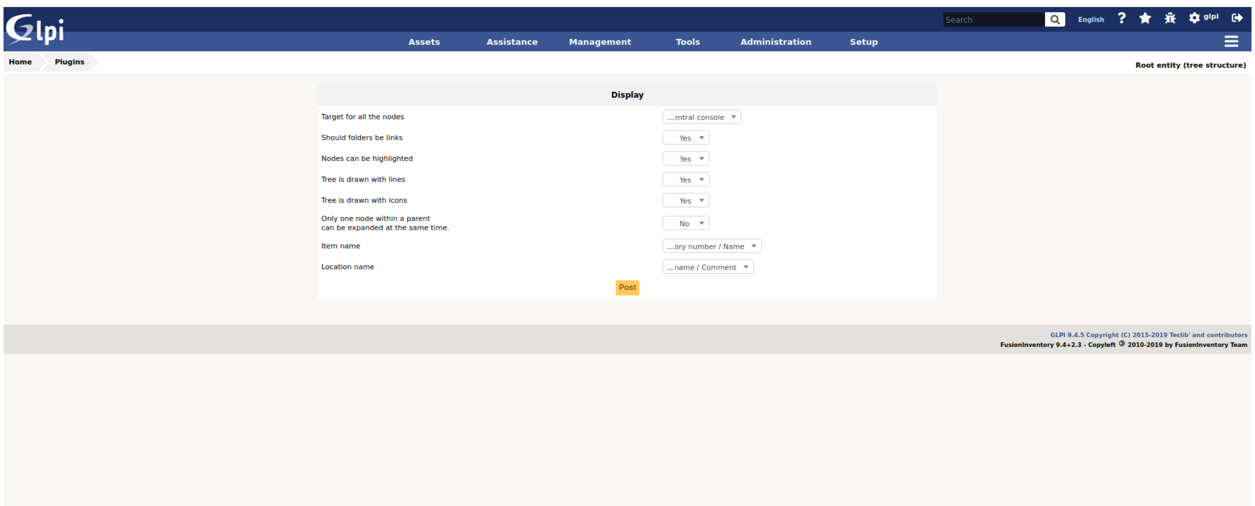
- Uncompress the archive.
- Move the `tag` directory to the `<GLPI_ROOT>/plugins` directory
- Navigate to the *Configuration* > *Plugins* page,
- Install and activate the plugin.

16.5 Usage

The plugin will create required tables in the database automatically. Those tables will be updated along with the plugin.

Plugin configuration is quite simple :

You will access the create form from the *Setup* > *Plugins* > *treeview*.



- Target for all node : on clic on node, redirect to new window
- Nodes can be highlighted : highlight selcted node or not
- Tree is drawn with lines : display or not
- Tree is drawn with icons : Display or not icon for node
- Only one node within a parent can be expanded at the same time : more tthan one parent node can be expand at same time
- Item name : name or inventory number or name + inventory number or inventory number + name
- Location name : short name or long name or long name + comment or long name + comment

CHAPITRE 17

Tag

Download	Sources
https://github.com/pluginsGLPI/tag/releases	https://github.com/pluginsGLPI/tag

17.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

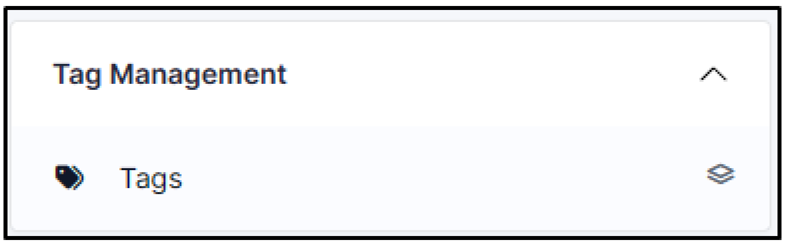
Note : This plugin is available without a GLPI-Network subscription. It is also available in Cloud.

17.2 Install the plugin

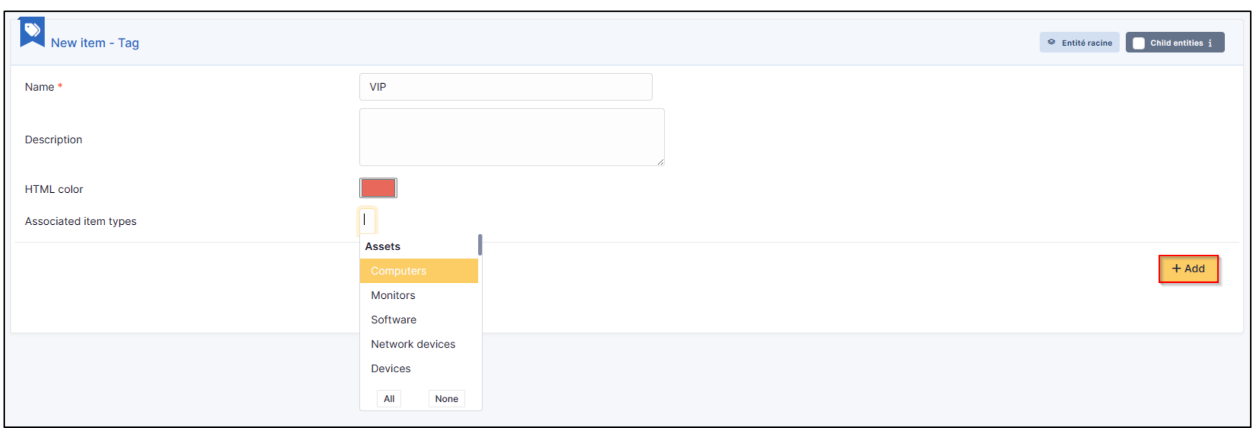
— Go to the marketplace. Download and install the plugin "**Tag**".

17.3 Setting up the plugin

— From **Setup > Dropdowns**
— Click on **Tag management**
— Then **Tags**



— Enter a name that will be visible when tags are added
— Enter a description (optional)
— Add a colour
— Associate one or more elements. If nothing is ticked, it will not be visible in any element by default.



17.3.1 Choose where to find the tag

You can indicate whether the tag should be at the top or bottom of the list.

— From **Setup > General > Tag management**, specify the tag location.

Bottom :

Top :

17.4 Adding rules

You can add business rules (tickets, computers, etc.) to add tags to particular items.

Example : Assign a VIP tag when a member of the management group writes a ticket.

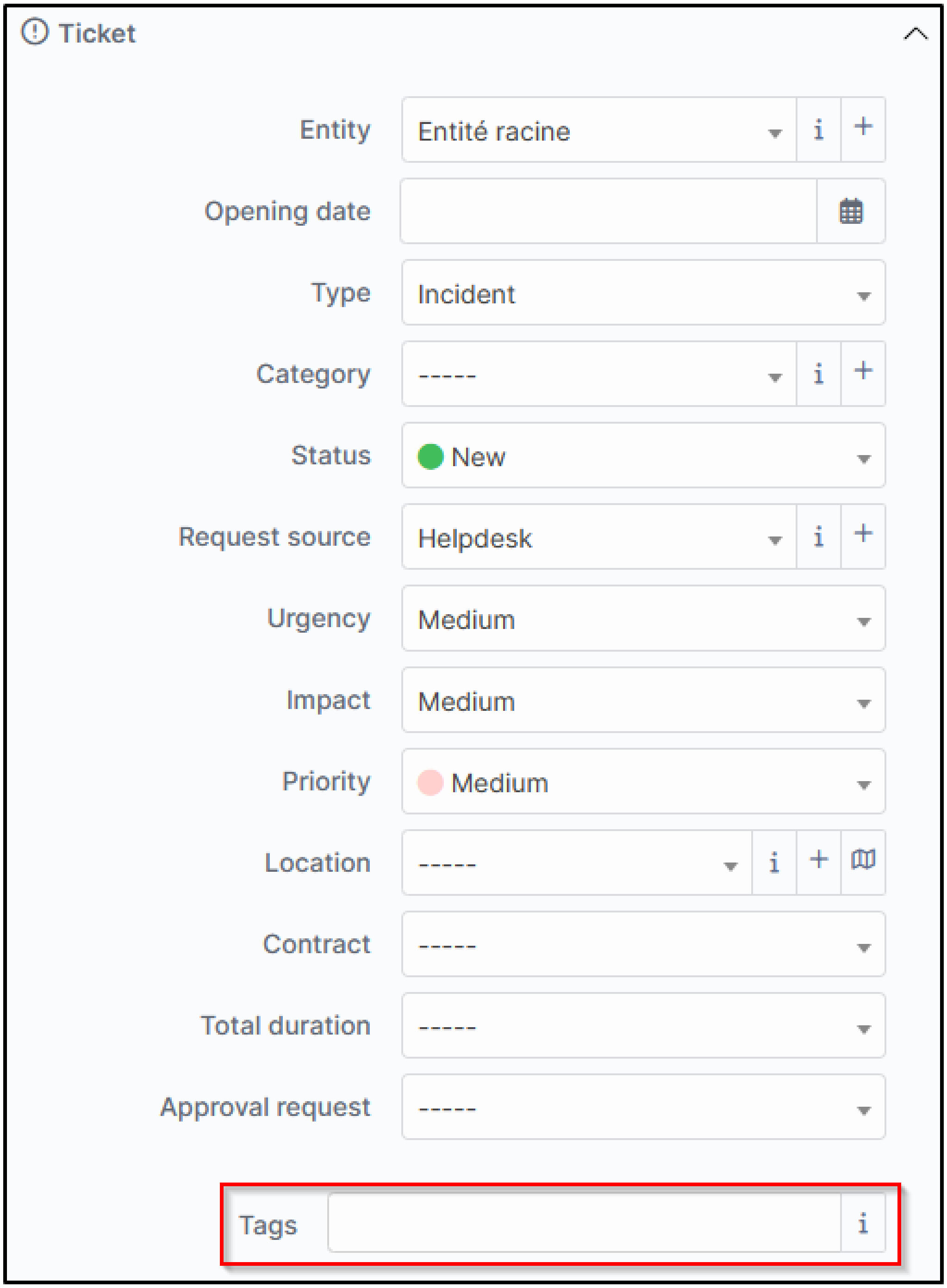
— Here are the criteria to be implemented from **Administration > Rules > Business rules for tickets**

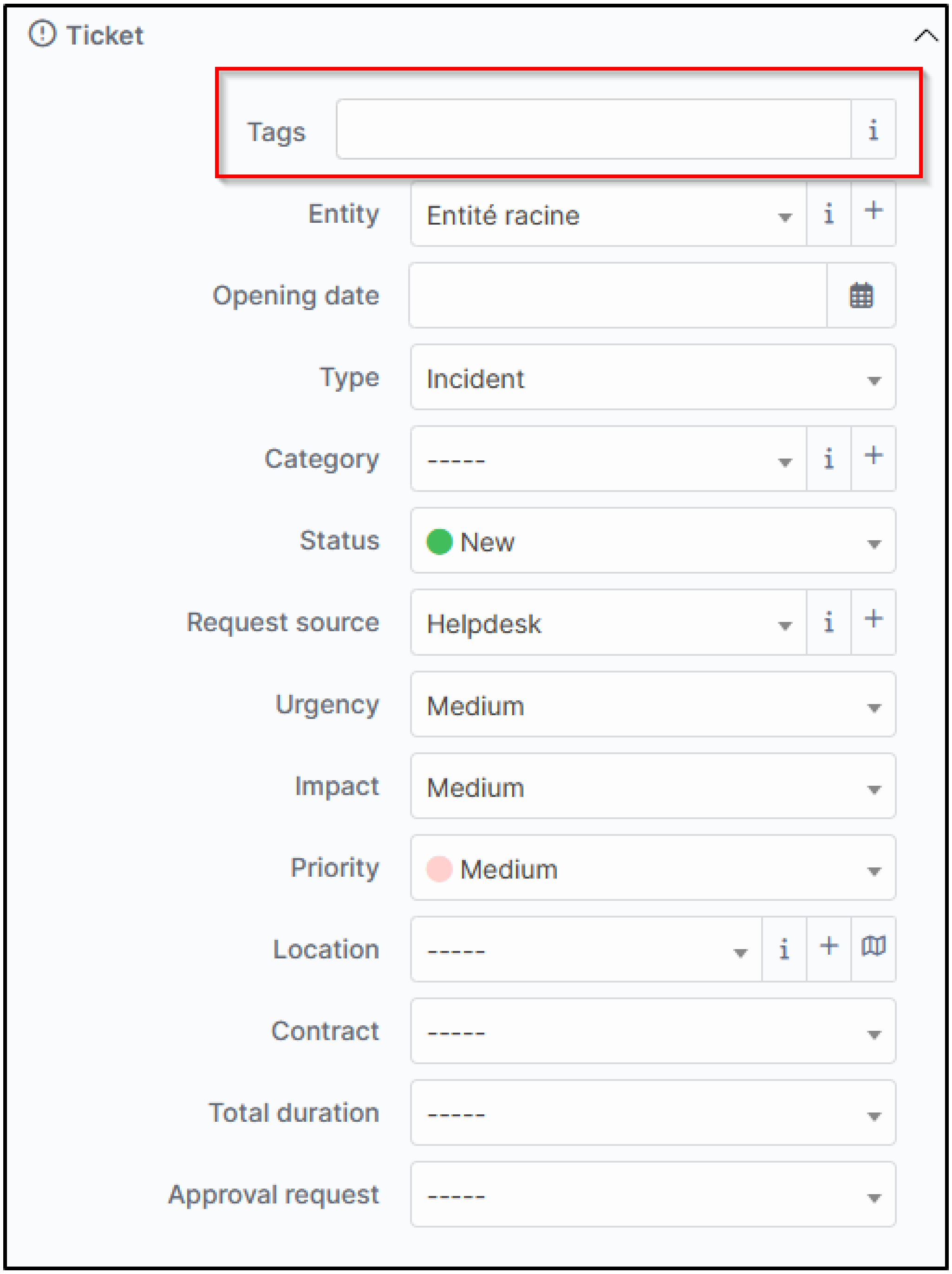
— After creating a ticket :

Note : Tags can, of course, be added manually if they have been set to be visible in the specified item.

17.5 FAQ

If you have any questions about using the plugin, please consult our FAQ


Ticket
Entity
Entité racine
Opening date
Type
Incident
Category
Status
New
Request source
Helpdesk
Urgency
Medium
Impact
Medium
Priority
Medium
Location
Contract
Total duration
Approval request
Tags

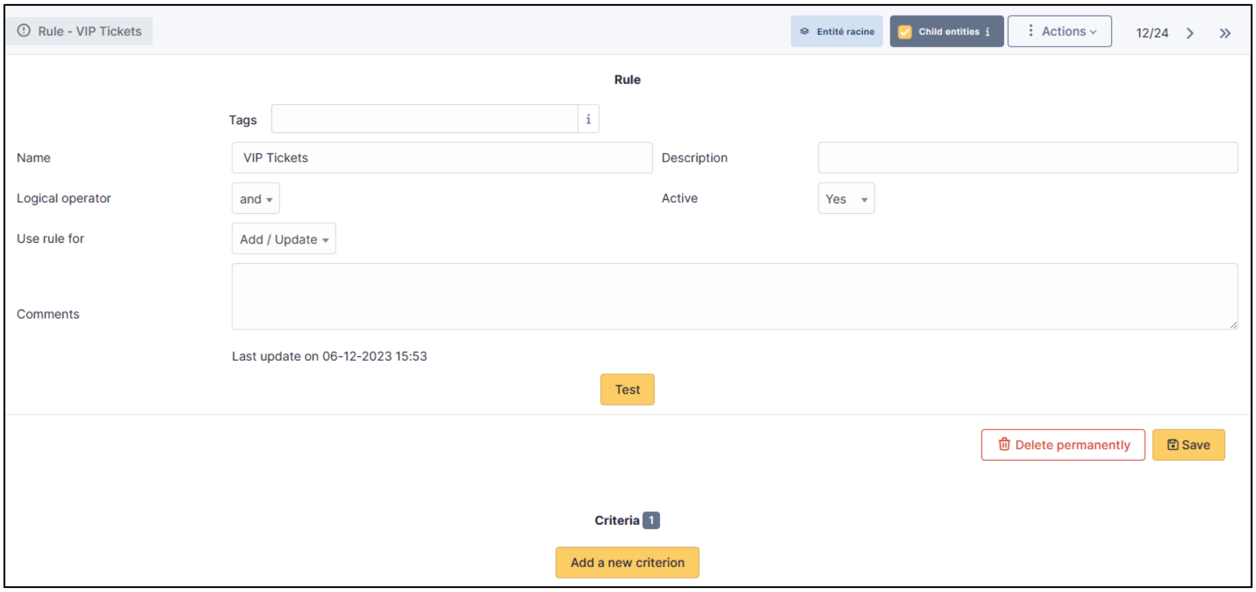

Ticket
Tags
Entity
Entité racine
Opening date
Type
Incident
Category

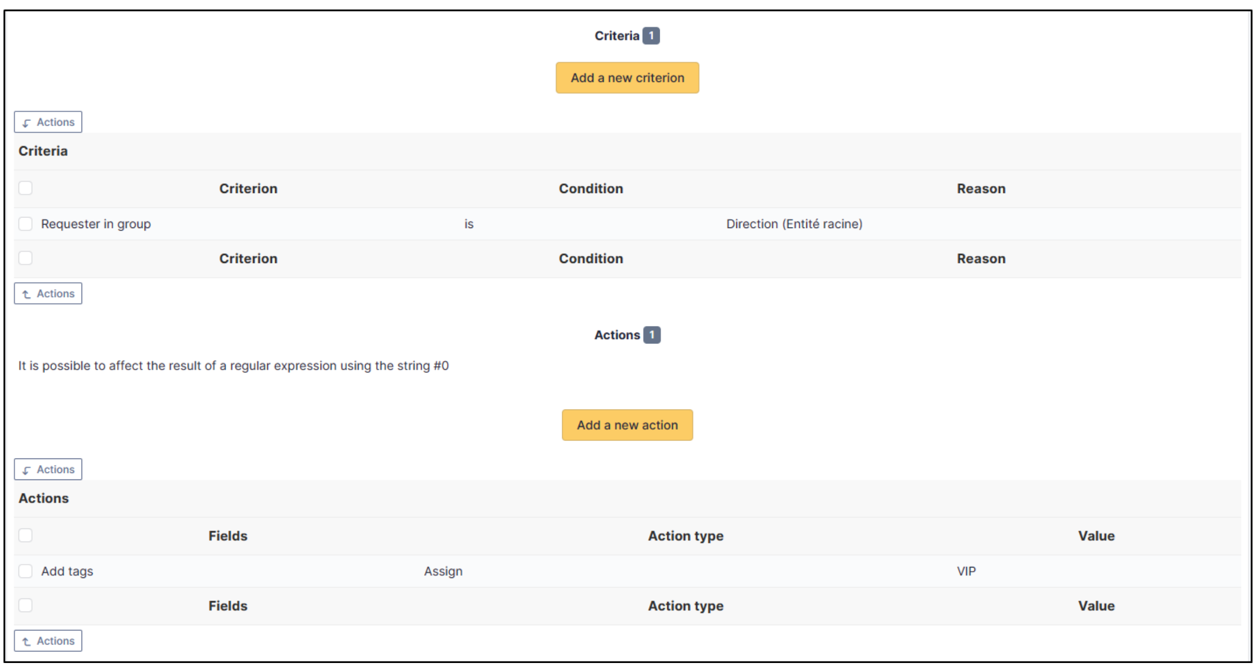
Status
New
Request source
Helpdesk
Urgency
Medium
Impact
Medium
Priority
Medium
Location

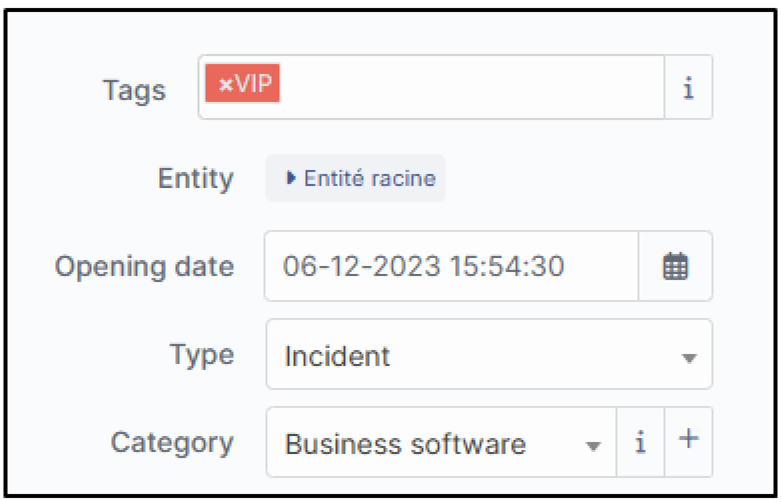
Contract

Total duration

Approval request


Rule - VIP Tickets
Entité racine
Child entities
Actions
12/24
Rule
Tags
Name
VIP Tickets
Description
Logical operator
and
Active
Yes
Use rule for
Add / Update
Comments
Last update on 06-12-2023 15:53
Test
Delete permanently
Save
Criteria 1
Add a new criterion


Criteria 1
Add a new criterion
Actions
Criteria
Criterion
Condition
Reason
Requester in group
is
Direction (Entité racine)
Criterion
Condition
Reason
Actions
Actions 1
It is possible to affect the result of a regular expression using the string #0
Add a new action
Actions
Actions
Fields
Action type
Value
Add tags
Assign
VIP
Fields
Action type
Value
Actions


Tags
×VIP
Entity
Entité racine
Opening date
06-12-2023 15:54:30
Type
Incident
Category
Business software

CHAPITRE 18

Uninstall

Download	Sources
https://github.com/pluginsGLPI/uninstall/releases	https://github.com/pluginsGLPI/uninstall

18.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : This plugin is available without a GLPI-Network subscription. It is also available in Cloud

18.2 Features

This plugin, named « uninstall » or « Item Uninstallation », allows you to remove / replace devices from the inventory by automating certain actions on the fields.

It allows to manage the different stages of the life cycle of a hardware. It has been designed, among other things, to handle the following cases :

- scrapping of equipment
- removal from inventory of temporary equipment due to breakdown
- Replacement of equipment under a warranty for example (See : Replacement Equipment Feature)

Once installed, the plugin includes :

- a rights management directly accessible from Administration -> Profiles (in the Plugins tab -> uninstall),
- a « hardware uninstall » menu in « Configuration »,
- an « uninstall » menu in the user preferences.

18.3 Right managment

It is possible to deny access to the plugin or to allow it by specifying the read or write option on the templates.

To do this, simply go to the menu « Administration » > « Profiles », to select the profile you wish to modify, then in the « Uninstallation » tab set the following options :

- *No access* : the plugin does not appear in the menu "Plugin".
- *Playback* : only the use of previously created templates is possible
- *Writing* : Template creation is possible.
- *Hardware replacement* : standard hardware replacement is possible

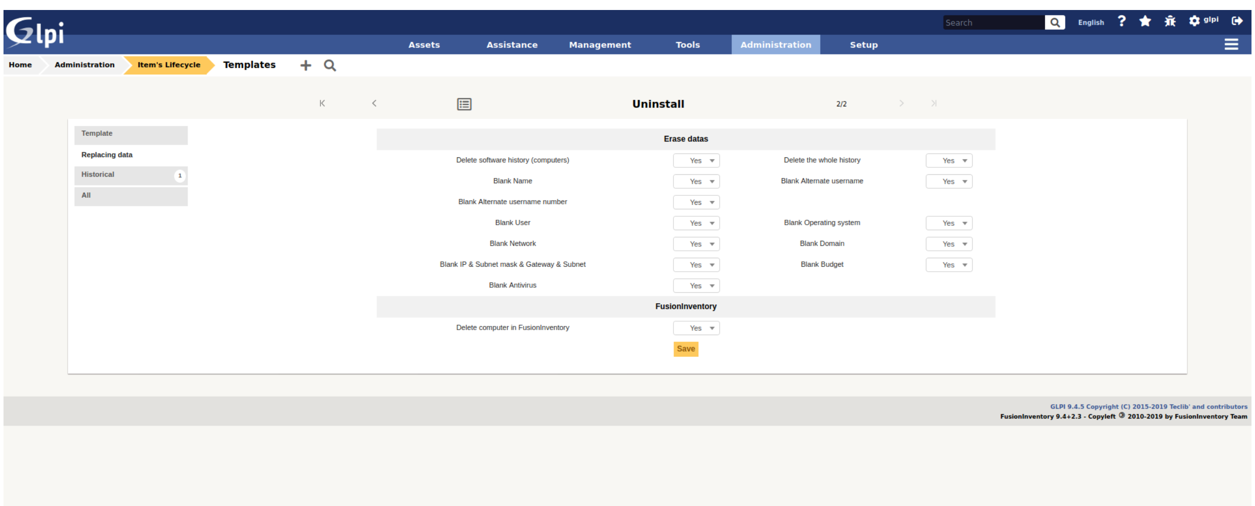
18.4 Uninstall feature

This functionality of the plugin "Item Uninstallation" adds the possibility of modifying the value of certain fields and of removing the inventory of a computer of the OCS base or the cleaning of the FusionInventory tables.

The uninstall templates can be accessed in the « Administration > Uninstall Hardware » menu.

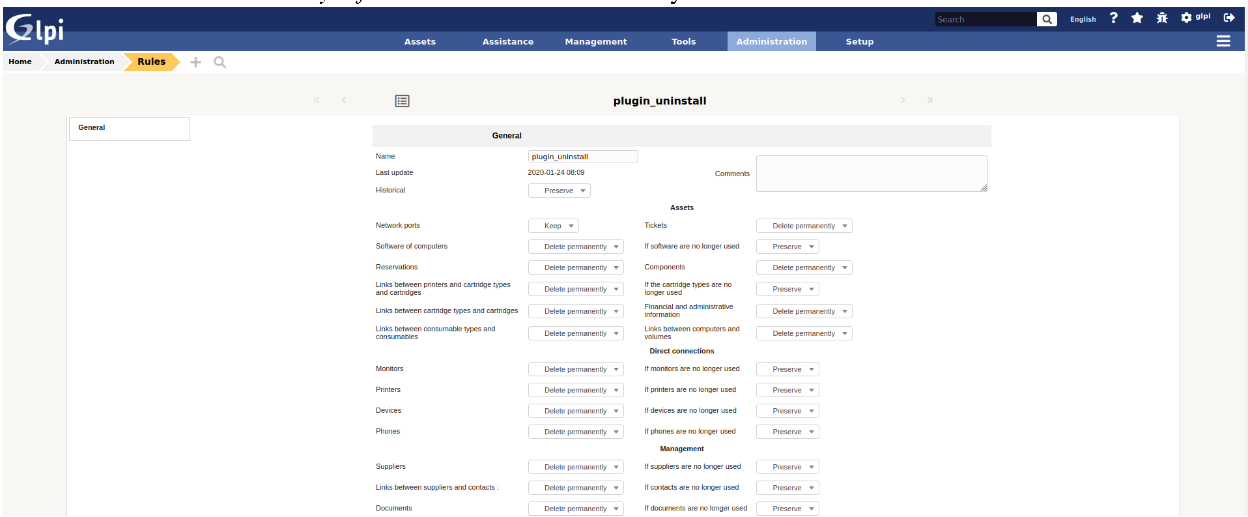
You can create as many uninstall templates as you want. Each template can contain different features, and be visible in the sub-entities or not.

Uninstall equipment is a transfer of the equipment to itself. During its transfer, a certain number of actions are performed, as specified in the definition of transfer.



- *Name* : the name of the uninstall template
- *Sub-entities* : indicates whether the template is visible in the creation entity and its sub-entities
- *Model type* : indicates which type of model should be used (either Uninstall or Replace)
- *Comments* : free fields to add details about the model
- *Transfer template to be used* : Indicates the transfer template to be used when uninstalling the system.
- *New hardware status* : indicates which status the hardware should take once uninstalled
- *New group* : indicates the group to which the hardware can belong once uninstalled.
- *Software History Deletion* : Allows deletion of all lines in a computer's history that are relevant to software installations/uninstallations.
- *REMOVE Name* : removes the name of the hardware during uninstallation
- *RAZ Contact* : removes the contact reassembled by OCS during uninstallation
- *Network reset* : resets the « network » field of the equipment record to zero.
- *RAZ OS* : Removes OS information (OS, Version, Service Pack, Product Key, Product ID) when uninstalling.
- *RAZ domain* : removes the « domain » field from the hardware

— *Remove IP & Gateway & Hacker & Subnet* : removes network information (except for the MAC address, which is hardware-related) during uninstallation
— *Remove the machine from OCS* : when uninstalling a computer in GLPI, remove from the OCS base the corresponding machine
— *Delete FusionInventory info* : Delete all FusionInventory info for this material



18.5 Uninstall hardware

There are 2 possibilities to uninstall a hardware :
— from its file, in the tab « Uninstallation ».
— from the massive modifications list
Since a template can be recursive (visible in the sub-entities), the list of templates displayed in the massive actions indicates all the templates available in the current entity (either those defined in this entity, or in an entity above it and visible in the sub-entities).

18.5.1 Change of location on uninstallation

It is possible to change the location of the hardware once it has been uninstalled. This selection is made either :
— in the hardware file, once the uninstallation model has been chosen.
— from the user's preferences for uninstallation by massive modification
It should be noted that a location is declared within an entity. It is therefore possible, depending on the current entity, to define an uninstall location.

18.6 Replace feature

This feature of the "Item Uninstallation" plugin adds the possibility to replace one hardware by another.

18.6.1 Replacement Model Form

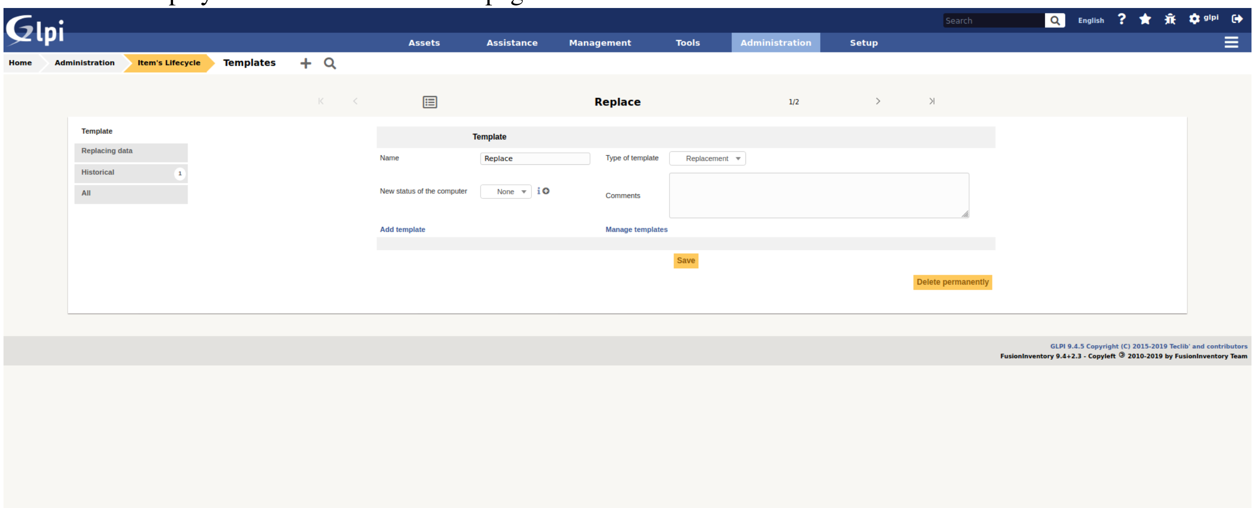
Replacement models are managed in the same way as uninstall models : They are accessible in the menu « Administration > Uninstall hardware ». Each model can contain different characteristics, and be visible in the sub-entities or not.

In this form there are 4 tabs :

— Main : allows to display on the page only the main information of the template.

— Replacing data : displays the various actions to be performed when replacing one piece of equipment with another.

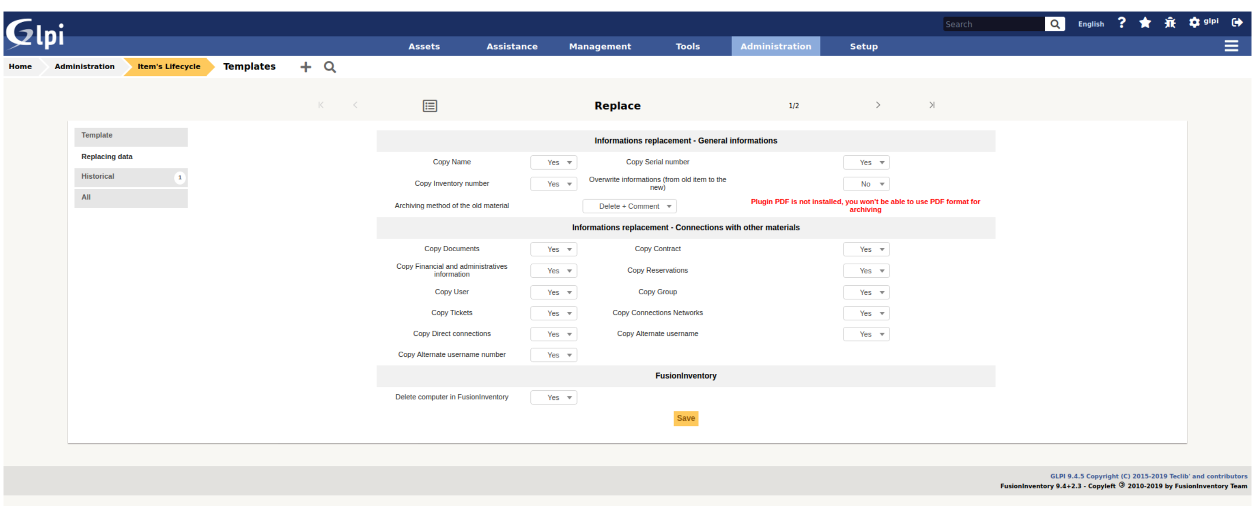
— All : displays all the tabs on the same page



Here is the description of the fields of the main tab :

Name : the name of the replacement model *Sub-entities* : indicates whether the template is visible in the creation entity and its sub-entities *Model type* : indicates what type of model should be used (here we are talking about type - Replacement) *Comments* : free fields to add details about the model *New hardware status* : indicates which status the old hardware should take once it has been replaced

18.6.2 Replacing data tab



Here is the description of the fields of the actions tab.

General Information

- *Copy name* : allows you to define if you want to copy the name of the old hardware to the new one.
- *Copy the serial number* : Allows you to define if you wish to copy the serial number of the old equipment to the new one.
- *Copy the inventory number* : allows you to define if you want to copy the inventory number of the old equipment to the new one.
- *Overwrite information* (from the old material to the new one) : this option allows you to choose the behavior to adopt if one of the unique information (Reservation, Financial Information, Name, Serial, Otherserial, Entity. . .) is present in the old material AND in the new material : *Yes* : by selecting YES, the information in the old material will replace that in the new material. *No* : by selecting NO, the information of the new hardware will NEVER be overwritten by the information of the old hardware.

Method of archiving old material

In this option, we define the behavior that the uninstall plugin must adopt with the old hardware :

- *Purge + PDF / CSV* : if you have the PDF plugin the old hardware will be purged from the GLPI database and its information will be attached to the new hardware in a PDF document. If you do not have the PDF plugin, they will be stored in CSV format.
- *Deletion + Comments* : the old hardware is put in the trash and a comment is added in each of the two hardware (« This hardware has been replaced by. . . » and « This hardware has replaced the hardware. . . »).

Data location - Connection with other hardware

- *Copy Documents* : Allows you to attach documents from old equipment to new equipment.
- *Copy Contracts* : allows you to attach the contracts from the old equipment to the new equipment.
- *Copy financial information* : allows you to attach financial information from the old equipment to the new equipment. Warning : if the « Overwrite information » option is activated, even if the new hardware has financial information, it will be replaced by the old hardware.
- *Copy Reservations* : Allows you to attach the reservations made on the old equipment to the new equipment. Attention : same remark as for the financial information.
- *Copy the user* : allows you to pass on the user of the old equipment to the new one. Caution : same remark as for the financial information.
- *Copy group* : Allows you to assign the group of the old equipment to the new equipment. Caution : same remark as for the financial information.
- *Copy the tickets* : Allows you to attach the tickets of the old equipment to the new equipment.
- *Copy network connections* : Allows you to transfer the network connections from the old hardware to the new hardware.
- *Copy direct connections* : Allows you to transfer the direct connections (Monitor, Printer, Device, Phone) from the old hardware to the new hardware.

18.7 Replace hardware

As well as uninstalling equipment, there are two ways to replace equipment :

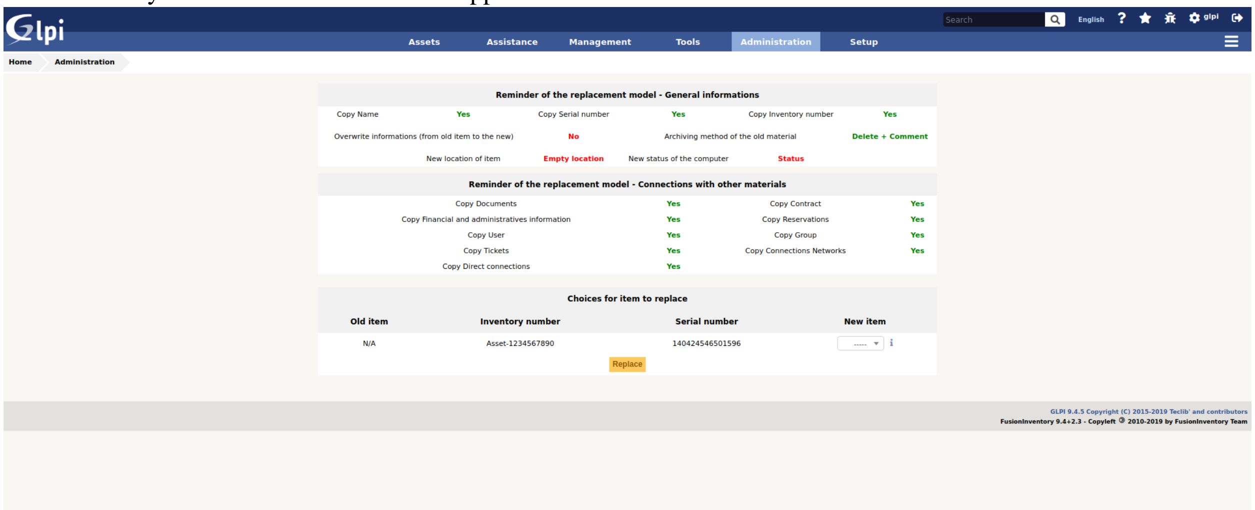
- from the card of this one, in the tab « Plugins -> Uninstallation »,
- from the massive modification list.

Since a replacement template can be recursive (visible in the sub-entities), the list of templates displayed in the massive actions indicates all the templates available in the current entity (either those defined in this entity, or in an entity above it and visible in the sub-entities).

Once you have selected the hardware to be replaced via the massive actions, or you use the « Uninstall » tab directly in it :

- a summary of the selected template appears in order to show you the actions that will be performed by the plugin.

— the list of the selected hardware(s) appears and you can choose the replacement hardware in the same way as when you choose a hardware in a Support Ticket.



18.7.1 Change of location on replacement

It is possible to change the location of the equipment once it has been replaced. This selection is made either :

— in the equipment sheet, once the replacement model has been chosen,

— from the user's preferences for massive modification replacement.

Note that a location is declared within an entity. It is therefore possible, depending on the current entity, to define a replacement location.

18.8 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 19

Advanced dashboards

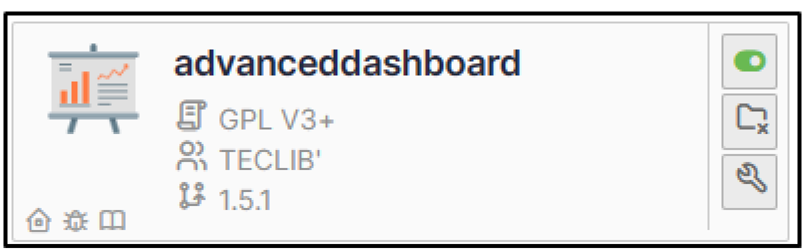
19.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : A standard licence (or higher) is required. This plugin is also available from the Cloud.

19.2 Installer le plugin

— Allez sur le marketplace. Téléchargez et installez le plugin “**Advanced dashboard**”.



19.3 Configurer le plugin

> **Avertissement :** This plugin requires **a minimum knowledge of SQL** in order to be able to set certain criteria for the various queries that will appear in the dashboards. It is also recommended that you **know the structure of GLPI tables**.

19.3.1 Créer une requête SQL

The below example gives us the number of tickets on the root entity over the last 2 years :

```sql
SELECT YEAR(t.date_creation) as 'Year', count(*) as 'Volume of tickets'
FROM glpi_tickets t
JOIN glpi_entities e on t.entities_id = e.id
WHERE e.completename LIKE "Root entity"
    AND YEAR(t.date_creation) > YEAR(CURRENT_DATE()) - 5
GROUP BY YEAR(t.date_creation)
UNION
SELECT
    CONCAT('Estimated total end ', YEAR(CURRENT_DATE())),
    ROUND(
        (
            SELECT count(*)
            FROM glpi_tickets t4
            JOIN glpi_entities e4 on t4.entities_id = e4.id

            WHERE e4.completename LIKE "Entité racine" (root entity)
                AND YEAR(t4.date_creation) = YEAR(CURRENT_DATE()) - 1
        ) *
        (
            (
                SELECT count(*)
                FROM glpi_tickets t3
                JOIN glpi_entities e3 on t3.entities_id = e3.id
                WHERE e3.completename LIKE "Root entity"
                    AND YEAR(t3.date_creation) = YEAR(CURRENT_DATE())
            )
            /
            (
                SELECT count(*)
                FROM glpi_tickets t2
                JOIN glpi_entities e2 on t2.entities_id = e2.id
                WHERE e2.completename LIKE "Root entity"
                    AND YEAR(t2.date_creation) = (YEAR(CURRENT_DATE()) - 1)
                    AND (
                        MONTH(t2.date_creation) < MONTH(CURRENT_DATE())
                        OR MONTH(t2.date_creation) = MONTH(CURRENT_DATE()) AND DAY(t2.
↪date_creation) <= DAY(CURRENT_DATE())
                    )

            )
        )
```

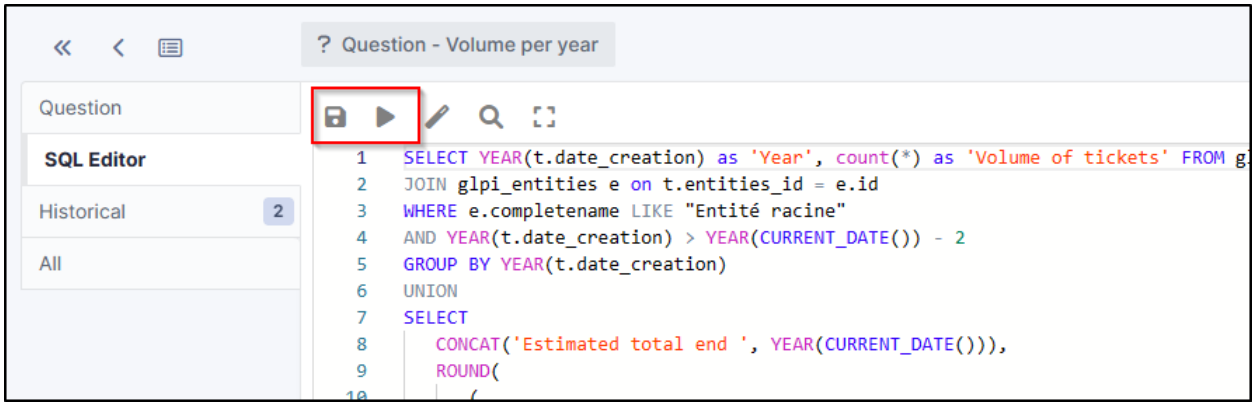
(suite sur la page suivante)

(suite de la page précédente)

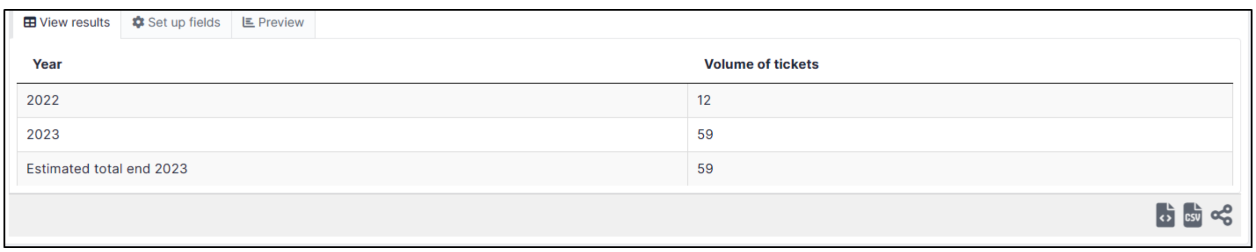
```
)
```

19.3.2 Setting query-related parameters

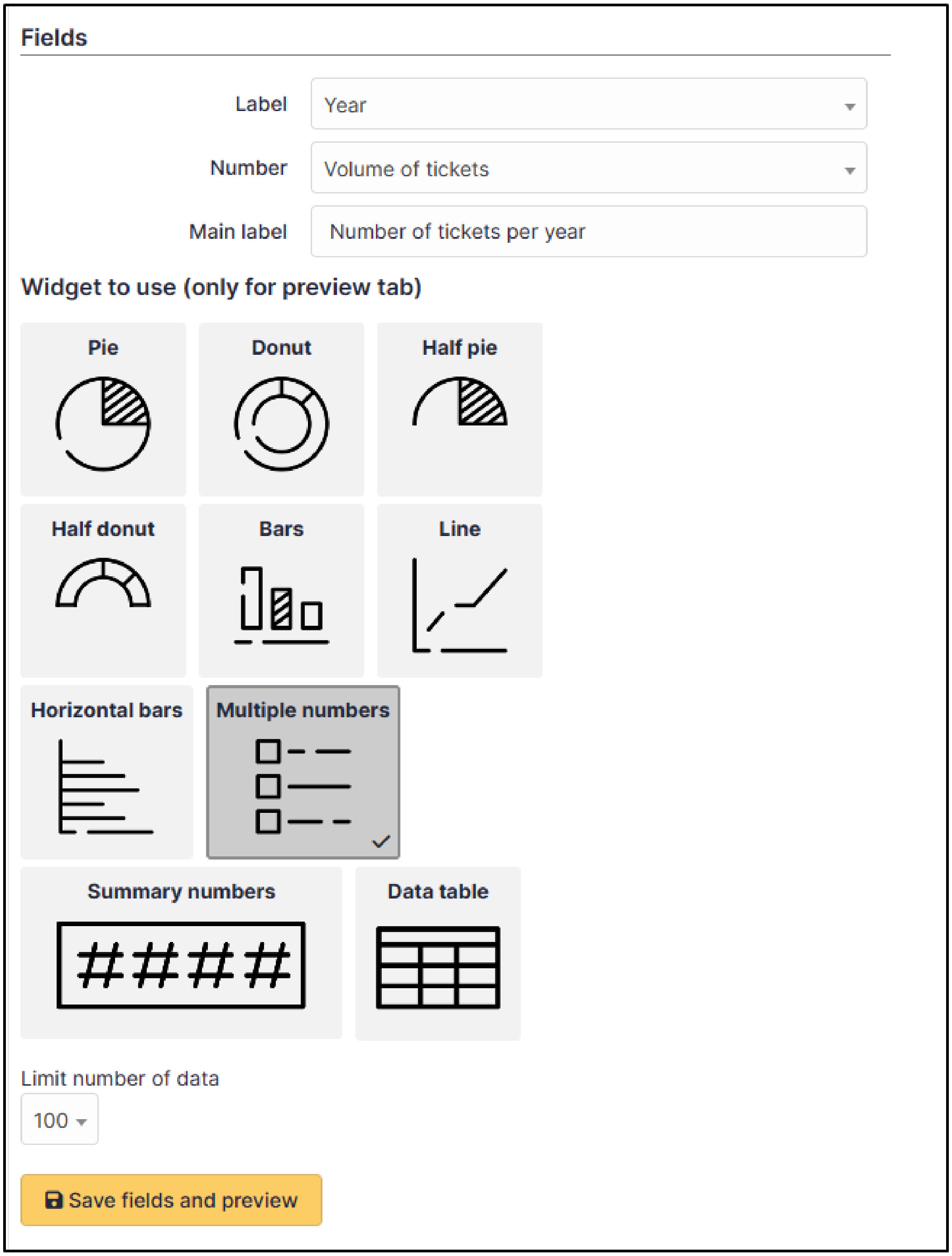
— From **tools** > **SQL for dashboards**, click on **add**
— Name your query (the one that will be visible from the dashboards) and identify it as **active**.
— In the SQL Editor tab, paste the above query, taking care to change the name of the entity if you have changed it.
— Click on the floppy icon to save the query and then on play icon to run the query.



An insert at the bottom will display the result of the query :

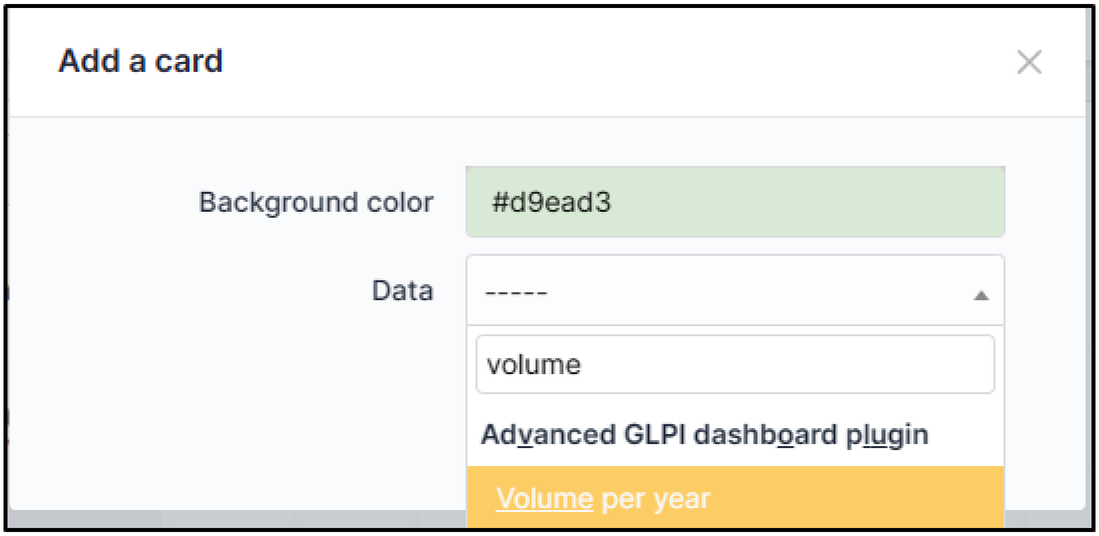


— In the **set up fields** tab, define the label, the number and the main label (optional, this is the name your table will have). In our case, *the label will be « year »*, *the number will be « number of tickets »* and the *main label will be « « number of tickets per year »*.
— Select the type of graph (this is for information purposes only, so that you can preview your table ; you will be asked to select the type of graph you want to appear in the tile later),
— You can limit the amount of data to be displayed.
— Then click on **Save fields and preview**.


Fields
Label
Year
Number
Volume of tickets
Main label
Number of tickets per year
Widget to use (only for preview tab)
Pie
Donut
Half pie
Half donut
Bars
Line
Horizontal bars
Multiple numbers
Summary numbers
#####
Data table
Limit number of data
100
Save fields and preview

19.3.3 Dashboard settings

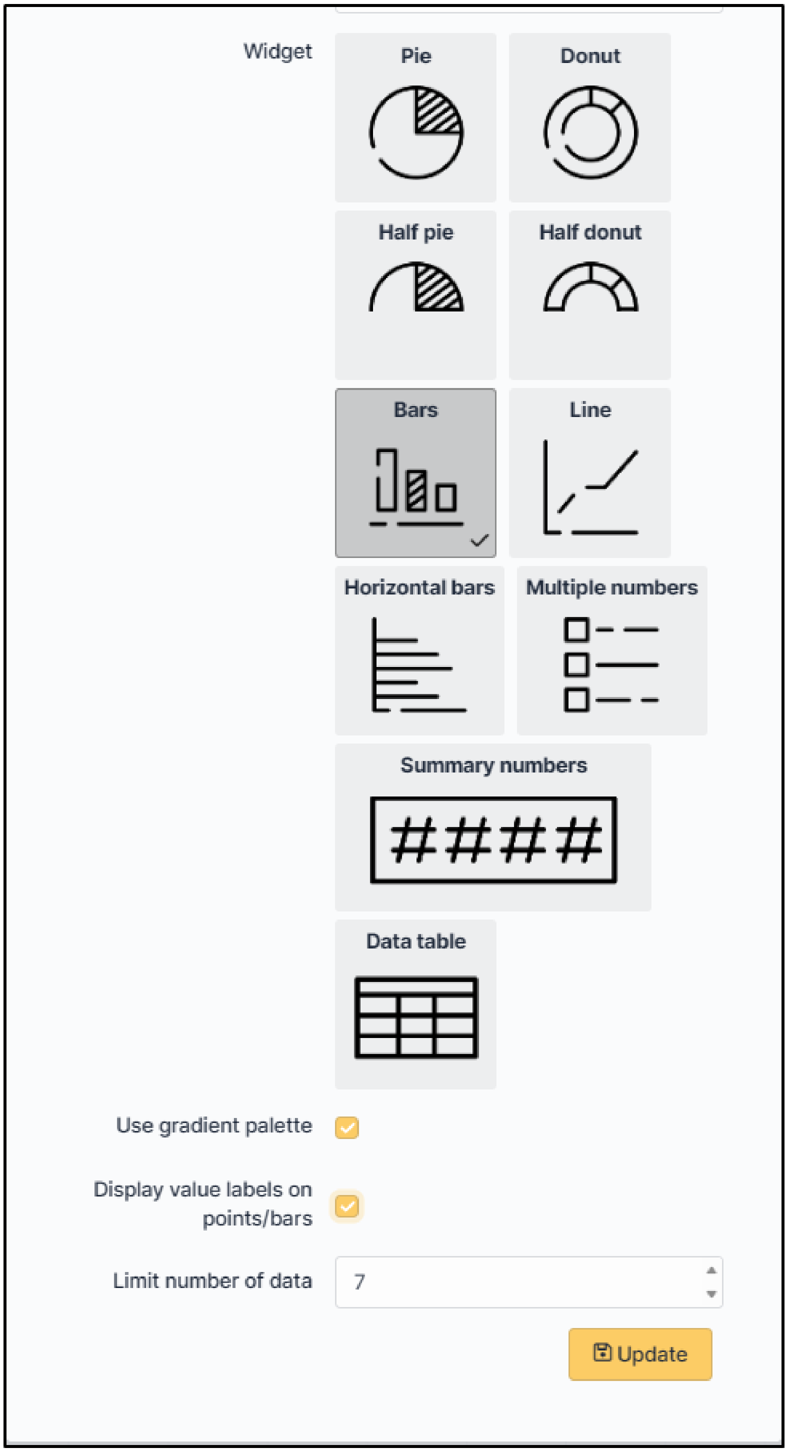
- From **Assistance** > **Dashboard**, select the dashboard that is to receive the new tile
- Click on edit icon
- Add a new tile with plus icon
- Select the query you have just created
- Choose a colour for your tile

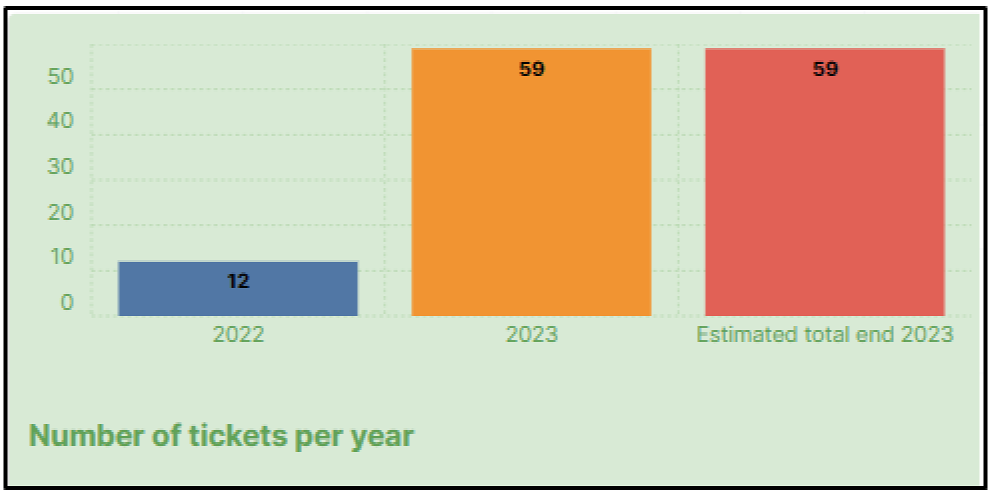


- You will then be asked to select the chart type
- Some dashboards may ask you to use colours and display values and labels.
- Your tile is now ready

19.4 FAQ

If you have any questions about using the plugin, please consult our FAQ


Widget
Pie
Donut
Half pie
Half donut
Bars
Line
Horizontal bars
Multiple numbers
Summary numbers
####
Data table
Use gradient palette
Display value labels on points/bars
Limit number of data
7
Update


50
40
30
20
10
0
12
59
59
2022
2023
Estimated total end 2023
Number of tickets per year

CHAPITRE 20

Anonymize

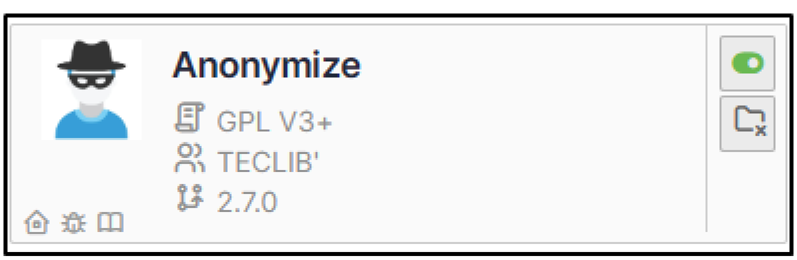
20.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : A basic licence (or higher) is required. This plugin is also available from the Cloud.

20.2 Installer le plugin

— Allez sur le marketplace. Téléchargez et installez le plugin "*Anonymize*".



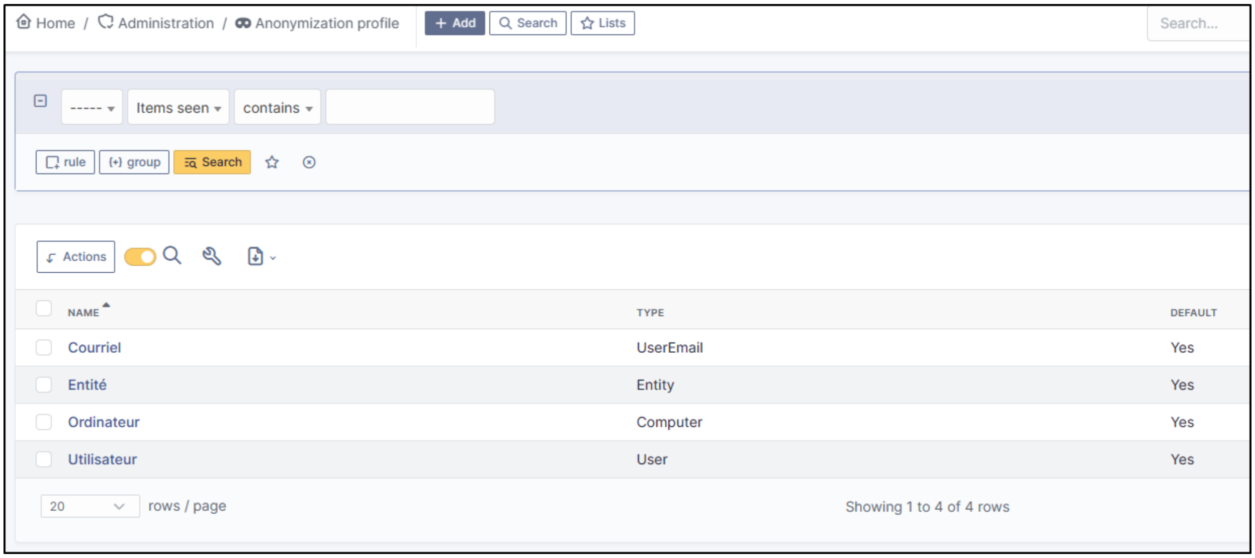
20.3 Choix du profil

Anonymisation works by profile. There are 4 profiles already created. When you select a profile, a certain amount of data is already set. They can, of course, be modified.

— Go to **Administration > Anonymization profile** and select the profile best suited to your needs :

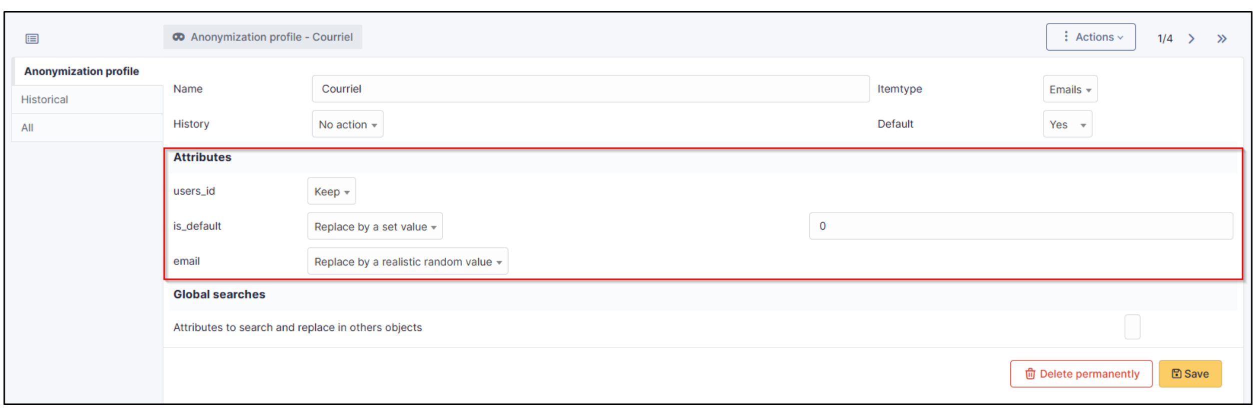
The 4 profiles you will find are :

— Email
— Entity
— Computer
— User profile



20.4 Anonymisable data per profile (predefined)

Each profile has an element assigned to it. You will need to define the value of each attribute that it will be able to anonymise (or not)



20.4.1 Email

- *users_id*
- *is_default*
- *email*

20.4.2 Entity

- *name*
- *entities_id*
- *comment*
- *level*
- *sons_cache*
- *ancestors_cache*
- *address*
- *postcode*
- *town*
- *state*
- *country*
- *website*
- *phonenumber*
- *fax*
- *email*
- *admin_email*
- *admin_email_name*
- *from_email*
- *from_email_name*
- *noreply_email*
- *noreply_email_name*
- *replyto_email*
- *replyto_email_name*
- *notification_subject_tag*
- *ldap_dn*
- *tag*
- *authldaps_id*
- *mail_domain*
- *entity_ldapfilter*
- *mailing_signature*
- *cartridges_alert_repeat*
- *consumables_alert_repeat*
- *use_licenses_alert*
- *send_licenses_alert_before_delay*
- *use_certificates_alert*
- *send_certificates_alert_before_delay*
- *certificates_alert_repeat_interval*
- *use_contracts_alert*
- *send_contracts_alert_before_delay*
- *use_infocoms_alert*
- *send_infocoms_alert_before_delay*
- *use_reservations_alert*
- *use_domains_alert*
- *send_domains_alert_close_expiries_delay*
- *send_domains_alert_expired_delay*

— *autoclose_delay*
— *autopurge_delay*
— *notclosed_delay*
— *calendars_strategy*
— *calendars_id*
— *auto_assign_mode*
— *tickettype*
— *max_closedate*
— *inquest_config*
— *inquest_rate*
— *inquest_delay*
— *inquest_URL*
— *autofill_warranty_date*
— *autofill_use_date*
— *autofill_buy_date*
— *autofill_delivery_date*
— *autofill_order_date*
— *tickettemplates_strategy*
— *tickettemplates_id*
— *changetemplates_strategy*
— *changetemplates_id*
— *problemtemplates_strategy*
— *problemtemplates_id*
— *entities_strategy_software*
— *entities_id_software*
— *default_contract_alert*
— *default_infocom_alert*
— *default_cartridges_alarm_threshold*
— *default_consumables_alarm_threshold*
— *delay_send_emails*
— *is_notif_enable_default*
— *inquest_duration*
— *date_mod*
— *date_creation*
— *autofill_decommission_date*
— *suppliers_as_private*
— *anonymize_support_agents*
— *display_users_initials*
— *contracts_strategy_default*
— *contracts_id_default*
— *enable_custom_css*
— *custom_css_code*
— *latitude*
— *longitude*
— *altitude*
— *transfers_strategy*
— *transfers_id*
— *agent_base_url*

20.4.3 Computer

- *entities_id*
- *name*
- *serial*
- *otherserial*
- *contact*
- *contact_num*
- *users_id_tech*
- *groups_id_tech*
- *comment*
- *date_mod*
- *autoupdatesystems_id*
- *locations_id*
- *networks_id*
- *computermodels_id*
- *computertypes_id*
- *template_name*
- *manufacturers_id*
- *users_id*
- *groups_id*
- *states_id*
- *ticket_tco*
- *uuid*
- *date_creation*
- *last_inventory_update*
- *last_boot*

20.4.4 User

- *name*
- *password*
- *password_last_update*
- *phone*
- *phone2*
- *mobile*
- *realname*
- *firstname*
- *locations_id*
- *language*
- *use_mode*
- *is_active*
- *comment*
- *auths_id*
- *authtype*
- *last_login*
- *date_mod*
- *date_sync*
- *profiles_id*
- *entities_id*
- *usertitles_id*
- *usercategories_id*
- *password_forget_token*

— *password_forget_token_date*
— *user_dn*
— *personal_token*
— *personal_token_date*
— *api_token*
— *api_token_date*
— *cookie_token*
— *cookie_token_date*
— *isd_ldap*
— *picture*
— *begin_date*
— *end_date*
— *page_layout*
— *fold_menu*
— *fold_search*
— *savedsearches_pinned*
— *timeline_order*
— *itil_layout*
— *richtext_layout*
— *date_creation*
— *groups_id*
— *users_id_supervisor*
— *timezone*
— *default_central_tab*
— *nickname*
— *timeline_action_btn_layout*
— *timeline_date_format*
— *use_flat_dropdowntree_on_search_result*

20.5 Application strategy

Several strategies are available for each element field (e.g.Last name, First name, Serial number, Location, Status, etc.) :
— Keep the value
— Delete the value
— Replace with a fixed value
— Replace with a standard random value
— Replace with a realistic random value

20.6 History

Each profile allows you to choose the treatment to be applied to the history of items :
— Do nothing
— Clean up values
— Clean up recent values and delete the rest
— Delete

20.7 Global search

You can ask GLPI to anoymise an attribute in the whole database and not only in the type of element you are in. The option **attributes to search and replace in others objects** is at the very bottom of your profile.

Note : You cannot change any values other than those linked to the type of element you are in. For example, you will be able to **modify all email addresses** in the database via the **Email** profile, but you will not be able to modify all user phone number via this profile.

20.8 Applying the profile

Once you have completed your profile, you need to apply it. It can be applied using 2 methods :

— Massive action via the web interface (*cloud and on-premise*)

— In CLI (*only on-premise*)

20.8.1 Mass action (Cloud and on-premise)

In our example, we will be anonymising *user data*.

— Go to **Administration** > **Users**. Select the user(s) you wish to anonymise.

— Click on **Actions** then **anonymise selected items**.

Note : « To be adapted If your profile concerns entities, go to **Administration** > **Entities** and repeat the operation for the entities concerned. Do the same for computers, email, etc.

20.8.2 Via CLI (on-premise only)

— Go to your GLPI folder (*/var/www/glpi* or other depending on your configuration) :

— Run all default profiles on all objects :

```
$ php bin/console glpi:plugin:anonymize --all
```

— Run profile X on all objects / on one object :

```
$ php bin/console glpi:plugin:anonymize --profile=X
$ php bin/console glpi:plugin:anonymize --profile=X --item-id=X
```

— Run default profile type X on all objects / on one object :

```
$ php bin/console glpi:plugin:anonymize --itemtype=X
$ php bin/console glpi:plugin:anonymize --itemtype=X --item-id=X
```

20.9 Creating a profile

You can create a profile to anonymise other data than that mentioned above.

- Go to **Administration > Anonymisation profile**
- Click on **Add**
- Name your profile
- Choose from the list of **Element types** (agent, domain, etc.)
- Select the treatment of the **History**
- Set the parameters for each field
- Click on **Add**

Note : Remember to refer to the profile application section to apply your changes.

20.10 Other anonymisable data (profile creation)

20.10.1 Agents

- *deviceid*
- *entities_id*
- *name*
- *agenttypes_id*
- *last_contact*
- *version*
- *locked*
- *itemtype*
- *items_id*
- *useragent*
- *tag*
- *port*
- *threads_networkdiscovery*
- *threads_networkinventory*
- *timeout_networkdiscovery*
- *timeout_networkinventory*
- *remote_addr*
- *use_module_wake_on_lan*
- *use_module_computer_inventory*
- *use_module_esx_remote_inventory*
- *use_module_remote_inventory*
- *use_module_network_inventory*
- *use_module_network_discovery*
- *use_module_package_deployment*
- *use_module_collect_data*

20.10.2 Appliances

— *entities_id*
— *Garder*
— *name*
— *appliancetypes_id*
— *comment*
— *locations_id*
— *manufacturers_id*
— *applianceenvironments_id*
— *users_id*
— *users_id_tech*
— *groups_id*
— *groups_id_tech*
— *date_mod*
— *date_creation*
— *states_id*
— *externalidentifier*
— *serial*
— *otherserial*
— *is_helpdesk_visible*
— *pictures*
— *contact*
— *contact_num*

20.10.3 Budgets

— *name*
— *entities_id*
— *comment*
— *begin_date*
— *end_date*
— *value*
— *template_name*
— *date_mod*
— *date_creation*
— *locations_id*
— *budgettypes_id*

20.10.4 Cables

— *name*
— *entities_id*
— *itemtype_endpoint_a*
— *itemtype_endpoint_b*
— *items_id_endpoint_a*
— *items_id_endpoint_b*
— *socketmodels_id_endpoint_a*
— *socketmodels_id_endpoint_b*
— *sockets_id_endpoint_a*
— *sockets_id_endpoint_b*
— *cablestrands_id*

— *color*
— *otherserial*
— *states_id*
— *users_id_tech*
— *cabletypes_id*
— *comment*
— *date_mod*
— *date_creation*

20.10.5 Changes

— *name*
— *entities_id*
— *status*
— *content*
— *date_mod*
— *date*
— *solvedate*
— *closedate*
— *time_to_resolve*
— *users_id_recipient*
— *users_id_lastupdater*
— *urgency*
— *impact*
— *priority*
— *itilcategories_id*
— *impactcontent*
— *controlistcontent*
— *rolloutplancontent*
— *backoutplancontent*
— *checklistcontent*
— *global_validation*
— *validation_percent*
— *actiontime*
— *begin_waiting_date*
— *waiting_duration*
— *close_delay_stat*
— *solve_delay_stat*
— *date_creation*
— *locations_id*

20.10.6 Certificates

— *name*
— *serial*
— *otherserial*
— *entities_id*
— *comment*
— *template_name*
— *certificatetypes_id*
— *dns_name*
— *dns_suffix*

— *users_id_tech*
— *groups_id_tech*
— *locations_id*
— *manufacturers_id*
— *contact*
— *contact_num*
— *users_id*
— *groups_id*
— *is_autosign*
— *date_expiration*
— *states_id*
— *command*
— *certificate_request*
— *certificate_item*
— *date_creation*
— *date_mod*

20.10.7 Clusters

— *entities_id*
— *name*
— *uuid*
— *version*
— *users_id_tech*
— *groups_id_tech*
— *states_id*
— *comment*
— *clustertypes_id*
— *autoupdatesystems_id*
— *date_mod*
— *date_creation*

20.10.8 Contacts

— *name*
— *firstname*
— *phone*
— *phone2*
— *mobile*
— *fax*
— *email*
— *contacttypes_id*
— *comment*
— *usertitles_id*
— *address*
— *postcode*
— *town*
— *state*
— *country*
— *date_mod*
— *date_creation*
— *pictures*

20.10.9 Databases

- *entities_id*
- *name*
- *size*
- *databaseinstances_id*
- *is_onbackup*
- *is_active*
- *date_creation*
- *date_mod*
- *date_update*
- *date_lastbackup*

20.10.10 Datacenters

- *name*
- *entities_id*
- *locations_id*
- *date_mod*
- *date_creation*
- *pictures*

20.10.11 Server rooms

- *name*
- *entities_id*
- *locations_id*
- *vis_cols*
- *vis_rows*
- *blueprint*
- *datacenters_id*
- *date_mod*
- *date_creation*

20.10.12 Documents

- *name*
- *filename*
- *filepath*
- *documentcategories_id*
- *mime*
- *date_mod*
- *comment*
- *link*
- *users_id*
- *tickets_id*
- *sha1sum*
- *is_blacklisted*
- *tag*
- *date_creation*

20.10.13 Domains

— *name*
— *entities_id*
— *domaintypes_id*
— *date_expiration*
— *date_domaincreation*
— *users_id_tech*
— *groups_id_tech*
— *comment*
— *template_name*
— *is_active*
— *date_mod*
— *date_creation*

20.10.14 Enclosures

— *name*
— *entities_id*
— *locations_id*
— *serial*
— *otherserial*
— *enclosuremodels_id*
— *users_id_tech*
— *groups_id_tech*
— *template_name*
— *orientation*
— *power_supplies*
— *states_id*
— *comment*
— *manufacturers_id*
— *date_mod*
— *date_creation*

20.10.15 Groups

— *entities_id*
— *name*
— *comment*
— *ldap_field*
— *ldap_value*
— *ldap_group_dn*
— *date_mod*
— *groups_id*
— *level*
— *ancestors_cache*
— *sons_cache*
— *is_requester*
— *is_watcher*
— *is_assign*
— *is_task*
— *is_notify*

- *is_itemgroup*
- *is_usergroup*
- *is_manager*
- *date_creation*

20.10.16 Knowledge base

- *name*
- *answer*
- *is_faq*
- *users_id*
- *view*
- *date_creation*
- *date_mod*
- *begin_date*
- *end_date*

20.10.17 ITIL Categories

- *entities_id*
- *itilcategories_id*
- *name*
- *comment*
- *level*
- *knowbaseitemcategories_id*
- *users_id*
- *groups_id*
- *code*
- *ancestors_cache*
- *sons_cache*
- *is_helpdeskvisible*
- *tickettemplates_id_incident*
- *tickettemplates_id_demand*
- *changetemplates_id*
- *problemtemplates_id*
- *is_incident*
- *is_request*
- *is_problem*
- *is_change*
- *date_mod*
- *date_creation*

20.10.18 Followups

- *itemtype*
- *items_id*
- *date*
- *users_id*
- *users_id_editor*
- *content*
- *is_private*
- *requesttypes_id*
- *date_mod*
- *date_creation*
- *timeline_position*
- *sourceitems_id*
- *sourceof_items_id*

20.10.19 Followups templates

- *date_creation*
- *date_mod*
- *entities_id*
- *name*
- *content*
- *requesttypes_id*
- *is_private*
- *comment*

20.10.20 Solutions

- *itemtype*
- *Keep*
- *items_id*
- *solutiontypes_id*
- *solutiontype_name*
- *content*
- *date_creation*
- *date_mod*
- *date_approval*
- *users_id*
- *user_name*
- *users_id_editor*
- *users_id_approval*
- *user_name_approval*
- *status*
- *itilfollowups_id*

20.10.21 Lines

- *name*
- *entities_id*
- *caller_num*
- *caller_name*
- *users_id*
- *groups_id*
- *lineoperators_id*
- *locations_id*
- *states_id*
- *linetypes_id*
- *date_creation*
- *date_mod*
- *comment*

20.10.22 Locations

- *entities_id*
- *name*
- *locations_id*
- *comment*
- *level*
- *ancestors_cache*
- *sons_cache*
- *address*
- *postcode*
- *town*
- *state*
- *country*
- *building*
- *room*
- *latitude*
- *longitude*
- *altitude*
- *date_mod*
- *date_creation*

20.10.23 Monitors

- *entities_id*
- *name*
- *date_mod*
- *contact*
- *contact_num*
- *users_id_tech*
- *groups_id_tech*
- *comment*
- *serial*
- *otherserial*
- *size*
- *have_micro*

— *have_speaker*
— *have_subd*
— *have_bnc*
— *have_dvi*
— *have_pivot*
— *have_hdmi*
— *have_displayport*
— *locations_id*
— *monitortypes_id*
— *monitormodels_id*
— *manufacturers_id*
— *is_global*
— *template_name*
— *users_id*
— *groups_id*
— *states_id*
— *ticket_tco*
— *autoupdatesystems_id*
— *uuid*
— *date_creation*

20.10.24 Network devices

— *entities_id*
— *name*
— *ram*
— *serial*
— *otherserial*
— *contact*
— *contact_num*
— *users_id_tech*
— *groups_id_tech*
— *date_mod*
— *comment*
— *locations_id*
— *networks_id*
— *networkequipmenttypes_id*
— *networkequipmentmodels_id*
— *manufacturers_id*
— *template_name*
— *users_id*
— *groups_id*
— *states_id*
— *ticket_tco*
— *uuid*
— *date_creation*
— *autoupdatesystems_id*
— *sysdescr*
— *cpu*
— *uptime*
— *last_inventory_update*
— *snmpcredentials_id*

20.10.25 PDUs

— *name*
— *entities_id*
— *locations_id*
— *serial*
— *otherserial*
— *pdumodels_id*
— *users_id_tech*
— *groups_id_tech*
— *template_name*
— *states_id*
— *comment*
— *manufacturers_id*
— *pdutypes_id*
— *date_mod*
— *date_creation*

20.10.26 Projects

— *name*
— *code*
— *priority*
— *entities_id*
— *projects_id*
— *projectstates_id*
— *projecttypes_id*
— *date*
— *date_mod*
— *users_id*
— *groups_id*
— *plan_start_date*
— *plan_end_date*
— *real_start_date*
— *real_end_date*
— *percent_done*
— *auto_percent_done*
— *show_on_global_gantt*
— *content*
— *comment*
— *date_creation*
— *projecttemplates_id*
— *template_name*

20.10.27 Projects tasks

— *uuid*
— *name*
— *content*
— *comment*
— *entities_id*
— *projects_id*
— *projecttasks_id*
— *date_creation*
— *date_mod*
— *plan_start_date*
— *plan_end_date*
— *real_start_date*
— *real_end_date*
— *planned_duration*
— *effective_duration*
— *projectstates_id*
— *projecttasktypes_id*
— *users_id*
— *percent_done*
— *auto_percent_done*
— *is_milestone*
— *projecttasktemplates_id*
— *template_name*

20.10.28 Devices

— *entities_id*
— *name*
— *date_mod*
— *contact*
— *contact_num*
— *users_id_tech*
— *groups_id_tech*
— *comment*
— *serial*
— *otherserial*
— *locations_id*
— *peripheraltypes_id*
— *peripheralmodels_id*
— *brand*
— *manufacturers_id*
— *is_global*
— *template_name*
— *users_id*
— *groups_id*
— *states_id*
— *ticket_tco*
— *autoupdatesystems_id*
— *uuid*
— *date_creation*

20.10.29 Phones

- *entities_id*
- *name*
- *date_mod*
- *contact*
- *contact_num*
- *users_id_tech*
- *groups_id_tech*
- *comment*
- *serial*
- *otherserial*
- *locations_id*
- *phonetypes_id*
- *phonemodels_id*
- *brand*
- *phonepowersupplies_id*
- *number_line*
- *have_headset*
- *have_hp*
- *manufacturers_id*
- *is_global*
- *template_name*
- *users_id*
- *groups_id*
- *states_id*
- *ticket_tco*
- *autoupdatesystems_id*
- *uuid*
- *date_creation*
- *last_inventory_update*

20.10.30 Printers

- *entities_id*
- *name*
- *date_mod*
- *contact*
- *contact_num*
- *users_id_tech*
- *groups_id_tech*
- *serial*
- *otherserial*
- *have_serial*
- *have_parallel*
- *have_usb*
- *have_wifi*
- *have_ethernet*
- *comment*
- *memory_size*
- *locations_id*
- *networks_id*
- *printertypes_id*

- *printermodels_id*
- *manufacturers_id*
- *is_global*
- *template_name*
- *init_pages_counter*
- *last_pages_counter*
- *users_id*
- *groups_id*
- *states_id*
- *ticket_tco*
- *uuid*
- *date_creation*
- *sysdescr*
- *last_inventory_update*
- *snmpcredentials_id*
- *autoupdatesystems_id*

20.10.31 Problems

- *name*
- *entities_id*
- *status*
- *content*
- *date_mod*
- *date*
- *solvedate*
- *closedate*
- *time_to_resolve*
- *users_id_recipient*
- *users_id_lastupdater*
- *urgency*
- *impact*
- *priority*
- *itilcategories_id*
- *impactcontent*
- *causecontent*
- *symptomcontent*
- *actiontime*
- *begin_waiting_date*
- *waiting_duration*
- *close_delay_stat*
- *solve_delay_stat*
- *date_creation*
- *locations_id*

20.10.32 Racks

- *name*
- *comment*
- *entities_id*
- *locations_id*
- *serial*
- *otherserial*
- *rackmodels_id*
- *manufacturers_id*
- *racktypes_id*
- *states_id*
- *users_id_tech*
- *groups_id_tech*
- *width*
- *height*
- *depth*
- *number_units*
- *template_name*
- *dcrooms_id*
- *room_orientation*
- *position*
- *bgcolor*
- *max_power*
- *mesured_power*
- *max_weight*
- *date_mod*
- *date_creation*

20.10.33 Rules

- *entities_id*
- *sub_type*
- *ranking*
- *name*
- *description*
- *match*
- *is_active*
- *comment*
- *date_mod*
- *uuid*
- *condition*
- *date_creation*

20.10.34 Saved searches

- — *name*
- — *type*
- — *itemtype*
- — *users_id*
- — *is_private*
- — *entities_id*
- — *query*
- — *last_execution_time*
- — *do_count*
- — *last_execution_date*
- — *counter*

20.10.35 Software

- — *entities_id*
- — *name*
- — *comment*
- — *locations_id*
- — *users_id_tech*
- — *groups_id_tech*
- — *is_update*
- — *softwares_id*
- — *manufacturers_id*
- — *template_name*
- — *date_mod*
- — *users_id*
- — *groups_id*
- — *ticket_tco*
- — *is_helpdesk_visible*
- — *softwarecategories_id*
- — *is_valid*
- — *date_creation*
- — *pictures*

20.10.36 Licenses

- — *softwares_id*
- — *softwarelicenses_id*
- — *level*
- — *entities_id*
- — *number*
- — *softwarelicensetypes_id*
- — *name*
- — *serial*
- — *otherserial*
- — *softwareversions_id_buy*
- — *softwareversions_id_use*
- — *expire*
- — *comment*
- — *date_mod*

— *is_valid*
— *date_creation*
— *locations_id*
— *users_id_tech*
— *users_id*
— *groups_id_tech*
— *groups_id*
— *is_helpdesk_visible*
— *template_name*
— *states_id*
— *manufacturers_id*
— *contact*
— *contact_num*
— *allow_overquota*
— *pictures*
— *ancestors_cache*
— *sons_cache*

20.10.37 Solutions templates

— *entities_id*
— *name*
— *content*
— *solutiontypes_id*
— *comment*
— *date_mod*
— *date_creation*

20.10.38 Solutions types

— *name*
— *comment*
— *entities_id*
— *date_mod*
— *date_creation*

20.10.39 Suppliers

— *entities_id*
— *name*
— *suppliertypes_id*
— *address*
— *postcode*
— *town*
— *state*
— *country*
— *website*
— *phonenumber*
— *comment*
— *fax*
— *email*

— *date_mod*
— *date_creation*
— *is_active*
— *pictures*

20.10.40 Task categories

— *entities_id*
— *taskcategories_id*
— *name*
— *comment*
— *level*
— *ancestors_cache*
— *sons_cache*
— *is_active*
— *is_helpdeskvisible*
— *date_mod*
— *date_creation*
— *knowbaseitemcategories_id*

20.10.41 Task templates

— *entities_id*
— *name*
— *content*
— *taskcategories_id*
— *actiontime*
— *comment*
— *date_mod*
— *date_creation*
— *state*
— *is_private*
— *users_id_tech*
— *groups_id_tech*

20.10.42 Tickets

— *entities_id*
— *name*
— *date*
— *closedate*
— *solvedate*
— *takeintoaccountdate*
— *date_mod*
— *users_id_lastupdater*
— *status*
— *users_id_recipient*
— *requesttypes_id*
— *content*
— *urgency*
— *impact*

— *priority*
— *itilcategories_id*
— *type*
— *global_validation*
— *slas_id_ttr*
— *slas_id_tto*
— *slalevels_id_ttr*
— *time_to_resolve*
— *time_to_own*
— *begin_waiting_date*
— *sla_waiting_duration*
— *ola_waiting_duration*
— *olas_id_tto*
— *olas_id_ttr*
— *olalevels_id_ttr*
— *ola_ttr_begin_date*
— *internal_time_to_resolve*
— *internal_time_to_own*
— *waiting_duration*
— *close_delay_stat*
— *solve_delay_stat*
— *takeintoaccount_delay_stat*
— *actiontime*
— *locations_id*
— *validation_percent*
— *date_creation*
— *ola_tto_begin_date*

20.10.43 Ticket tasks

— *uuid*
— *tickets_id*
— *taskcategories_id*
— *date*
— *users_id*
— *users_id_editor*
— *content*
— *is_private*
— *actiontime*
— *begin*
— *end*
— *state*
— *users_id_tech*
— *groups_id_tech*
— *date_mod*
— *date_creation*
— *tasktemplates_id*
— *timeline_position*
— *sourceitems_id*
— *sourceof_items_id*

20.10.44 Ticket templates

- *name*
- *entities_id*
- *comment*

20.11 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 21

Approval by mail

21.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : standard license (or higher) is required. This plugin is also available from the Cloud.

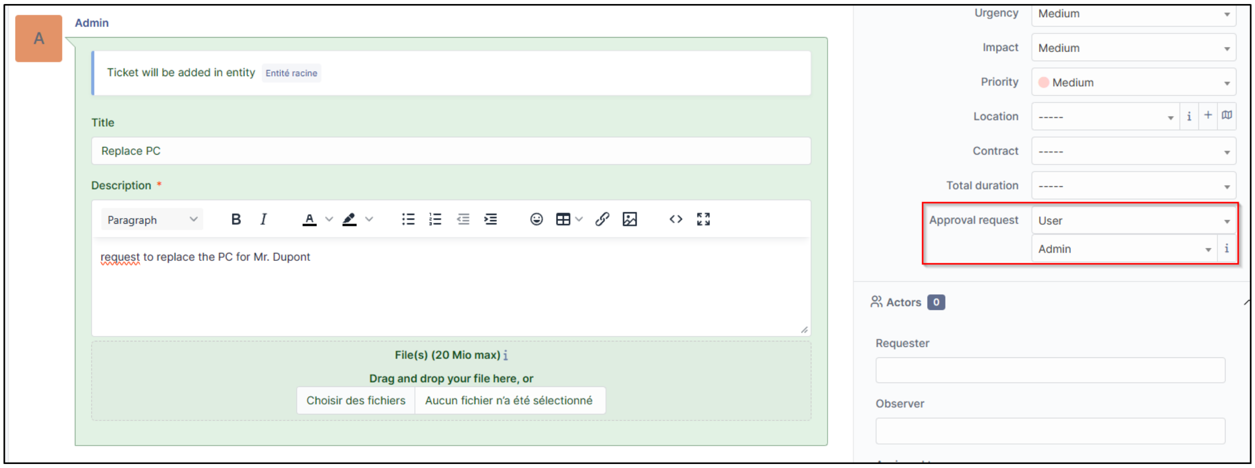
21.2 Installer le plugin

— Allez sur le marketplace. Téléchargez et installez le plugin **ApprovalByMail**.

21.3 Utiliser le plugin

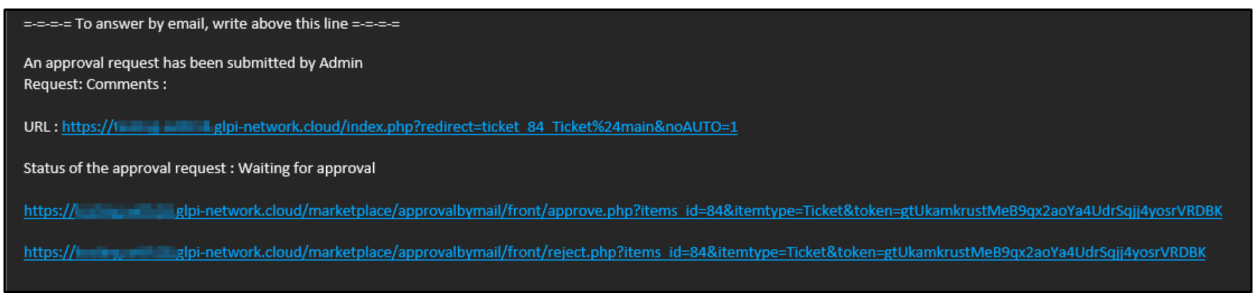
Once activated, there are no specific settings to be made (apart from the notification layout, if you wish, via **Setup > Notifications > Notification templates**. The template is **Tickets validation**)

— In a new ticket, enter the name of the person or group receiving the approval request.

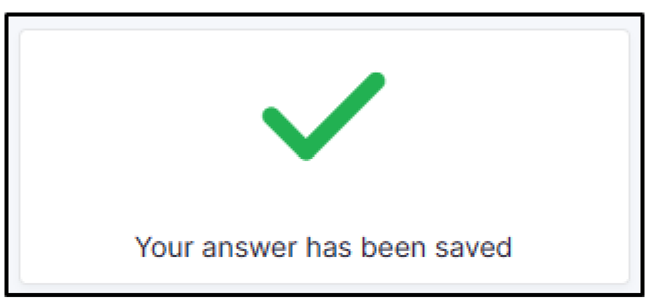


An email will be received with the option of **Validating** or **Refusing** the request. This contains 3 links (if no changes have been made to the model).

— The ticket reminder
— The acceptance link
— The refusal link

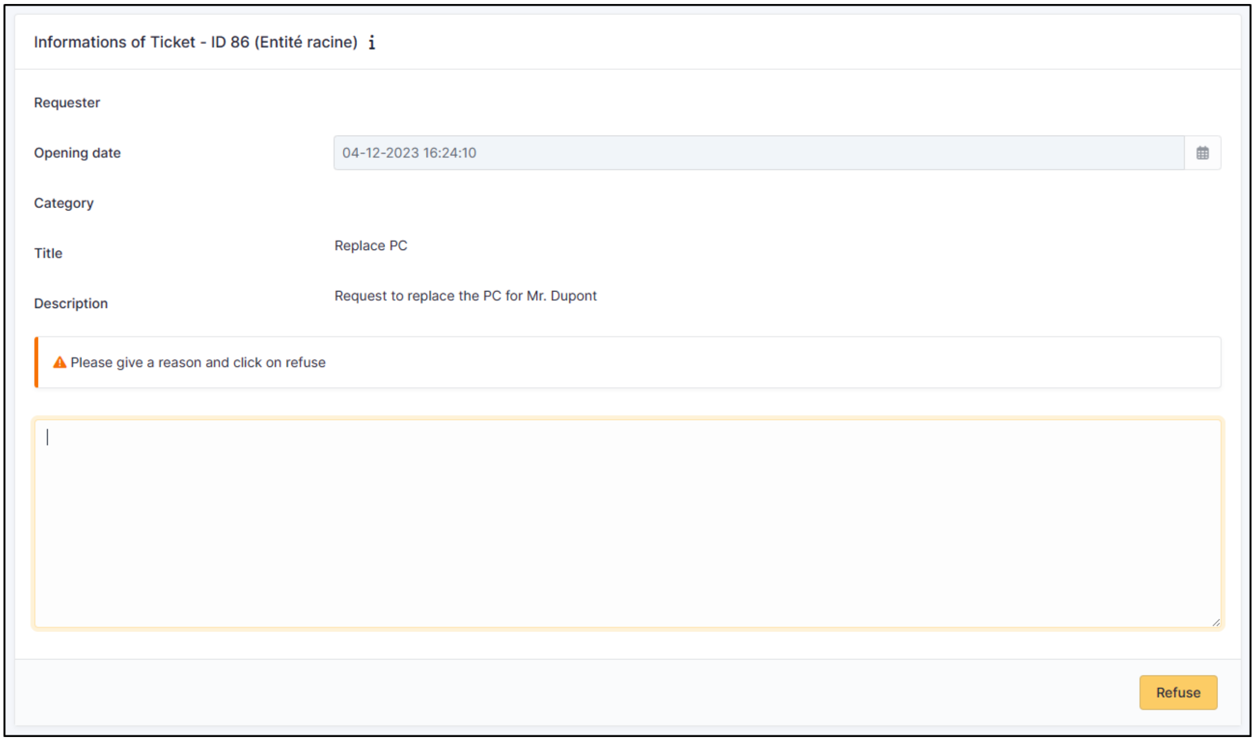


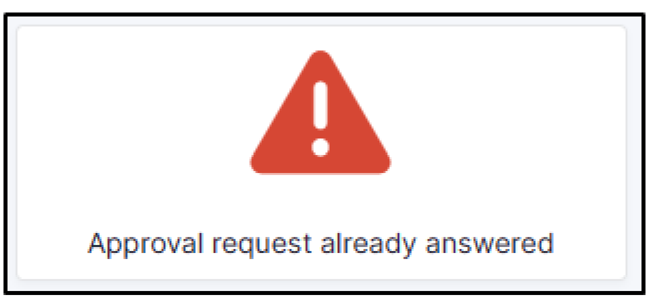
— When the form is validated, you are redirected to GLPI with a notification of acceptance :



— If the form is refused, a comment will be requested to validate the refusal :

— It is not possible to reply 2 times to the validation, an error message will be displayed :


Informations of Ticket - ID 86 (Entité racine)
Requester
Opening date
04-12-2023 16:24:10
Category
Title
Replace PC
Description
Request to replace the PC for Mr. Dupont
Please give a reason and click on refuse
Refuse


Approval request already answered

21.4 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 22

Branding

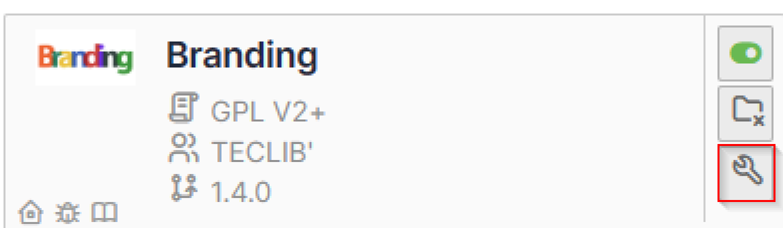
22.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : Une license basique (ou plus) est requise. Ce plugin est également disponible sur le Cloud.

22.2 Installer le plugin

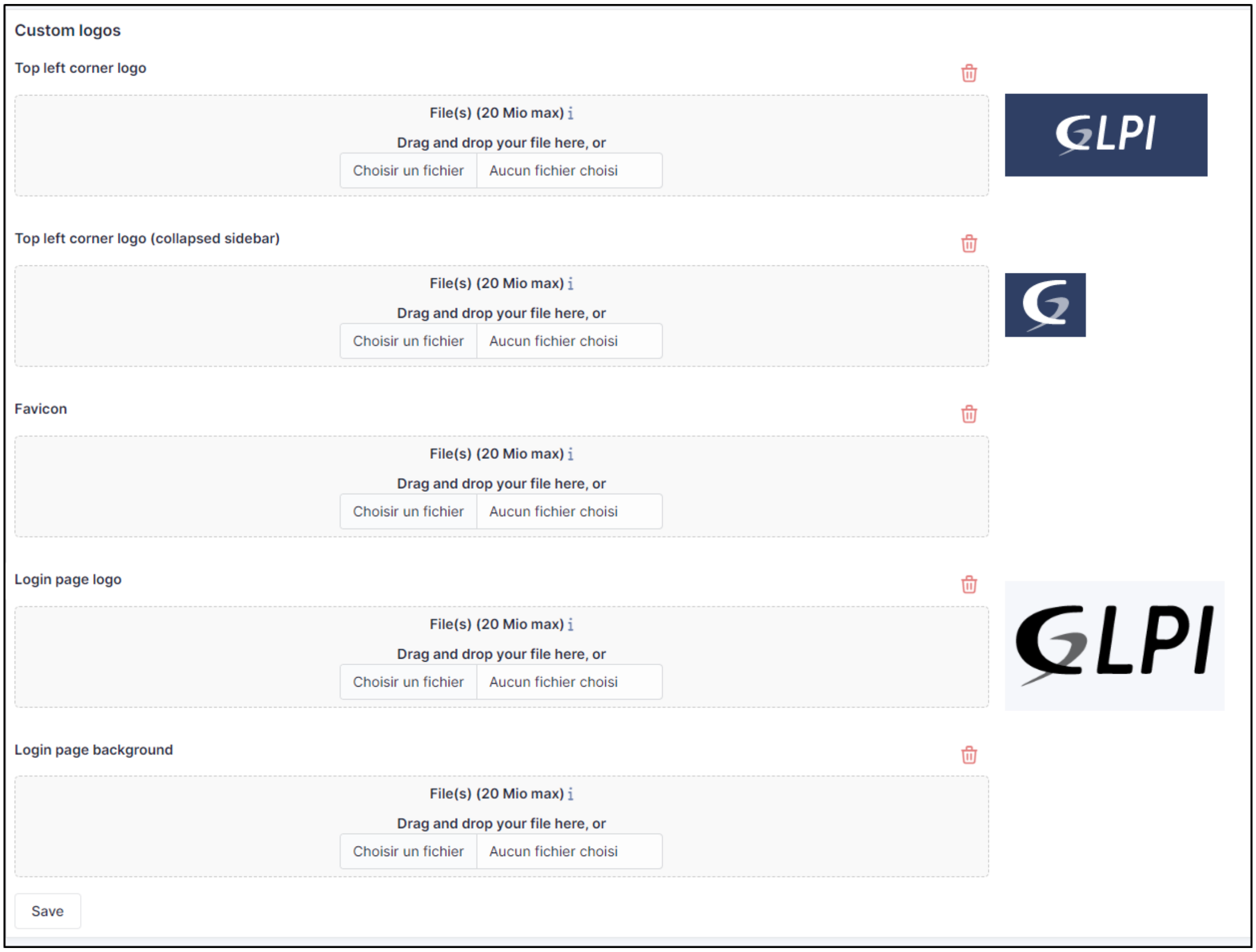
— Allez sur le marketplace. Téléchargez et installez le plugin **Branding**.



22.3 Personnaliser votre instance

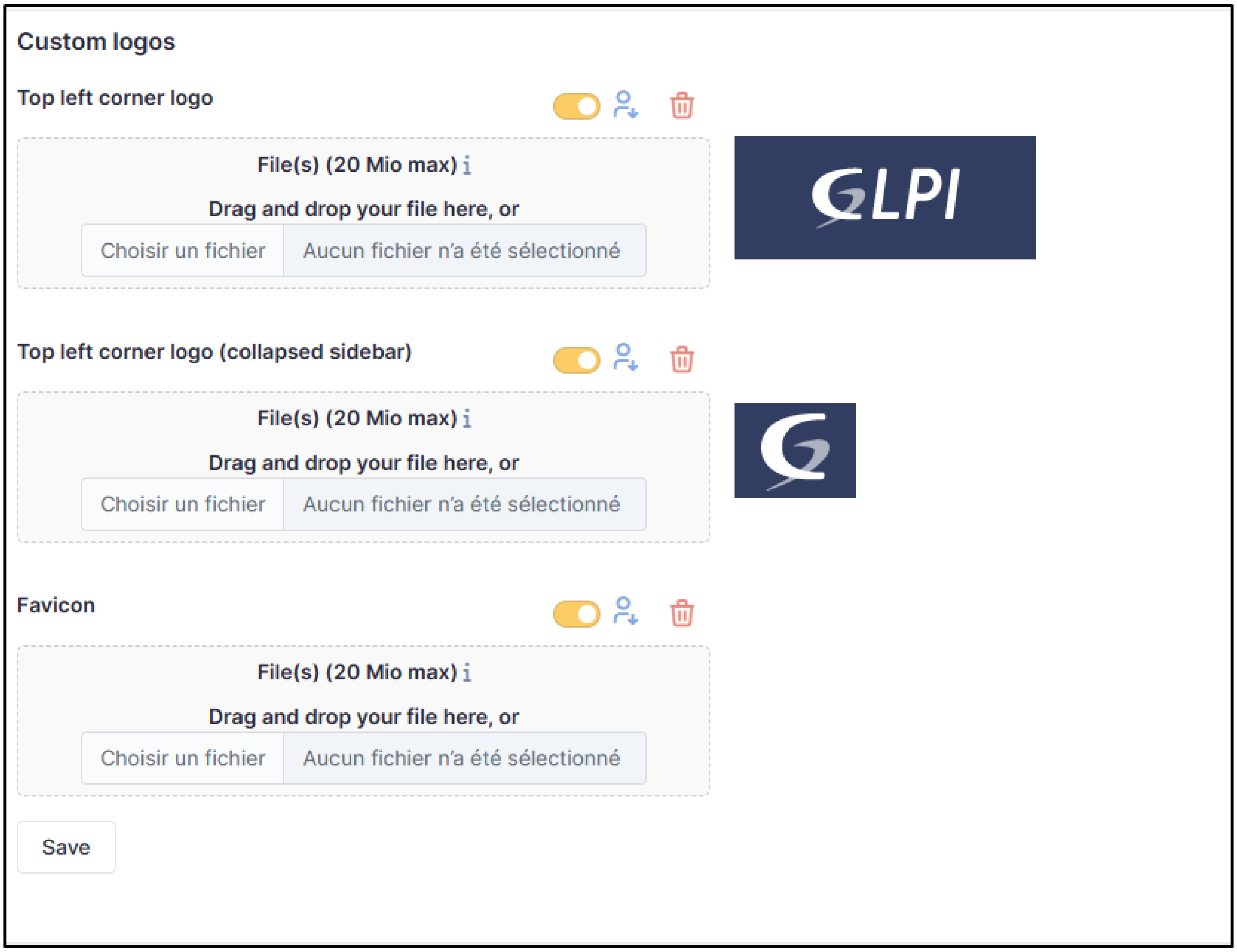
— Go to **administration > entities > branding** tab

Ici vous pouvez remplacer :
— the logo at top left (including folded bar)
— le logo de la page d'accueil,
— l'arrière plan de la page de connexion,
— l'icône de la barre du naviguateur



22.4 Custom by entity

Vous pouvez modifier certains éléments par entité :
— the logo at top left (including folded bar)
— l'icône de la barre du naviguateur
Other customisations are common to all entities


Custom logos
Top left corner logo
File(s) (20 Mio max) i
Drag and drop your file here, or
Choisir un fichier
Aucun fichier n'a été sélectionné
GLPI
Top left corner logo (collapsed sidebar)
File(s) (20 Mio max) i
Drag and drop your file here, or
Choisir un fichier
Aucun fichier n'a été sélectionné
Favicon
File(s) (20 Mio max) i
Drag and drop your file here, or
Choisir un fichier
Aucun fichier n'a été sélectionné
Save

22.5 Recommandations

- **Top Left corner logo** - This can be changed according to the desired entity It is the logo you see when your GLPI page is opened and the left sidebar is expanded

Default recommended size : **100x55 pixels**

- **Lop Left corner logo** (collapsed sidebar) - This can be changed according to the desired entity It is the logo you see when your GLPI page is opened and the left sidebar is collapsed.

Default recommended size **40x40 pixels**

- **Favicon** It is the logo you see next to the page title at the beginning of your browser's the tab.

Default recommended size : **16x16 or 32x32 pixels**

- **Login page logo** It is the logo you see before you login. It appears with the fields to fill with your username and password

Default recommended size : **220x130 pixels**

- **Login page background** It is the image you can add as a background at the login page.

Default recommended size : **It depends on the usual size of your screens**. The bigger, the better. (Make sure not to surpass the maximum upload limit for files)

22.6 FAQ

Si vous avez des questions à propos de l'utilisation de ce plugin, veuillez consulter notre FAQ

CHAPITRE 23

Collaborative tools

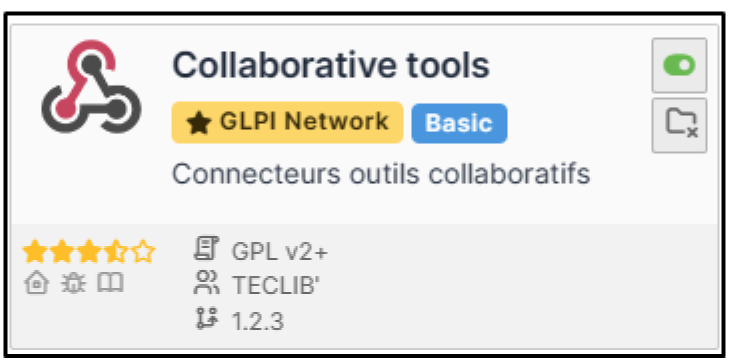
23.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : A basic licence (or higher) is required. This plugin is also available on Cloud.

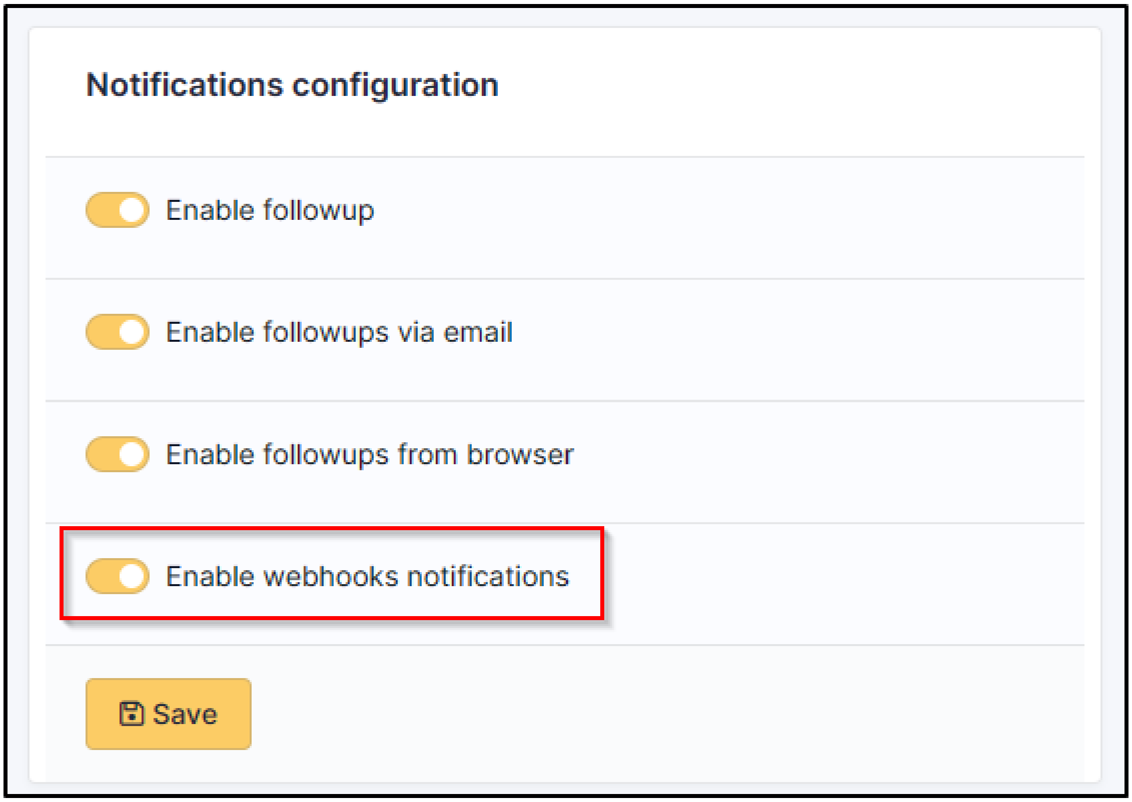
23.1.1 Install the plugin

— Go to the marketplace. Download and install the plugin **Collaborative tools**.



23.1.2 Activate webhooks

— In the tab **Setup > Notifications** activate Webhooks notifications



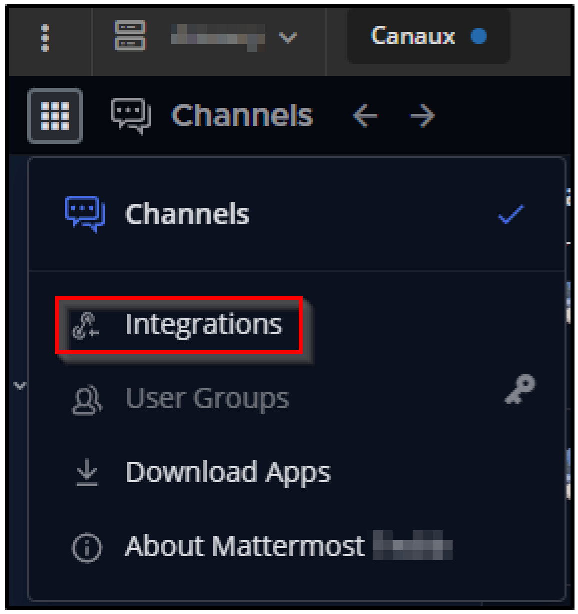
23.1.3 Mattermost

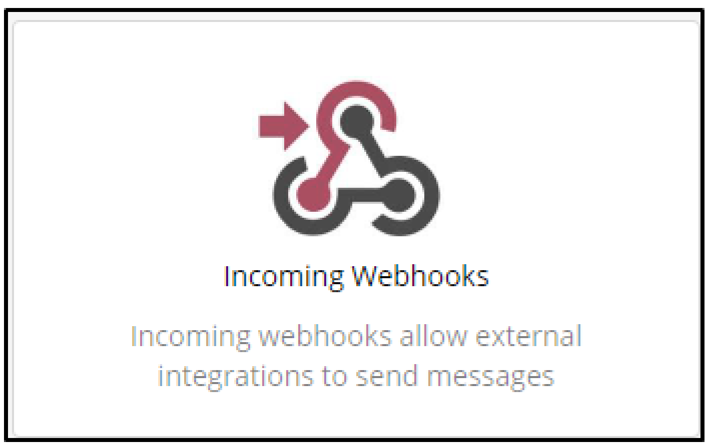
— From a Mattermost administrator account, go to the menu at the top left,
— Then Integrations

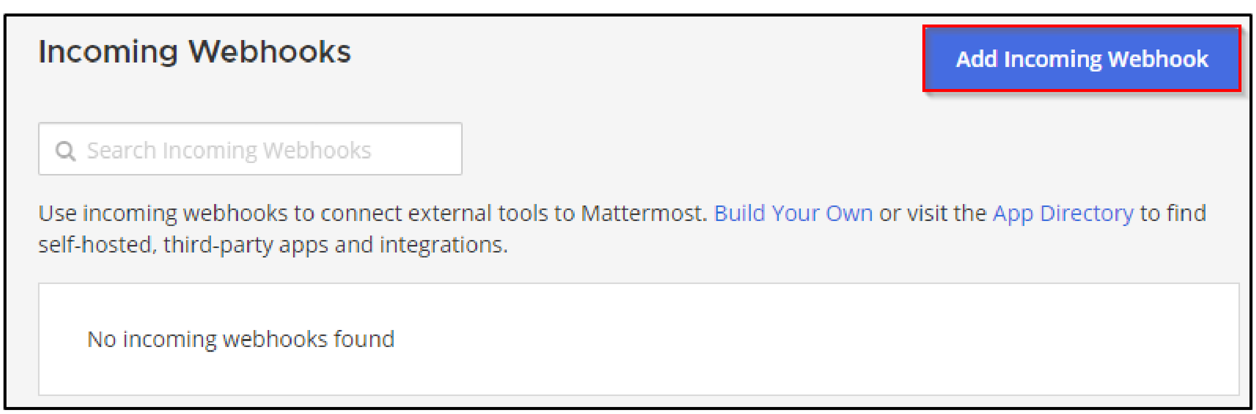
— Select **Incoming Webhooks**
— Then **Add a new incoming webhook**.

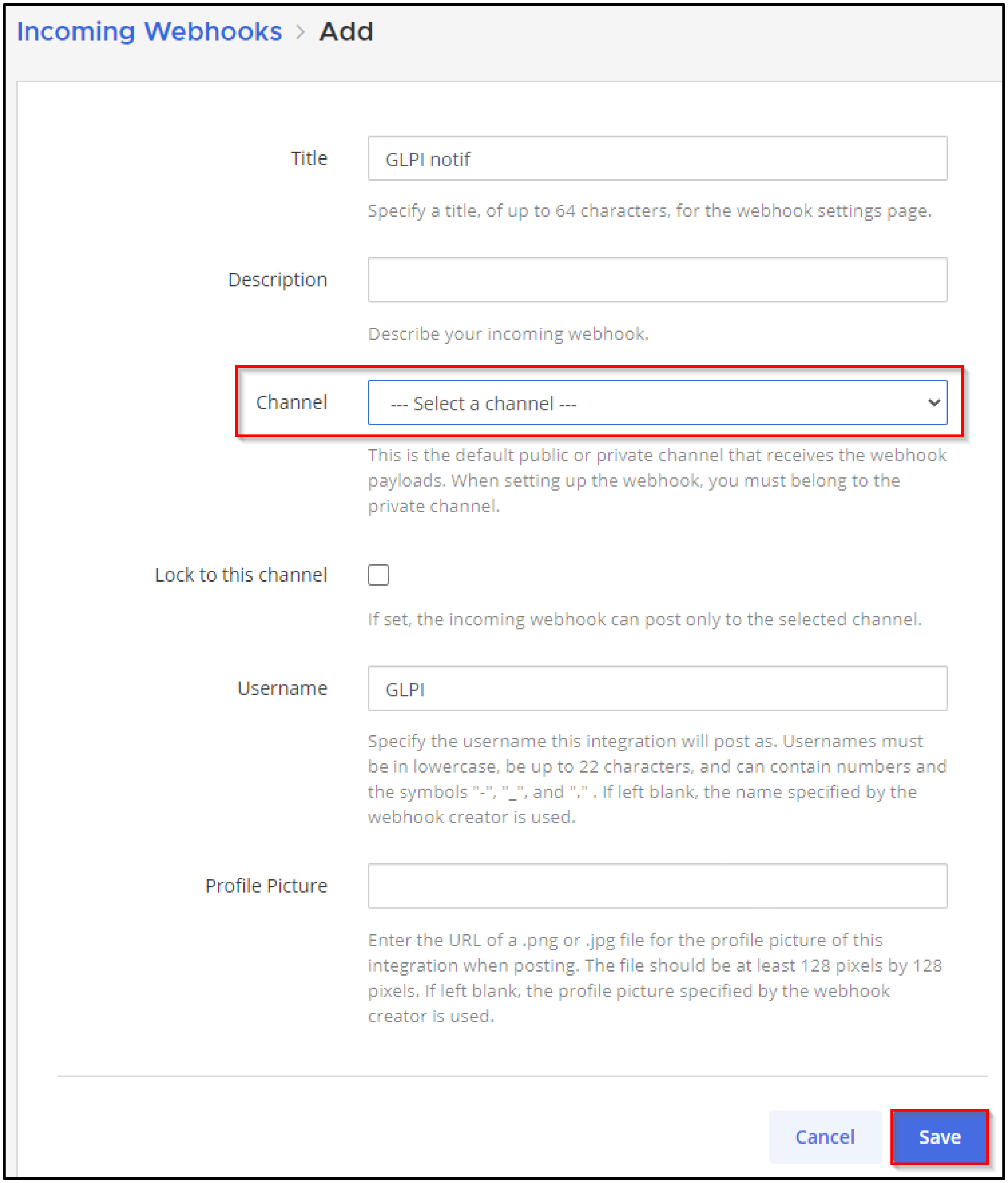
— Fill in the necessary fields and select the channel that will receive the notifications
— Then click on **Save**.

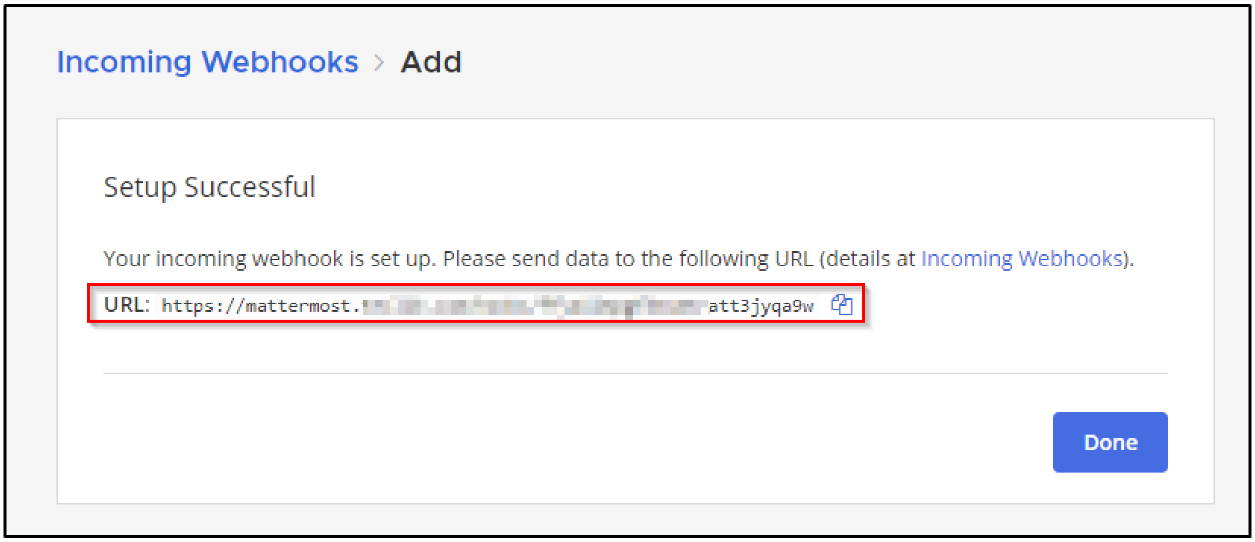
— You will then be sent the link to your Webhook :


Canaux
Channels
Channels
Integrations
User Groups
Download Apps
About Mattermost


Incoming Webhooks
Incoming webhooks allow external integrations to send messages

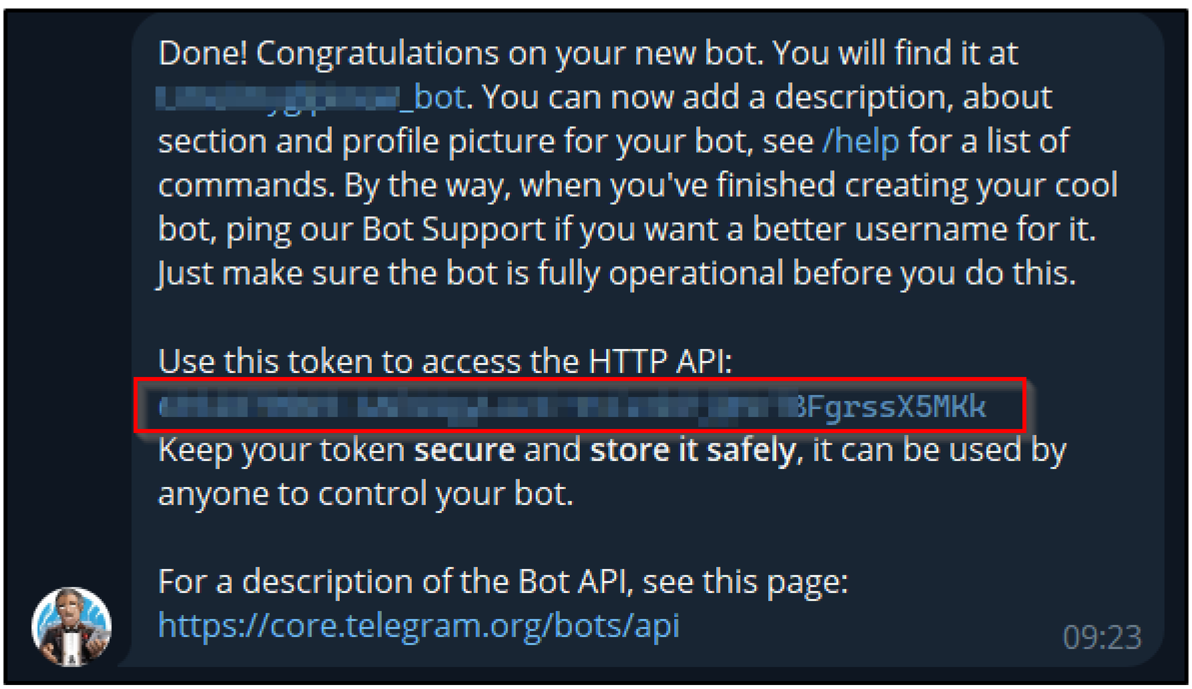

Incoming Webhooks
Add Incoming Webhook
Search Incoming Webhooks
Use incoming webhooks to connect external tools to Mattermost. Build Your Own or visit the App Directory to find self-hosted, third-party apps and integrations.
No incoming webhooks found


Incoming Webhooks > Add
Title
GLPI notif
Specify a title, of up to 64 characters, for the webhook settings page.
Description
Describe your incoming webhook.
Channel
--- Select a channel ---
This is the default public or private channel that receives the webhook payloads. When setting up the webhook, you must belong to the private channel.
Lock to this channel
If set, the incoming webhook can post only to the selected channel.
Username
GLPI
Specify the username this integration will post as. Usernames must be in lowercase, be up to 22 characters, and can contain numbers and the symbols "-", "_", and "." . If left blank, the name specified by the webhook creator is used.
Profile Picture
Enter the URL of a .png or .jpg file for the profile picture of this integration when posting. The file should be at least 128 pixels by 128 pixels. If left blank, the profile picture specified by the webhook creator is used.
Cancel
Save



23.1.4 Telegram

- From Telegram, start a new chat with the bot **@BotFather** and run the following command **/newbot**
- Answer the few questions you will be asked to set up your bot
- Once finished, a token will be sent to you :



- If you have already created a dedicated channel to receive GLPI notifications, add your bot to it.
- Otherwise, create your own channel
- add the newly created bot
- Send a message in the channel created to initiate a conversation and generate the various IDs we will need.
- From your browser, enter the following URL :
  https://api.telegram.org/botmytoken/getupdates

Replace *mytoken* with the value of the token generated above

Note : Telegram bot URLs take the form **https ://api.telegram.org/bot{mytoken}**

— You should see a similar result :

```
"ok": true,
"result": [
    {
        "update_id": 816584684,
        "my_chat_member": {
            "chat": {
                "id": -541684658463,
                "title": "GLPI Ticket",
                "type": "channel"
            },
            "from": {
                "id": 1546610935,
                "is_bot": false,
                "first_name": "xxxxxxx",
                "last_name": "xxxxxxx"


           },
            "new_chat_member": {
                "user": {
                    "id": 7468746847,
                    "is_bot": true,
                    "first_name": "glpi",
                    "username": "xxxxxx_bot"
```

— In the **my_chat_member** copy the **ID** value of the **chat**.

Avertissement : The negative sign **-** must also be copied

23.1.5 Teams

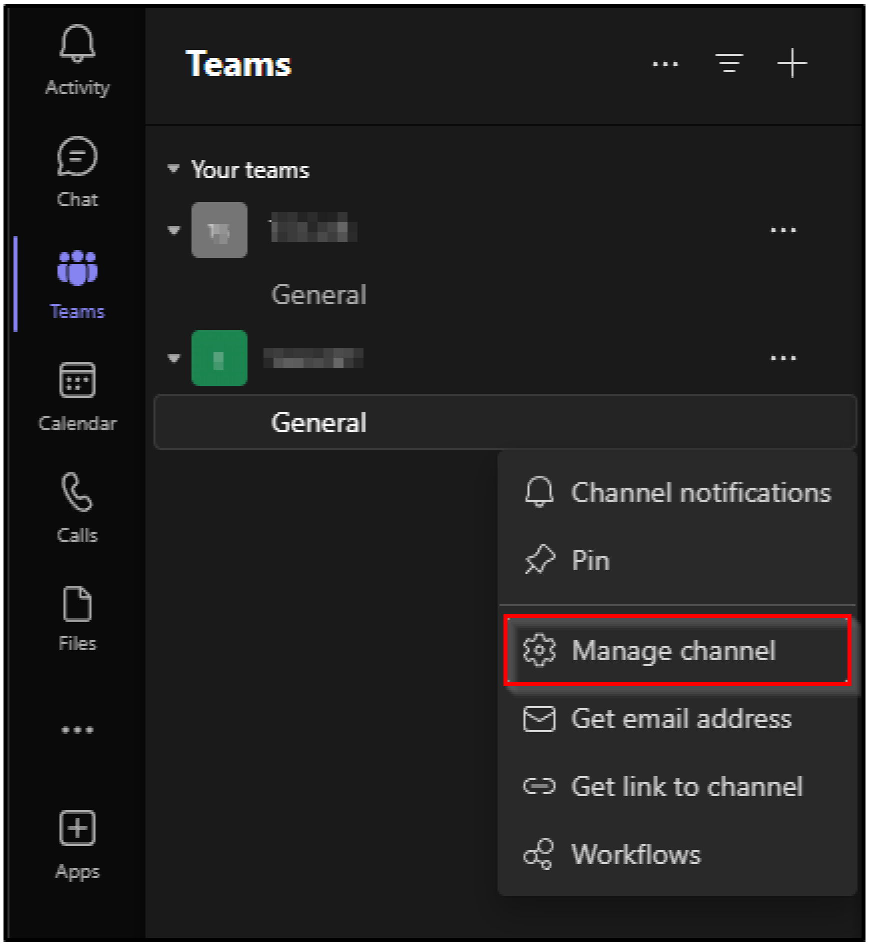
— From a Teams administrator account, go to the channel that will receive GLPI notifications
— Click on the channel menu
— Then **Manage channel**

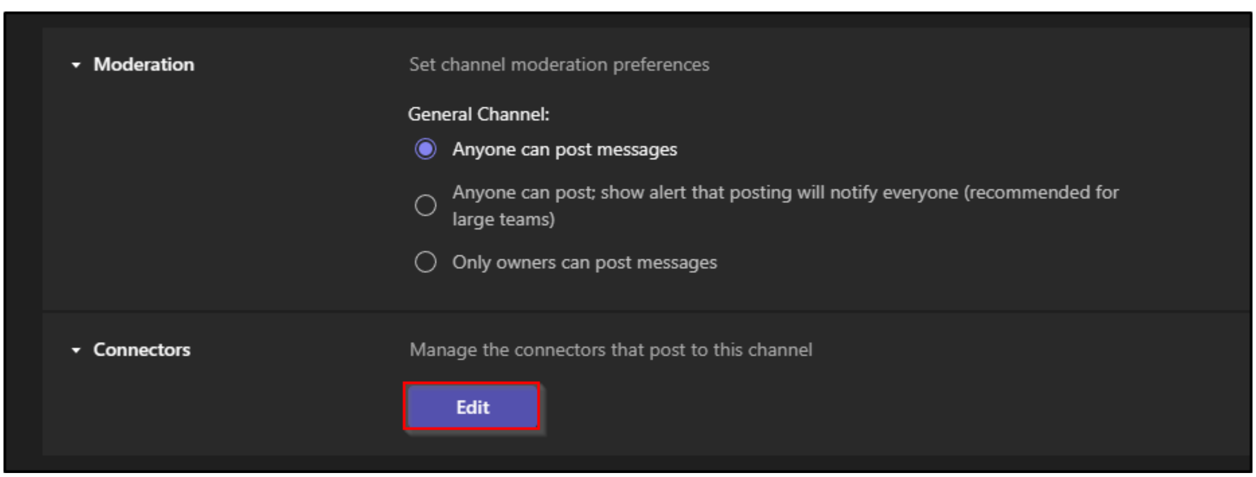
— In the **Connectors** section,
— click on **Modify**

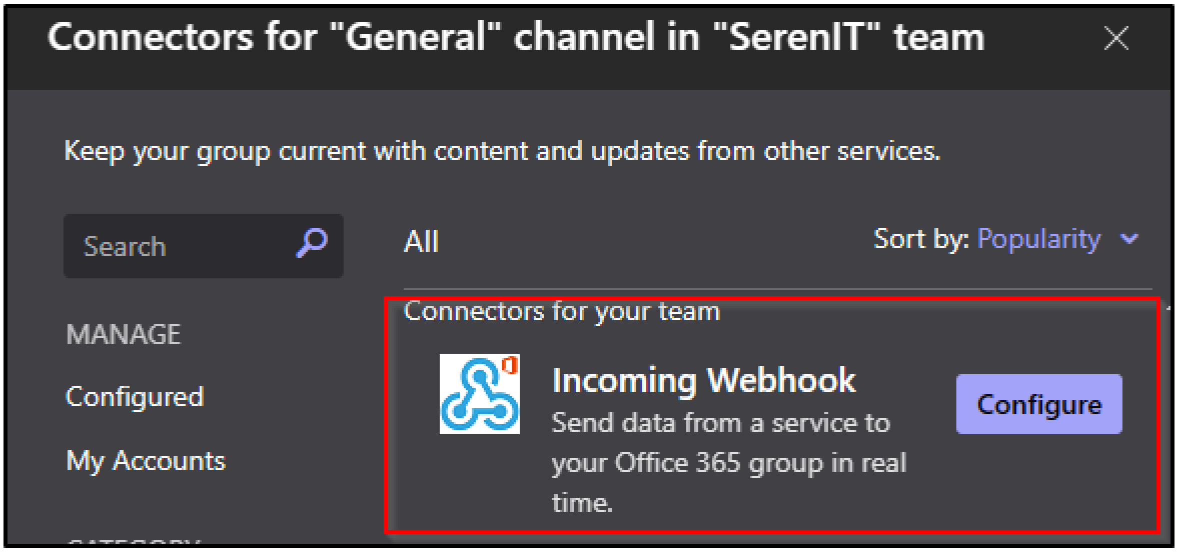
— From the **incoming Webhook connector**
— click on **Configure**

— Enter a name for your webhook and an image (optional)
— Click on **Create**

— You will then be sent the URL of your webhook


Activity
Chat
Teams
Calendar
Calls
Files
Apps
Teams
Your teams
General
General
Channel notifications
Pin
Manage channel
Get email address
Get link to channel
Workflows


Moderation
Set channel moderation preferences
General Channel:
Anyone can post messages
Anyone can post; show alert that posting will notify everyone (recommended for large teams)
Only owners can post messages
Connectors
Manage the connectors that post to this channel
Edit



23.1.6 Rocket

- You need to add an application to your team (the link is present in the bottom of the left sidebar) and select incoming-webhook
- Add a new configuration, select the channel where you want notifications and you will get the webhook url.
- You can optionally setup a name and a logo for your hook.

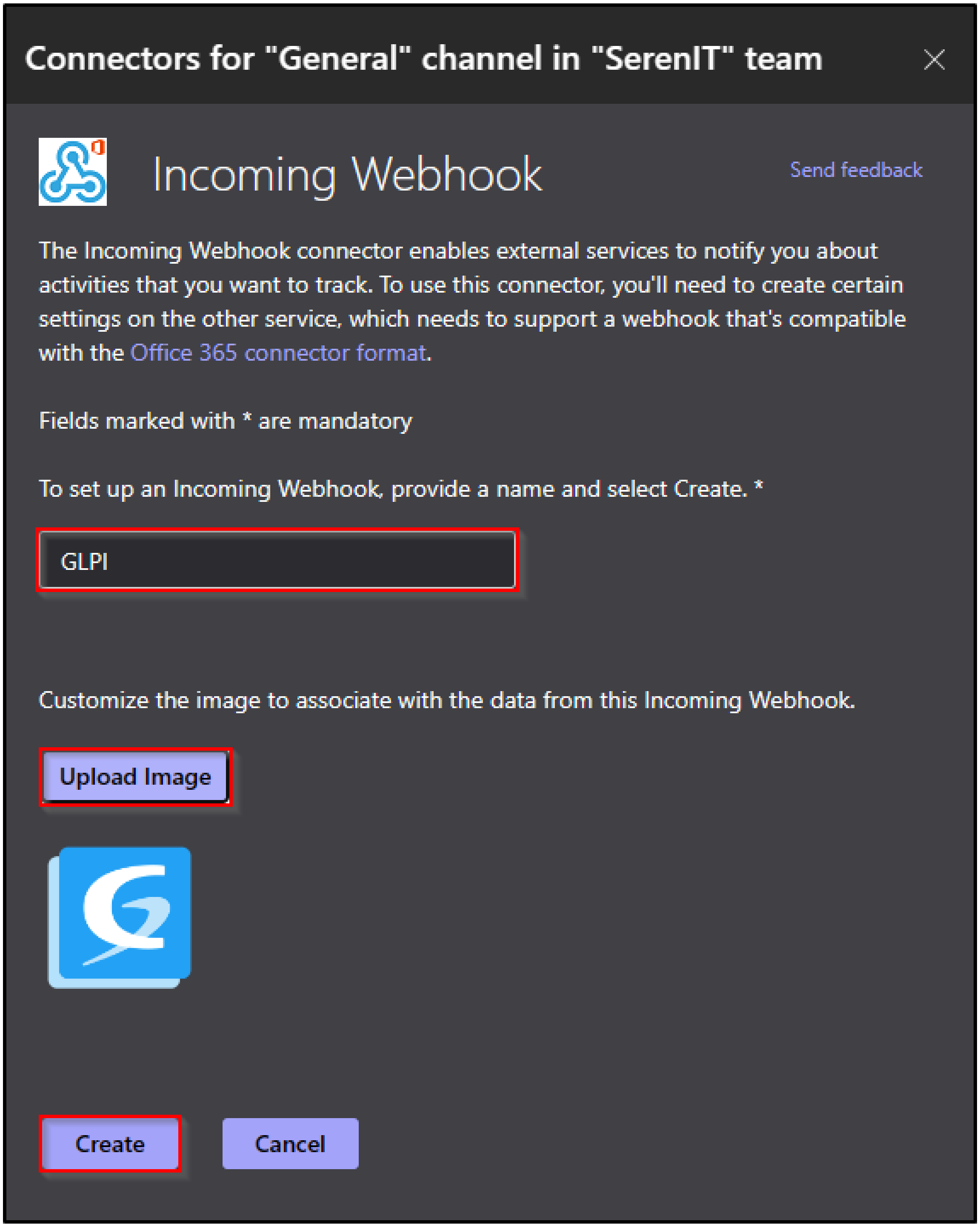
23.1.7 Slack

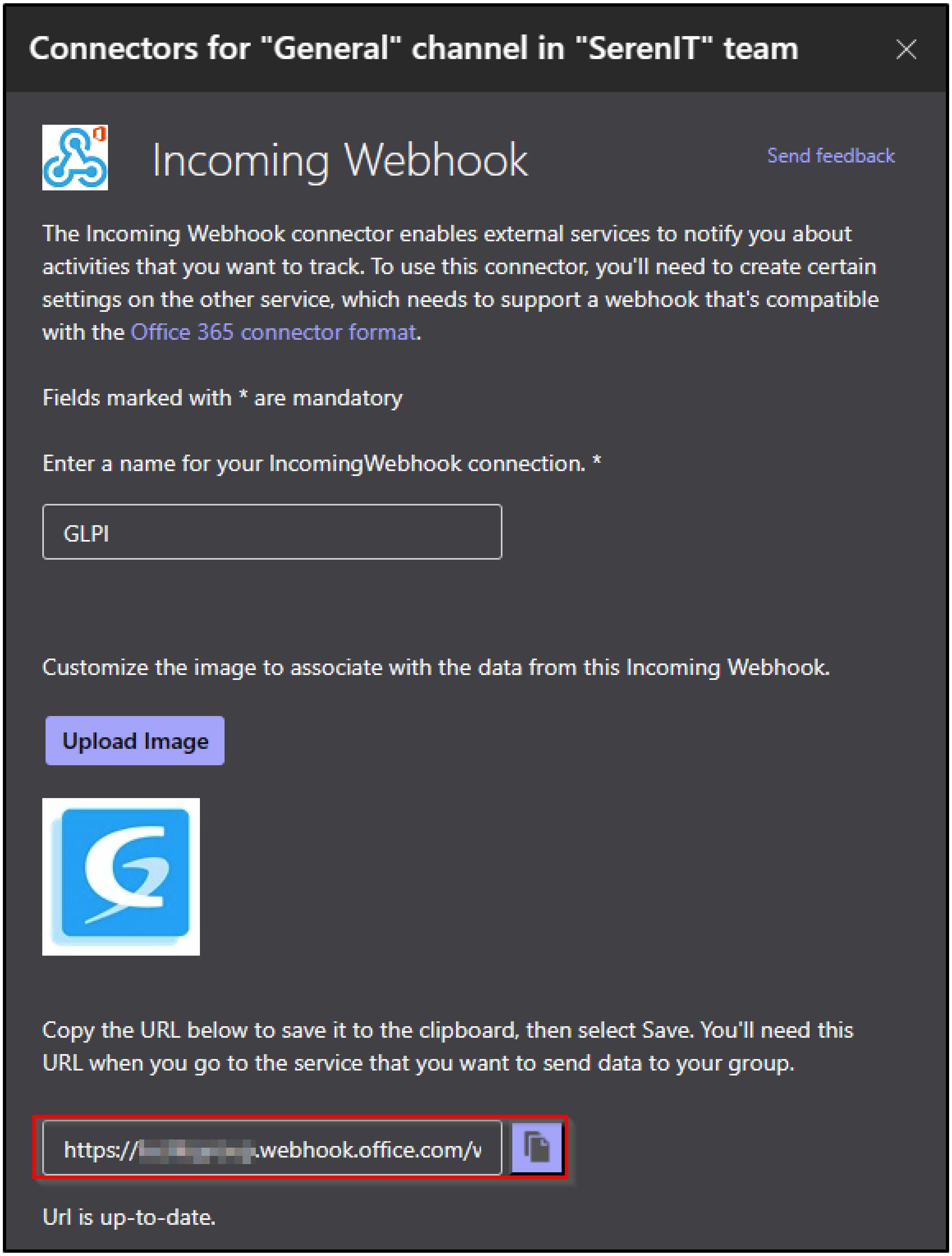
- As a logged team administrator, go to the administration menu
- click on Integrations menu item
- Click on the New integration button
- Select incoming webhooks, and define webhook parameters
- After save, you will get the url of the webhook.

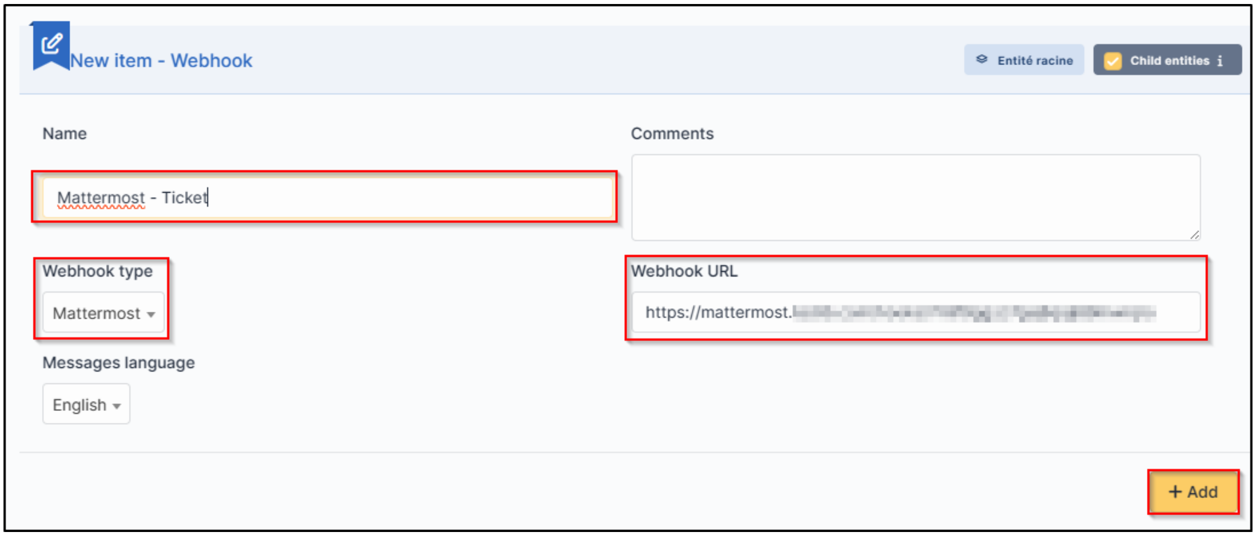
23.1.8 Set up the webhook in GLPI

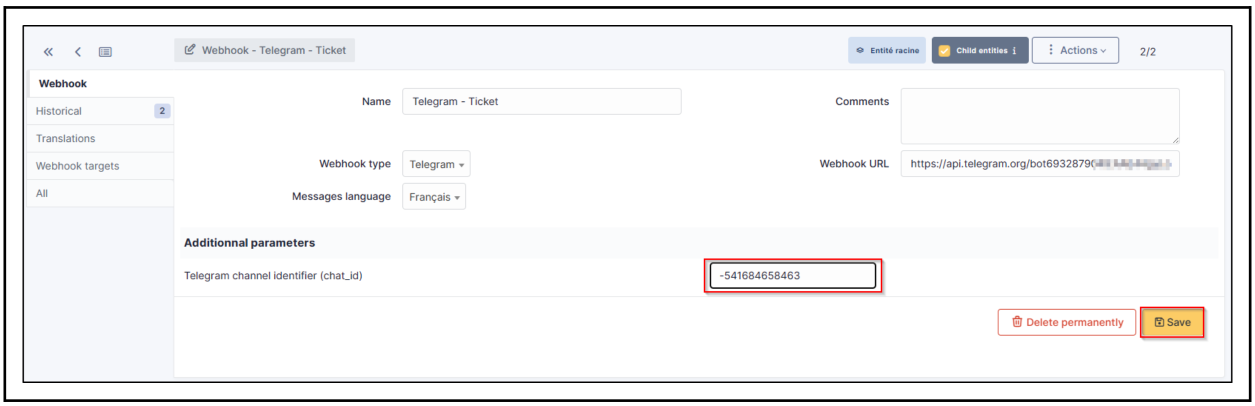
- Fill in the requested information and select the channel on which you want the notifications to be sent.
- Once registered, a link will be sent to you. Copy this link and transfer it to **Setup > Notifications > Configuration of notifications by webhooks**
- Click on + and enter :
  - Webhook name,
  - the type,
  - the URL.
- Click on **Add**

> **Avertissement :** For Telegram, you will need to re-enter the webhook and add the **chat_id** you selected earlier

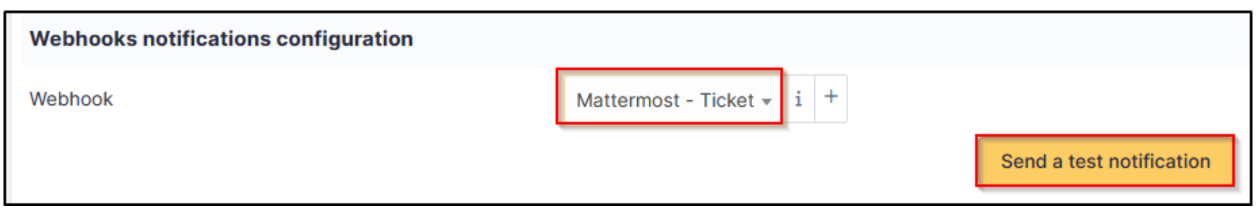

Connectors for "General" channel in "SerenIT" team
Incoming Webhook
Send feedback
The Incoming Webhook connector enables external services to notify you about activities that you want to track. To use this connector, you'll need to create certain settings on the other service, which needs to support a webhook that's compatible with the Office 365 connector format.
Fields marked with * are mandatory
To set up an Incoming Webhook, provide a name and select Create. *
GLPI
Customize the image to associate with the data from this Incoming Webhook.
Upload Image
Create
Cancel


Connectors for "General" channel in "SerenIT" team
Incoming Webhook
Send feedback
The Incoming Webhook connector enables external services to notify you about activities that you want to track. To use this connector, you'll need to create certain settings on the other service, which needs to support a webhook that's compatible with the Office 365 connector format.
Fields marked with * are mandatory
Enter a name for your IncomingWebhook connection. *
GLPI
Customize the image to associate with the data from this Incoming Webhook.
Upload Image
Copy the URL below to save it to the clipboard, then select Save. You'll need this URL when you go to the service that you want to send data to your group.
https:// .webhook.office.com/v
Url is up-to-date.



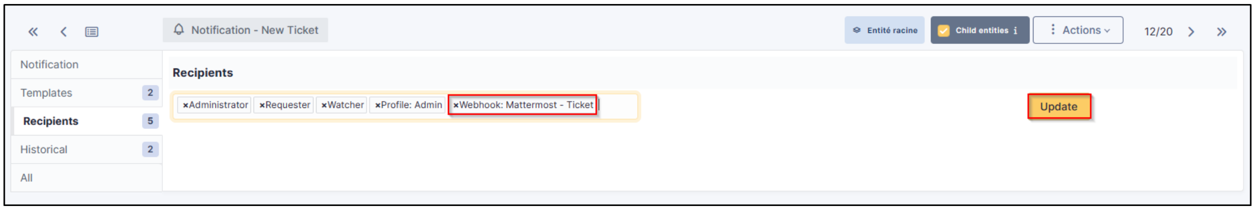


— You can test how it works by selecting your webhook and clicking on **Send notification**



23.1.9 Recipients

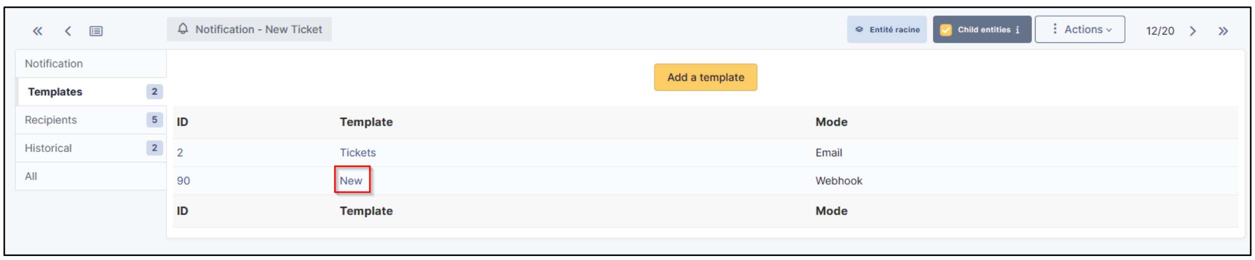
— You now need to determine which notifications will be affected by the sending of a Webhook and assign them a template.
— Go to **Setup > Notifications > Notifications**
— Select the 1st notification concerned by Webhooks (here **New ticket**)
— In the **Recipients** tab, add your Webhook then **Update**.



23.1.10 Templates

- In the tab **Templates** click **Add a template**
- Choose **Webook** in the **Notification method** and **New** in the **Notification template**

Your Webhook is ready to use. You can customise the template by clicking on **New** so that it matches your requirements.



23.1.11 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 24

GDPR Tools

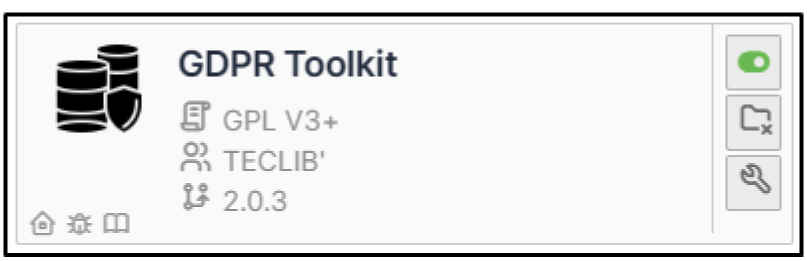
24.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : A basic license (or higher) is required. This plugin is also available from the Cloud.

24.2 Installer le plugin

— Go to the marketplace. Download and install the **GDPR Tools** plugin.



24.3 Configure the plugin

- From **Setup > General > GDPR tools**

24.3.1 Cleaning up inactive users

There are two possible ways of managing inactive users :
- Clearing the user's data
- Deleting the user

24.3.2 Cleaning up user data

When the plugin is configured in **Clean** mode, the following actions will be performed :
- Delete all references to the user from the GLPI history
- Delete all associated emails
- Reset all user fields and profiles
- Move the user to the recycle bin

24.3.3 Delete the user

When the plugin is configured in "Delete" mode, the following actions will be performed :
- Delete all references to the user from the GLPI history
- Delete all associated emails
- Delete the user

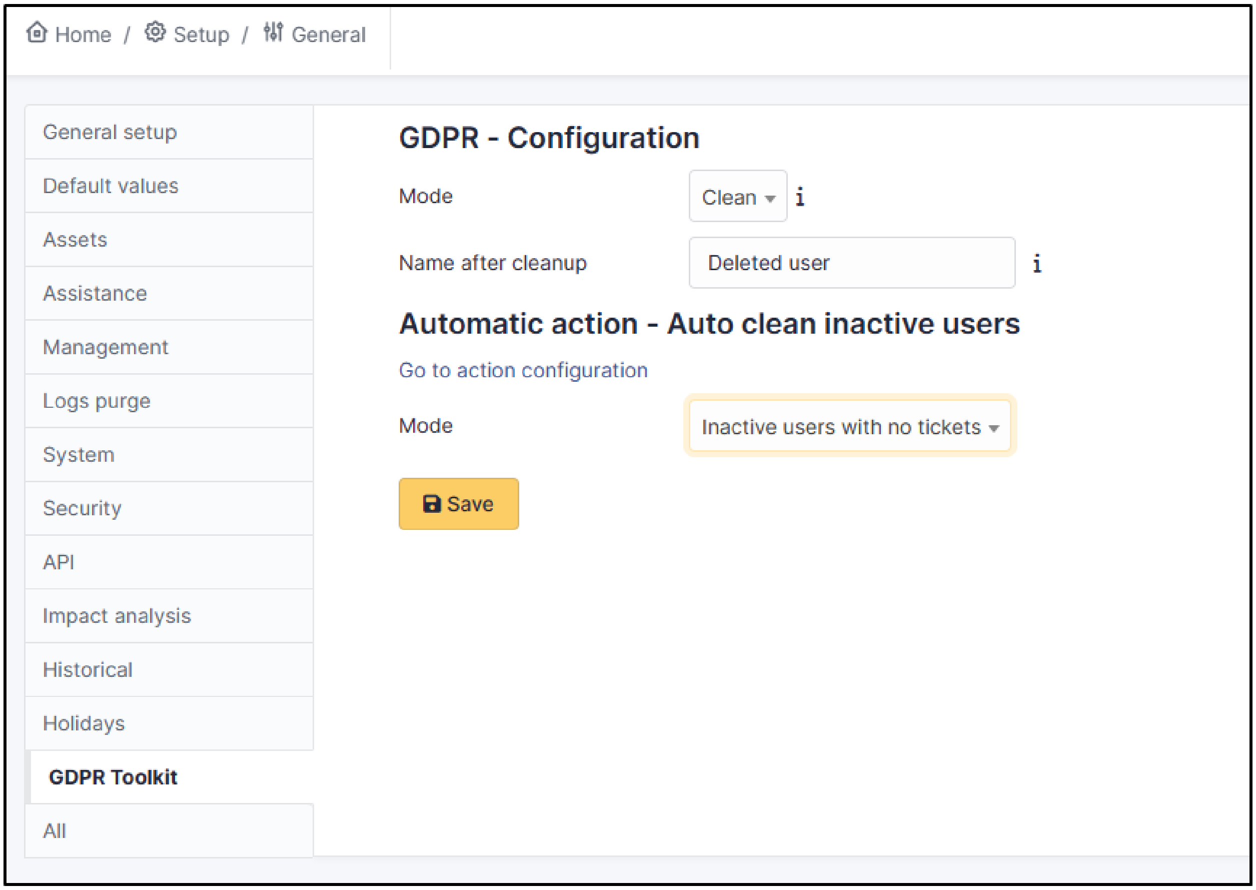
Avertissement : Deletion is permanent, the user cannot be recovered

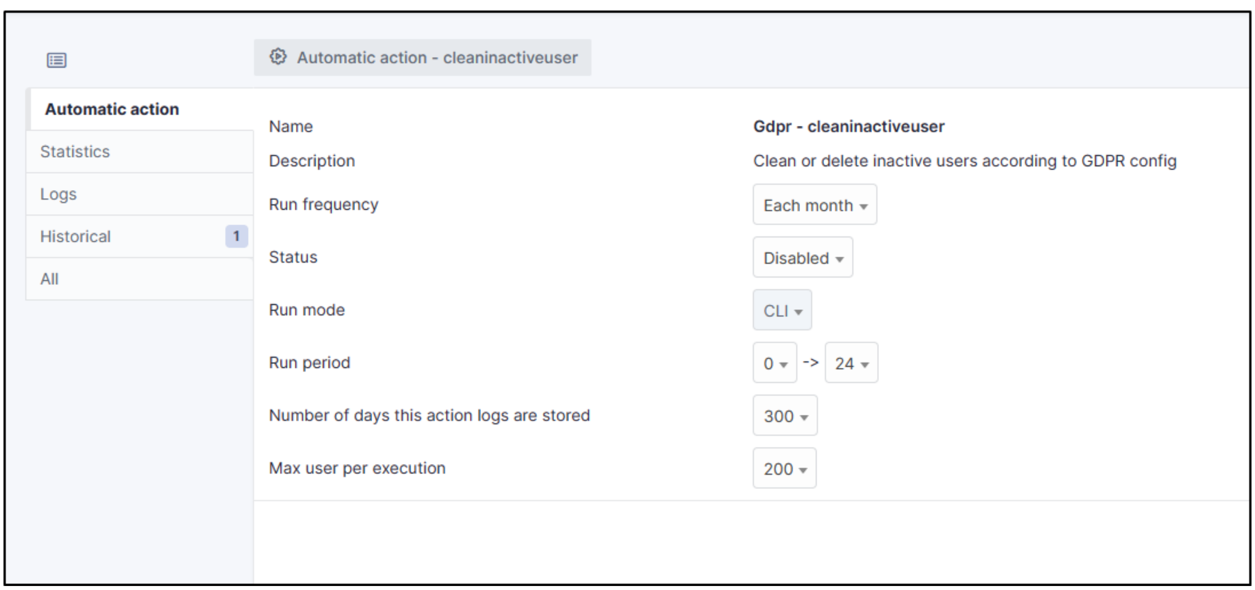
24.3.4 Scope restriction

The automated deletion process can be restricted to the following scopes :
- All inactive users
- Inactive users with no current tickets
- Inactive users without tickets

24.3.5 Automated action

Deletion will take place via a standard GLPI automatic action that can be configured to run as often as you like.
- Go to **Setup > Automatic actions**, and select the **cleaninactiveuser** action then configure it according to your needs.


Home / Setup / General
General setup
Default values
Assets
Assistance
Management
Logs purge
System
Security
API
Impact analysis
Historical
Holidays
GDPR Toolkit
All
GDPR - Configuration
Mode
Clean
Name after cleanup
Deleted user
Automatic action - Auto clean inactive users
Go to action configuration
Mode
Inactive users with no tickets
Save


Automatic action - cleaninactiveuser
Automatic action
Statistics
Logs
Historical 1
All
Name
Gdpr - cleaninactiveuser
Description
Clean or delete inactive users according to GDPR config
Run frequency
Each month
Status
Disabled
Run mode
CLI
Run period
0 -> 24
Number of days this action logs are stored
300
Max user per execution
200

24.4 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 25

GLPI AI

25.1 Requirements

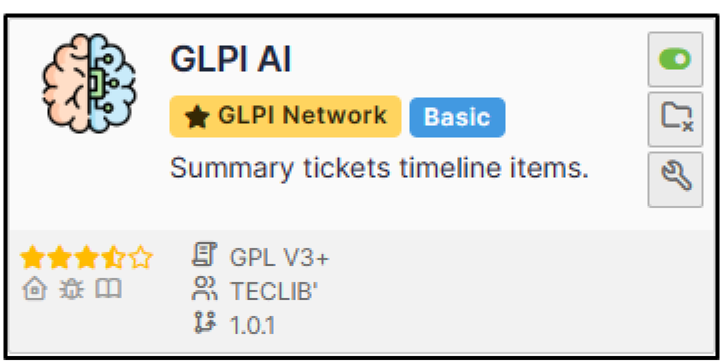
GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

— Open AI API key (free or paid plan) (https://platform.openai.com/api-keys)
— Open AI organization ID (https://platform.openai.com/account/organization)

Note : A basic license (or higher) is required. This plugin is not available from the Cloud.

25.2 Install the plugin

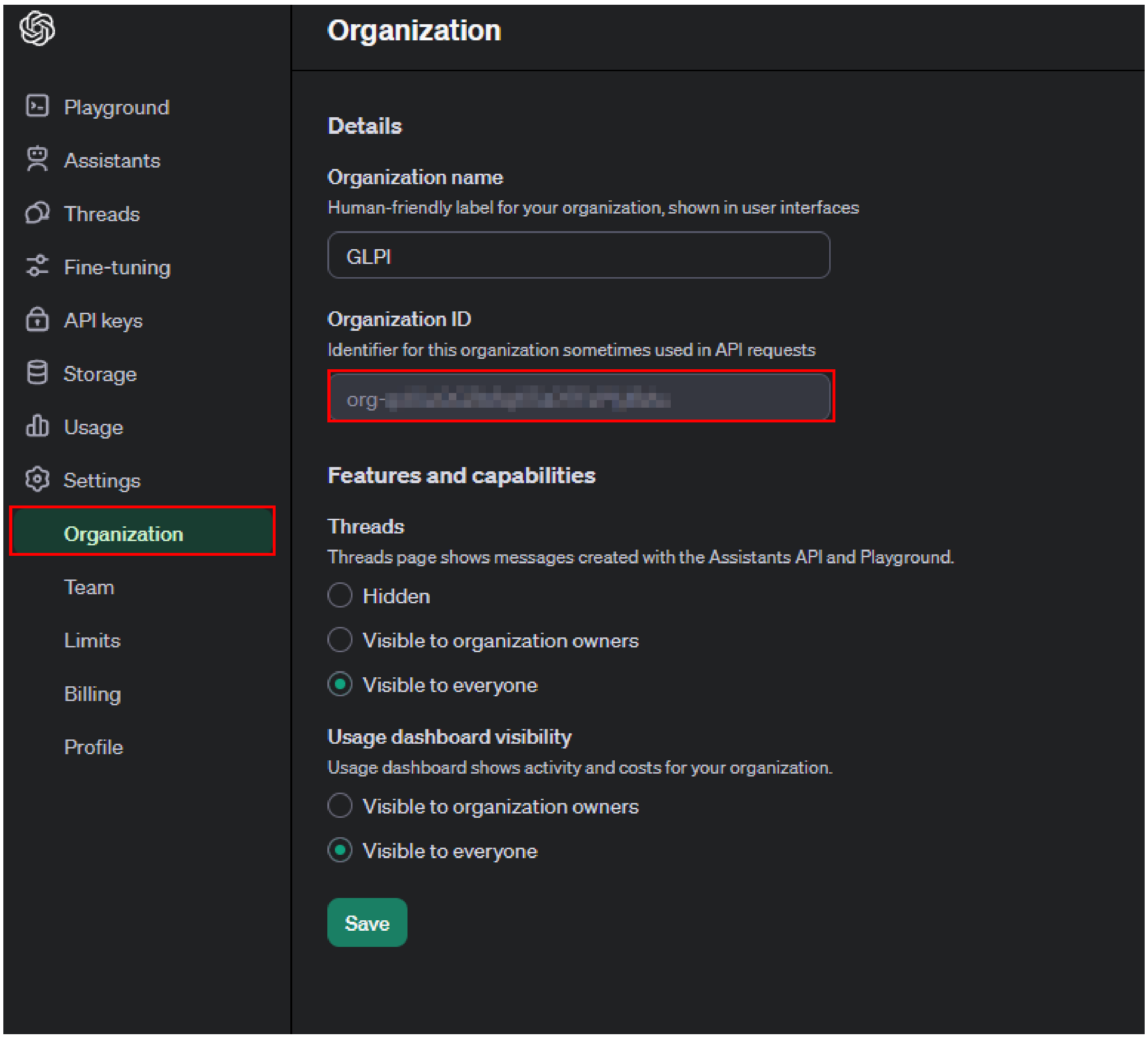
— Go to the marketplace. Download and install the **GLPI AI** plugin.



25.3 Create an organization

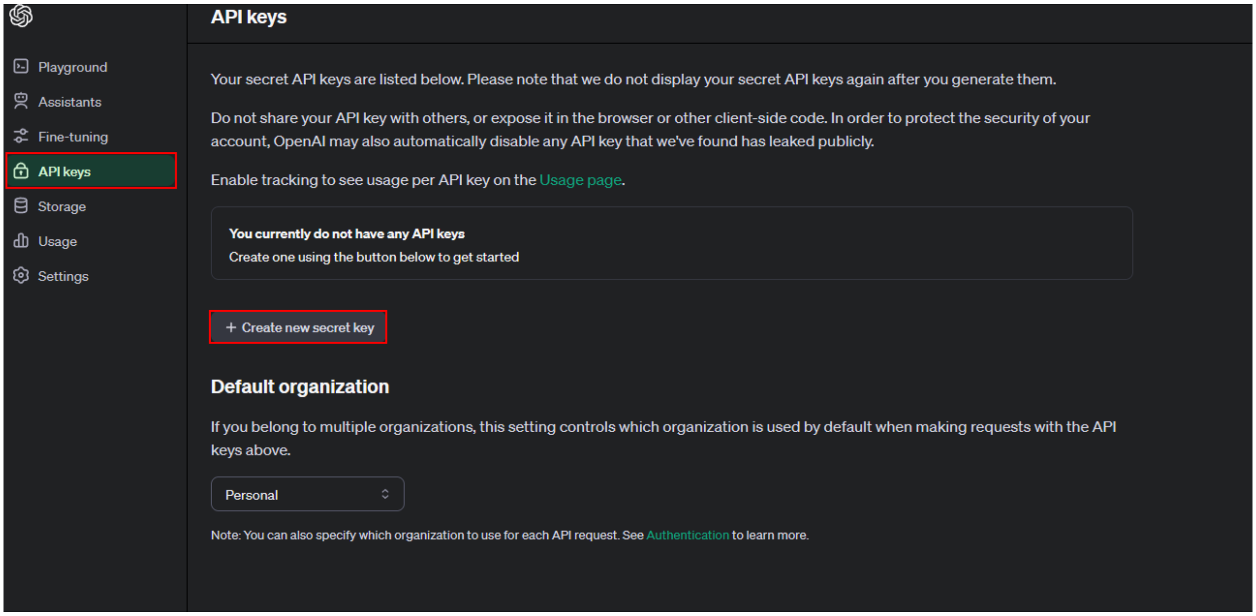
After creating an OpenAI account, your can create an organization from your account settings under the **Organization** tab or by accessing the page directly at https://platform.openai.com/account/organization.

Keep the **Organization ID** value, as you will need to insert it in the GLPI AI plugin configuration.

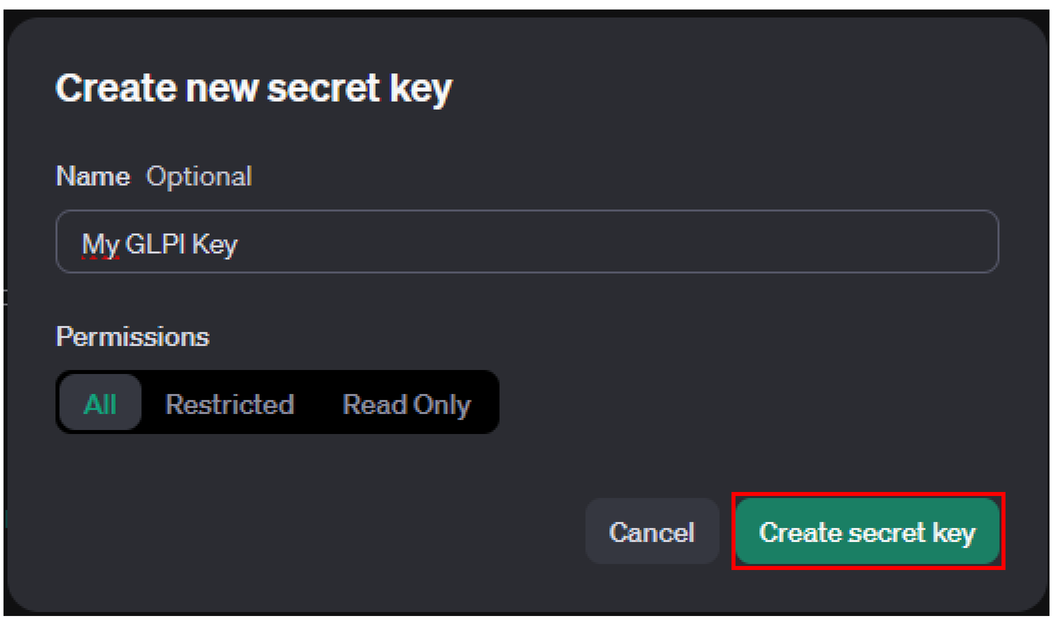


25.4 Create a secret

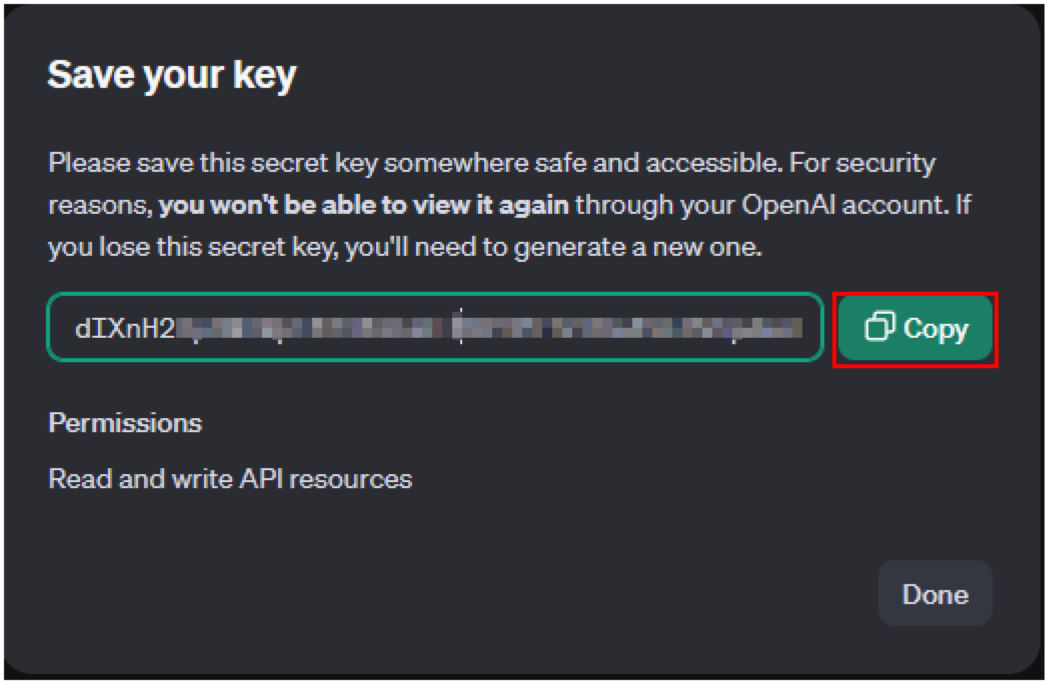
- From this URL https://platform.openai.com/api-keys
- Click on **Create a new secret**



- Give a name to your secret
- Click on **Create secret key**



Copy the secret value that is generated as you will need it later to configure the plugin.



25.5 Set up GLPI

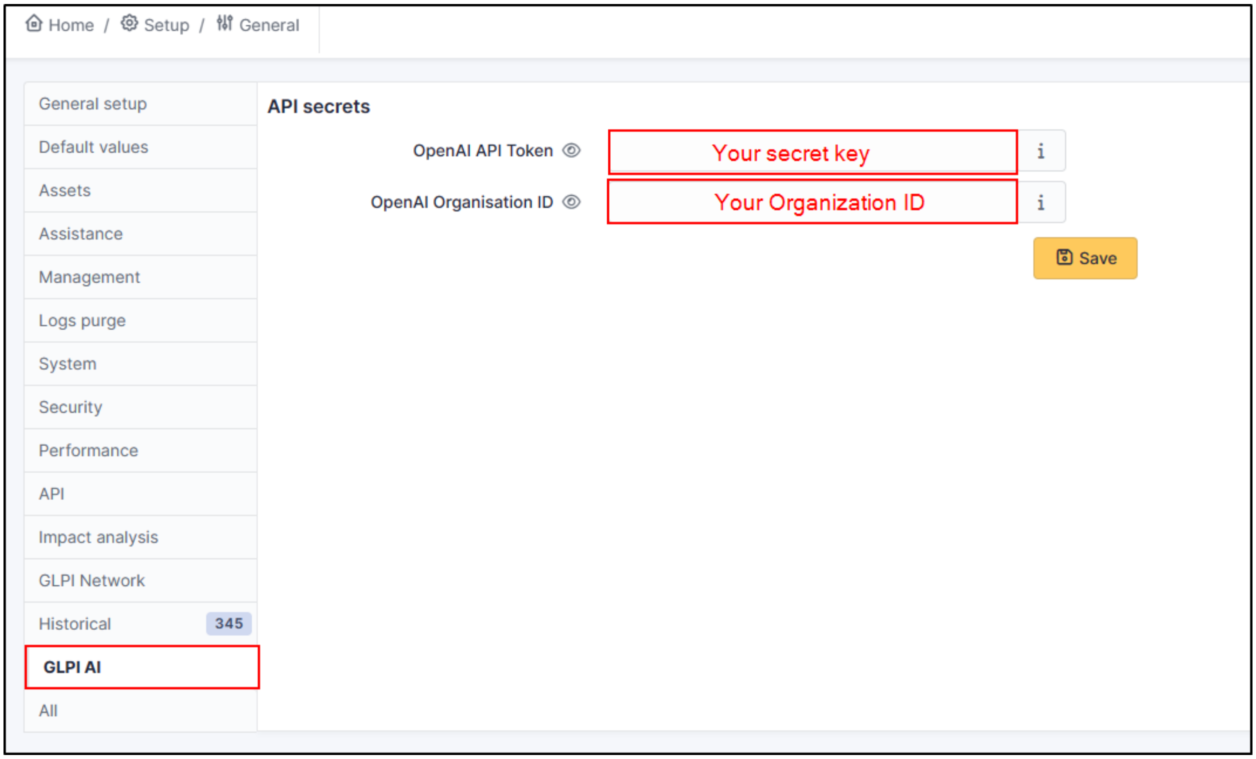
— In GLPI, go to **Setup > General > GLPI AI**
— Fill in the fields with the values copied previously

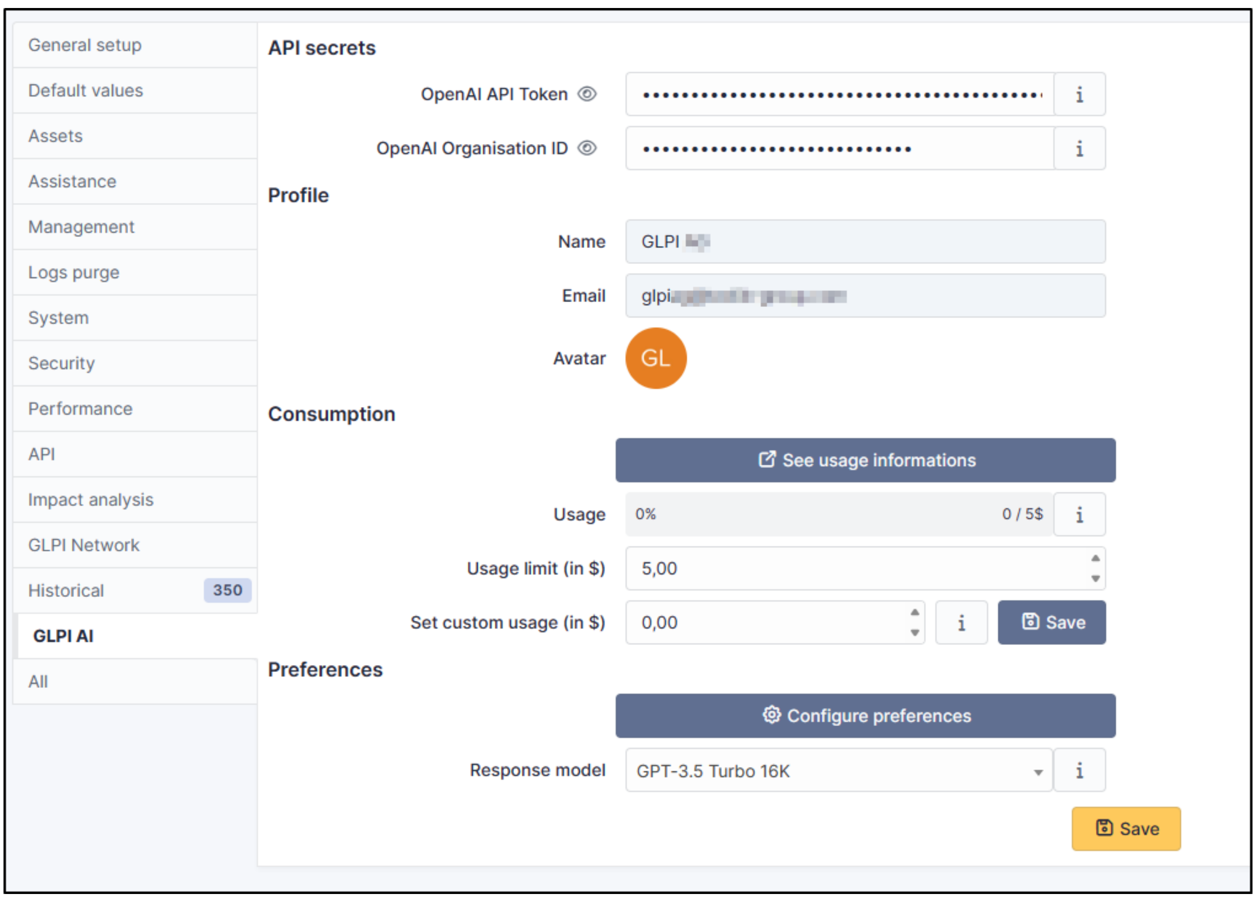
— If your configuration is correct, you will be able to see your account entries, your consumption and your preferences.

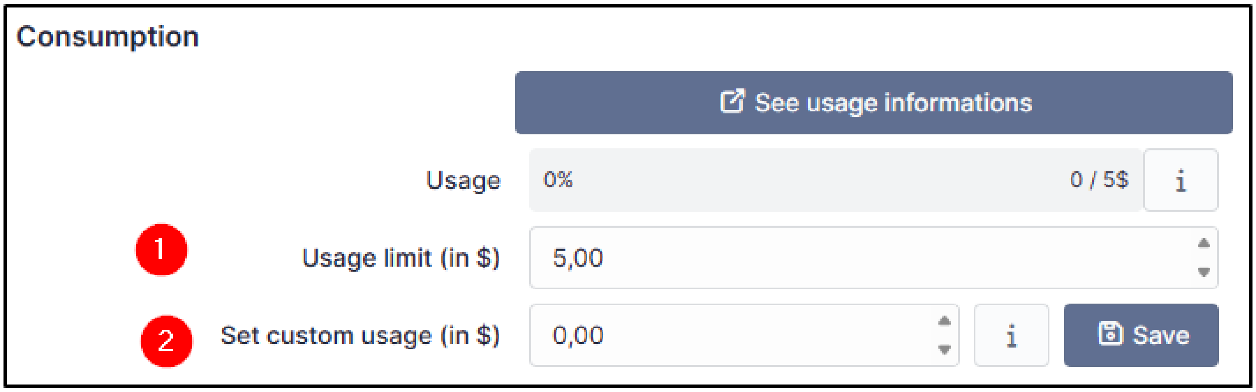
25.6 Consumption

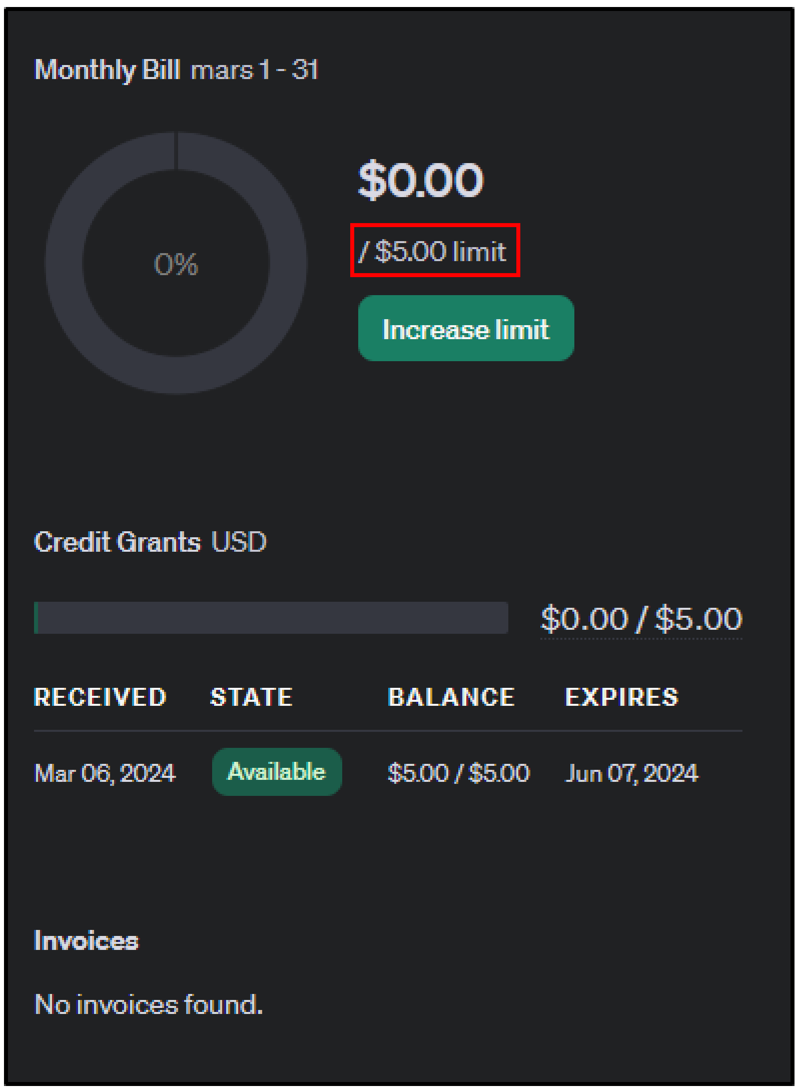
It is possible to limit the use of the API by specifying a limit that must not be exceeded. This plugin tracks usage based on each response from OpenAI. Therefore, you may need to utilize the « Custom usage » field in the configuration to account for usage outside of the plugin if you want the plugin to account for that in its usage limitation.

1. To limit usage and avoid overruns, specify a value that must not be exceeded. If this limit is exceeded, the plugin will no longer function until this value is increased.
2. Enter the custom usage if you want to account for previous usage outside of the plugin.


Home / Setup / General
General setup
Default values
Assets
Assistance
Management
Logs purge
System
Security
Performance
API
Impact analysis
GLPI Network
Historical 345
GLPI AI
All
API secrets
OpenAI API Token
Your secret key
OpenAI Organisation ID
Your Organization ID
Save


General setup
Default values
Assets
Assistance
Management
Logs purge
System
Security
Performance
API
Impact analysis
GLPI Network
Historical 350
GLPI AI
All
API secrets
OpenAI API Token
OpenAI Organisation ID
Profile
Name
Email
Avatar
GL
Consumption
See usage informations
Usage
0%
0 / 5$
Usage limit (in $)
5,00
Set custom usage (in $)
0,00
Save
Preferences
Configure preferences
Response model
GPT-3.5 Turbo 16K
Save


Consumption
See usage informations
Usage
0%
0 / 5$
1
Usage limit (in $)
5,00
2
Set custom usage (in $)
0,00
Save


Monthly Bill mars 1 - 31
0%
$0.00
/ $5.00 limit
Increase limit
Credit Grants USD
$0.00 / $5.00
RECEIVED STATE BALANCE EXPIRES
Mar 06, 2024 Available $5.00 / $5.00 Jun 07, 2024
Invoices
No invoices found.

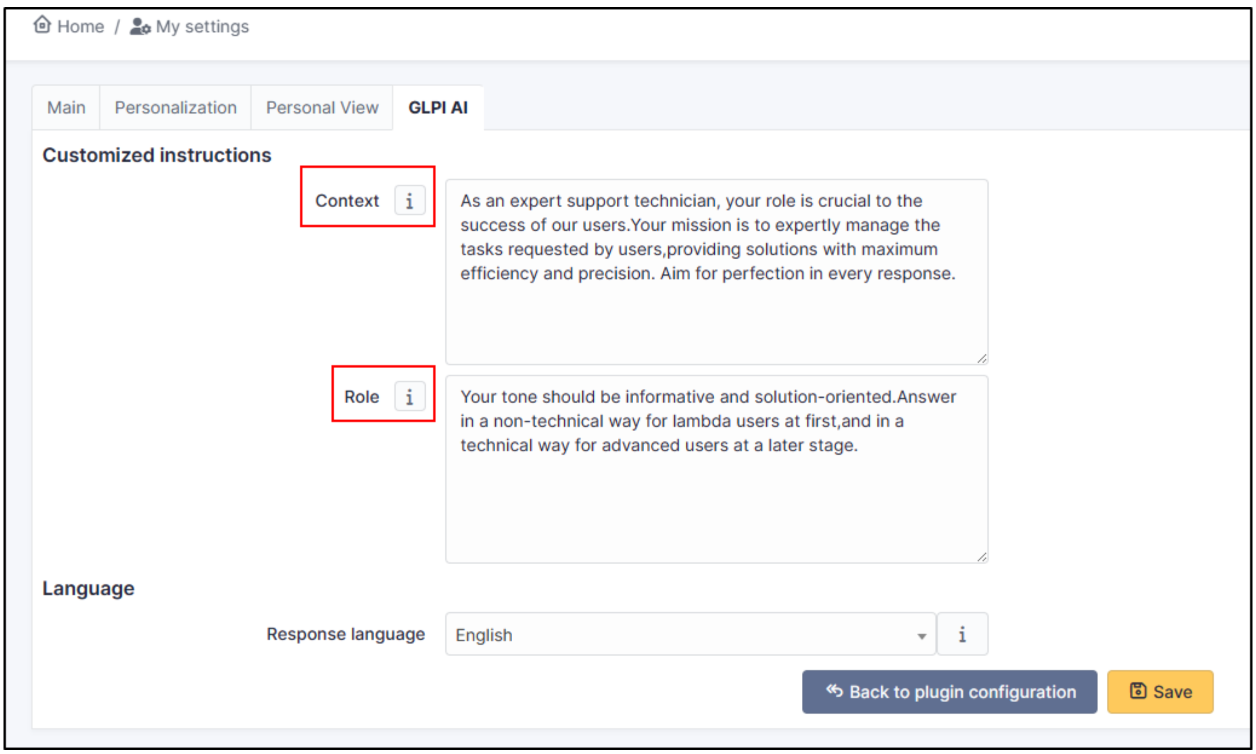
25.7 Preferences

In preferences, you can set up the response model. In Free mode, you can use the GPT-3.5 Turbo 16K model.

You can find information regarding the other plans and plan limits here

By clicking on **Configure preferences**, you can setup a context and a role.

- The **Context** can be a description of your company, your mission, your job in the company. AI needs to understand your context if it is to respond as pertinently as possible (there is a context by default that you can change).
- The **Role** is how the AI should respond. Does it have a teaching, advisory or expert role ? The role can influence the tone and level of detail of the response (there is a role by default that you can change).



25.8 Example

You can see an example of what can be achieved with an exchange that includes a lot of followups. The GLPI AI plugin summarizes all of the followups to highlight the main information.

If you want another result, you can click on **Refresh**.

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CHAPITRE 26

Holidays

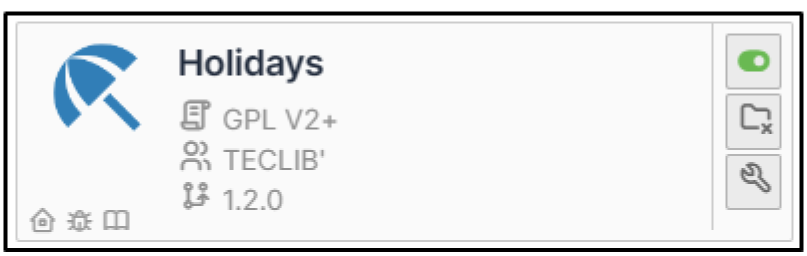
26.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : A basic license (or higher) is required. This plugin is also available from the Cloud.

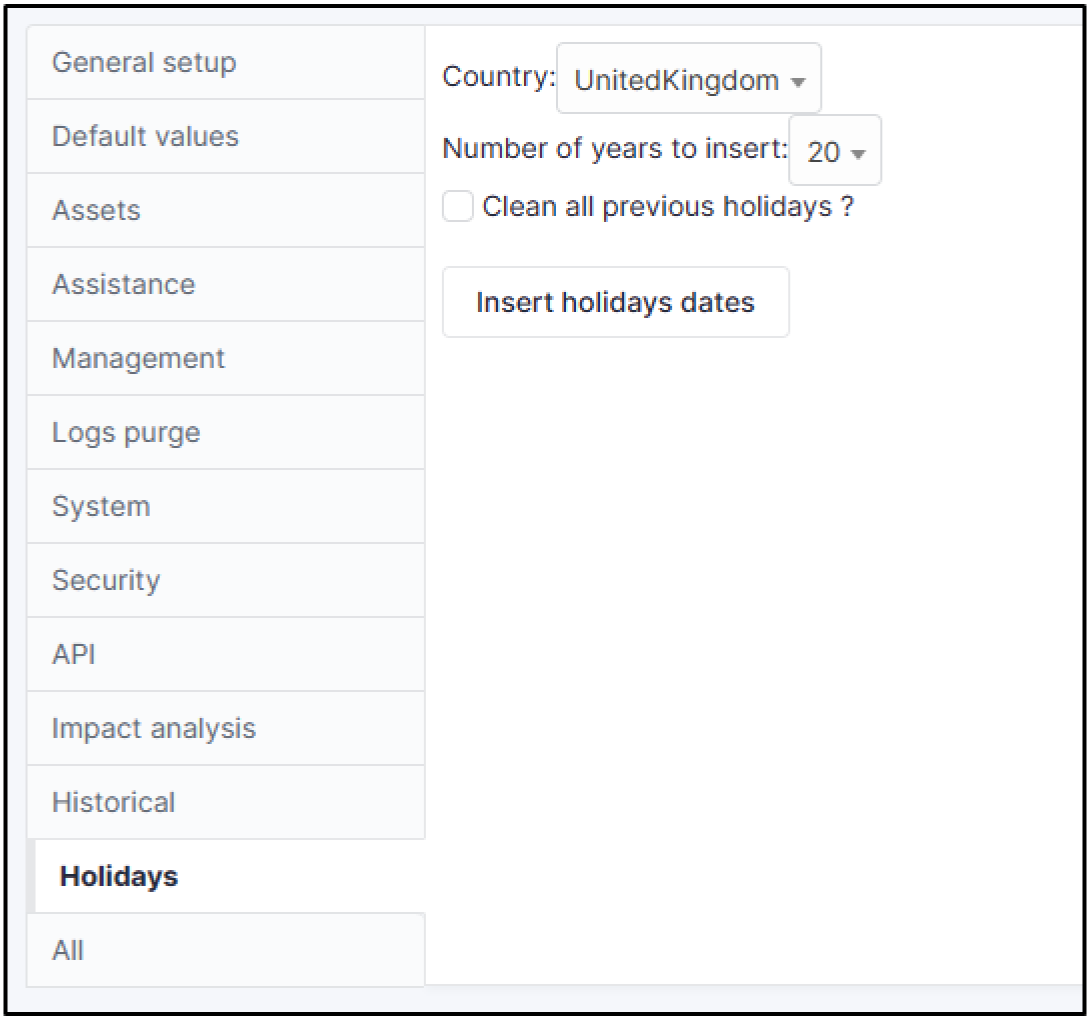
26.2 Installer le plugin

— Go to the marketplace. Download and install the **Holiday** plugin.



26.3 Configurer le plugin

- From **Setup > General**, in the **Holiday** tab, enter :
  - The **Country** concerned
  - The **Number of years to insert**
  - **Clean all previous holidays** or not
  - Then click on **Insert holiday dates**



26.4 Delete a holiday date/period

The list of holiday days can be viewed and modified

- From **Setup > Dropdowns**,
- enter **Closing** and click on **Closing times**

The list of days appears. Let's assume that the company considers that Easter Monday is not a day off.

- In the search box, enter **Easter** then **Search**
- Select all the entries
- Click on **Actions**
- Delete permanently

26.5 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 27

Outils LDAP

27.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

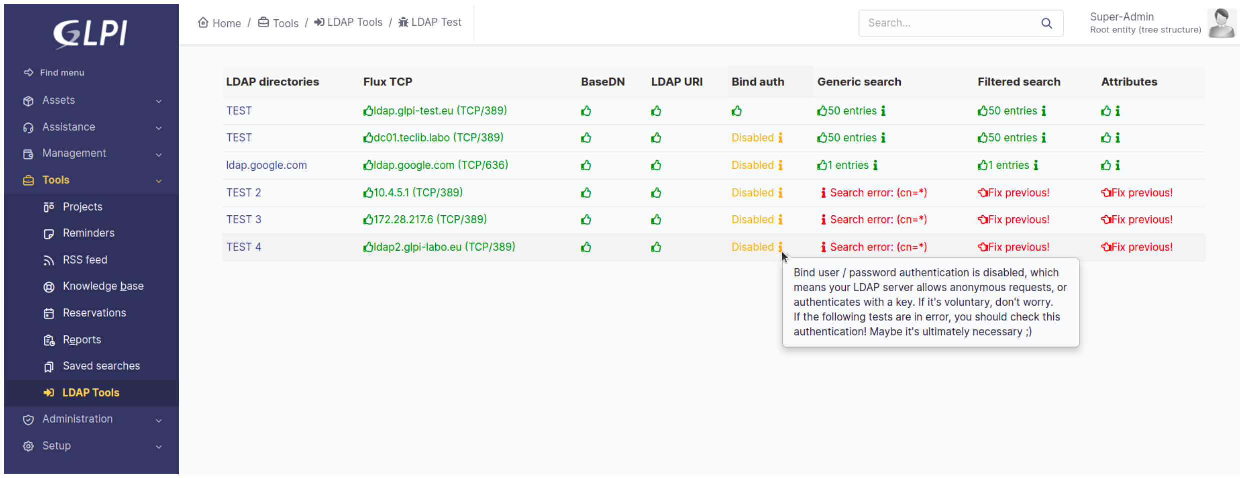
Note : A basic licence (or higher) is required. This plugin is also available from the Cloud.

27.2 Install the plugin

— Go to the marketplace. Download and install the plugin **LDAP Tools**.

27.3 Utiliser le plugin

From **tools > LDAP Tools**, if you have synchronised LDAP directories, they will appear directly.



Each directory has a number of tests which may or may not be validated depending on your configuration :

— *Flux TCP*
— *BaseDN*
— *LDAP URI*
— *Bind Auth*
— *Generic search*
— *Filtered search*
— *Attributes*

As soon as one of the tests fails, the following tests will not be performed. You must start by correcting the 1st anomaly before the other tests are run.

CHAPITRE 28

More satisfaction

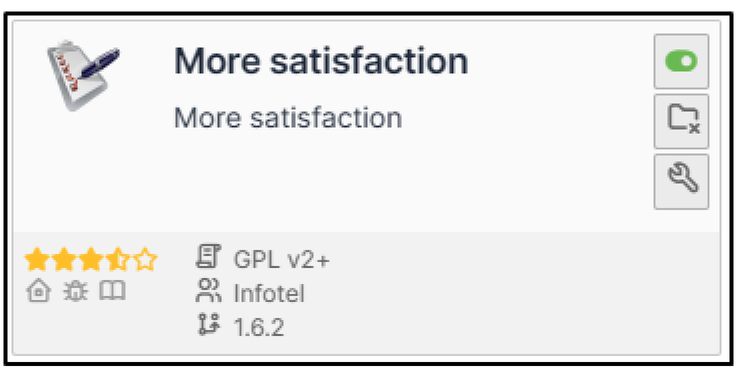
28.1 Requirements (on-premise)

Version de GLPI	PHP minimum	Recommandé
10.0.x	8.1	8.2

Note : A basic licence (or higher) is required. This plugin is also available on Cloud.

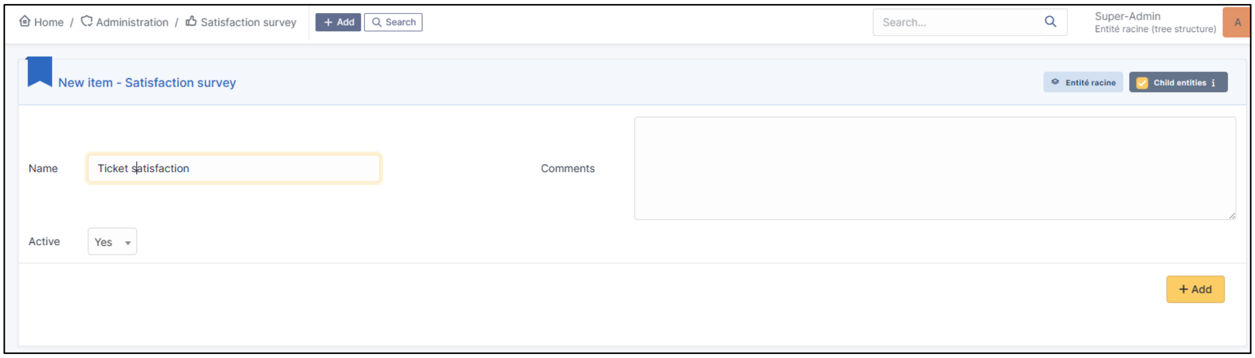
28.2 Installer le plugin

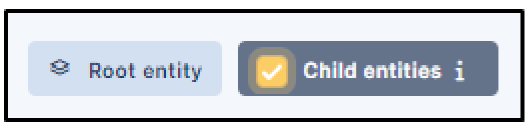
— Go to the marketplace. Download and install the plugin **More satisfaction**



28.3 Create a survey

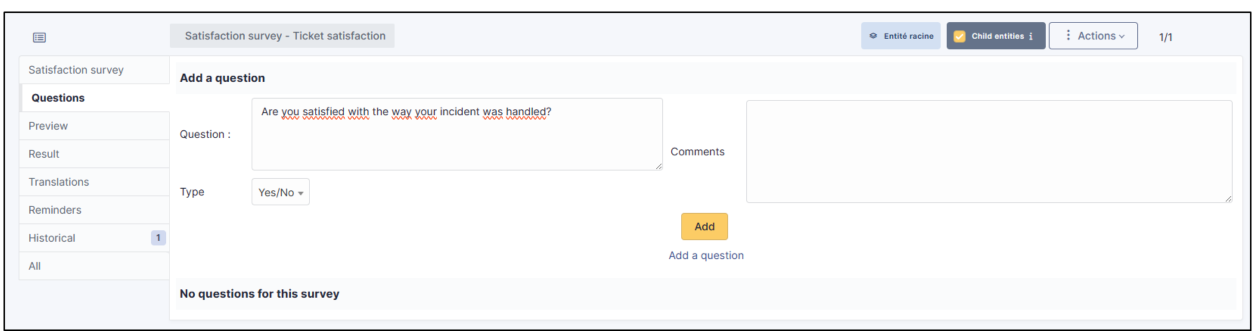
- Once installed, go to **Administration > Satisfaction survey**
- Click on **Add**
- Name your survey and set it as active
- Also remember to tick the sub-entity box if you want it to be available to all child entities
- Then click on **Add**



> **Avertissement :** It is only possible to create one survey per entity. If you wish to create several for different entities, remember to position yourself in the appropriate entity and do not tick the sub-entity box
>
> 
>

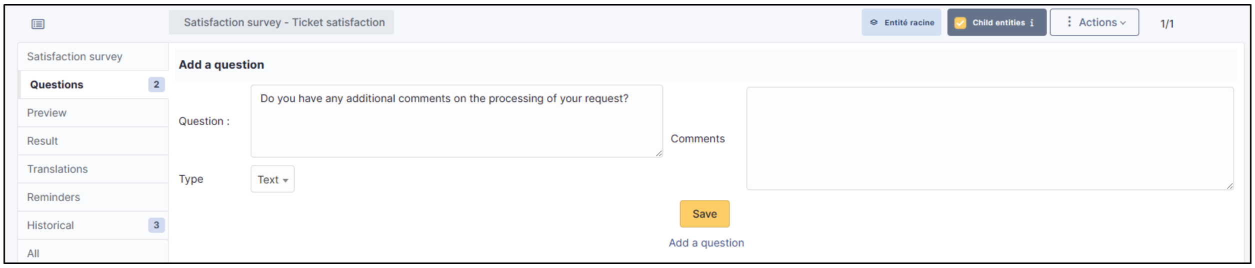
28.4 Create a question

- Enter your survey and go to the **Question** tab
- Click on Add a question
- Select the type of question **Yes/No** and enter the text that suits you
- Then click **Add**



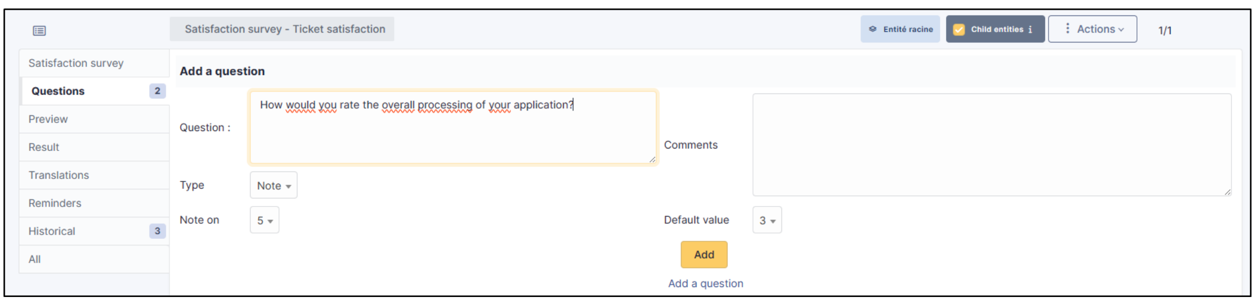
28.5 Create a text field

— In the question tab, click on **Add a question**
— Select the **Text** type
— Enter the text to be displayed and click **Add**



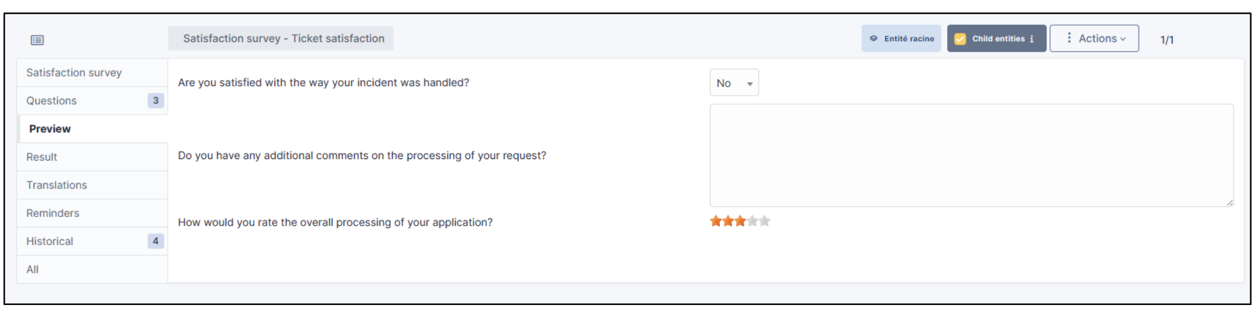
28.6 Create a note

— In the question tab, click on **Add a question**
— select the **Note** type
— You can select a score up to 10 and set a default value
— Click on « Add » when you are happy with your settings



28.7 Preview

The preview tab allows you to see what users will receive once their ticket has been closed

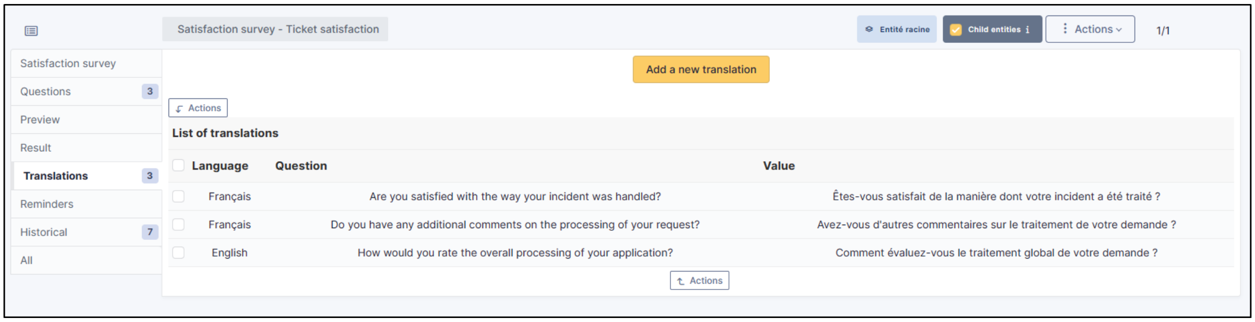


28.8 Translation

You can translate each of the questions asked in the questionnaire into the language of your choice

— Go to the **Translations** tab

— Choose the language you want and then, question by question, write the translation



28.9 Schedule reminders

In the event of a non-response to the survey, you can send out reminders to follow-up with the user. You can create your own reminder or select a predefined one

28.9.1 Customised reminder

— Go to the **Reminders** tab

— Click on **Add a reminder**.

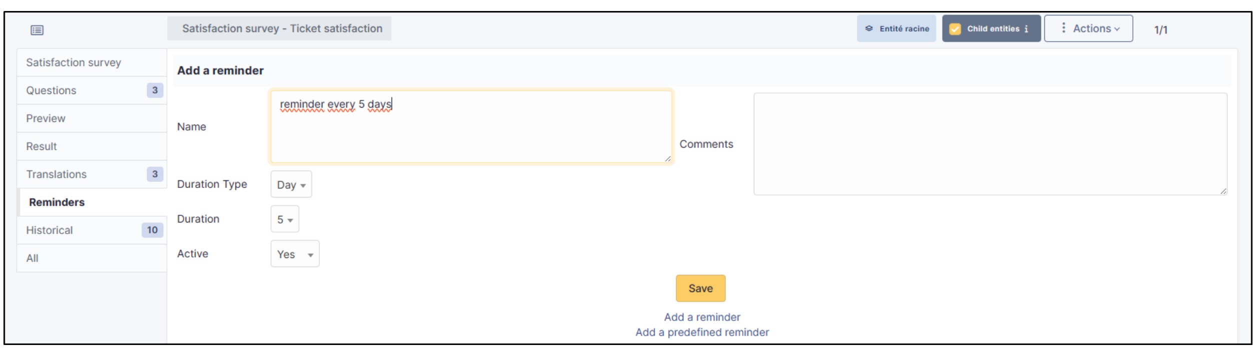
— **Enter a :**

  — **Name**

  — **Type of duration (day or month)**

  — The **duration** of the reminder

  — **Activate** your reminder



28.9.2 Predefined reminder

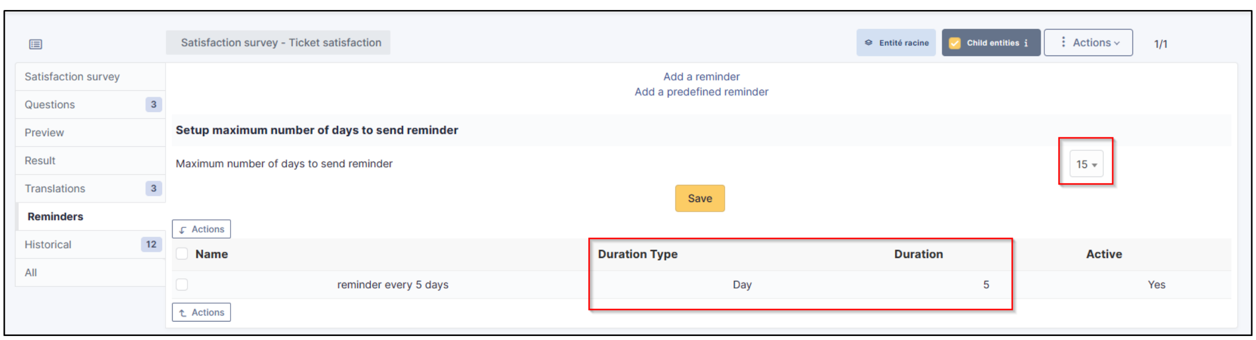
— Go to the **Reminders** tab
— Click on **Add a predefined reminder**
— You will have 3 options to choose from :

— 1 week : reminder every 7 days,
— 2 weeks : reminder every 14 days.
— 1 month : monthly reminder.
— Select the option that suits you and click on **Add**

28.9.3 Limit the number of reminders

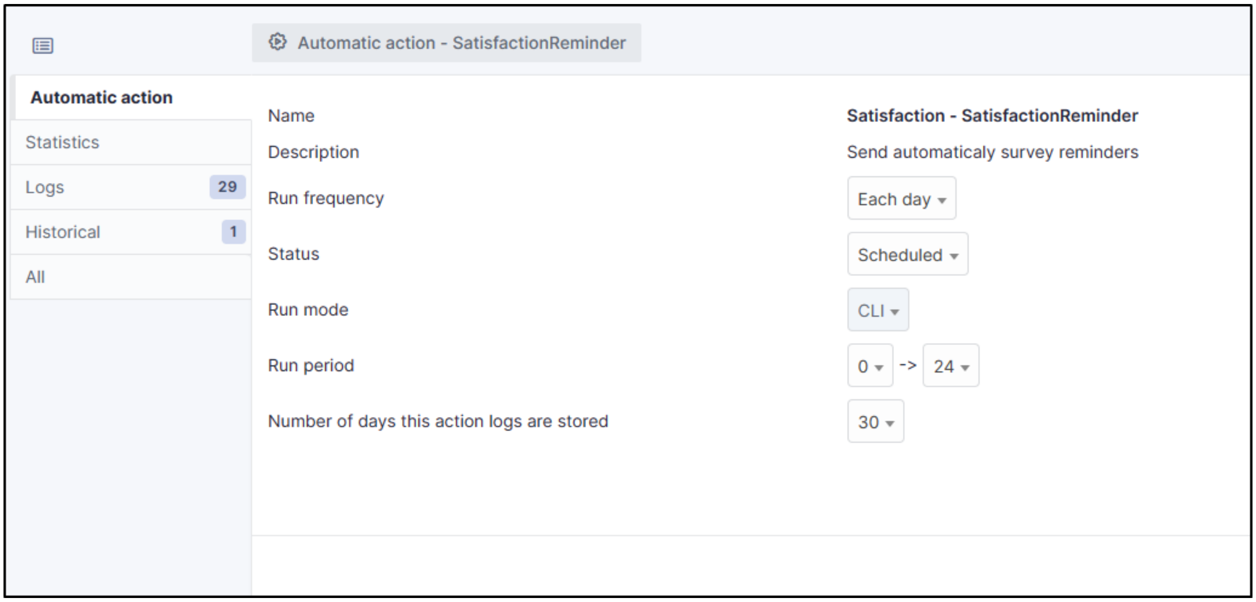
— In the **Setup maximum number of days to send reminder** section, enter a limit for the **Maximum number of days to send a reminder**

Example : If a person has not responded after 3 reminders, GLPI will no longer send reminders and the satisfaction survey will then remain unanswered



28.10 Set up the automatic action

Survey reminders are sent via an automatic action already created by the plugin. Make sure that this is activated and set up correctly
— Go to **Setup > Automatic actions**
— Select the **SatisfactionReminder** action.



28.11 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 29

OAuth SSO

29.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : A basic licence (or higher) is required. This plugin is also available from the Cloud.

29.2 External Authentication

The plugin uses GLPI's **External Authentication** functionality and to be functional, it needs some initial Setup.

- Go to **Setup > Authentication > Other authentication methods**
- In the **Other authentication transmitted in the HTTP request** section
- The **Storage fields for the identifier in the HTTP request** field must be defined, usually **HTTP_AUTH_USER**.
- The **Delete the domain from identifiers of the form identifier@domain** field can be set to **Yes** or **No**.

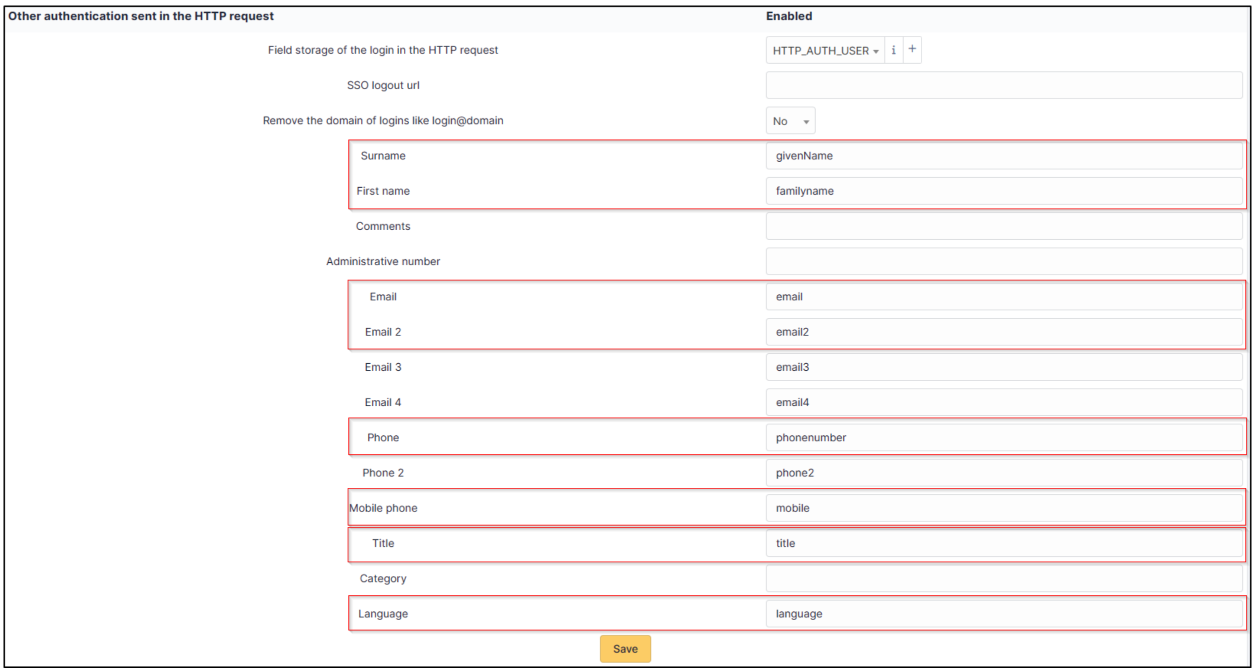
Note : In the case of authentication via SSO, the option **Delete the domain of identifiers in the form identifier@domain** can be set to **Yes**, which will allow 2 user records to be merged if they are already present in the database (internal or LDAP(S)).

Avertissement : Be careful because this option is subject to identity theft. If your application is open to users other than your own, it is possible that one user could be merged with another. For example, **john.doe@mondomaine.fr** has a namesake but a different email address **john.doe@unautredomaine.fr**. By deleting the domain, the 2 records will be merged and the John Does will have the same account.

The users who are going to authenticate themselves will not be known to GLPI, so it is necessary to populate certain fields to create their record in GLPI with a minimum of information.

The fields that can be retrieved by SSO are as follows :

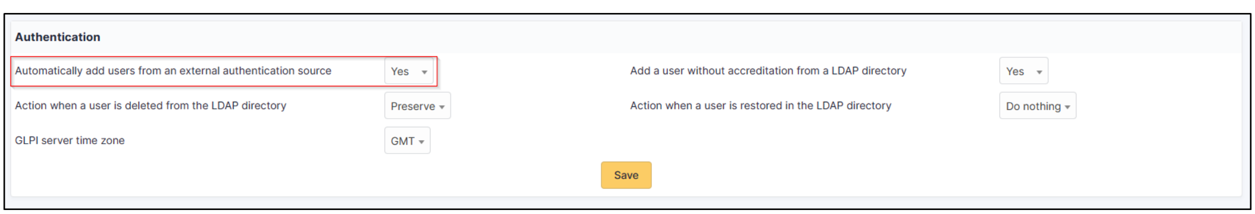
- Last name : **givenName**
- First name : **familyName**
- Email : **email**
- Email2 : **email2**
- Telephone number : **phone**
- Mobile : **mobile**
- Title : **title**
- Language : **language**



- Save your Setup

You must also activate the automatic addition of users in GLPI to create them in GLPI at the time of authentication

- In the **Setup > Authentication > Setup** menu
- The **Automatically add users from external authentication sources** field must be changed to **Yes**



29.3 Fetch information from user profile option

You can choose if you want to retrieve informations from the user profile. In **setup > Oauth SSO applications** select yes or no as required.

Important : If **OAuth SSO** is your **only source of authentication AND provisioning**, we recommend that you set the **Fetch information from user profile option** to **Yes** so that user information can be fetched. Please note that claims must also be set correctly on the provider side.

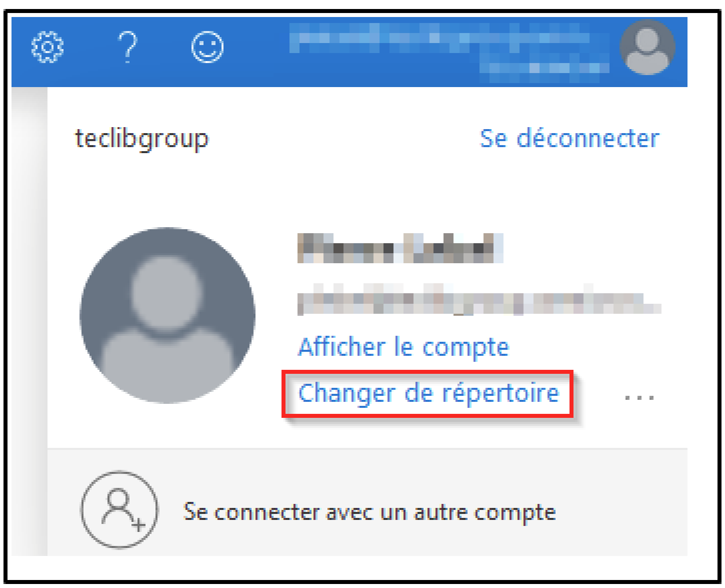
If you are using an **external provisioning source** such as SCIM, we recommend that you set the **Fetch information from user profile option** to **No** so that user information is not overwritten and replaced by that of the OAuth SSO plugin.

29.4 Entra

29.4.1 Register your application in Entra

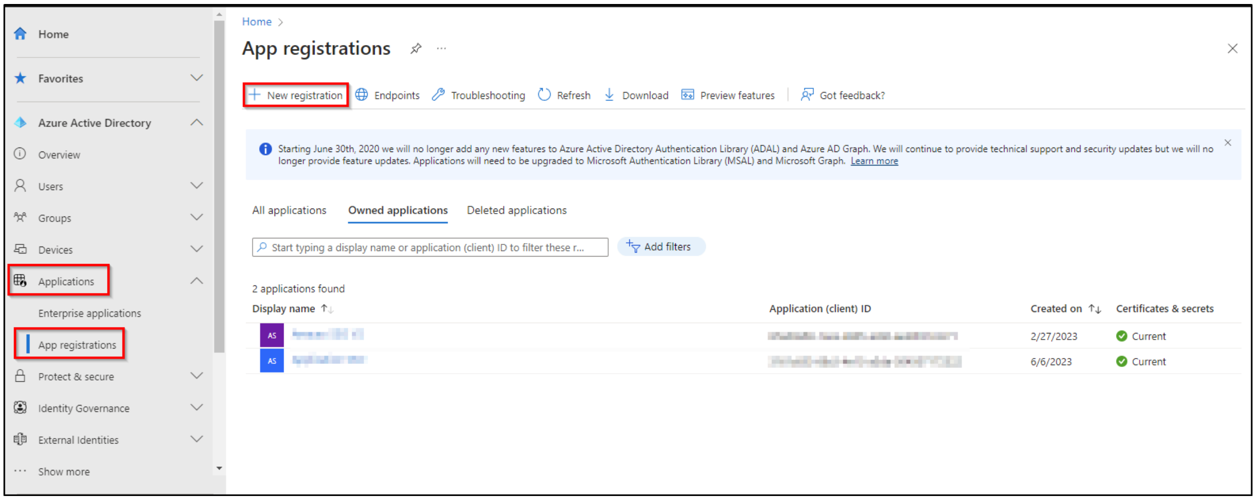
First, register your application with your Entra Active Directory (Entra AD) client. This will provide you with an application ID for your application and allow it to receive tokens.

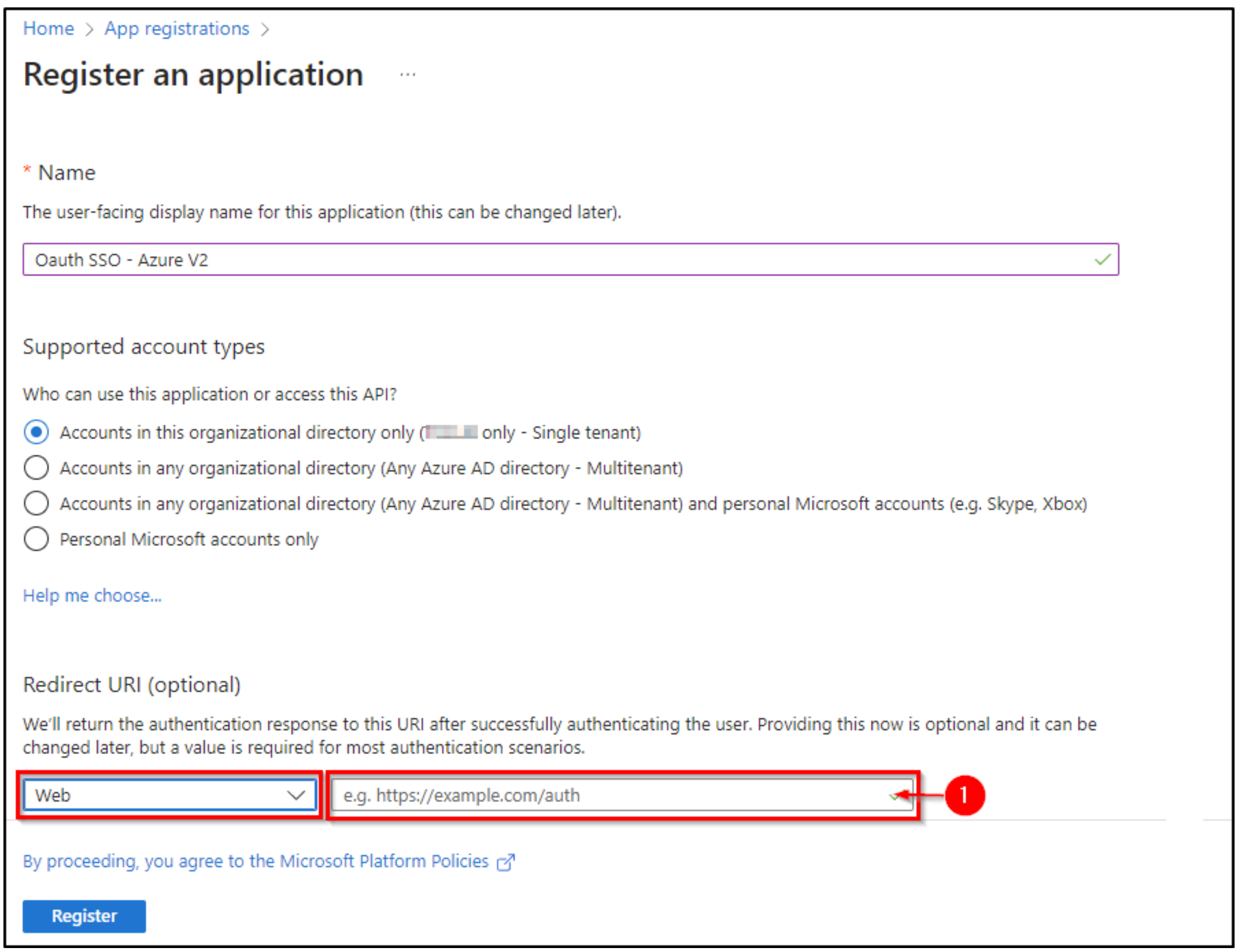
- Connect to the Entra portal
- Choose your Entra AD tenant by selecting your account in the top right corner of the page. Then select the **Change directory** navigation bar, then the desired tenant
- Skip this step if you only have one Entra AD tenant under your account or if you have already selected one

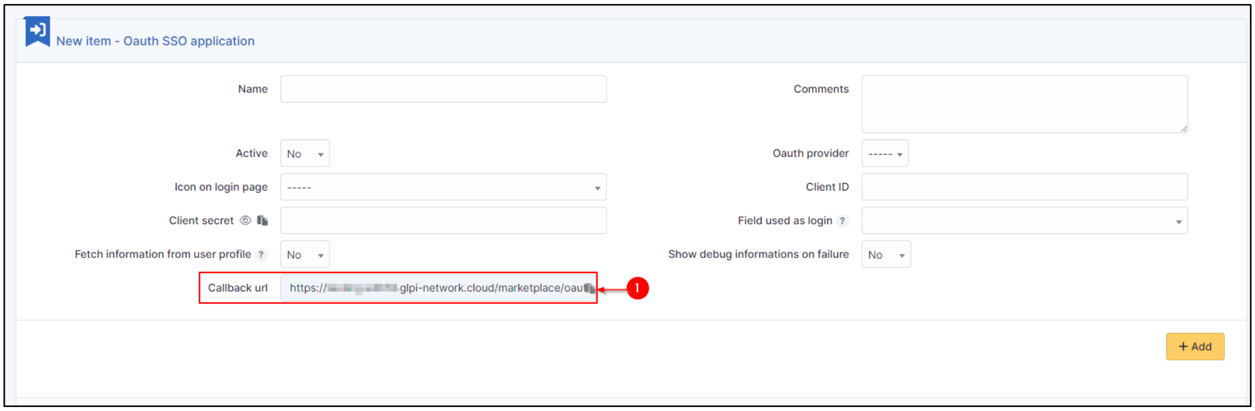


- In the Entra Portal, search for and select **Entra Active Directory**
- From the left-hand **Active Directory** menu
- select **Application Registrations**
- Then **New Registration**.

- Enter **web** in the redirect URI and paste the return URL of your GLPI instance :

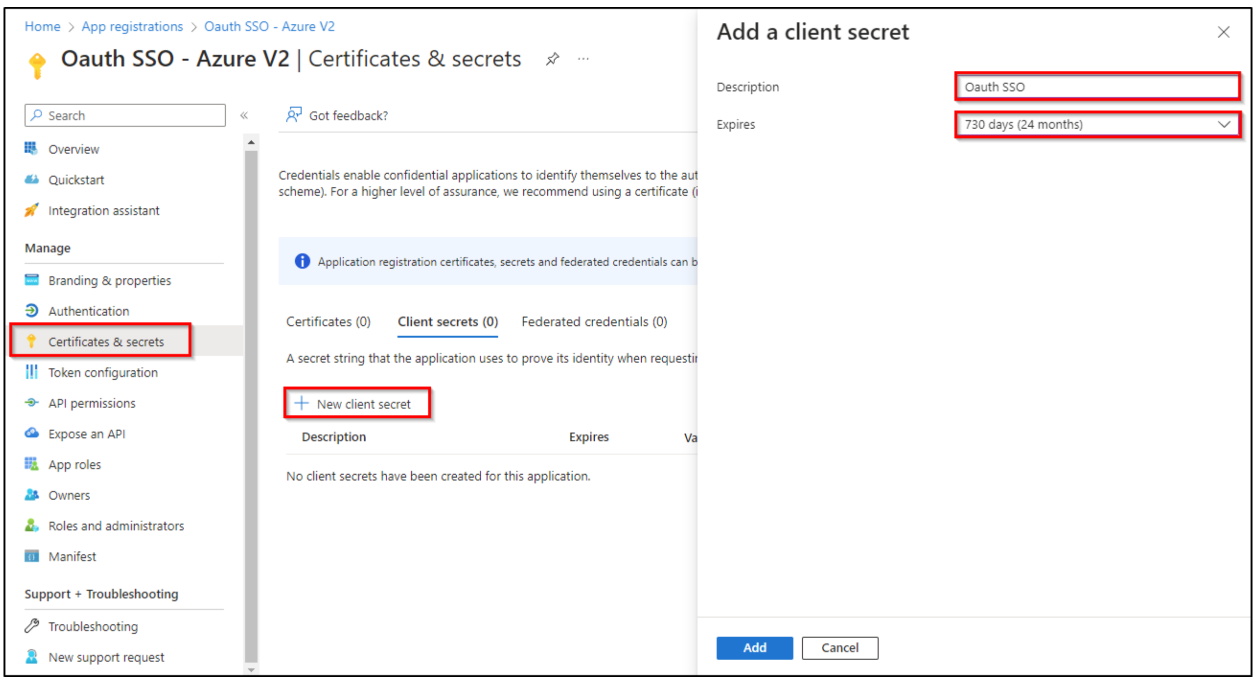

Home
Favorites
Azure Active Directory
Overview
Users
Groups
Devices
Applications
Enterprise applications
App registrations
Protect & secure
Identity Governance
External Identities
Show more
Home >
App registrations
New registration
Endpoints
Troubleshooting
Refresh
Download
Preview features
Got feedback?
Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure AD Graph. We will continue to provide technical support and security updates but we will no longer provide feature updates. Applications will need to be upgraded to Microsoft Authentication Library (MSAL) and Microsoft Graph. Learn more
All applications
Owned applications
Deleted applications
Start typing a display name or application (client) ID to filter these r...
Add filters
2 applications found
Display name
Application (client) ID
Created on
Certificates & secrets
2/27/2023
Current
6/6/2023
Current


Home > App registrations >
Register an application
* Name
The user-facing display name for this application (this can be changed later).
Oauth SSO - Azure V2
Supported account types
Who can use this application or access this API?
Accounts in this organizational directory only (only - Single tenant)
Accounts in any organizational directory (Any Azure AD directory - Multitenant)
Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
Personal Microsoft accounts only
Help me choose...
Redirect URI (optional)
We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.
Web
e.g. https://example.com/auth
1
By proceeding, you agree to the Microsoft Platform Policies
Register



29.4.2 Secret and certificate

— In the **certificates and secrets** tab, create a new secret that will need to be transferred to your Oauth SSO application on the GLPI side :

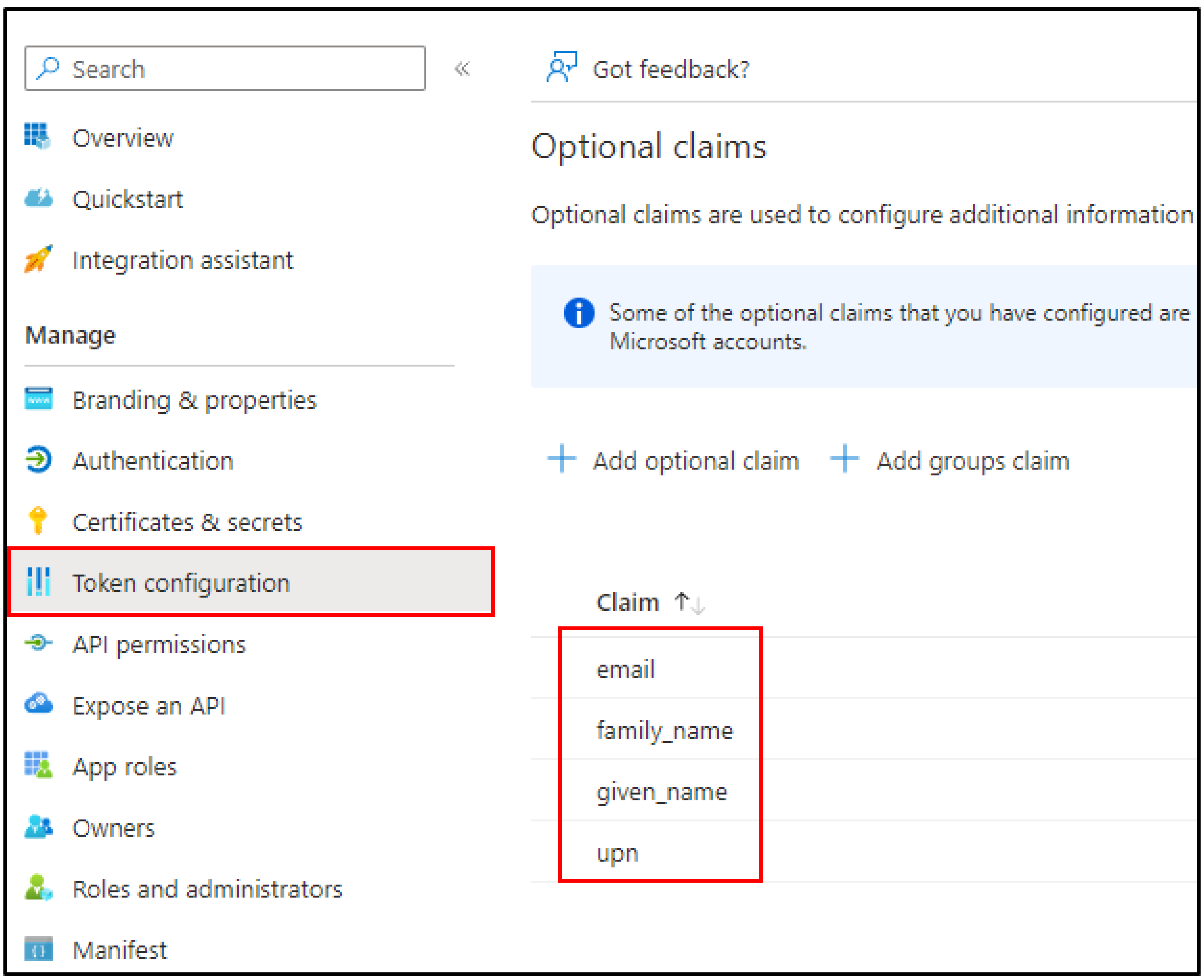


Avertissement : When you click on **add**, **the secret will only be available once**. As soon as you leave this page, **the secret will be hidden** and we will no longer be able to access it. Remember to **store it in a safe place** as we will need it later

29.4.3 Claims

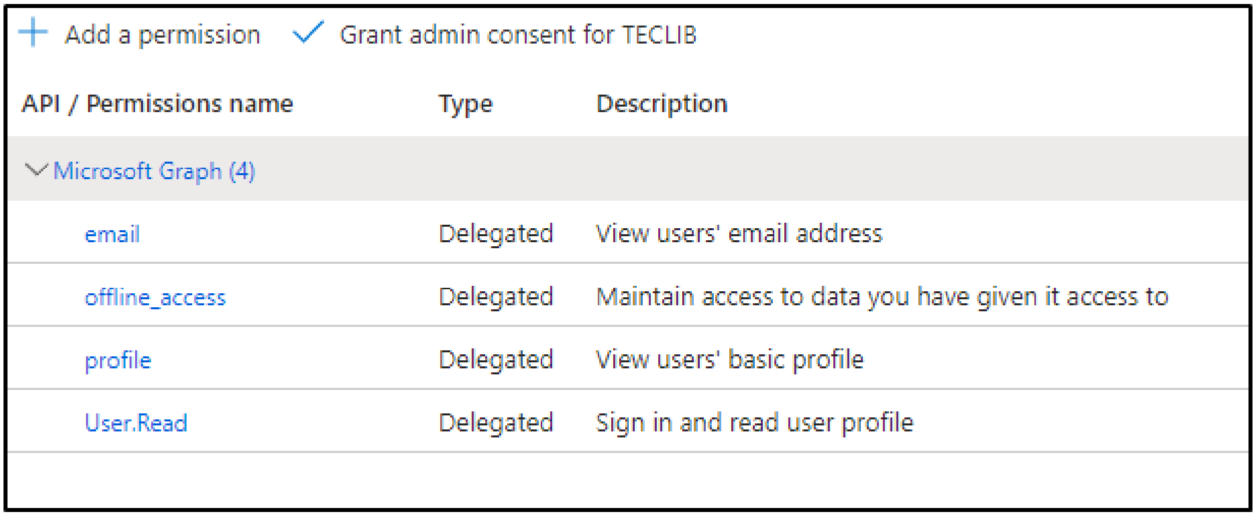
Avertissement : If you are using **SSO V2**, an additional step is required. The **claims** on the Entra side **must be entered manually** and should preferably be of type **ID**.

- In the **Token configuration** tab
- Click on **Add an optional claim**
- Add the 4 claims below :



29.4.4 API authorisations

GLPI must be able to read user information in order to use it for connection - In **API permissions** - Click on the API already present (Microsoft Graph for our example)

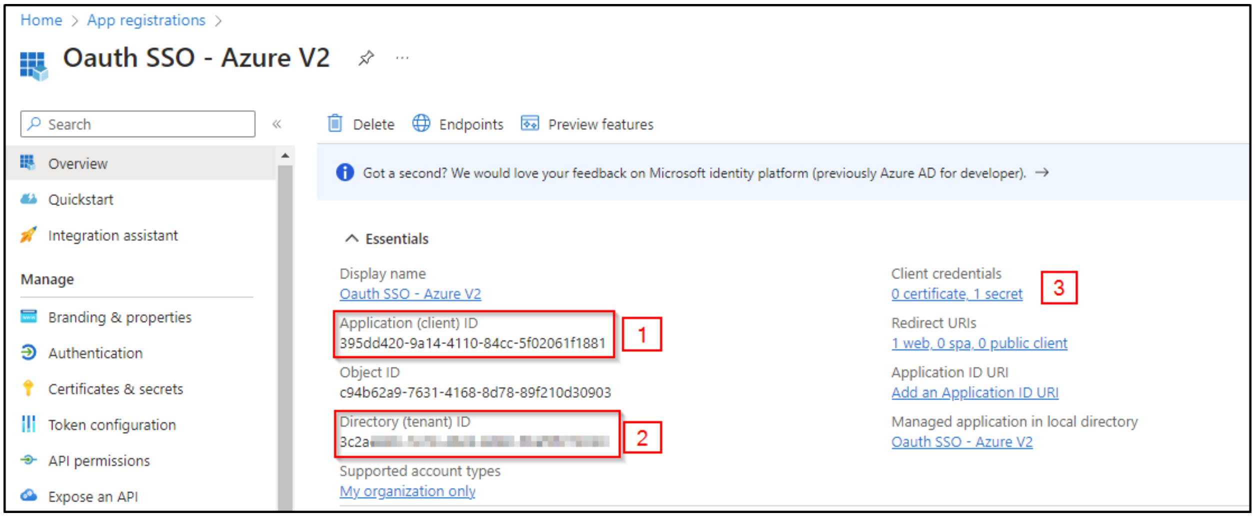


Select :

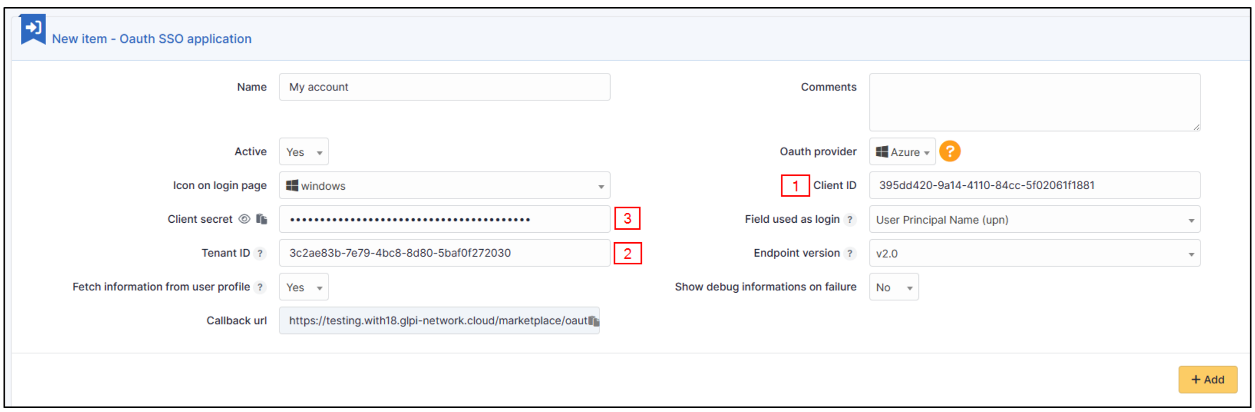
— email
— offline_access
— profile
— user.read
— Then remember to save your changes.

29.4.5 Setup GLPI

— Entra AD provides a description with the essential information you need :



— Specify an application **name** visible to end users.



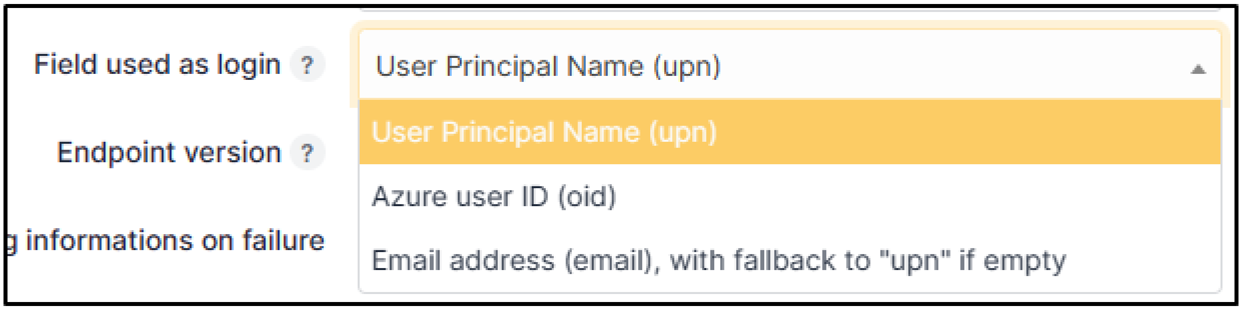
Copy the values from the fields above :

— Application ID
— The holder ID
— The **value** of the secret copied in the previous step

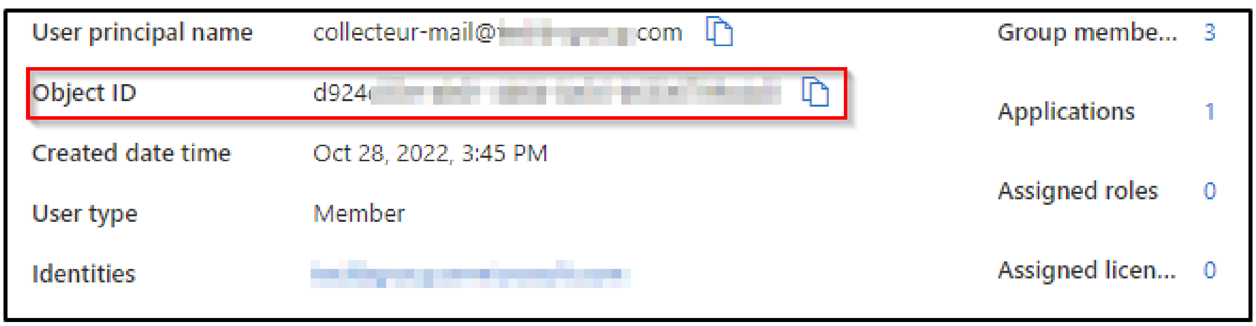
Avertissement : Please check that the **value** of the secret is filled in correctly.If the ID of the secret is copied, your application will fall into error.

29.4.6 Explanation of ID field

— 3 values are available in this insert :



1) **User Principal Name (UPN)** : this option will show the full username of the user logging in (nom.prenom@mondomaine.com for example). If you want only the username to be visible (without the @mondomaine.com, see the **XXXXXXXXXX** paragraph).
2) **Entra user ID (OID)** : this option takes the object ID from the Entra AD. This ID will be used for the user login



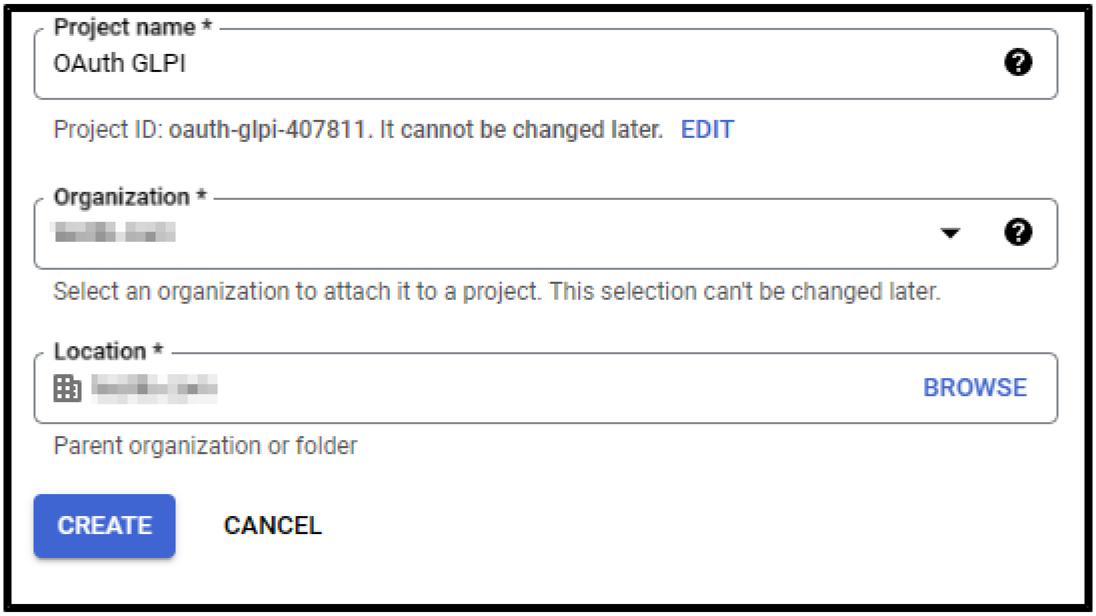
3) **Email address** : This option specifies the user's email address. This field will be used for the login. If it is empty, the UPN will be used.

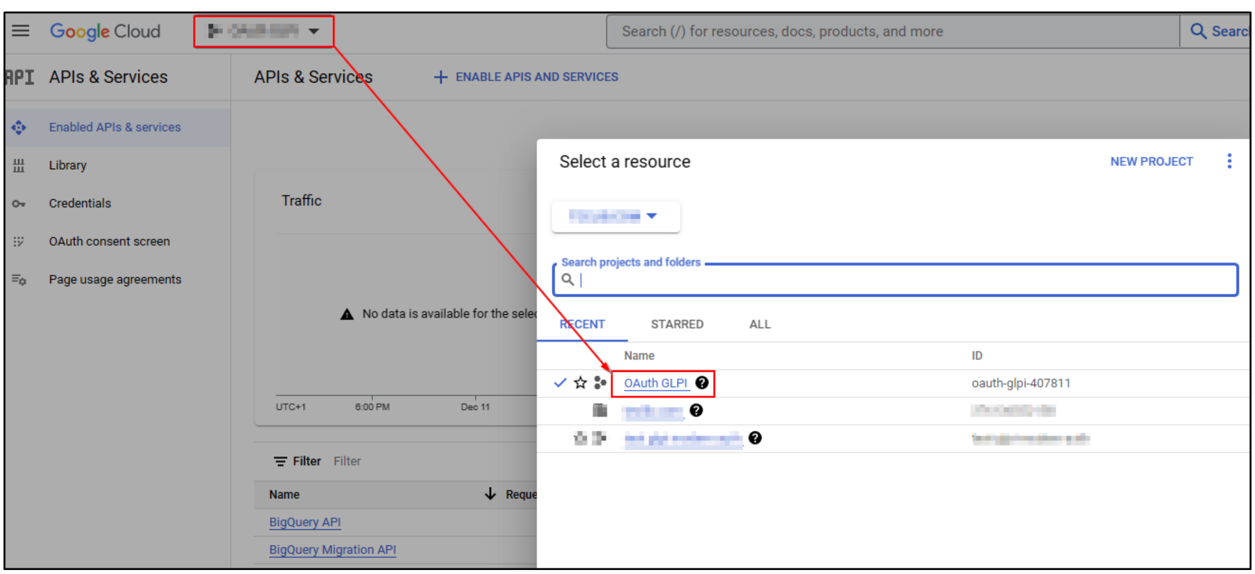
If you need to find your application in the Entra portal, select **Application subscriptions**, then **Display all applications**.

29.5 Google

29.5.1 Creating a project

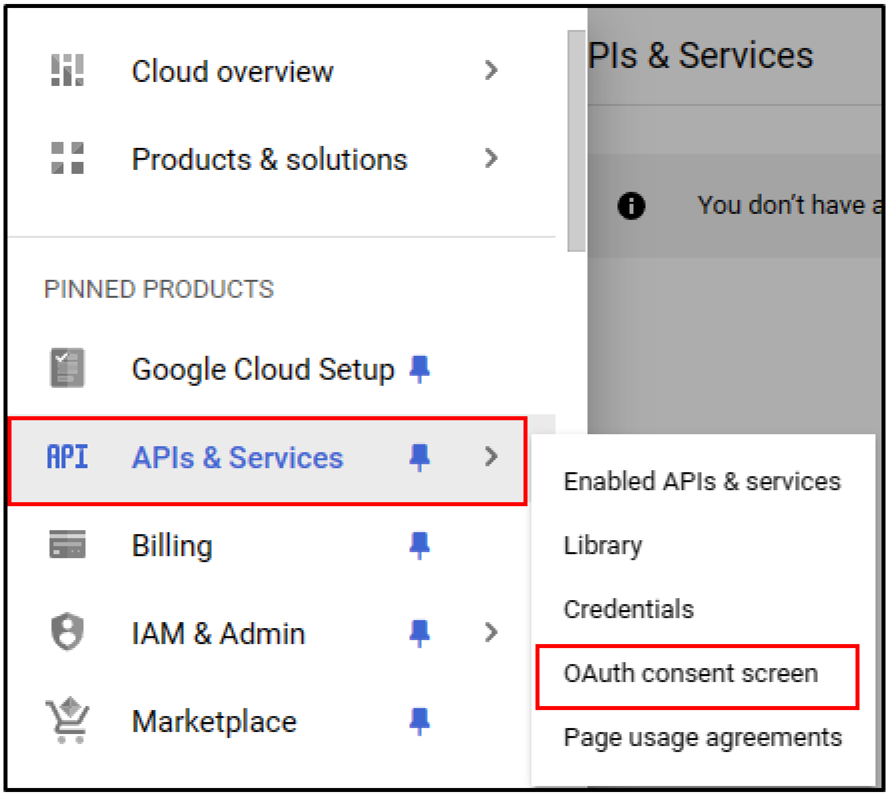
— From your Google console (administrator access is required)
— Go to your organisation then new project
— Enter the name of your project
— Click on **Create**
— Return to your organisation,
— Select your project


Project name *
OAuth GLPI
Project ID: oauth-glpi-407811. It cannot be changed later. EDIT
Organization *
Select an organization to attach it to a project. This selection can't be changed later.
Location *
BROWSE
Parent organization or folder
CREATE
CANCEL


Google Cloud
Search (/) for resources, docs, products, and more
APIs & Services
APIs & Services
ENABLE APIS AND SERVICES
Enabled APIs & services
Library
Credentials
OAuth consent screen
Page usage agreements
Traffic
Select a resource
NEW PROJECT
Search projects and folders
RECENT
STARRED
ALL
Name
ID
OAuth GLPI
oauth-glpi-407811
Filter
BigQuery API
BigQuery Migration API

29.5.2 Setup Oauth access

- From the menu, click on **APIs & Services**
- Then **OAuth consent screen**

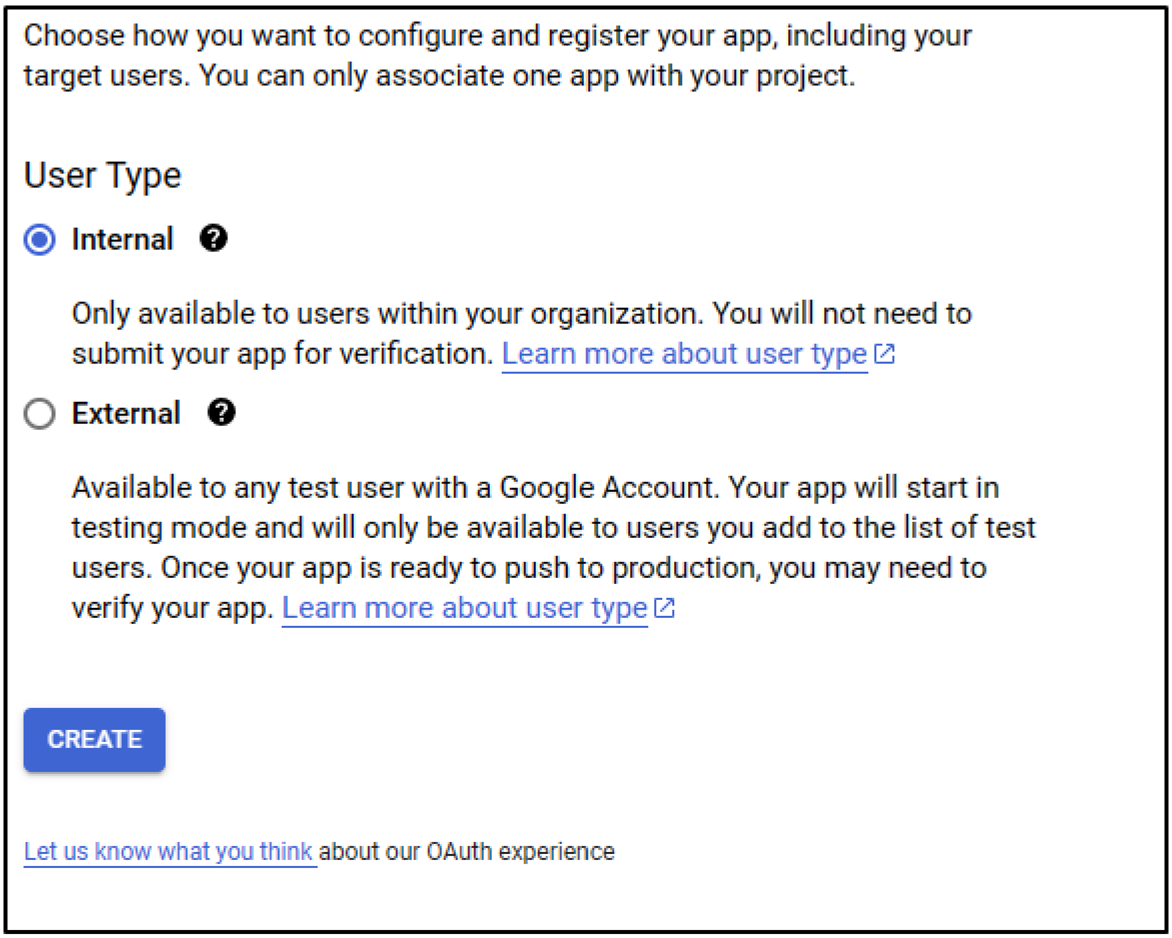


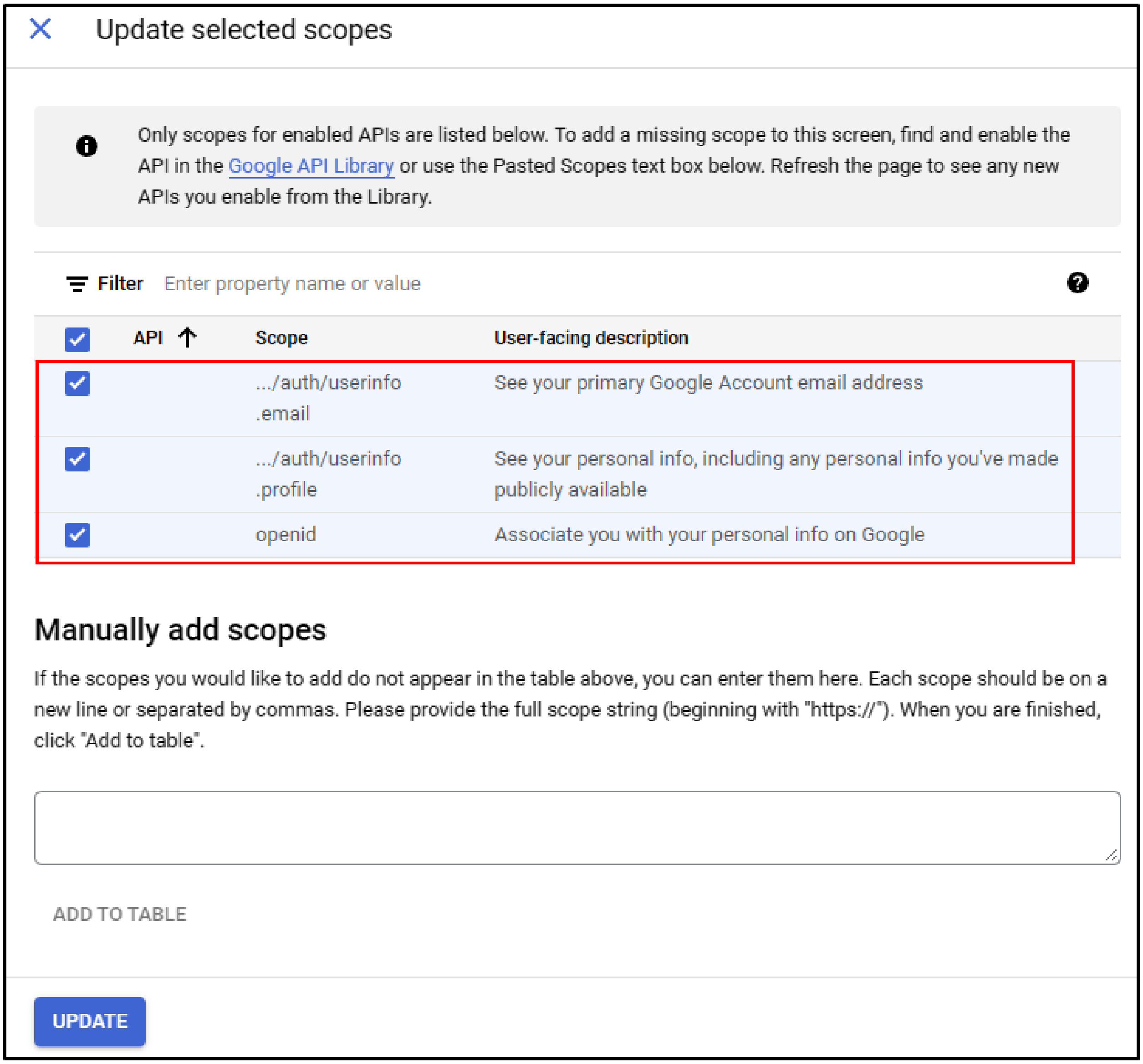
- Select the type of access that will be granted to the application (internal or external users)
- Then click on **Create**.
- Enter (as a minimum) a name for the application, an email address for application support and the developer's email address (this information is compulsory).
- Click on **Save and continue**.
- In the **Scope** section
- Click on **Add or remove application fields**
- Add **auth/userinfo.email auth/userinfo.profile** and **openid**
- Click on **Update**
- Then **Save and continue**

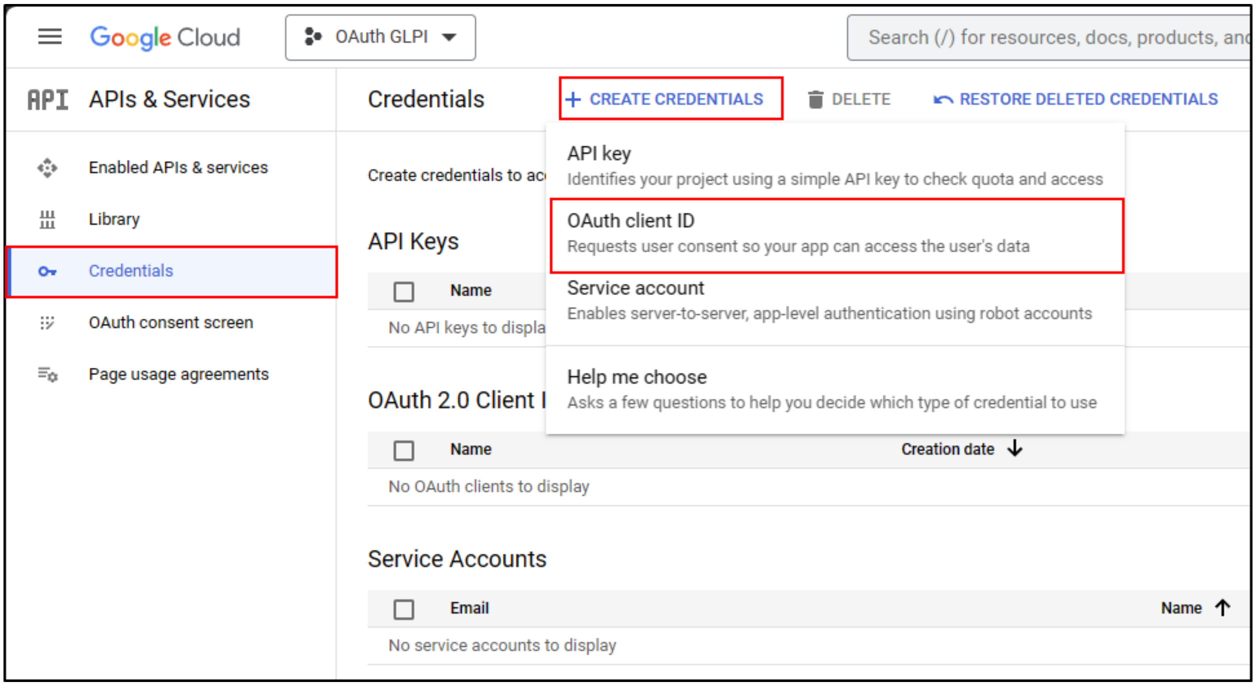
29.5.3 ID settings

- From the **Credentials** menu
- Click on **Create credentials**
- Then **Oauth client ID**.
- Select the type of application **Web application**
- Enter an application name
- In the **Authorized redirect URIs** section
- Enter the GLPI **Callback URL**

Astuce : Where can I find my callback URL ?


Choose how you want to configure and register your app, including your target users. You can only associate one app with your project.
User Type
Internal
Only available to users within your organization. You will not need to submit your app for verification. Learn more about user type
External
Available to any test user with a Google Account. Your app will start in testing mode and will only be available to users you add to the list of test users. Once your app is ready to push to production, you may need to verify your app. Learn more about user type
CREATE
Let us know what you think about our OAuth experience


Update selected scopes
Only scopes for enabled APIs are listed below. To add a missing scope to this screen, find and enable the API in the Google API Library or use the Pasted Scopes text box below. Refresh the page to see any new APIs you enable from the Library.
Filter
Enter property name or value
API
Scope
User-facing description
.../auth/userinfo .email
See your primary Google Account email address
.../auth/userinfo .profile
See your personal info, including any personal info you've made publicly available
openid
Associate you with your personal info on Google
Manually add scopes
If the scopes you would like to add do not appear in the table above, you can enter them here. Each scope should be on a new line or separated by commas. Please provide the full scope string (beginning with "https://"). When you are finished, click "Add to table".
ADD TO TABLE
UPDATE



- Click on **Create**
- A page appears with the identifier values. **Keep this information** as it will be requested in GLPI.

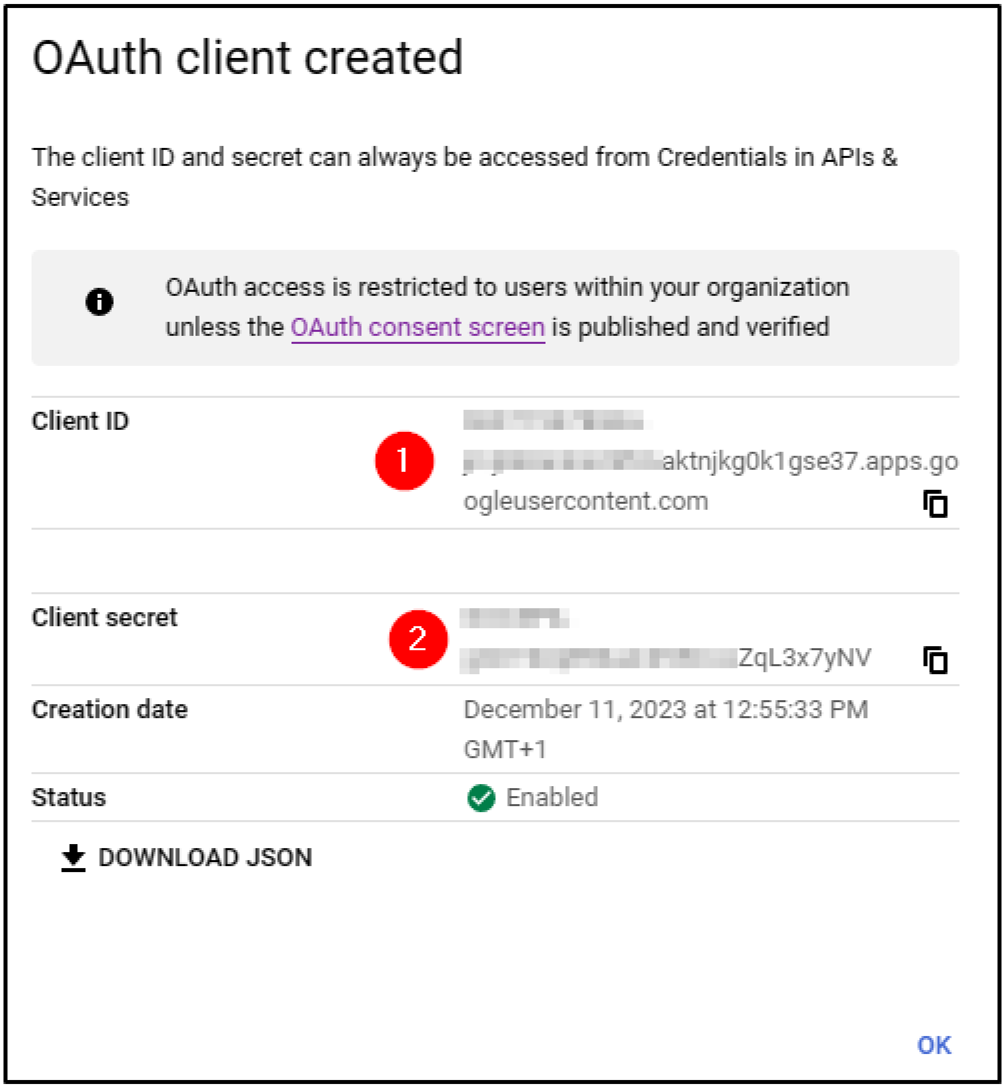
29.5.4 Setup GLPI

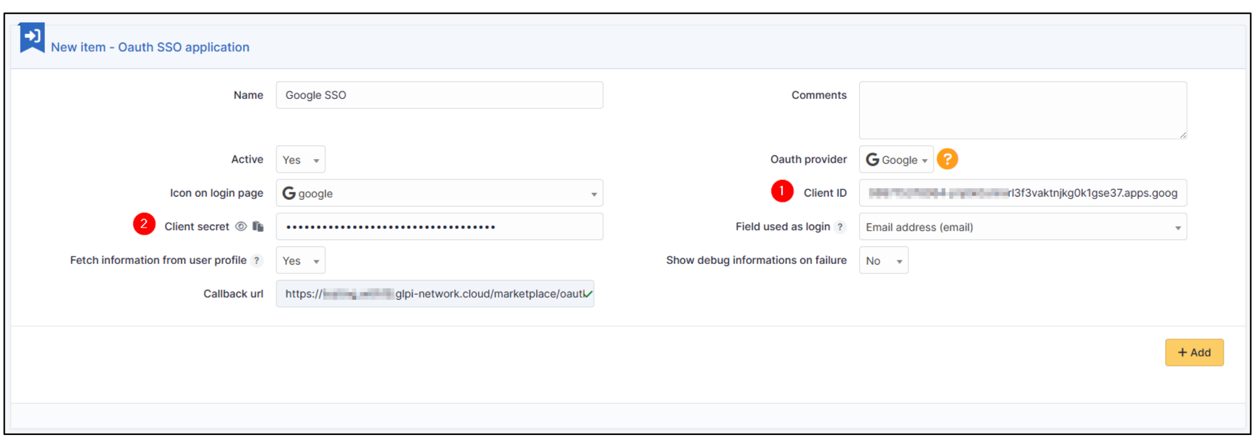
- From **Setup > Oauth SSO applications**
- Click on **Add**
- Select **Google** in the **Oauth provider** field
- Select the icon that will be visible on the home page
- Enter the **Client ID** (number 1 on the previous screenshot)
- Enter the **Client secret** (numbered 2 on the previous screenshot)
- Enter the **field user ID** [1]
- Click on **Add**

From the home page, the new Oauth SSO login option will be visible :

Note : The first time a user logs on, they will be asked to accept access authorisations for their profile

1. the identifier field will be the user's login. **Google user Id** represents the unique value for each user generated when the user is created.


OAuth client created
The client ID and secret can always be accessed from Credentials in APIs & Services
OAuth access is restricted to users within your organization unless the OAuth consent screen is published and verified
Client ID
1
aktnjkg0k1gse37.apps.googleusercontent.com
Client secret
2
ZqL3x7yNV
Creation date
December 11, 2023 at 12:55:33 PM GMT+1
Status
Enabled
DOWNLOAD JSON
OK

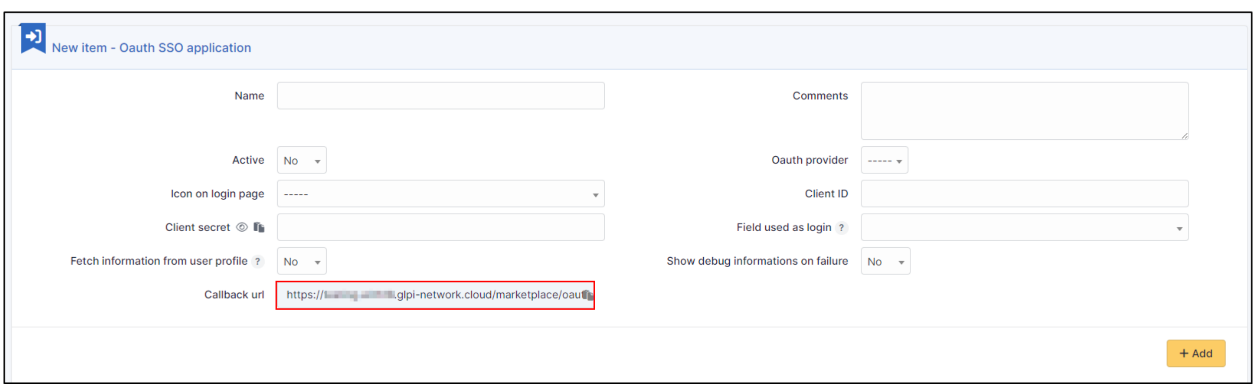

New item - Oauth SSO application
Name
Google SSO
Comments
Active
Yes
Oauth provider
Google
Icon on login page
google
1
Client ID
rl3f3vaktnjkg0k1gse37.apps.goog
2
Client secret
Field used as login
Email address (email)
Fetch information from user profile
Yes
Show debug informations on failure
No
Callback url
glpi-network.cloud/marketplace/oautl
+ Add

29.6 OKTA

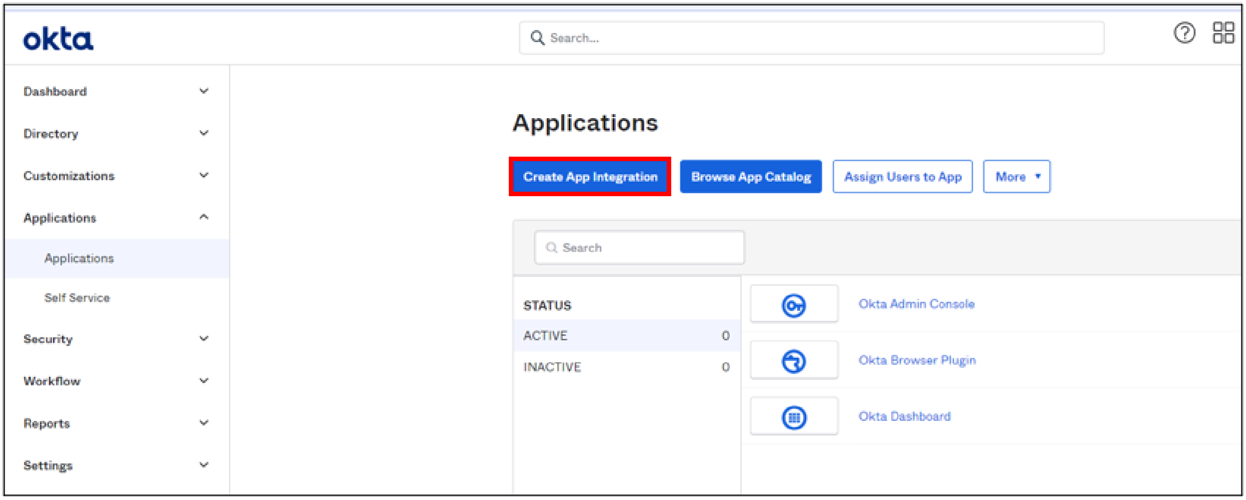
29.6.1 Create application

— First, go to GLPI and download the Oauthsso plugin
— Navigate to the **Setup > Oauth SSO applications**
— Click on **Add**

— Keep this window active and retain the callback URL :



— In your OKTA interface, go to **Applications**
— **Create App Integration**



— Select option **OIDC – OpenID Connect** in the 1st insert and **Web Application** in the second
— Click on **Next**

— Enter an application name and check the box **Client credentials**

— Enter the return URL, retrieved above, in Sign-in redirect URIs.

29.6.2 Assignments

— In the last box, select the option that suits you best (here we authorize all users present in OKTA)
— Finally, click on **Save**

29.6.3 Setup GLPI

— In GLPI, go back to the Oauth SSO plugin configuration window and enter your OKTA tenant information :

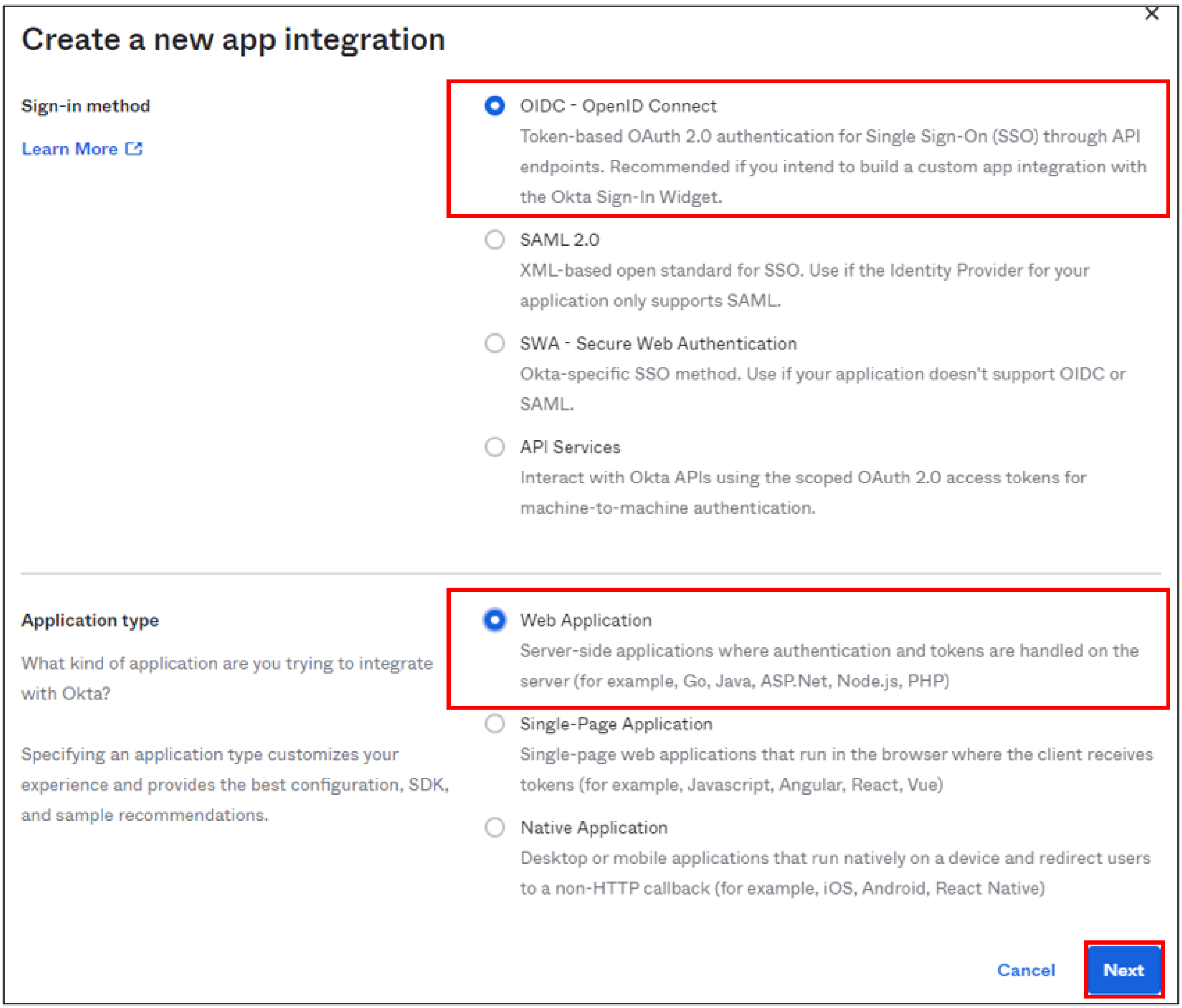
1. Give your provider a name, which will appear on the login page.
2. Indicate this as active
3. Enter OKTA as provider Oauth
4. Enter the application ID found in the application previously created in OKTA

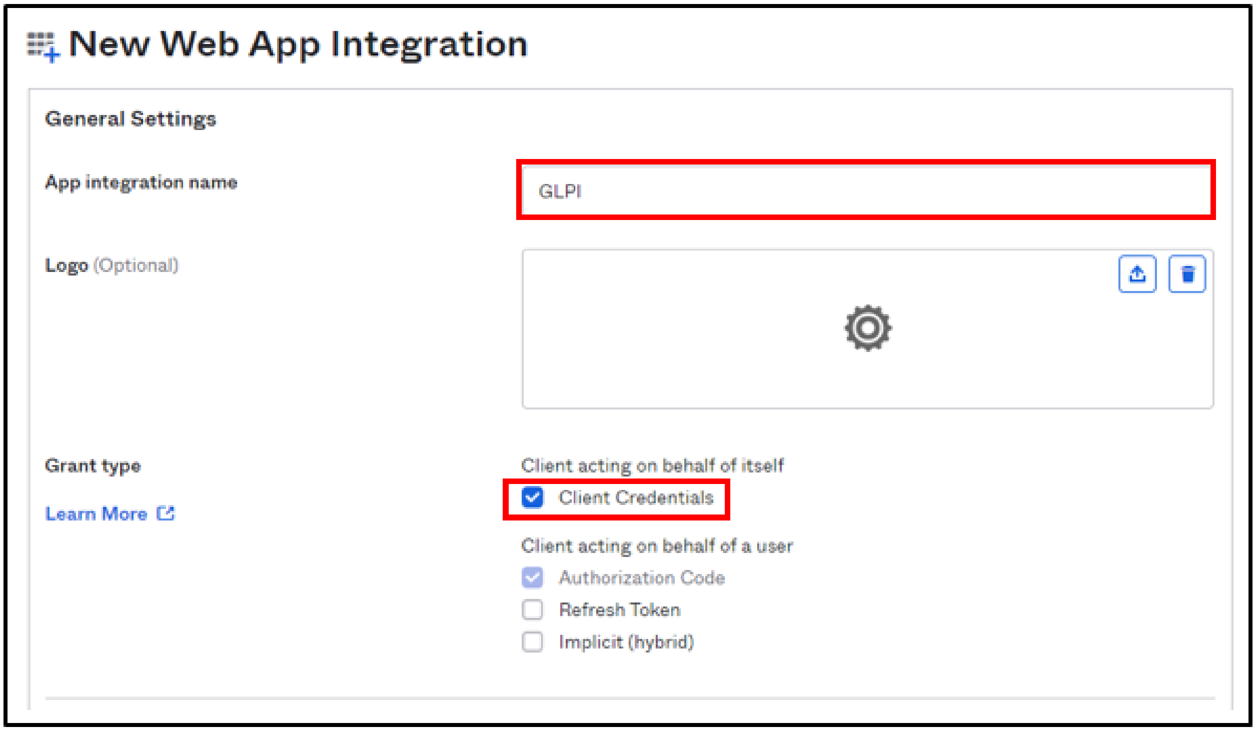
1. Specify the ID field to be mapped with OKTA
2. Specify the customer secret available in OKTA in the previously created application

7. Enter the name of your OKTA instance (https://XXXXXXXXX.okta.com), available in the account creation confirmation e-mail.

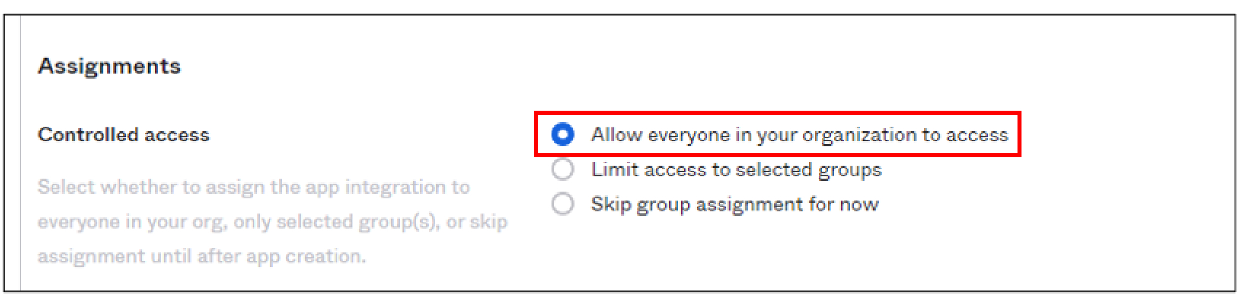
— Click on **Add**
— In the plugin, you will see the approval message :

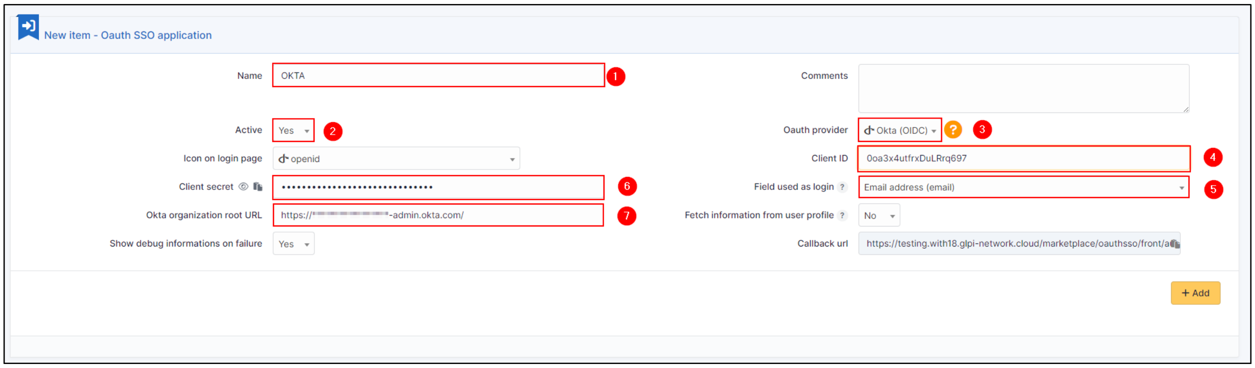
Now that the configuration is complete, you can test it with a user.

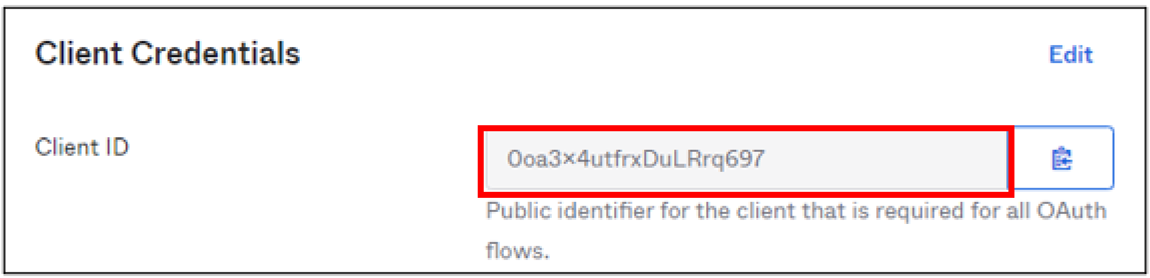

Create a new app integration
Sign-in method
Learn More
OIDC - OpenID Connect
Token-based OAuth 2.0 authentication for Single Sign-On (SSO) through API endpoints. Recommended if you intend to build a custom app integration with the Okta Sign-In Widget.
SAML 2.0
XML-based open standard for SSO. Use if the Identity Provider for your application only supports SAML.
SWA - Secure Web Authentication
Okta-specific SSO method. Use if your application doesn't support OIDC or SAML.
API Services
Interact with Okta APIs using the scoped OAuth 2.0 access tokens for machine-to-machine authentication.
Application type
What kind of application are you trying to integrate with Okta?
Specifying an application type customizes your experience and provides the best configuration, SDK, and sample recommendations.
Web Application
Server-side applications where authentication and tokens are handled on the server (for example, Go, Java, ASP.Net, Node.js, PHP)
Single-Page Application
Single-page web applications that run in the browser where the client receives tokens (for example, Javascript, Angular, React, Vue)
Native Application
Desktop or mobile applications that run natively on a device and redirect users to a non-HTTP callback (for example, iOS, Android, React Native)
Cancel
Next


New Web App Integration
General Settings
App integration name
GLPI
Logo (Optional)
Grant type
Learn More
Client acting on behalf of itself
Client Credentials
Client acting on behalf of a user
Authorization Code
Refresh Token
Implicit (hybrid)


Sign-in redirect URIs
Okta sends the authentication response and ID token for the user's sign-in request to these URIs
Learn More
Allow wildcard * in sign-in URI redirect.
https:// _ glpi-network.cloud/marketplace/oauthsso/fro
+ Add URI

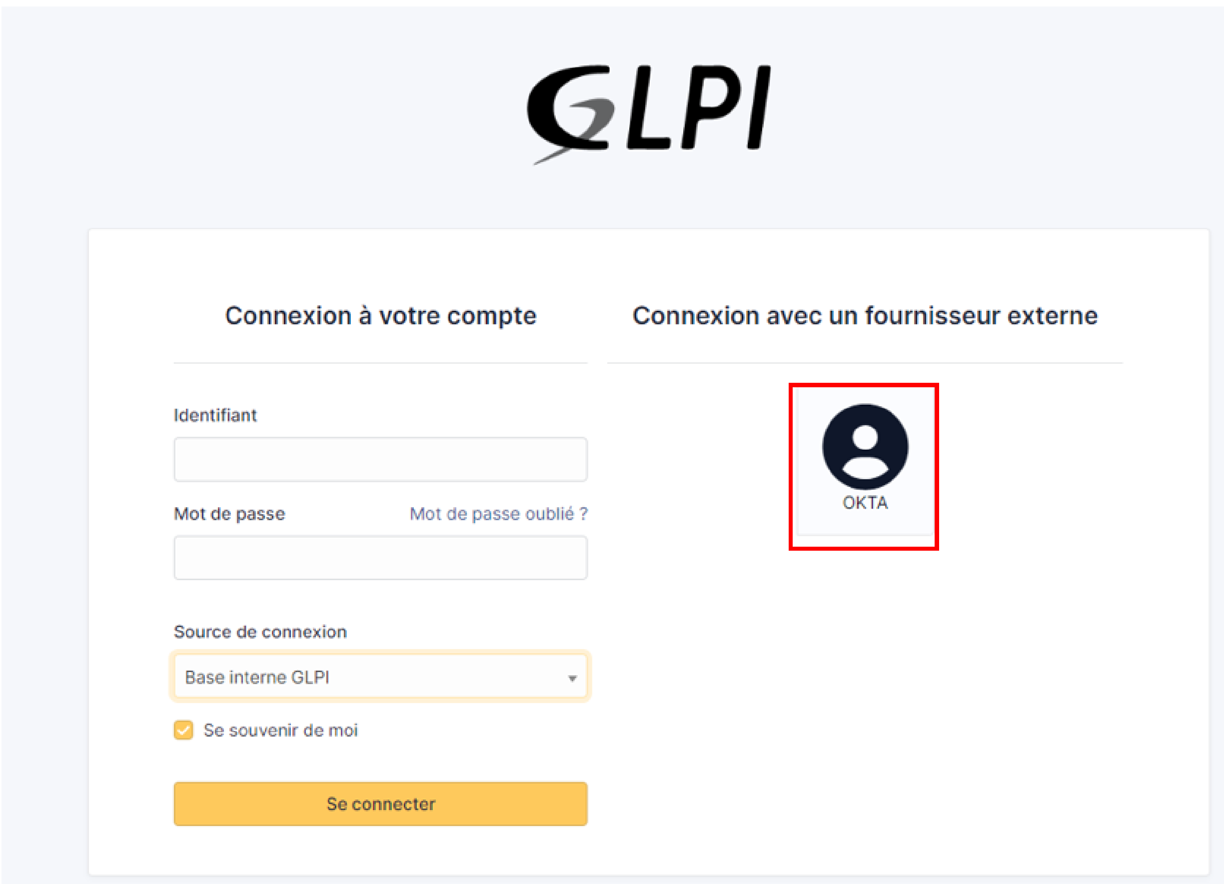

Assignments
Controlled access
Select whether to assign the app integration to everyone in your org, only selected group(s), or skip assignment until after app creation.
Allow everyone in your organization to access
Limit access to selected groups
Skip group assignment for now

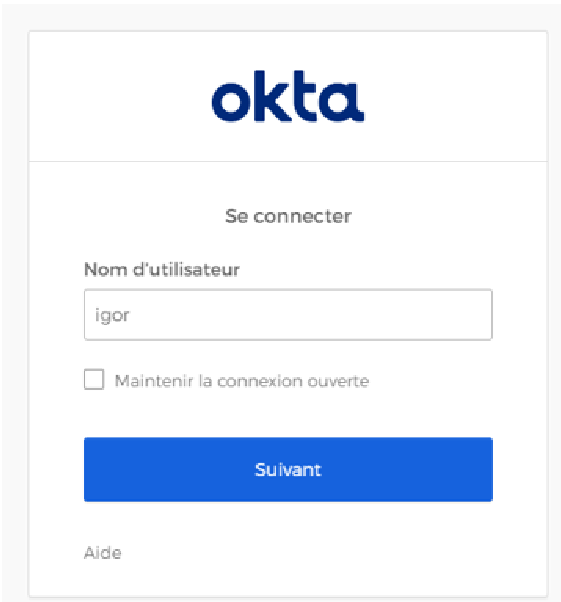

New item - Oauth SSO application
Name
OKTA
Comments
Active
Yes
Oauth provider
Okta (OIDC)
Icon on login page
openid
Client ID
0oa3x4utfrxDuLRrq697
Client secret
Field used as login
Email address (email)
Okta organization root URL
Fetch information from user profile
No
Show debug informations on failure
Yes
Callback url
+ Add

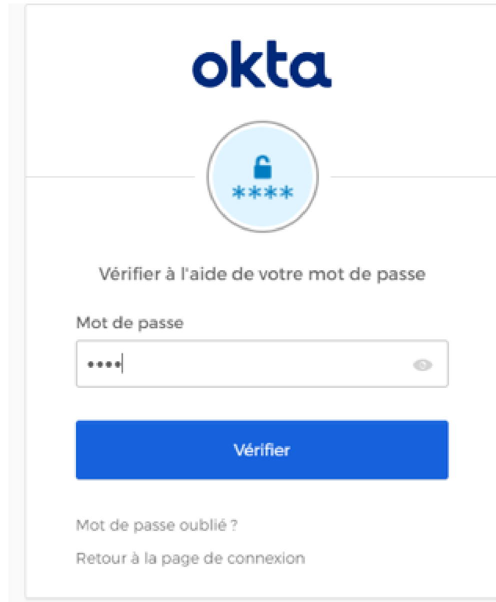

Client Credentials
Edit
Client ID
0oa3x4utfrxDuLRrq697
Public identifier for the client that is required for all OAuth flows.

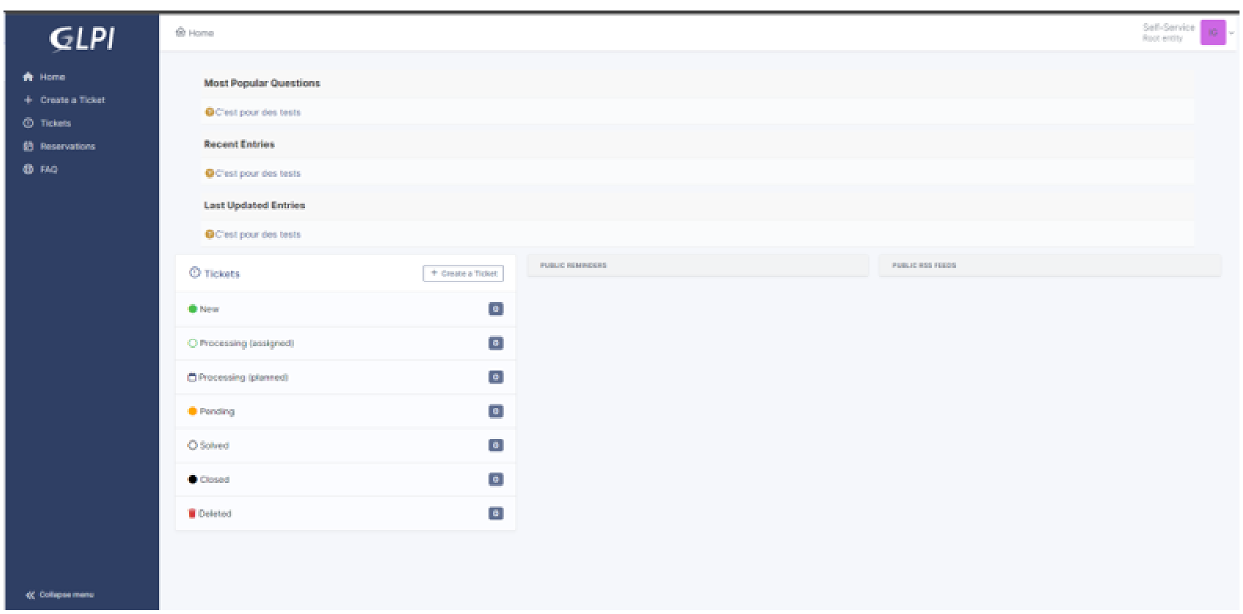

Generate new secret
Creation date
Secret
Status
Jan 23, 2023
Active


Vérification des données du fournisseur
Adresse du document de découverte OpenID
Obtention des clés de signature


Connexion à votre compte
Connexion avec un fournisseur externe
Identifiant
Mot de passe
Mot de passe oublié ?
OKTA
Source de connexion
Base interne GLPI
Se souvenir de moi
Se connecter


okta
Se connecter
Nom d'utilisateur
igor
Maintenir la connexion ouverte
Suivant
Aide


okta
Vérifier à l'aide de votre mot de passe
Mot de passe
Vérifier
Mot de passe oublié ?
Retour à la page de connexion

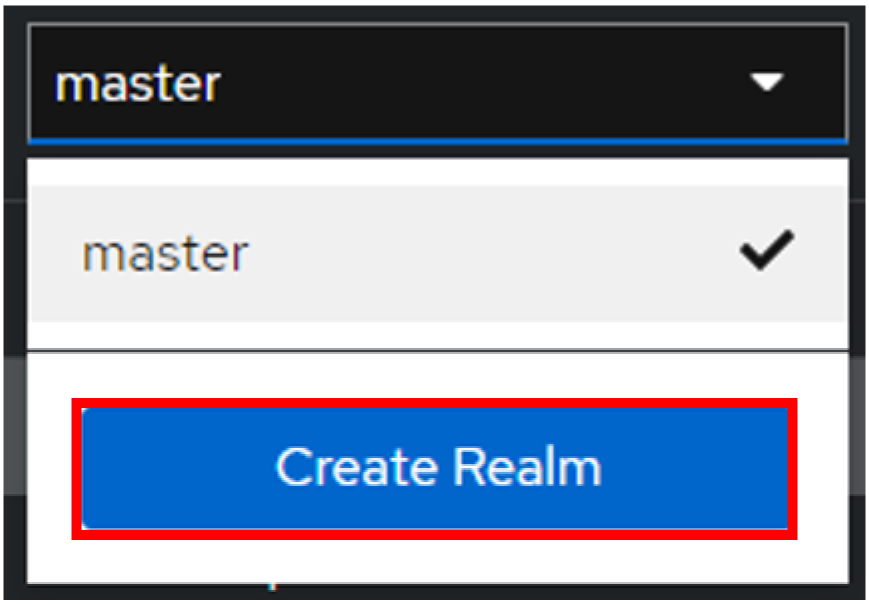

GLPI
Home
Create a Ticket
Tickets
Reservations
FAQ
Most Popular Questions
C'est pour des tests
Recent Entries
C'est pour des tests
Last Updated Entries
C'est pour des tests
Tickets
Create a Ticket
New
Processing (assigned)
Processing (planned)
Pending
Solved
Closed
Deleted
Collapse menu

29.7 Keycloak

29.7.1 Create a REALM

— After installing keycloak, go to the admin console :

http://XXXXXXXXXX:8080/admin or https://XXXXXXXXXX:8080/admin
— Create your **realm** by clicking on **master** at the top left of your screen
— Then **create Realm**
— Give it a name that suits you
— Click on **Create**



29.7.2 Create user

— Then go to the **Users** tab
— Then **Create new user** (we'll use a local user, but you can synchronize your LDAP if necessary)

— Create your user according to your needs, remembering to check the Email verified box
— Click on **Create** once you've entered your details.

— Stay in your user file and click on **Credentials**
— Then **Set pasword**

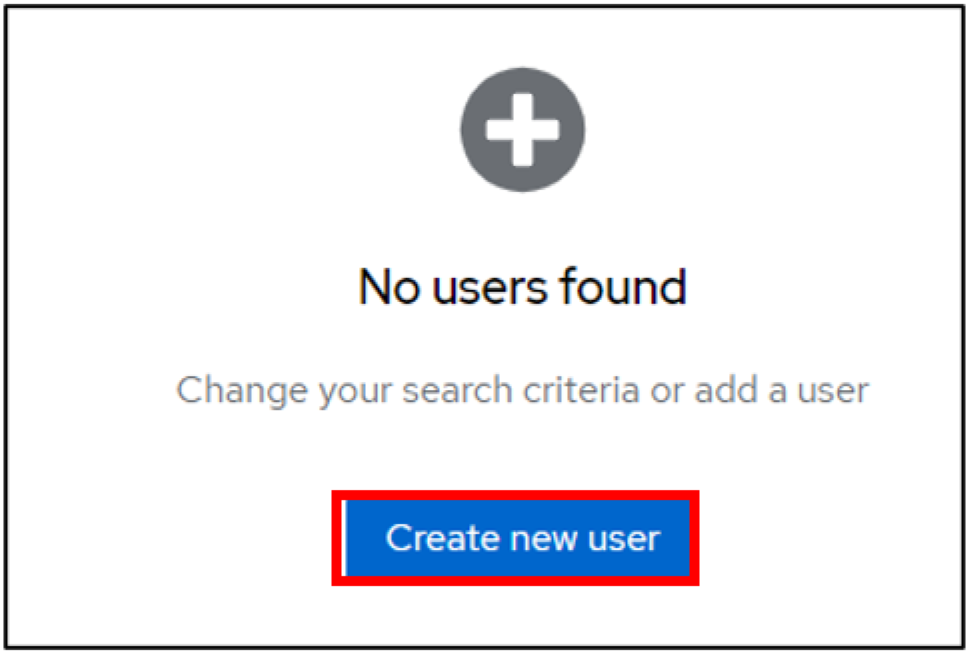
— Configure the user password, taking care to indicate that the password is not temporary
— Click on save then **Save password**

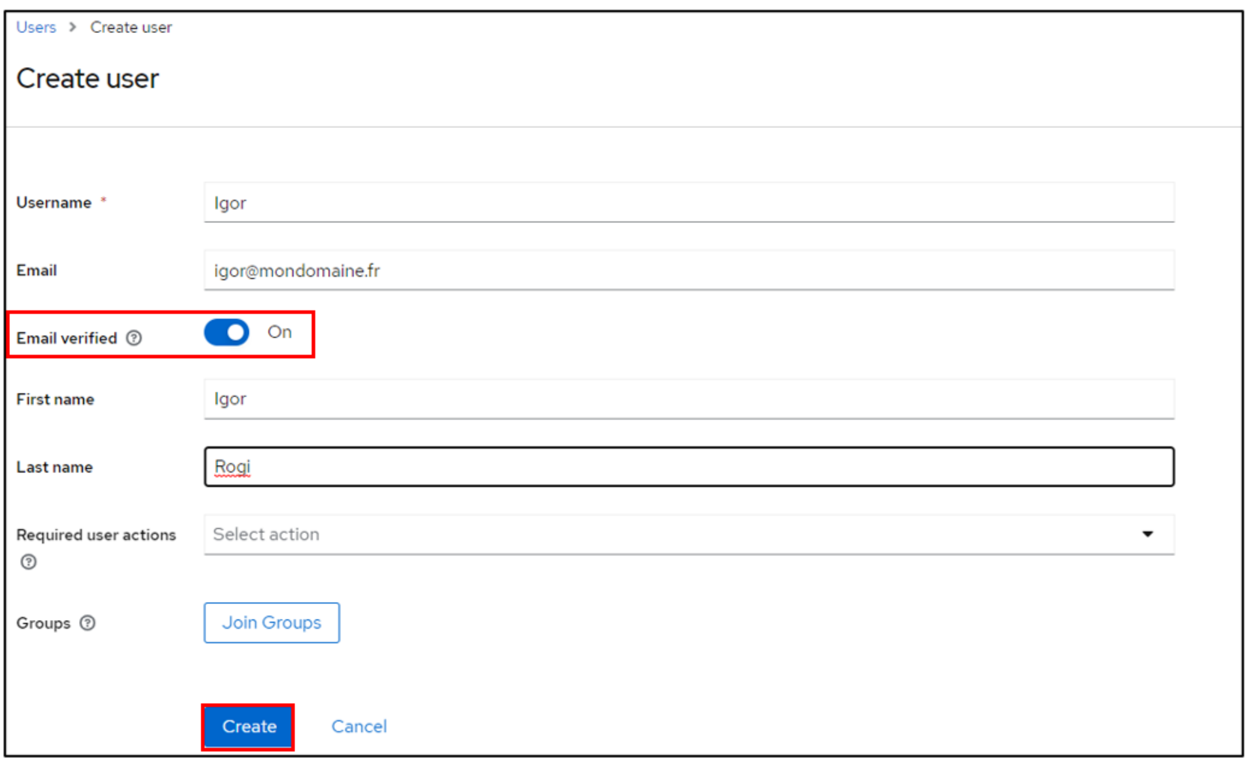
You can check that your configuration is correct by logging on to the user account console :

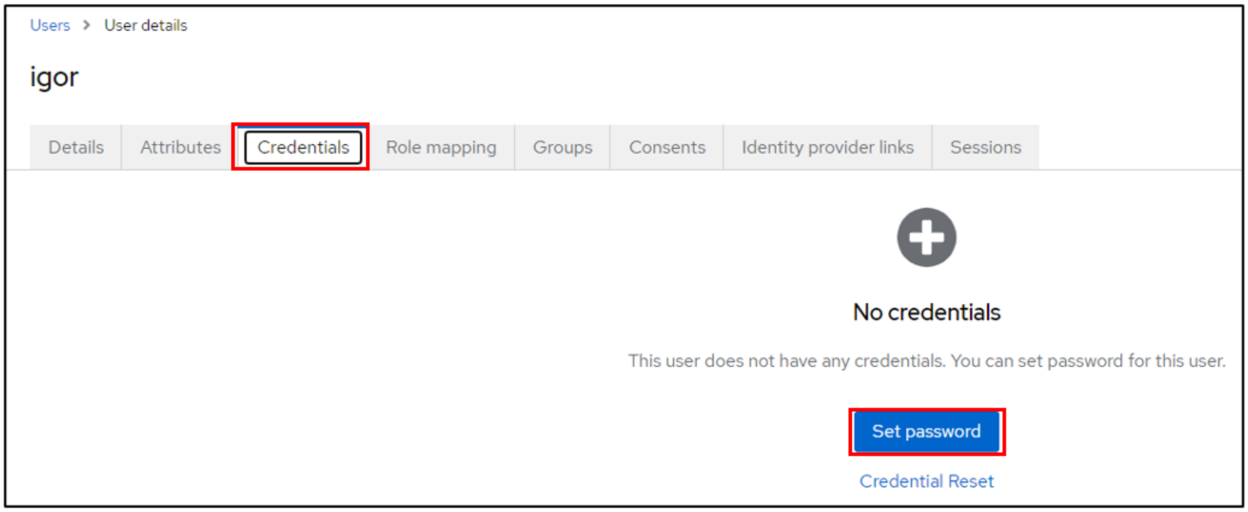
http://XXXXXXXXXXX/realms/GLPI/account/#/ or https://XXXXXXXXXXX/realms/GLPI/account/#/

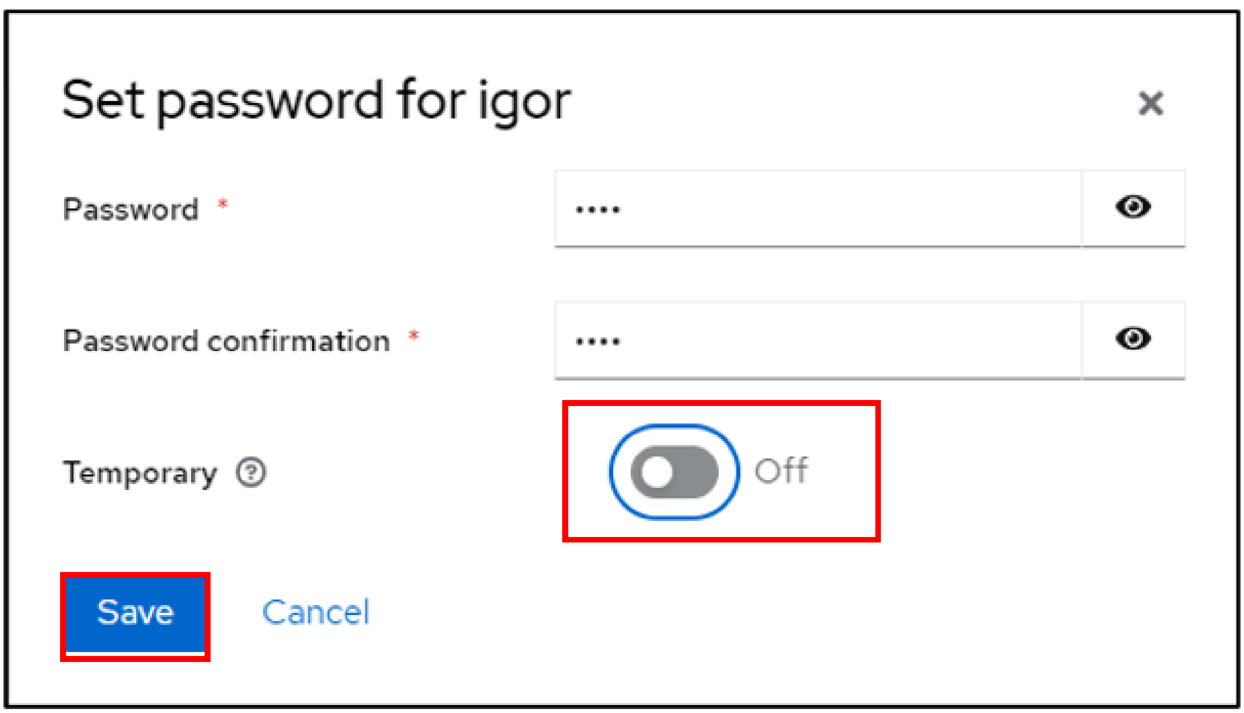
(Remember to adapt the realm name if you haven't named it GLPI).

You will then be able to connect to the record of the previously created user or one of your LDAP users.


No users found
Change your search criteria or add a user
Create new user

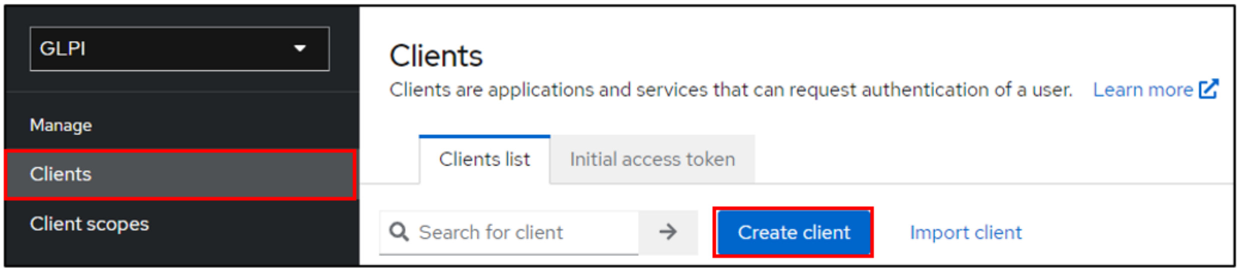

Users > Create user
Create user
Username *
Igor
Email
igor@mondomaine.fr
Email verified
On
First name
Igor
Last name
Rogi
Required user actions
Select action
Groups
Join Groups
Create
Cancel


Users > User details
igor
Details
Attributes
Credentials
Role mapping
Groups
Consents
Identity provider links
Sessions
No credentials
This user does not have any credentials. You can set password for this user.
Set password
Credential Reset


Set password for igor
Password *
Password confirmation *
Temporary
Off
Save
Cancel

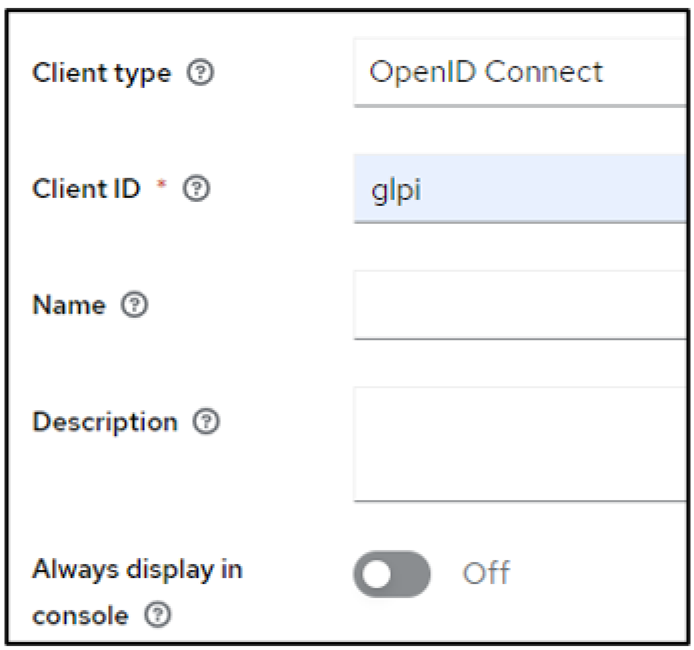
29.7.3 Create client

Now we can register our GLPI application with Keycloak
- Go to **Clients**
- Create client



- Give your application a client ID, which you'll need to pass on to your GLPI Oauth SSO configuration
- Click on next and make sure on the next page that the **standard flow** and **client authentication** options are active
- Click on **Save**

Keep this page active, we'll come back to it later.



29.7.4 Setup GLPI

- Go to GLPI
- In **Setup > Oauth SSO applications click on add** (at the top of your screen)

- Start by retrieving the return URL and pasting it into Keycloak's **valid redirect URIs** field
- Back in GLPI's Oauth SSO plugin configuration, fill in the required fields :

1. Give your provider a name, which will appear on the login page for users
2. Activate this plugin so that it is visible and usable on the login page
3. Choose Keycloak as your Oauth provider
4. Enter the client name set above
5. Retrieve client secret from Keycloak (client, client_name, credentials)

6. Enter the discovery URL : http://mondomaine/realms/monrealms/.well-known/openid-configuration.

- Click on **Add**

In the plugin, to see the approval message :

Now that configuration is complete, you can test the connection with the user you created earlier, or with your LDAP user.

29.8 Rules for assigning authorisations

Remember that Oauth SSO authentication allows **only authentication**, in the sense that no user management is carried out following authentication.

In most cases, it will therefore be necessary to establish rules for assigning authorisations to your users (to give them a profile, for example).

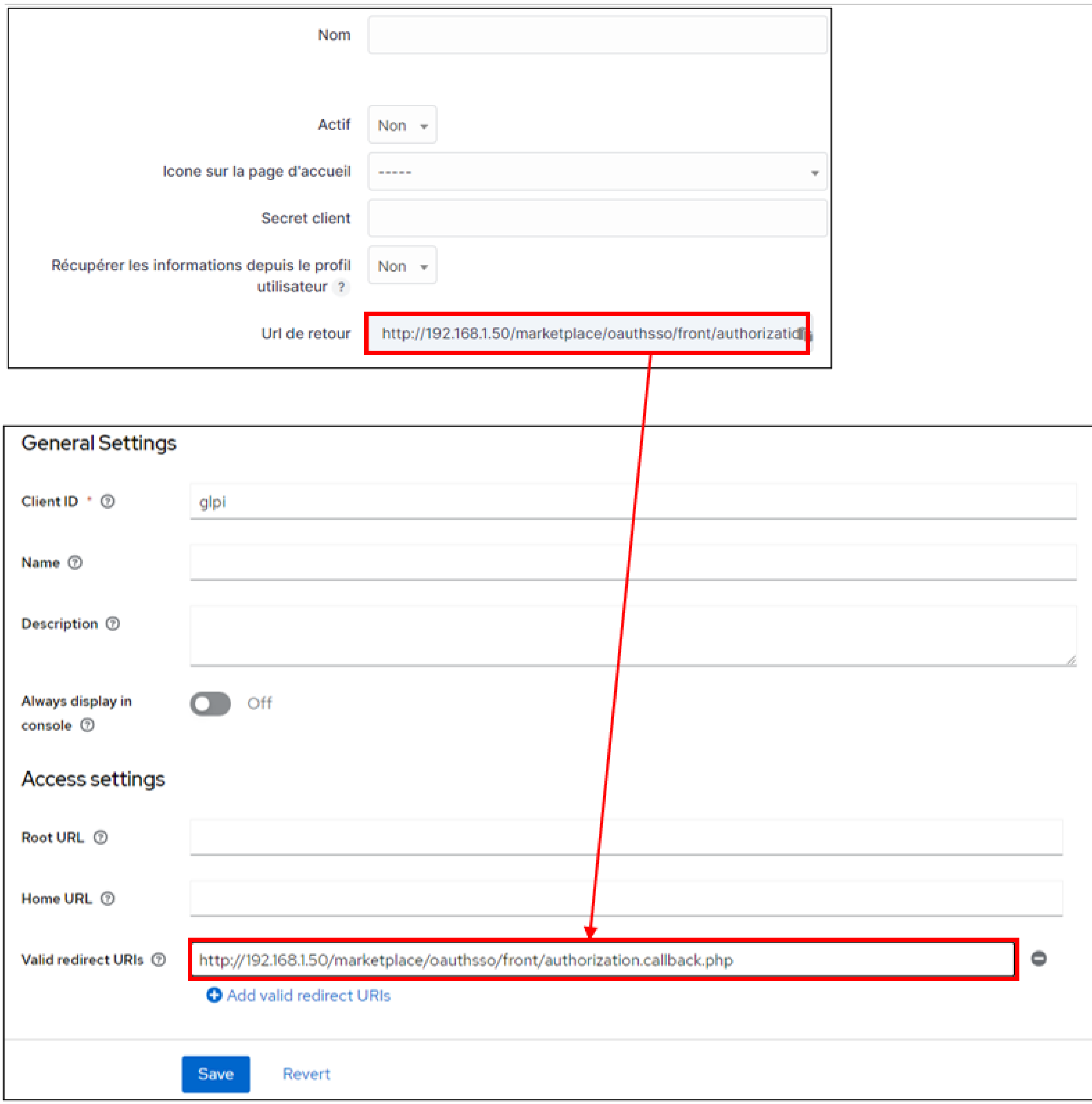
- To do this, go to **Administration > Rules > Rules for assigning authorisations to a user**.

There are no 'mandatory' rules, it's up to you to create the rule(s) that you feel best suit your needs according to your available criteria.

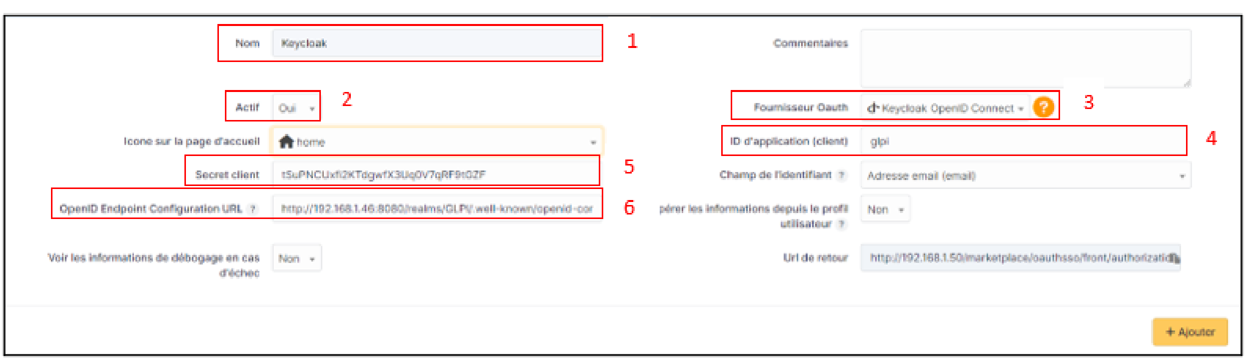
For example, a very simple rule

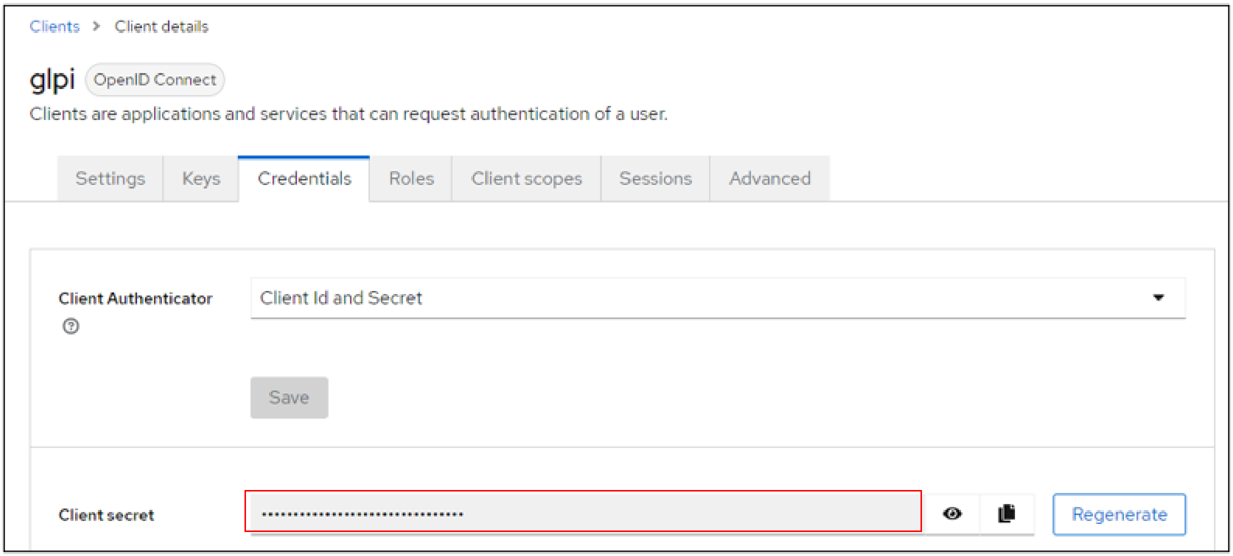
- A very simple rule -> *I want my users with SSO authentication to obtain the Self-Service profile*.

So I set my criteria and my action :

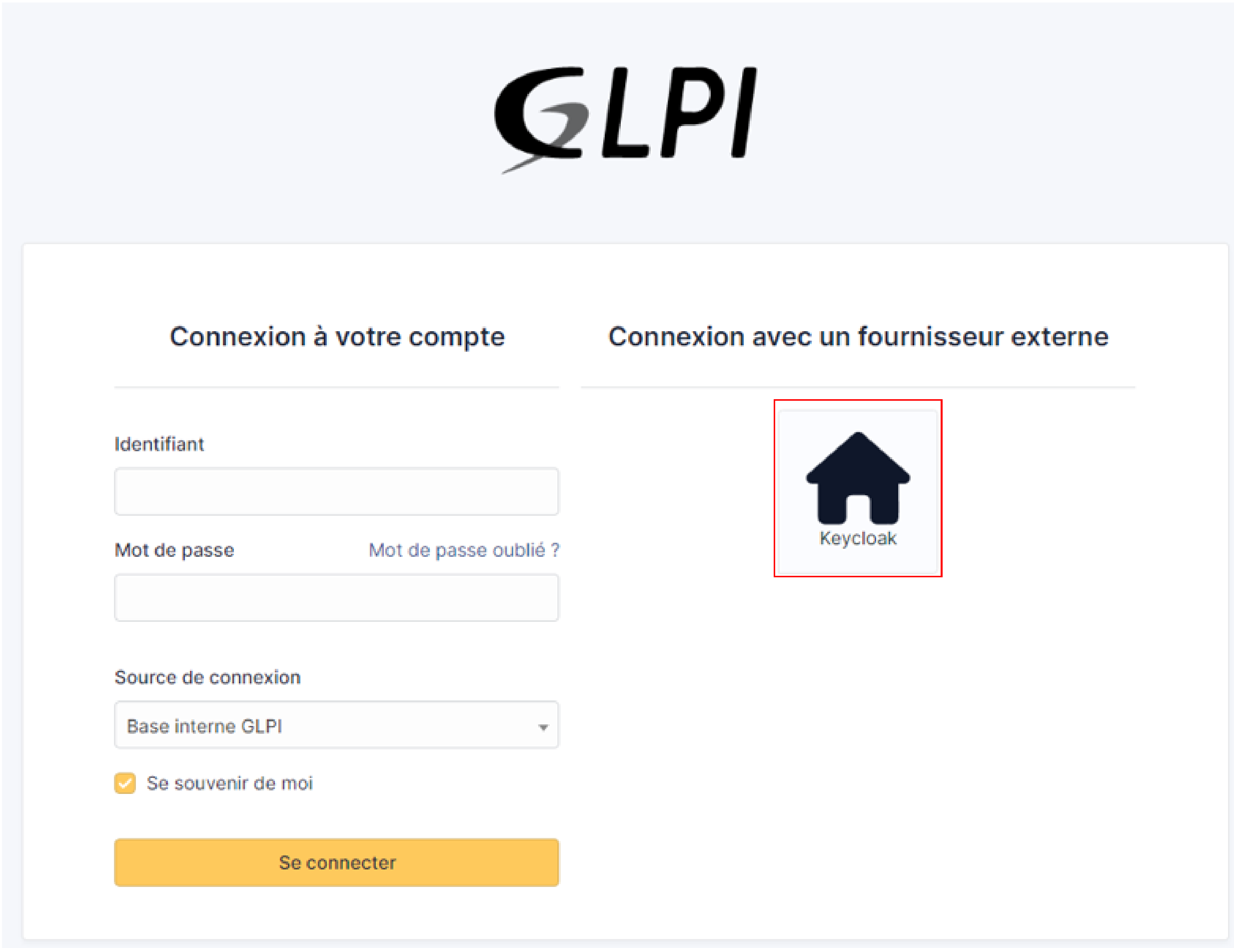

Nom
Actif
Non
Icone sur la page d'accueil

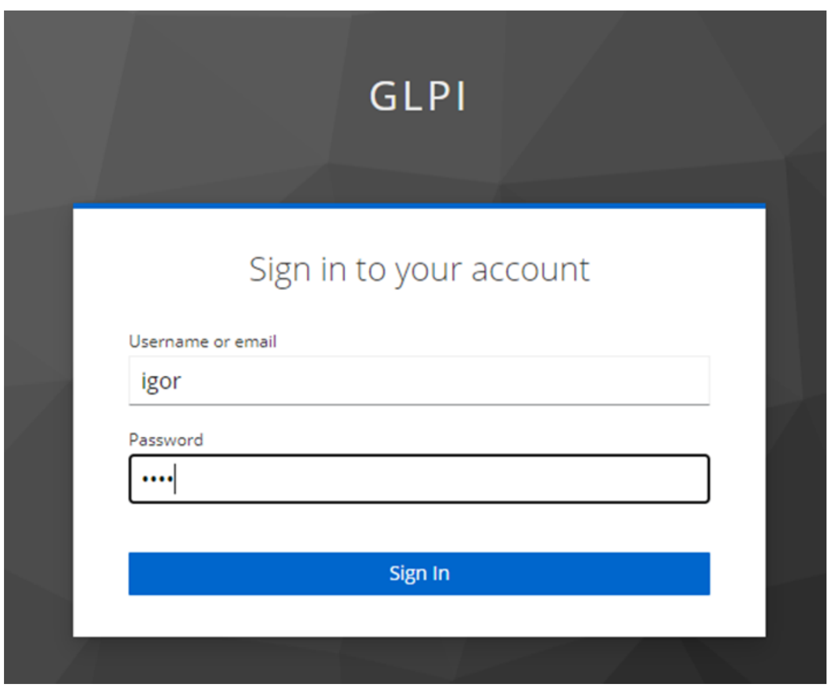
Secret client
Récupérer les informations depuis le profil utilisateur
Non
Url de retour
http://192.168.1.50/marketplace/oauthsso/front/authorizatio
General Settings
Client ID
glpi
Name
Description
Always display in console
Off
Access settings
Root URL
Home URL
Valid redirect URIs
http://192.168.1.50/marketplace/oauthsso/front/authorization.callback.php
Add valid redirect URIs
Save
Revert

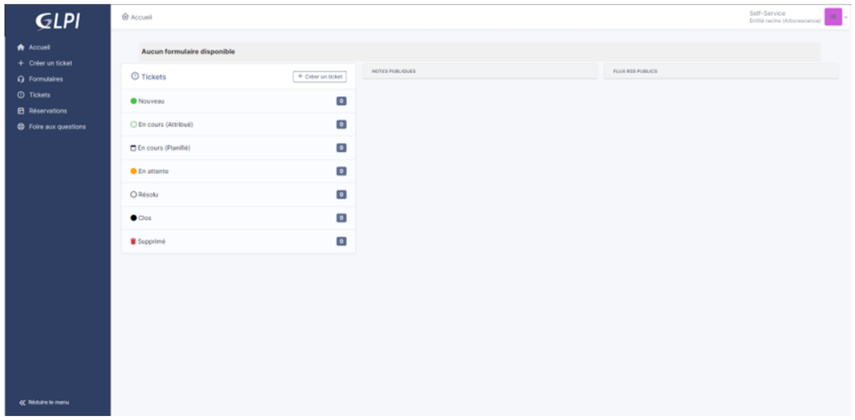

Nom
Keycloak
1
Commentaires
Actif
Oui
2
Fournisseur Oauth
Keycloak OpenID Connect
3
Icone sur la page d'accueil
home
ID d'application (client)
glpi
4
Secret client
5
Champ de l'identifiant
Adresse email (email)
OpenID Endpoint Configuration URL
6
Non
Voir les informations de débogage en cas d'échec
Non
Url de retour
+ Ajouter

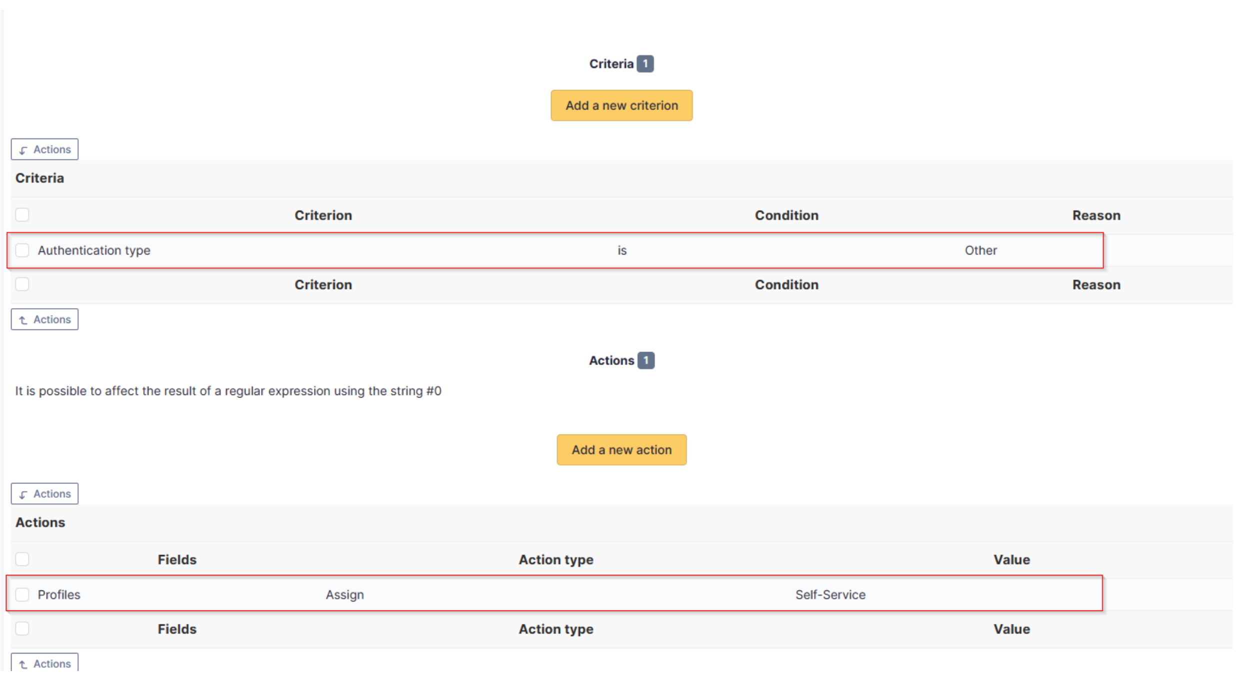

Clients > Client details
glpi OpenID Connect
Clients are applications and services that can request authentication of a user.
Settings
Keys
Credentials
Roles
Client scopes
Sessions
Advanced
Client Authenticator
Client Id and Secret
Save
Client secret
Regenerate


Vérification des données du fournisseur
Adresse du document de découverte OpenID
Obtention des clés de signature


GLPI
Connexion à votre compte
Connexion avec un fournisseur externe
Identifiant
Mot de passe
Mot de passe oublié ?
Keycloak
Source de connexion
Base interne GLPI
Se souvenir de moi
Se connecter


GLPI
Sign in to your account
Username or email
igor
Password
Sign In

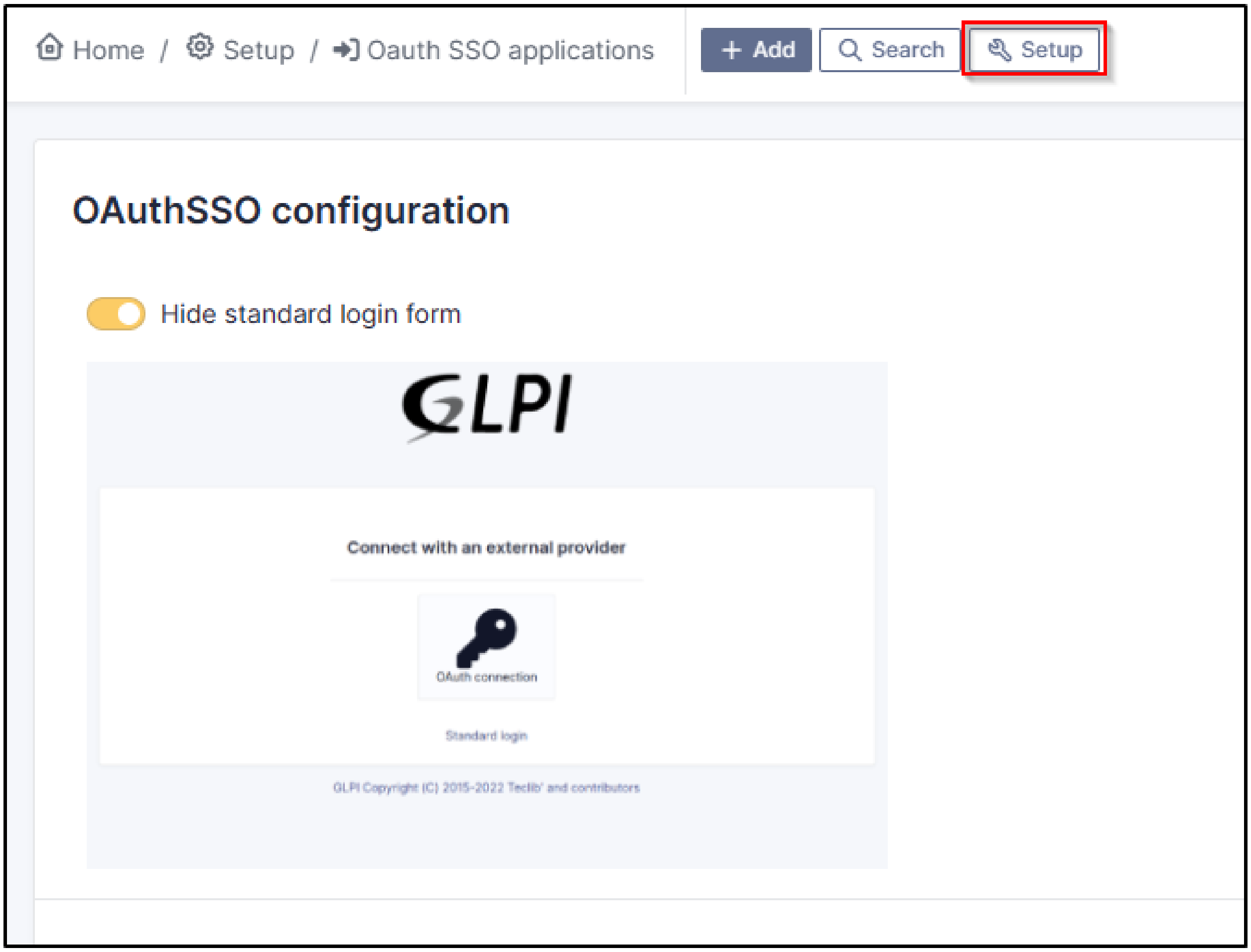

GLPI
Accueil
Créer un ticket
Formulaires
Tickets
Réservations
Foire aux questions
Aucun formulaire disponible
Tickets
Nouveau
En cours (Attribué)
En cours (Planifié)
En attente
Résolu
Clos
Supprimé


Criteria 1
Add a new criterion
Actions
Criteria
Criterion
Condition
Reason
Authentication type
is
Other
Criterion
Condition
Reason
Actions
Actions 1
It is possible to affect the result of a regular expression using the string #0
Add a new action
Actions
Actions
Fields
Action type
Value
Profiles
Assign
Self-Service
Fields
Action type
Value
Actions

29.9 Forcing SSO authentication

Using the Oauth SSO application configuration, you can mask the internal database connection field to **force** the connection with your SSO application

(setup > Oauth SSO applications > setup)



29.10 Resources

- Documentation Oauth SSO client for GLPI
- Documentation Microsoft Configure your App Service Or Entra Functions app to use Entra AD login
- Documentation OKTA Configure single Sign-On options
- Documentation Keycloak Managing OpenID connect Clients

29.11 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 30

Rename strings

30.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : A basic licence (or higher) is required. This plugin is also available from the Cloud

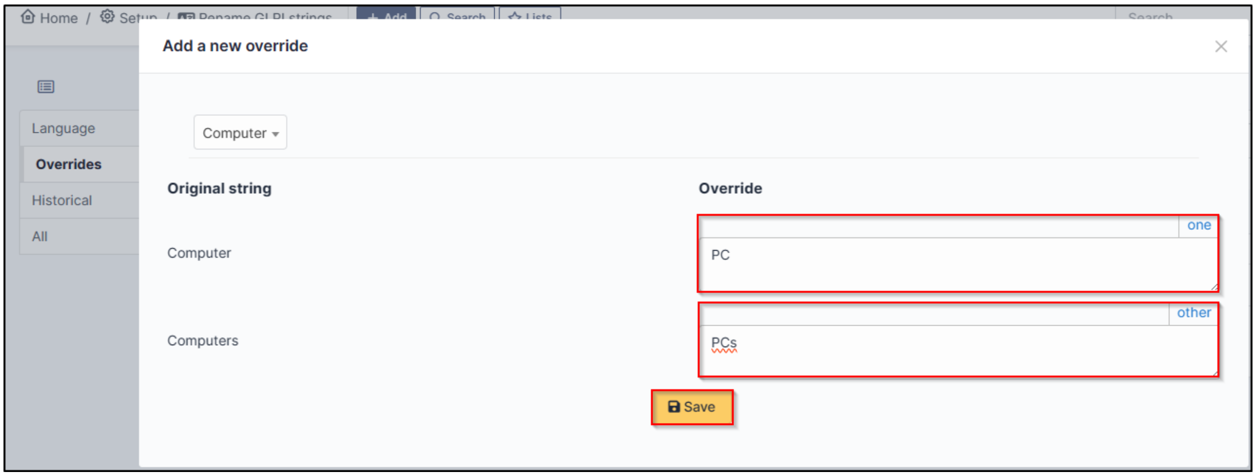
30.2 Download the plugin

— Go to **Marketplace**. Download and install the plugin **Rename GLPI strings**

30.3 Creating an override

— Go to **Setup > Rename GLPI strings**
— Click on **Add** and select the appropriate language.
— In the **Override** tab, click on **New override**.
— Select the value you wish to change from the drop-down list. You can search directly.

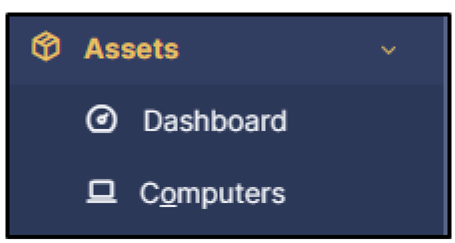
We are going to change the value **Computer** to **PC**
— Select computer and enter the singular and plural of the word to be changed in the corresponding fields.
— Click on **Save**



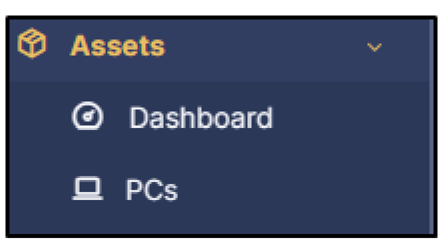
30.4 Show the change

You may not see the change immediately. To make it appear, log out and then log back in.

Before :



After :



30.5 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 31

SCIM

31.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

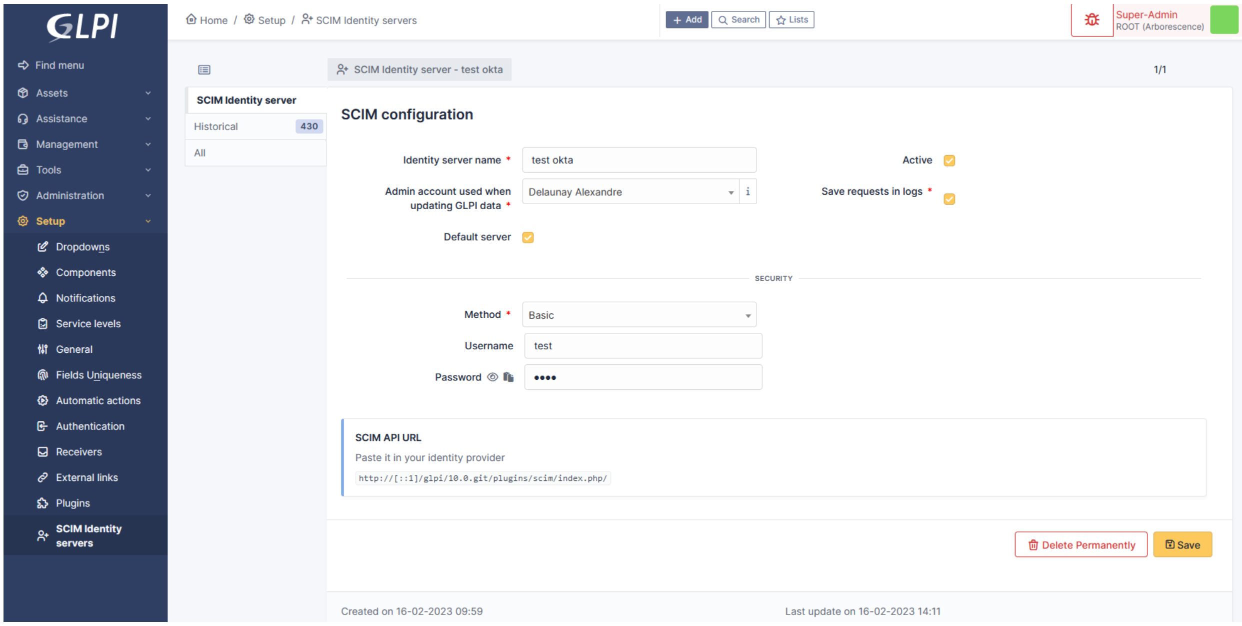
Note : A basic licence (or higher) is required. This plugin is also available from the Cloud.

This plugin let you provision your users and groups from an external identity provider using the SCIM protocol. The update from the directory to GLPI is done "just in time". Each modification is done on the fly, without any cron. GLPI is the service provider, and the directory is the identity provider.

Warning, the SCIM API endpoint provided by the plugin must be accessible from the identity provider. If we talk about Azure or Okta, this particular url should be available from the internet. We suggest strongly to limit the ip addresses that can access this url (in addition of adding a strong authentication method).

31.2 Setup

You must declare an identity server in the plugin configuration (You can add any number). Go to **Setup** > **SCIM Identity servers** menu and click the **[+ Add]** button on top of the page.

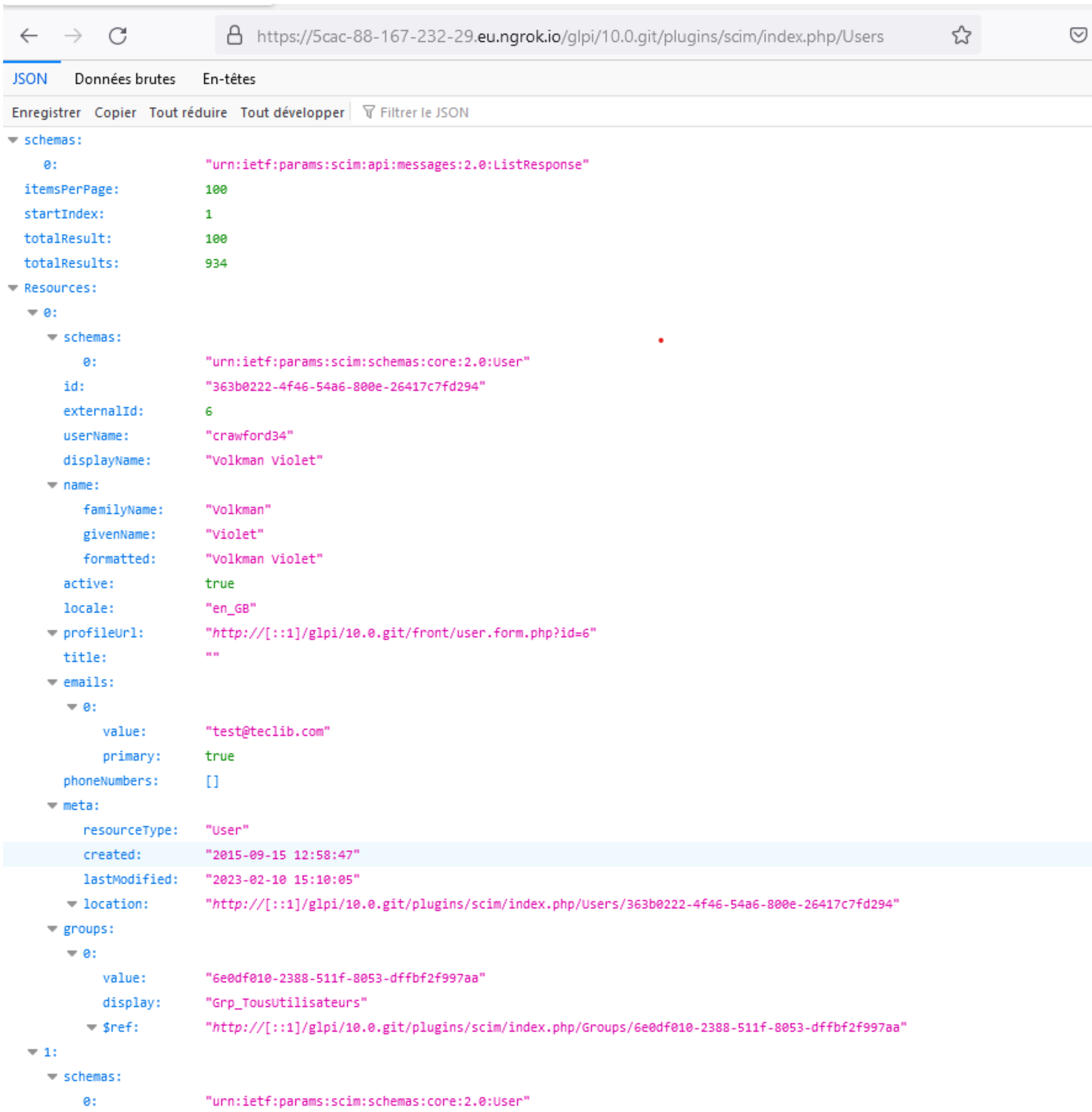


Fill at least :
- The name of the server,
- the user applied on GLPI when receiving a request (this will identify the user in th GLPI logs),
- check the "Active" field,
- and submit by clicking the [+ Add] button at the bottom of the form.

You'll be given an API url you may paste into your identity provider configuration. Check *specific provider documentation* for more details.

You may set some optional parameters :
- **Save requests in logs** : if checked, all requests will be saved in the "Historical" tab of your declared server.
- **Default server** : if checked, this server will be used by default without providing it's id in the API Url.
- **Security** : a dropdown of available security methods. Currently implemented :
  - **None** : no security, anyone can access the API.
  - **Basic** : HTTP Basic authentication. You must provide a username and a password.
  - **Digest** : HTTP Digest authentication. You must provide a username and a password.
  - **Bearer** : HTTP Bearer authentication. A long lived (10years) jwt token will be generated.
  - **OAuth2** : OAuth2 authentication. You must provide at least a valid redirection uri. We support the following flows :
    - Authorization code.
    - Client credentials.

Your SCIM server is now ready to receive requests from your identity provider.


https://5cac-88-167-232-29.eu.ngrok.io/glpi/10.0.git/plugins/scim/index.php/Users
JSON
Données brutes
En-têtes
Enregistrer
Copier
Tout réduire
Tout développer
Filtrer le JSON
schemas:
0: "urn:ietf:params:scim:api:messages:2.0:ListResponse"
itemsPerPage: 100
startIndex: 1
totalResult: 100
totalResults: 934
Resources:
0:
schemas:
0: "urn:ietf:params:scim:schemas:core:2.0:User"
id: "363b0222-4f46-54a6-800e-26417c7fd294"
externalId: 6
userName: "crawford34"
displayName: "Volkman Violet"
name:
familyName: "Volkman"
givenName: "Violet"
formatted: "Volkman Violet"
active: true
locale: "en_GB"
profileUrl: "http://[::1]/glpi/10.0.git/front/user.form.php?id=6"
title: ""
emails:
0:
value: "test@teclib.com"
primary: true
phoneNumbers: []
meta:
resourceType: "User"
created: "2015-09-15 12:58:47"
lastModified: "2023-02-10 15:10:05"
location: "http://[::1]/glpi/10.0.git/plugins/scim/index.php/Users/363b0222-4f46-54a6-800e-26417c7fd294"
groups:
0:
value: "6e0df010-2388-511f-8053-dffbf2f997aa"
display: "Grp_TousUtilisateurs"
$ref: "http://[::1]/glpi/10.0.git/plugins/scim/index.php/Groups/6e0df010-2388-511f-8053-dffbf2f997aa"
1:
schemas:
0: "urn:ietf:params:scim:schemas:core:2.0:User"

31.3 Providers

- Azure
- Okta

31.4 A Note about passwords sync

Although it's mentioned in the SCIM specifications, password sync is not always available depending on the provider :

- Azure : not available
- Okta : available

31.5 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 32

Splitcat

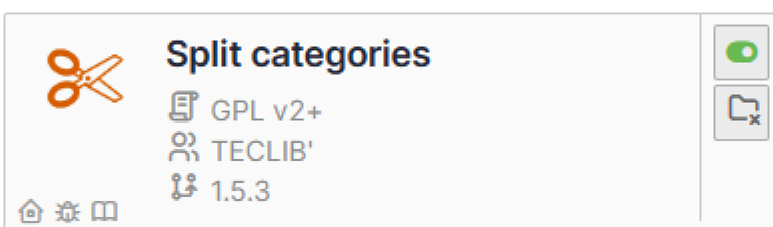
32.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : A basic licence (or higher) is required. This plugin is also available from the Cloud.

32.2 Download the plugin

— From the marketplace (**Setup > Plugins**), download the **Splitcat** plugin



32.3 Settings

There are no special settings to be made for this plugin. You can see the effect of the plugin directly when you open a new ticket.

32.3.1 Before

32.3.2 After

32.4 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 33

Translate

33.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : A basic licence (or higher) is required. This plugin is also available from the Cloud.

33.2 Introduction

The **Translate** plugin for GLPI is a handy tool designed to enhance multilingual communication within your GLPI. Leveraging DeepL's translation technology, this plugin provides a simple and effective solution for translating elements in the ticket timeline, fostering seamless collaboration within international teams.

Whether you're managing projects with teams scattered worldwide or simply aiming to facilitate communication with users in different languages, the Translate plugin streamlines the translation process within your GLPI instance.

33.3 Features

- Translate individual timeline elements
- Translate the entire ticket timeline
- Translate a follow-up during composition
- Restrict translation to specific languages
- Restrict translation to specific types of timeline elements
- API usage notification
- Translation rights management

33.4 Requirements

- GLPI version 10.0.10 or higher
- DeepL API token

33.5 Operation

33.5.1 Translating an Element

Translation of a ticket element is done by activating the translation button located at the top right of the element. The target language will correspond to the user's preferred language.

If the translation button does not appear, it may be due to various reasons :

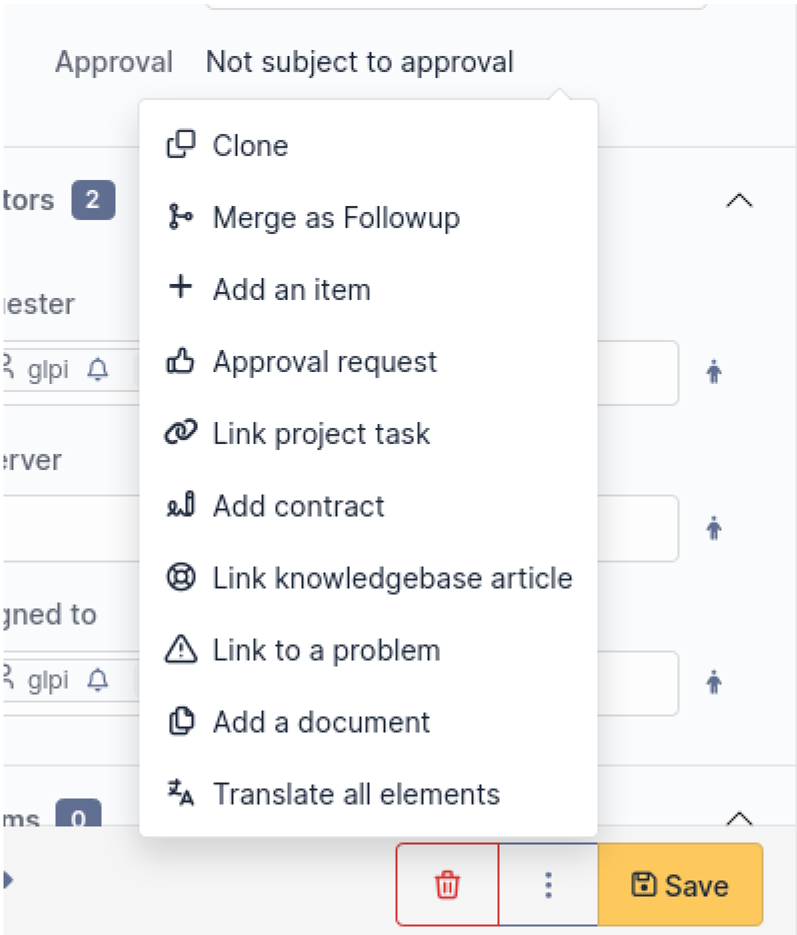
- the plugin is not configured
- you do not have the right to translate
- your preferred language is not allowed in the configuration
- the element you want to translate is not allowed in the configuration

33.5.2 Undo Translation / Display Original Version

Once an element is translated, it will remain so until you request to undo the translation and display the original version. Displaying the original version is done through the same button used to translate an element, located at the top right of the element.

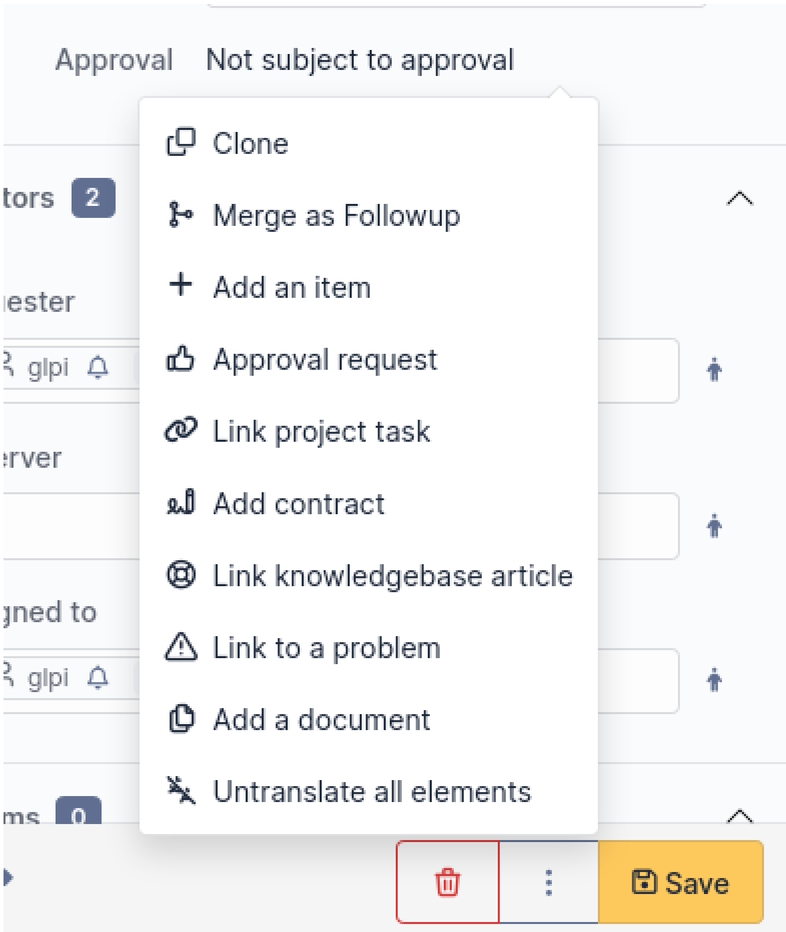
33.5.3 Translate Entire Timeline

It is possible to translate the entire timeline at once. To do this, display the additional options menu at the bottom right, next to the « Save » button. Then, click on « Translate all elements. »



33.5.4 Undo Translations / Display Original Versions of Entire Timeline

If all timeline elements are translated and you want to display their original versions, display the additional options menu at the bottom right, next to the « Save » button. Then, click on « Undo translation of all elements. »

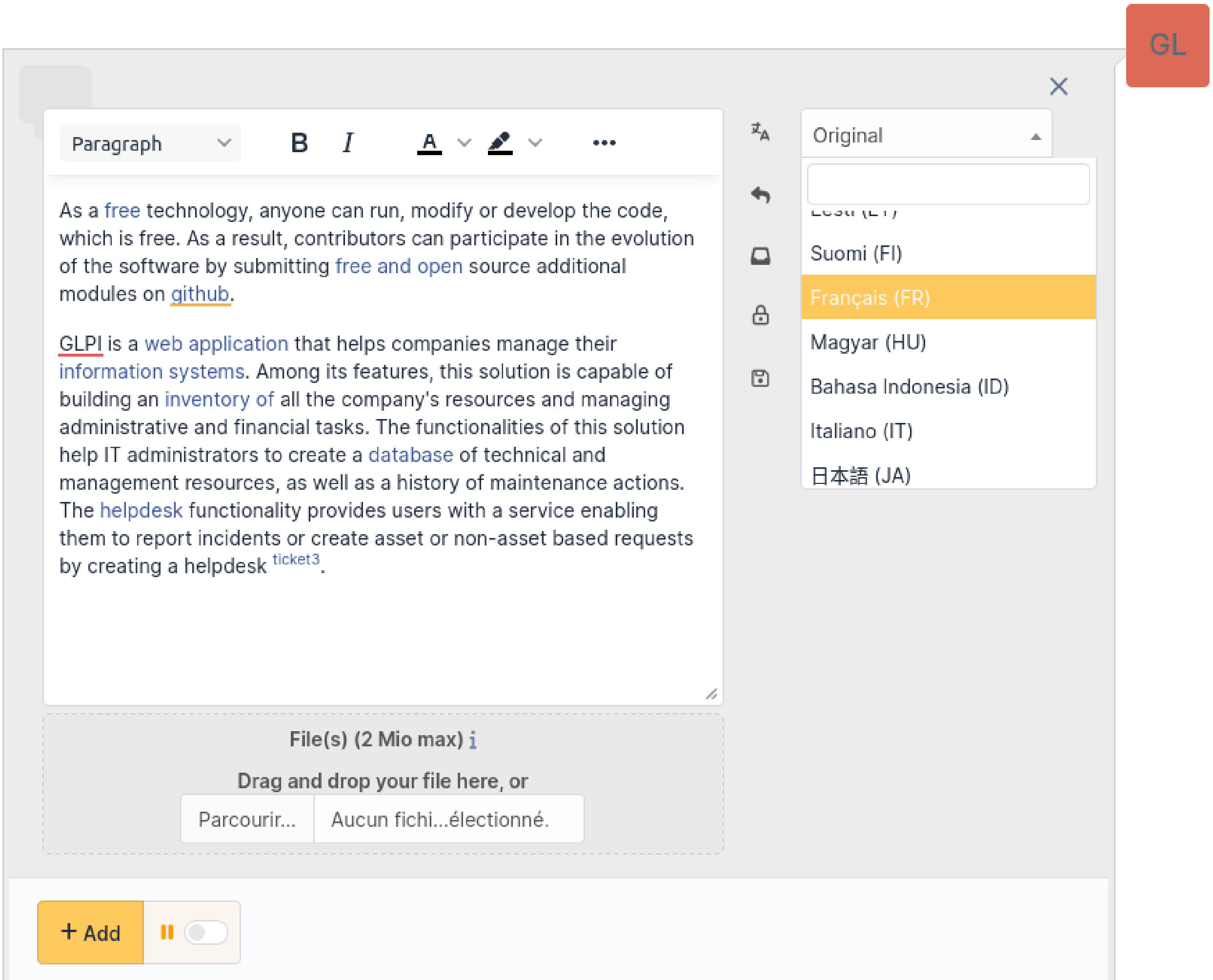


33.5.5 Translating a Follow-up during Writing

It is possible to translate a follow-up before it is sent. To do this, write your follow-up and click on the drop-down menu at the top right of the follow-up editing window. Finally, select the language in which the follow-up's content should be translated.

Once your follow-up is translated, you can revert to the original text by selecting the « Original » option in the previous language selection menu.

This feature is also available for tasks, validation requests, and solutions.



If the translation menu does not appear, it may be due to various reasons :

— the plugin is not configured

— you do not have the right to translate

— the element you want to translate is not allowed in the configuration

33.5.6 Persistence of Translations

To reduce character consumption and improve plugin performance, translations are saved in the database. This approach allows sharing translations among all users, avoiding the need to translate the same element multiple times in the same language.

Translation requests from a user for an element are also saved, automatically displaying the translated version when returning to a ticket's timeline.

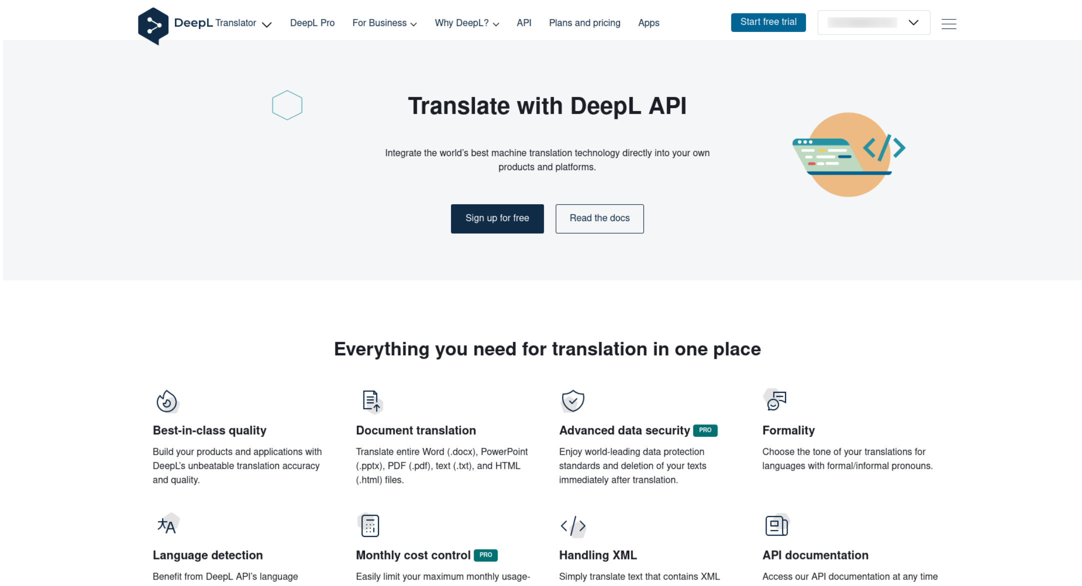
> If an element is modified, old translations will be considered obsolete. When a user requests a translation, a new translation will be performed for that element.

33.6 DeepL API Key

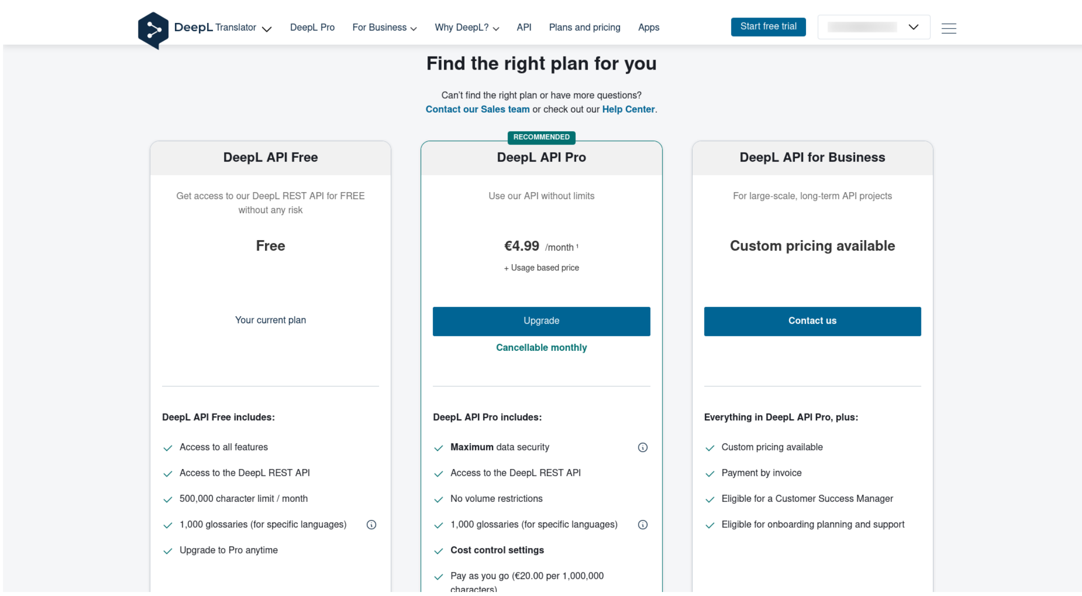
The **Translate** plugin uses the DeepL translation service. For this, a DeepL API key is required. DeepL offers two API plans, a free plan (limited to 500,000 characters per month) and a paid plan (at €4.99/month + €0.00002/character). Both plans are supported by the plugin.

33.6.1 Obtaining the API Key

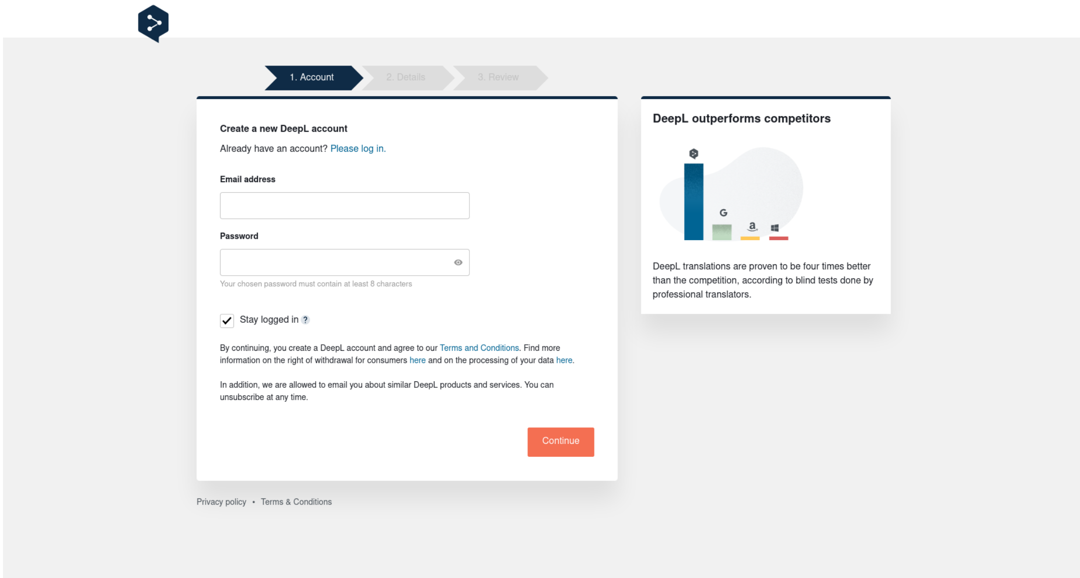
1. Visit the DeepL website, « API » section (https://www.deepl.com/pro-api)



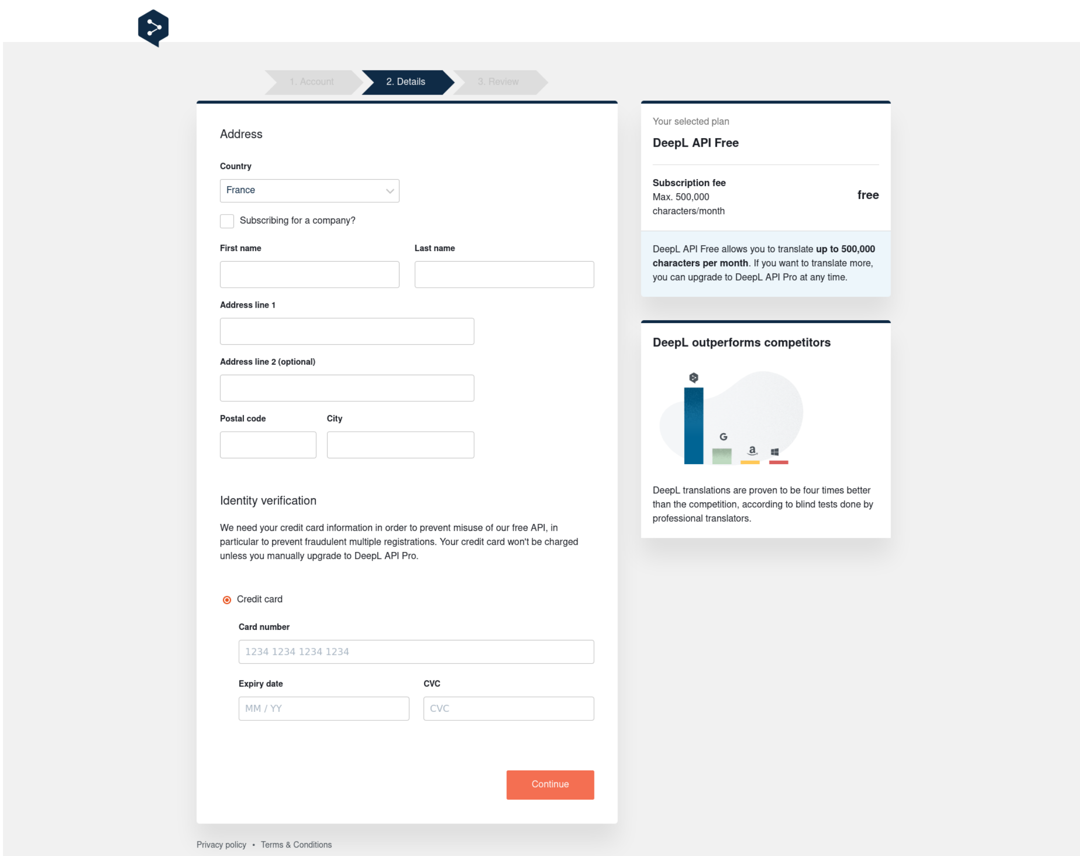
2. Select a plan



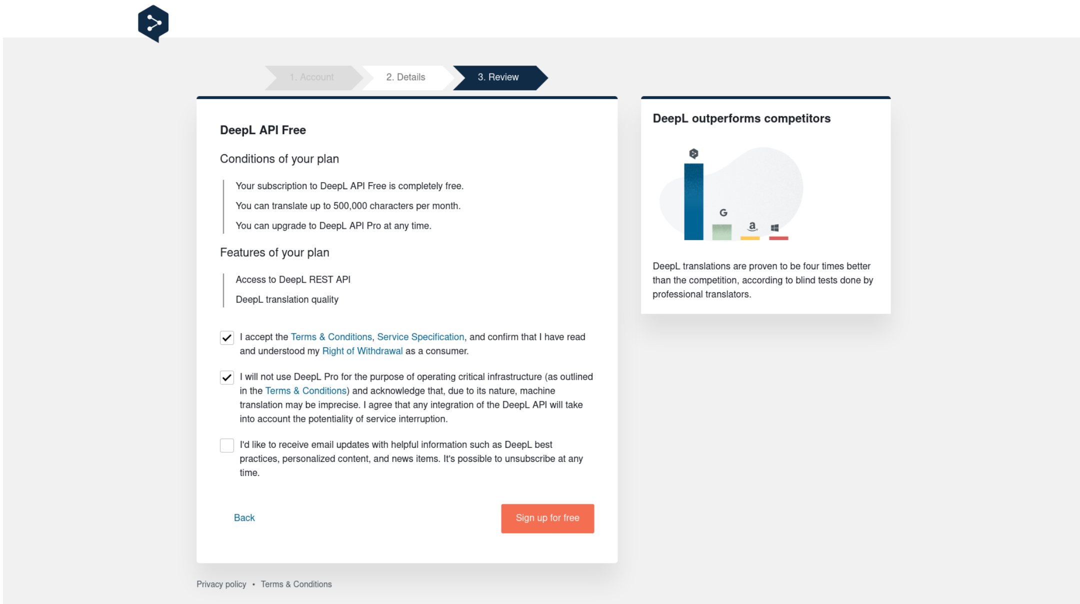
3. Log in or create an account



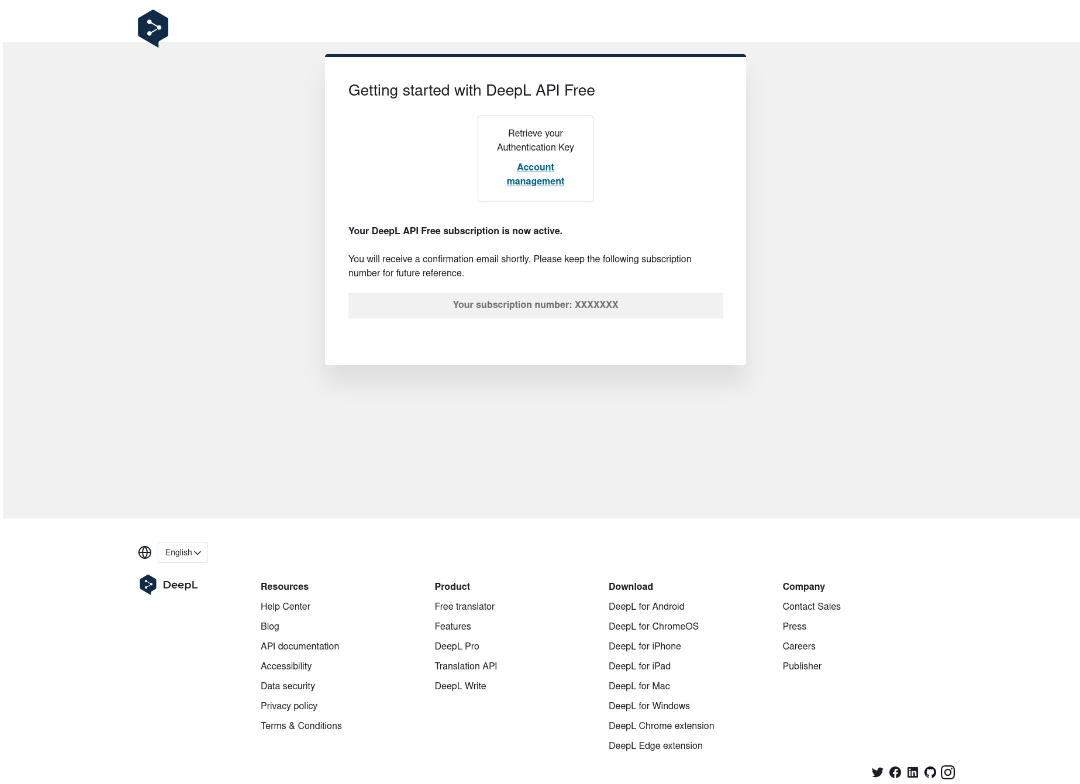
4. Enter your personal informations



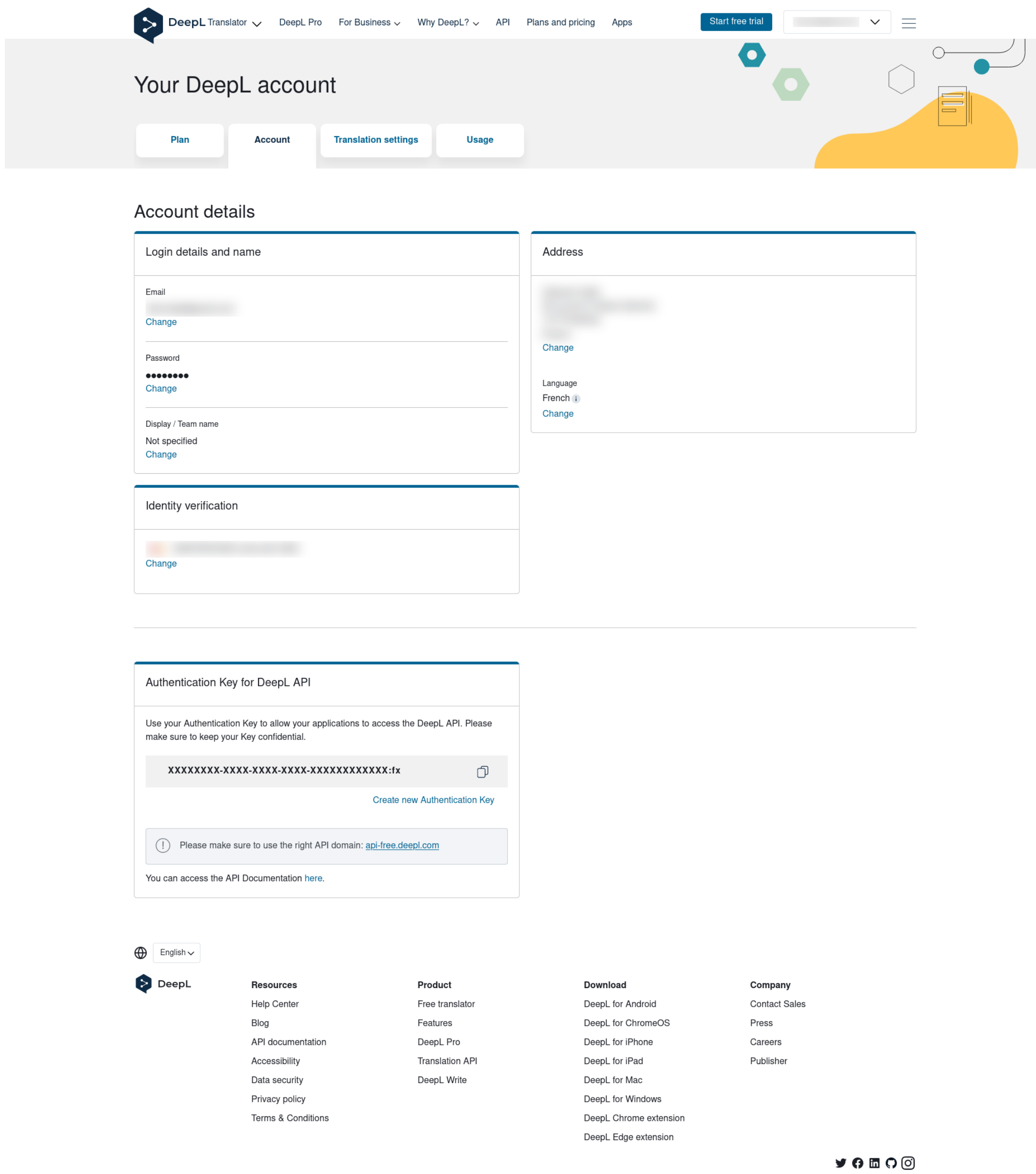
5. Accept the terms of use and complete the registration



6. Click on « Account management » to retrieve your API key



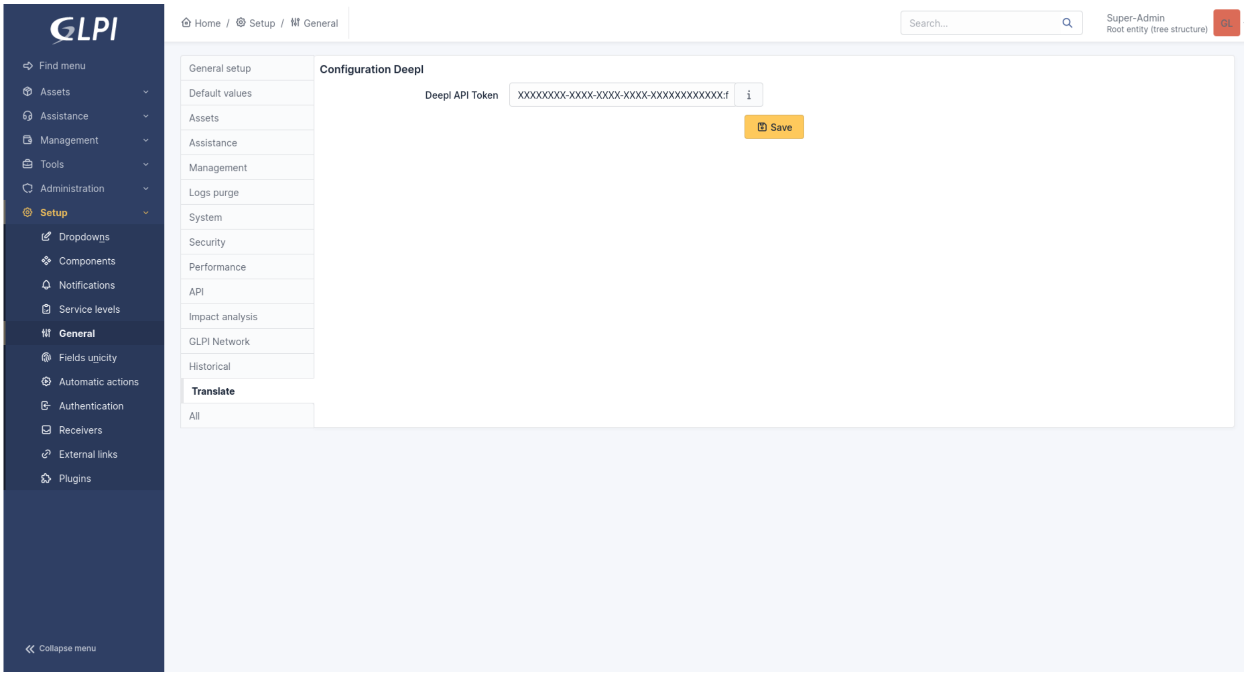
7. In the « Account » tab, retrieve your API key at the bottom of the page, in the « Authentication Key for DeepL API » section



33.7 Configuration

33.7.1 Initial Configuration

After installing the plugin, it is necessary to enter a DeepL API key.



33.7.2 Consumption Configuration

Some configuration options are only available if the API key is linked to the paid plan.

Usage

This progress bar allows you to monitor character consumption at the API level.

Allow Exceeding Limit

Allows setting or not setting a monthly limit on character consumption.

> This option is limited to the paid DeepL API plan.

Usage Limit

Allows setting the type of limitation :

- Characters : Limits usage to the number of characters
- Cost : Limits usage to cost

This option is limited to the paid DeepL API plan.

Per Characters / Per Cost

Allows setting the consumption limit corresponding to the type defined above.

For usage limited by cost, monthly subscription fees are not included.

This option is limited to the paid DeepL API plan.

Maximum Number of Characters Translated per Translation

Allows setting a maximum number of characters translated at once. This configuration is important and filters out overly large and resource-consuming elements for the API.

33.7.3 Notification Configuration

Enable API Usage Notifications

Allows enabling API usage notifications. Once enabled, alert thresholds are configurable using the « Usage Threshold » fields. Default value : Yes

Usage Threshold

This option allows setting usage alert thresholds. Requires enabling the « Enable API Usage Notifications » option. Default values : 25%, 50%, 75%, 100%

33.7.4 User Configuration

Allowed Target Languages for All Users

Defines the languages in which elements can be translated by all users.
Default values : Languages proposed by DeepL

Allowed Translatable Elements for All Users

Defines the elements that can be translated by all users.
Default values : Ticket, Follow-up, Ticket Task, Solution, Validation Request

33.8 Rights

33.8.1 Allow translation of displayed elements (language configured in preferences)

This right defines whether a profile can translate timeline elements of a ticket (Ticket, Follow-up, Task, Solution, Validation Request).

33.8.2 Allow translation while writing

This right defines whether a profile can translate the content of a follow-up before sending.

33.9 FAQ

If you have any questions about using the plugin, please consult our FAQ

CHAPITRE 34

Unread messages

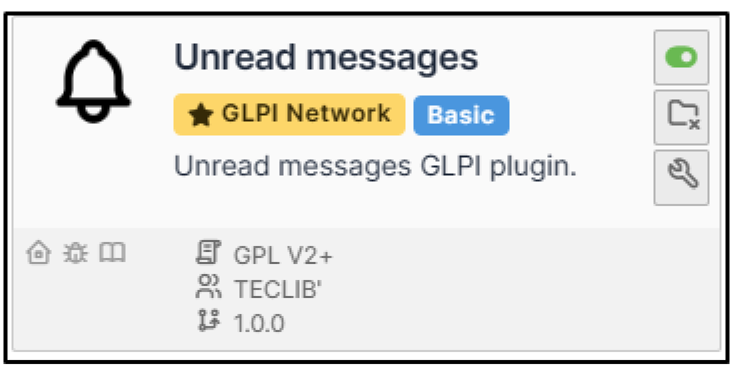
34.1 Requirements (on-premise)

GLPI Version	Minimum PHP	Recommended
10.0.x	8.1	8.2

Note : A basic licence (or higher) is required. This plugin is also available on Cloud.

34.2 Install the plugin

— Go to the marketplace. Download and install the plugin **Unread messages**.



34.3 Setting up the plugin

— Go to **Administration > Entities**, **unread messages** tab

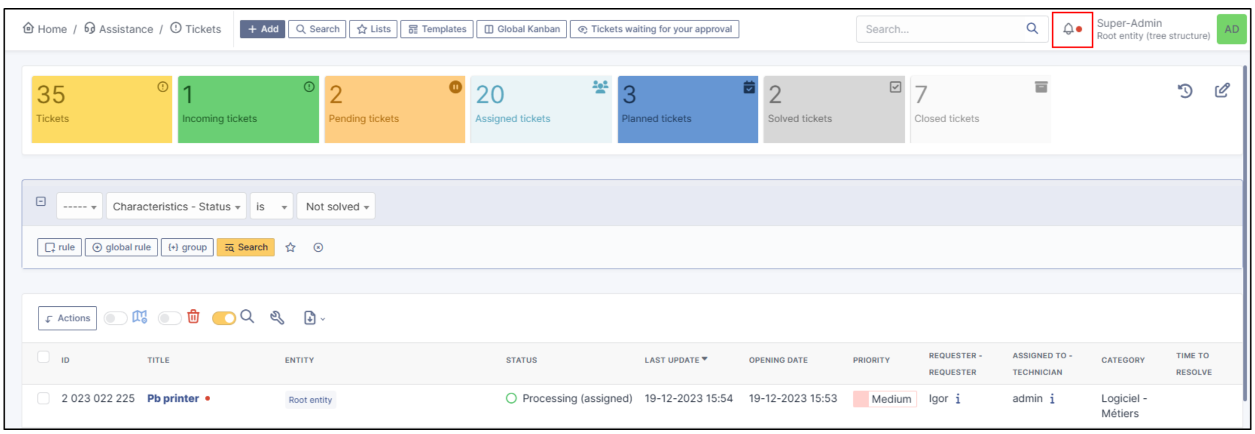
There are 3 possible settings :

Operation	Effect
Disabled	The plugin will remain inactive
Per user help-desk ;share central	Users with the self-service profile will be notified of tickets for which they are the requestor. Technicians, for their part, will share the notifications. If a notification is read, it will be marked as read for all other technicians
Per user	Each user will have access to their own queue of notifications, including those for their group and their individual assignments

34.4 Display notifications

34.4.1 Header

When a new activity has not yet been viewed, a **bell icon** appears :

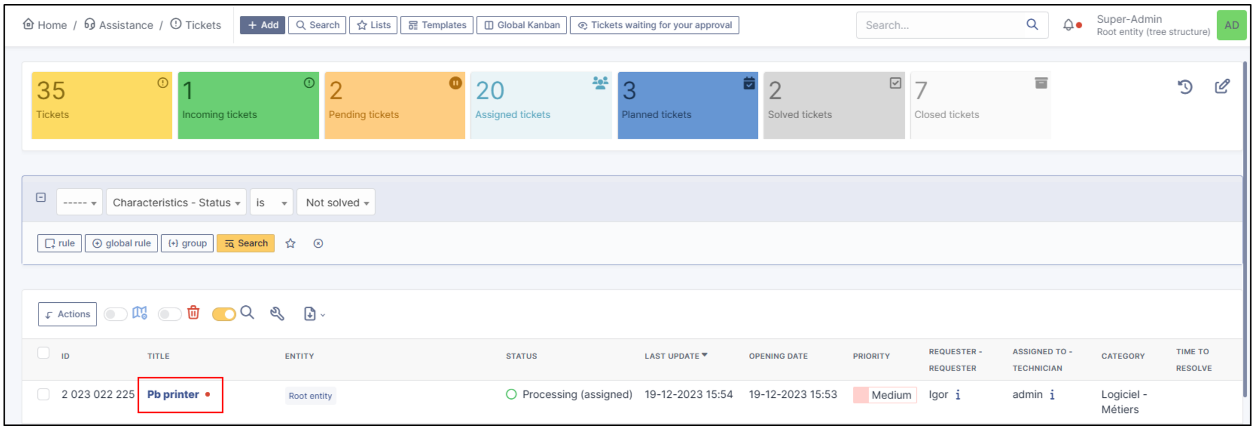


34.4.2 Listed

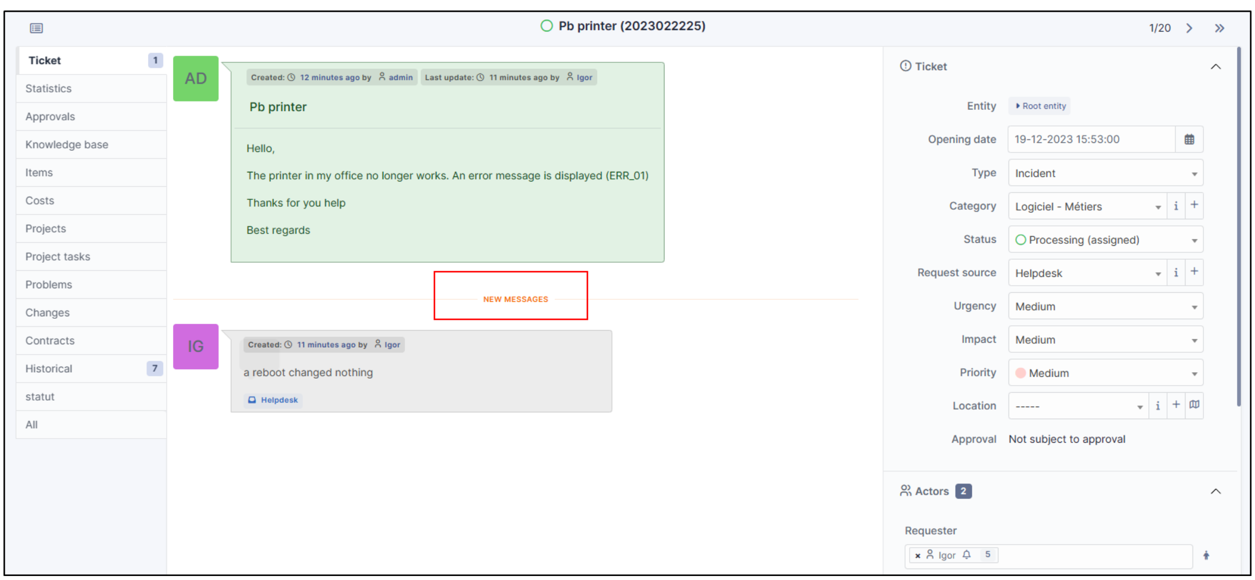
Unread messages on a ticket highlight the ticket concerned and a red indicator :

34.4.3 Ticket timeline

New messages will be identified by a banner **New messages**.


Home / Assistance / Tickets
Add
Search
Lists
Templates
Global Kanban
Tickets waiting for your approval
Search...
Super-Admin
Root entity (tree structure)
AD
35
Tickets
1
Incoming tickets
2
Pending tickets
20
Assigned tickets
3
Planned tickets
2
Solved tickets
7
Closed tickets

Characteristics - Status
is
Not solved
rule
global rule
group
Search
Actions
ID
TITLE
ENTITY
STATUS
LAST UPDATE
OPENING DATE
PRIORITY
REQUESTER - REQUESTER
ASSIGNED TO - TECHNICIAN
CATEGORY
TIME TO RESOLVE
2 023 022 225
Pb printer
Root entity
Processing (assigned)
19-12-2023 15:54
19-12-2023 15:53
Medium
Igor
admin
Logiciel - Métiers

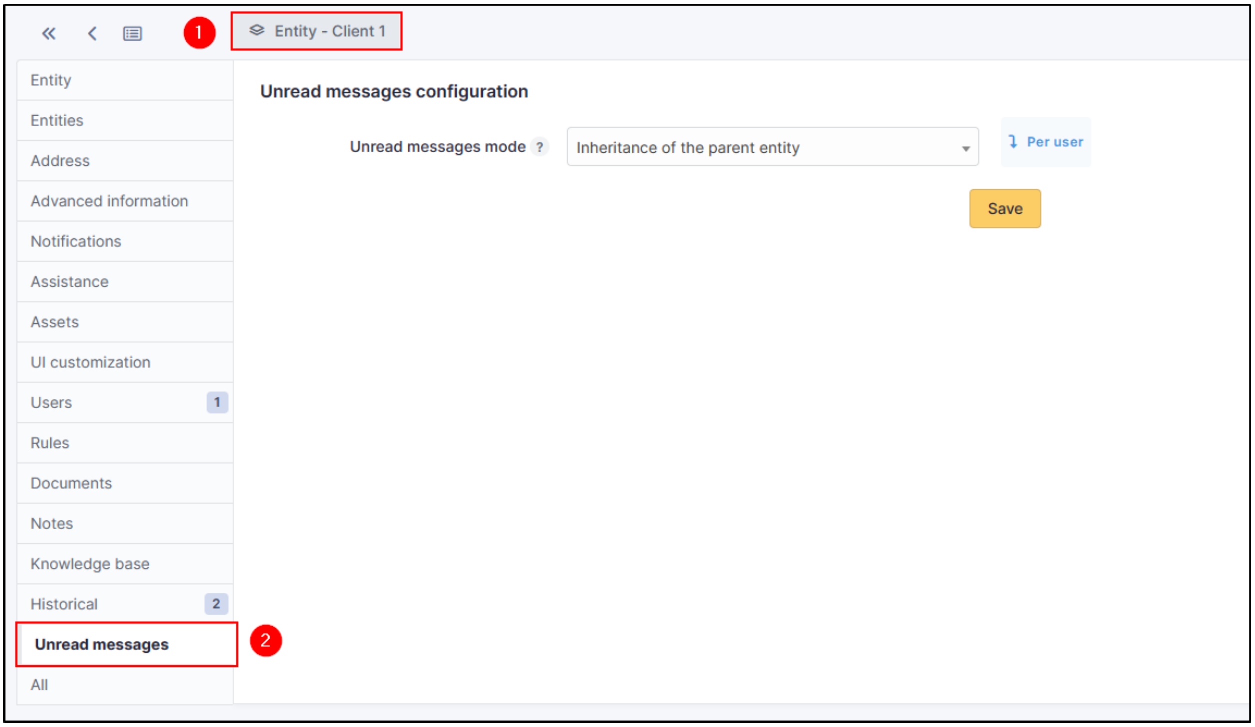

Pb printer (2023022225)
1/20
Ticket 1
Statistics
Approvals
Knowledge base
Items
Costs
Projects
Project tasks
Problems
Changes
Contracts
Historical 7
statut
All
AD
Created: 12 minutes ago by admin
Last update: 11 minutes ago by Igor
Pb printer
Hello,
The printer in my office no longer works. An error message is displayed (ERR_01)
Thanks for you help
Best regards
NEW MESSAGES
IG
Created: 11 minutes ago by Igor
a reboot changed nothing
Helpdesk
Ticket
Entity
Root entity
Opening date
19-12-2023 15:53:00
Type
Incident
Category
Logiciel - Métiers
Status
Processing (assigned)
Request source
Helpdesk
Urgency
Medium
Impact
Medium
Priority
Medium
Location

Approval
Not subject to approval
Actors 2
Requester
Igor 5

34.4.4 Management by entity

Management by entity is possible to manage the counting of notifications by entity.

- Go to **Administration > Entities**, and select the desired entity.
- In the **Unread messages** tab, select the option that suits you so that unread messages behave differently to the parent entity.



34.5 FAQ

If you have any questions about using the plugin, please consult our FAQ