

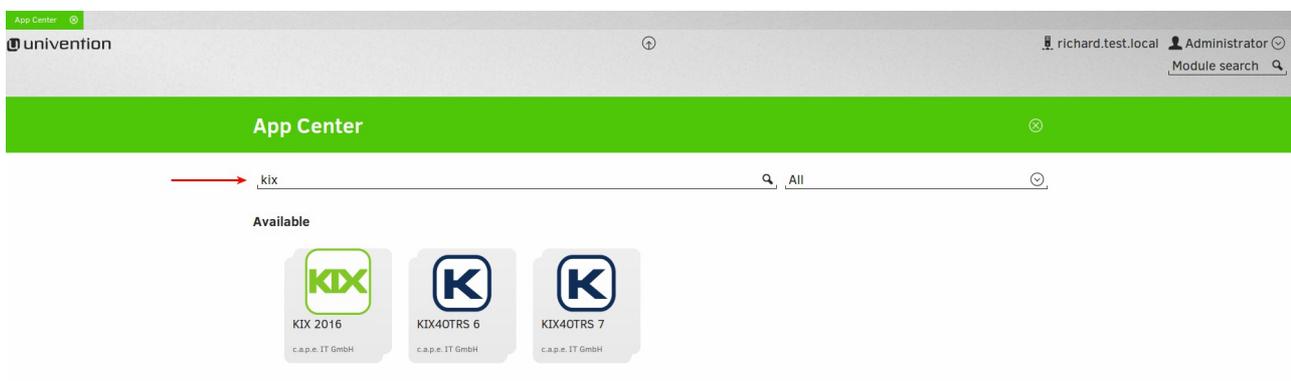


Quick Install Guide and Getting Started with KIX 2016 in the Univention AppCenter

Requirement: KIX 2016 is available in the App Center of UCS-Version 4.1

- Download and install the KIX appliance (<https://www.univention.de/produkte/univention-app-center/app-katalog/kix2016/>) or install UCS individually (<https://www.univention.de/download/>) and then install KIX 2016 separately via the AppCenter
- Depending on the performance of the system and speed of the network connection the installation process may take about 15 minutes or longer
 - Note: The recommended minimum equipment should not be less than 2 virtual CPU cores and 2GB RAM.
- Access to the system takes place either via the in the VM assigned IP address or via integration into the namespace of the organization over the assigned FQDN / hostname of the system
 - example: <https://192.168.159.128> or <https://ucs-7182.capeit-test.intranet>
 - the log in takes places with the administrator access, which was assigned during installation

Step 1



- UCS is installed correctly
- You have installed the UCS license (ucs.license file), that was sent to you automatically during installation
- Go to the UCS Management Console, and then into the App Center
- Search for „kix“ and click „KIX 2016“



Step 2

KIX 2016

univention richard.test.local Administrator

Module search

KIX 2016

c.a.p.e. IT GmbH Administration

Buy + Install

Details

KIX ist der neue Standard für den ServiceDesk. Die Software ist vollständig im Webbrowser bedienbar, ist Open Source und basiert auf einem eigenen Entwicklungspfad von OTRS 5. KIX unterstützt unter anderem die Bereiche: ITIL-konformer IT-Service, Technischer Service, Instandhaltung/Wartung und Kundendienst. Die KIX-Software ist schnell implementiert und in Ihrem ServiceTeam einsatzbereit.

Häufige Anwendungsfälle sind:

- Störungsmanagement
- Inventarverwaltung (Gerätedatenbank / CMDB)
- Integration von System Monitoring wie Nagios oder Icinga
- Integrationsmöglichkeiten zu Groupware, CRM, ERP-Systemen
- Integrationsmöglichkeiten mit AD / LDAP

KIX Professional erweitert KIX umfassend für den professionellen IT- und technischen Service. KIX Professional enthält out-of-the-box neben den Grundfunktionen für den typischen Einsatz im Service die folgenden Module. Damit wird Ihr tägliches Servicegeschäft optimal unterstützt.

- Management von Standardaufträgen
- Bearbeitung von Flächenstörungen
- Serviceverträge und Service Level Agreements (SLA)
- Gerätedatenbank mit übersichtlichem CMDB-Explorer
- Integration von Administrationstools (VNC, Scripts...)
- Einfacher Datenaustausch (zeitbegrenzter Upload- und Download-Bereich)

KIX Professional kann um zahlreiche Zusatzmodule erweitert werden. Ein Quick Start Guide ist zu finden unter <http://www.cape-it.de/kix-hilfe>

KIX ist kostenfrei. KIX Professional ist kostenpflichtig, nicht auf die Anzahl der Service-Mitarbeiter limitiert und in zwei Varianten erhältlich. Die spezielle Maintenance-Subscription von KIX Professional App Center Edition enthält nur Updates & Installationsupport. Support und eine regelmäßige Admin-Schulung sind zusätzlich in der Standard-Subscription von KIX Professional enthalten.

- You will see the overview for the App „KIX 2016“.
- click „Install“

Step 3

KIX 2016

univention richard.test.local Administrator

Module search

KIX 2016

c.a.p.e. IT GmbH Administration

Buy + Install

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KIX 2016: Performing software tests on involved systems

- A self-test of the system is performed to see if the installation is generally possible.



Step 4



Installation of KIX 2016

Please confirm to install the application KIX 2016 on this host.

The following software changes on this host will be applied: 62 packages will be installed / upgraded. **1 package will be removed**

[More information...](#)

The following packages will be installed or upgraded:

- graphviz
- kix
- kix-meta-16
- kix-pg
- kix4ucs
- libapache2-mod-perl2
- libapache2-reload-perl
- libappconfig-perl
- libarchive-zip-perl
- libauthen-sasl-perl
- libbit-vector-perl
- libbsd-resource-perl
- libcarp-clam-perl
- libcdt4
- libcgraph5
- libcommon-sense-perl
- libconvert-asn1-perl
- libconvert-bintex-perl
- libdata-compare-perl
- libdate-pcalc-perl
- libdbd-pg-perl
- libdbi-perl
- libdevel-symlump-perl
- libemail-valid-perl
- libfile-find-rule-perl
- libfont-ttf-perl
- libgd-gd2-perl
- libgd-graph-perl
- libgd-text-perl
- libgd2-xpm
- libgraph4
- libgraphviz-perl
- libgvc5
- libgvpr1
- libio-pty-perl
- libio-stringy-perl
- libipc-run-perl
- libjson-perl
- libjson-xs-perl
- libmailtools-perl
- libmath-bigint-perl
- libmime-tools-perl
- libnet-dns-perl
- libnet-domain-tld-perl
- libnet-imap-simple-perl
- libnet-imap-simple-ssl-perl
- libnet-ip-perl
- libnet-idap-perl
- libnumber-compare-perl
- libpathplan4
- libpdf-api2-perl
- libtemplate-perl
- libtext-csv-xs-perl
- libtext-glob-perl
- libunicode-string-perl
- libxslt4
- libxml-axpath-perl
- libyaml-libyaml-perl
- postgresql
- postgresql-9.1
- postgresql-common
- ttf-liberation

The following packages will be removed:

- libgd2-noxpm

Cancel

Install

- The summary of the test will appear, with all packages to be installed are listed.
- Click „Install“ button to install the application.

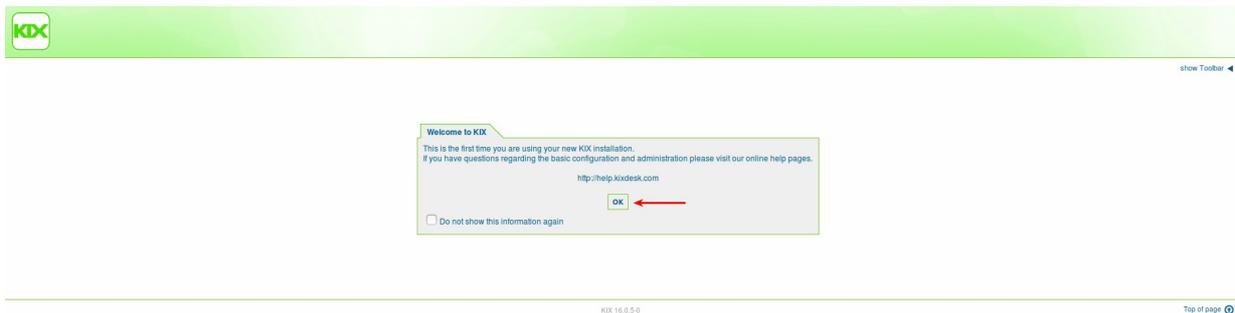


Step 6

Username Administrator
Password *****
Log In

- Sign up initially to the application with the assigned administrator access you got during installation process
- Login: Administrator
- Password: <YOUR PASSWORD>

Step 7

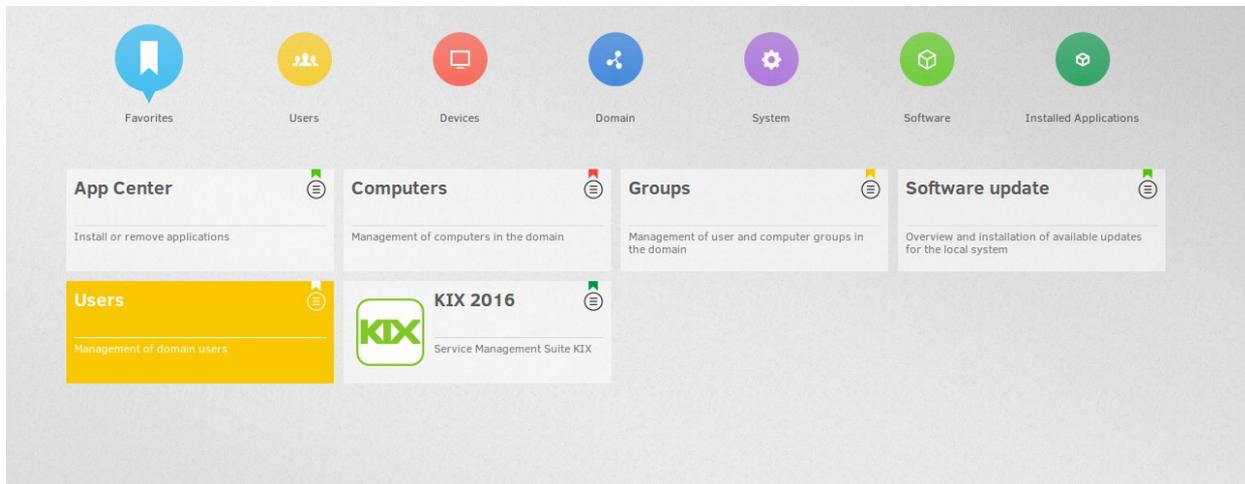


- If you register for the first time, you will get a hint to the help page.
- Click „OK“
- You go to the main index of the application (dashboard).
- Enable/disable the Dashlets according to your needs just by clicking the "X" of each dashboard element.
- Log off again for creating and maintaining users centrally.
- Therefore click on the "On/Off" icon in the top right menu of the application.

You are now logged on as an administrator in KIX 2016. Congratulations.

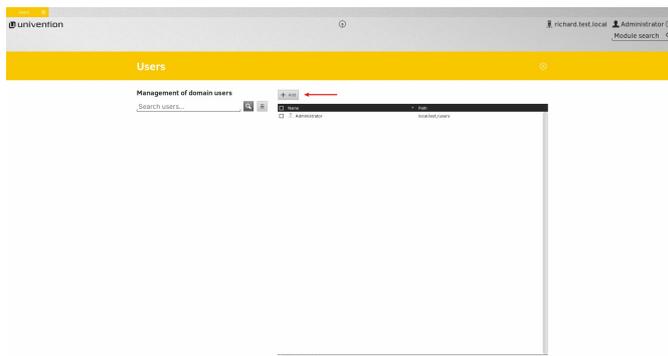
So that your service team can work, you still need IT users, service staff and of course IT equipment for which the service is provided. On the following pages you will find a description how to create that all.

Step 8



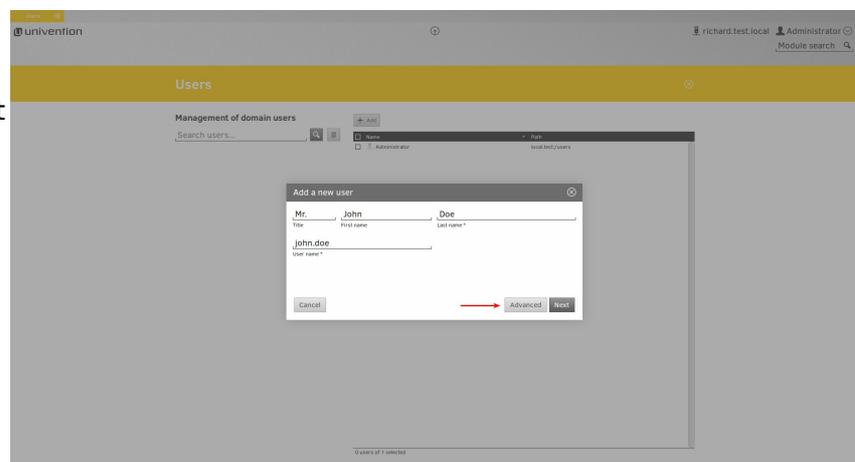
- Switch back as an administrator in the Univention Management Console.

Step 9



- Go to User Management (Icon Benutzer)
- Create new user by clicking on the button „+Add“

- Enter title, name, first name and user name
- Click on the button „Advanced“





Users: john.doe

General

Groups

Account

Contact

[Advanced settings]

[Options]

[Policies]

Basic settings

+ Upload new image

User account

Mr. John Doe
Title First name Last name *

john.doe Service Engineer
User name * Description

.....
Password * Password (retype) *

Override password history Override password check

john.doe@mail.com
Primary e-mail address

Personal information

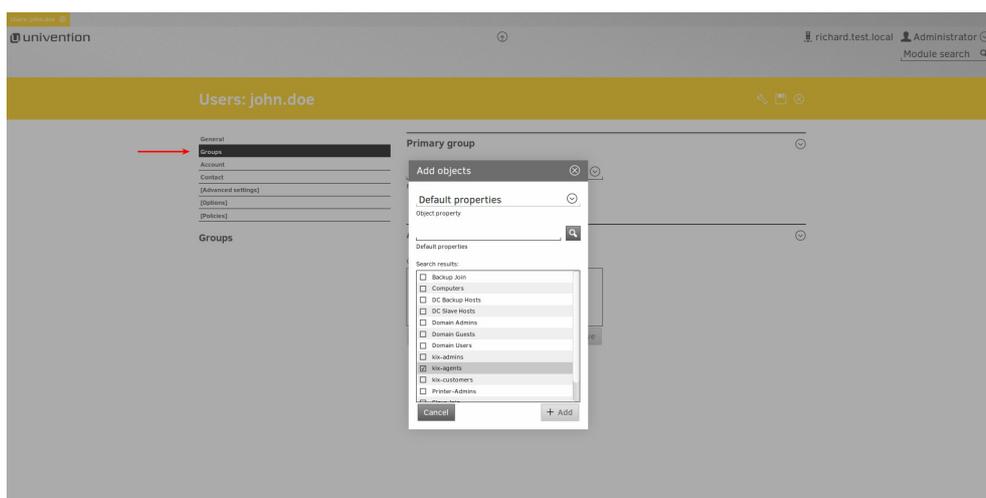
John Doe
Display name

.....
Birthday

Organisation

- Now enter a primary email address for the user (corresponding to the domain that you entered during installation).
- Add a name for the organization unit of the user (company/department).
- Assign the user a password.
- Save the new user top right by clicking on the disk icon.

Step 10



- Click on the left menu on „Groups“.



Users: john.doe

Primary group: Domain Users

Additional groups: kix-agents

- Assign the user and also existing/new users to the group of
 - Service staff (kix-agents) or
 - Service customer/IT user (kix-customers).

Step 11

Users

Management of domain users

Name	Path
Administrator	local.test./users
john.doe	local.test./users

0 users of 2 selected

- Now the new user is created.



Step 12

The login page features the KIX logo in the top left corner. The main heading is "Welcome to KIX". Below this, there are two input fields: "Username" with the value "john.doe" and "Password" with a masked password "*****". A "Log In" button is positioned below the password field.

- Switch to the login page of KIX 2016 in your browser.
- Log in with the predetermined user information (in the example john.doe) with your previously specified password.

The dashboard screenshot shows a navigation bar at the top with the KIX logo and menu items: Dashboard, Tickets, FAQ, Services, CMDB, Reports, and Customer Management. A search icon is also present. On the right side of the navigation bar, it says "You are logged in as John Doe" with a user profile icon and a "show Toolbar" link.

The main content area is titled "Dashboard" and contains several sections:

- Reminder Tickets:** A table with columns for TICKET#, AGE, and TITLE. The table is currently empty.
- Escalated Tickets:** A table with columns for TICKET#, AGE, and TITLE. The table is currently empty.
- New Tickets:** A table with columns for TICKET#, AGE, and TITLE. The table is currently empty.
- Open Tickets / Need to be answered:** A table with columns for TICKET#, AGE, and TITLE. The table is currently empty.

On the right side of the dashboard, there are several widgets:

- Settings:** A link to the settings page.
- Stats:** A line chart titled "7 Day Stats" showing "Created" (red) and "Closed" (green) tickets over a 7-day period. The y-axis ranges from -1 to 1. The x-axis shows days from Sat to Fri. The chart shows zero activity for both categories.
- Upcoming Events:** A section with a "none" status.
- Latest updated FAQ articles:** A section with a "none" status.

- You will see the dashboard of the service system (similar to the application as an administrator earlier).
- The login for tested purposes was successful.
- Log out again. Now as an administrator you can give the user appropriate rights in KIX.



Step 13

Manage Agent-Group Relations

Change Group Relations for Agent John Doe (john.doe)

GROUP	RO	MOVE_INTO	CREATE	NOTE	OWNER	PRIORITY	RW
admin	<input type="checkbox"/>						
faq	<input checked="" type="checkbox"/>						
faq_admin	<input checked="" type="checkbox"/>						
faq_approval	<input checked="" type="checkbox"/>						
item-configItem	<input checked="" type="checkbox"/>						
item-service	<input checked="" type="checkbox"/>						
stats	<input checked="" type="checkbox"/>						
SwitchButton	<input checked="" type="checkbox"/>						
users	<input checked="" type="checkbox"/>						

Submit or Cancel

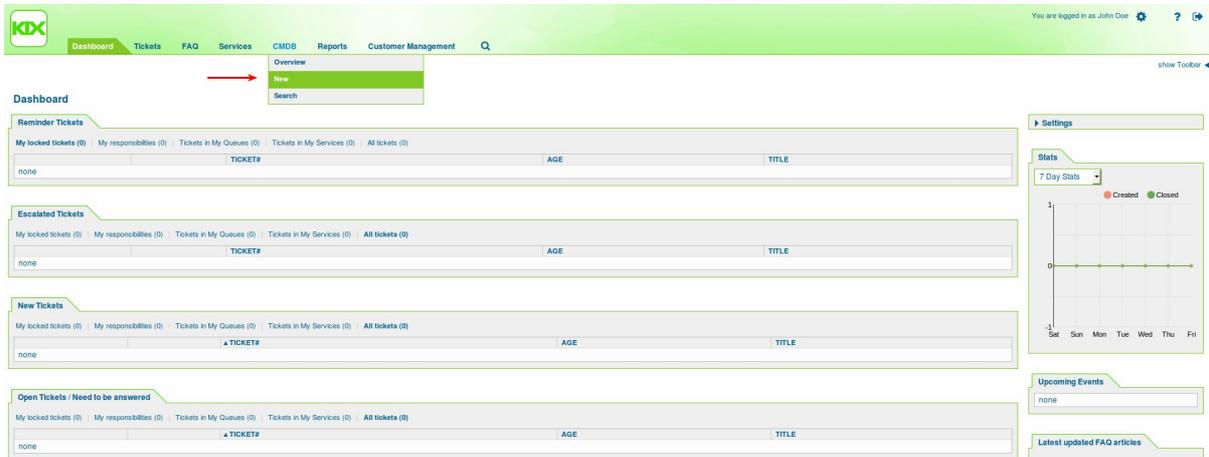
Reference

- ro - Read only access to the ticket in this group/queue.
- move_info - Permissions to move tickets into this group/queue.
- create - Permissions to create tickets in this group/queue.
- note - Permissions to add notes to tickets in this group/queue.

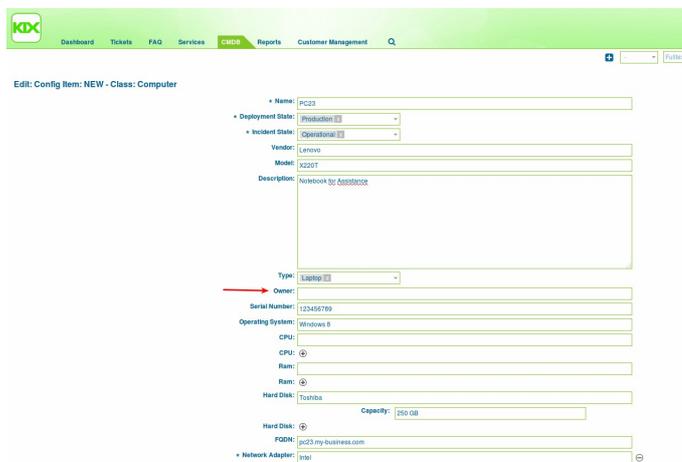
- Login again as an administrator in KIX 2016 by using the previously assigned password.
- Go in the top menu to the tab „Admin“.
- Click on the top left on „Agents → Groups“.
- Assign the new service employee John Doe to all rw rights except admin.
- Save the settings by „Submit“.
- Log off as an administrator from KIX 2016.



Step 14



- Login again as John Doe in KIX 2016.
- From the top navigation menu select "CMDB" (Configuration Management Database) and then click "New".



- The CMDB manages your entire IT inventory and facilities, locations or software.

- Select one of the predefined configuration classes and define the system data to your IT infrastructure.
- In the example we apply for the user John Doe the PC23 in the class "Computer".
- **IMPORTANT** : If devices are associated with individuals in the organization, fill in the field "owner".
 - Then this unit for example will be shown in the same telephone adoption of a disturbance.
- By transmitting the entry in the CMDB it is saved.



Step 15

- To acquire a new task, an error message, etc. just click on the top toolbar on the thick blue marked " Plus "
- or choose from the menu "Ticket" and then click "Create new ticket"
- This opens the corresponding input form.
- Choose a ticket type
 - due to the ITIL conformity with the terminology used
 - Incident = Fault message
 - Problem = operation for sustainable Cause Check for interference
 - Service Request = general service request
 - RfC::Standard = request for a standard change (eg . Password - reset)
- Enter the reporting IT user as customer user (in the example John Doe)
- Select the professionally appropriate queue (Queue)
 - Queues (queue for tickets of the individual technical topics) will be created in the admin area under "Queue "
- If the request relates to a device of an user, select the appropriate checkbox in the "Assigned CIs"
- By "transmitting" the request, the ticket is received, created, is assigned a unique number, etc.

Congratulations! You have created your first service incident.



Self Service Portal

- The self service portal of the KIX 2016 App can be reached via
<FQDN oder IP des Servers>/kix/customer.pl
- This link can for example also be integrated into an intranet-site.
- Registration takes place with the login data for all users who are in the group "kix – customers".
- In the example we log in as John Doe.
- In the self-service portal, each user sees his own tickets, he can provide new requests to the IT service or see the status of answers in progress, etc.

For further processing of tickets, the use of the self-service portal, etc. you can look up the documentation and contact us via the forum.