# 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 than 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 eitehr via the in the VM assigned IP adress 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
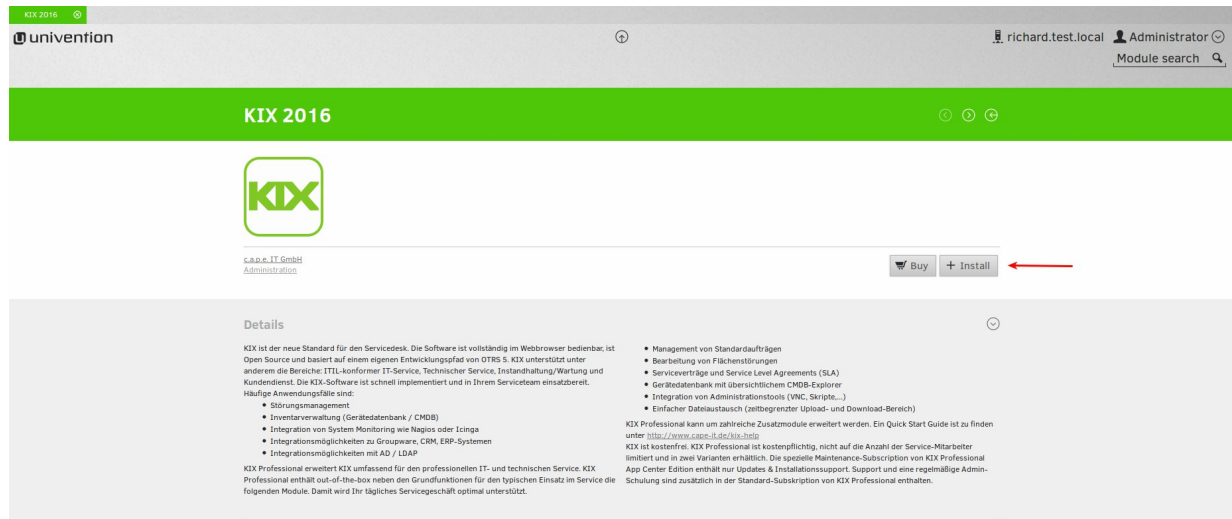
Step 1
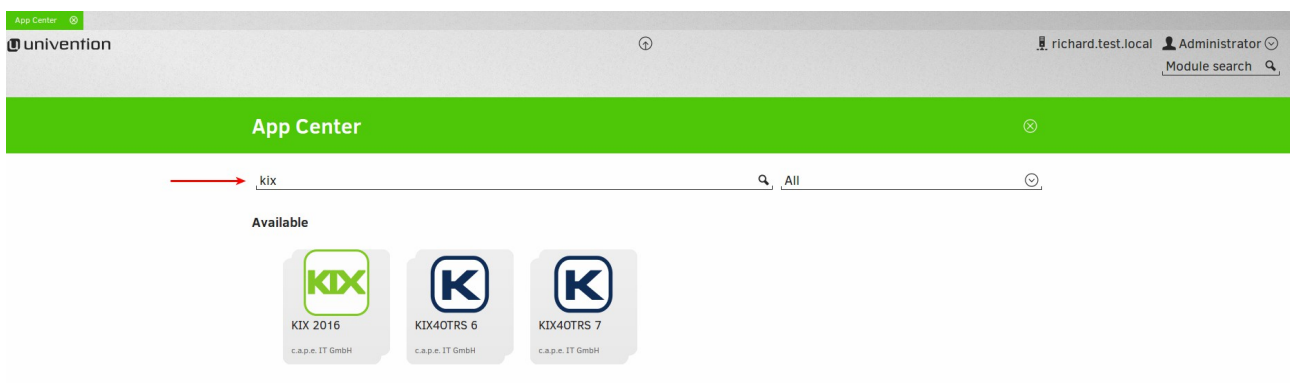
- UCS is installed correctly
- You have installed the UCS license (ucs.license file), that was sent to you autonatically during installation
- Go to the UCS Management Console, and then into the App Center
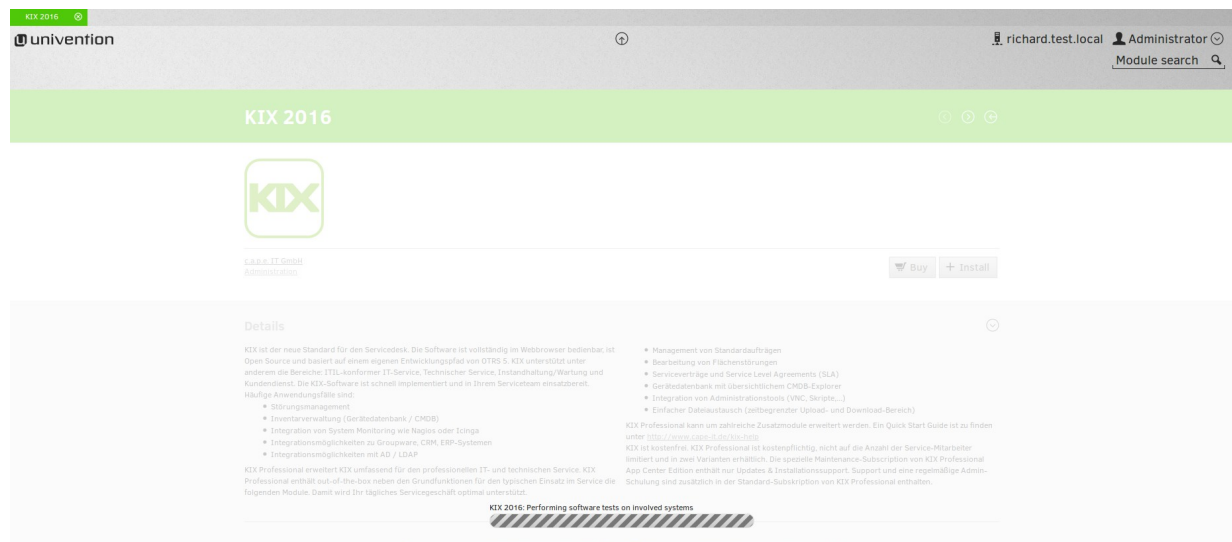- Search for „kix" and click „KIX 2016"

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Step 2

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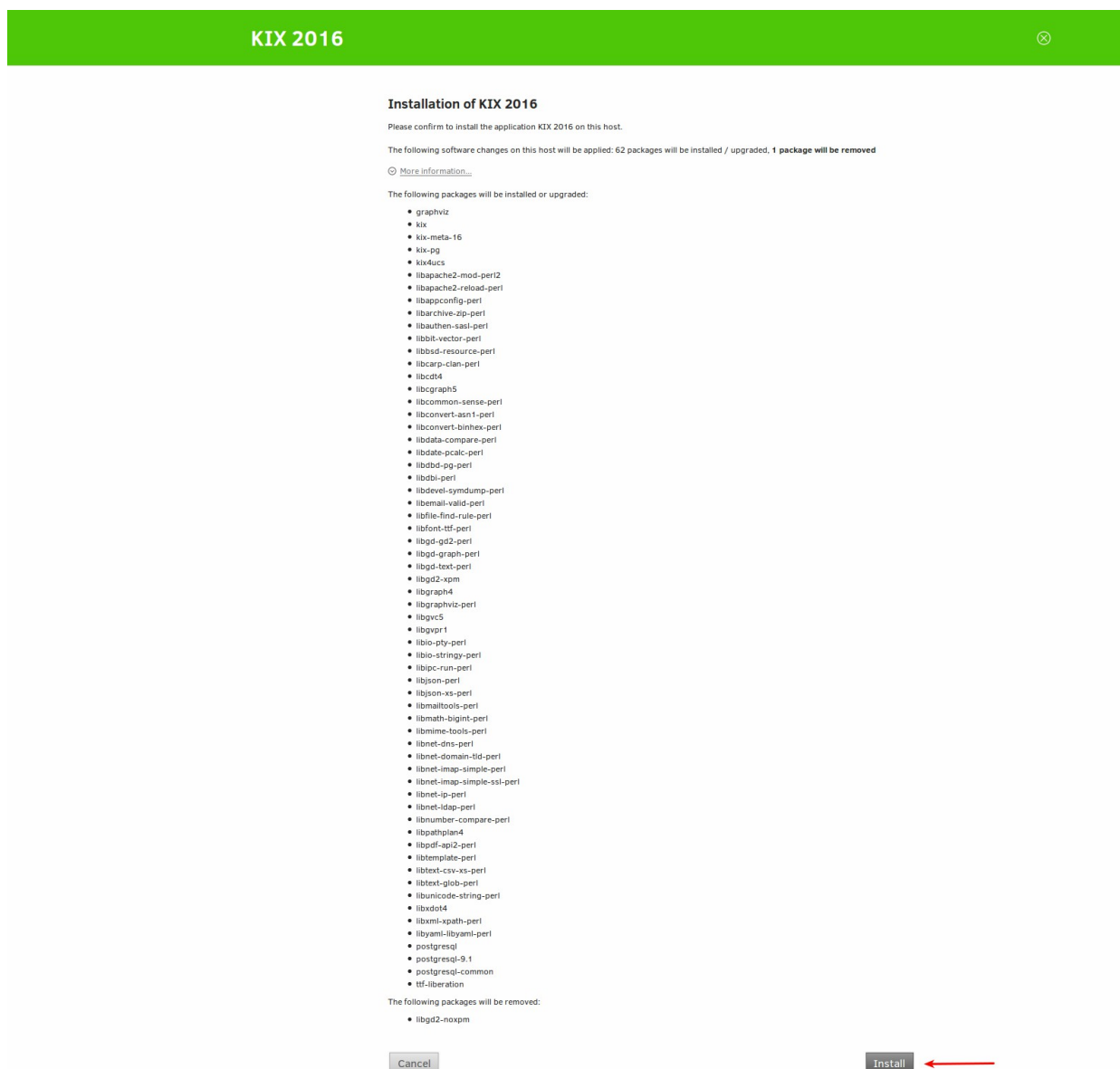- click „Install"

Step 3

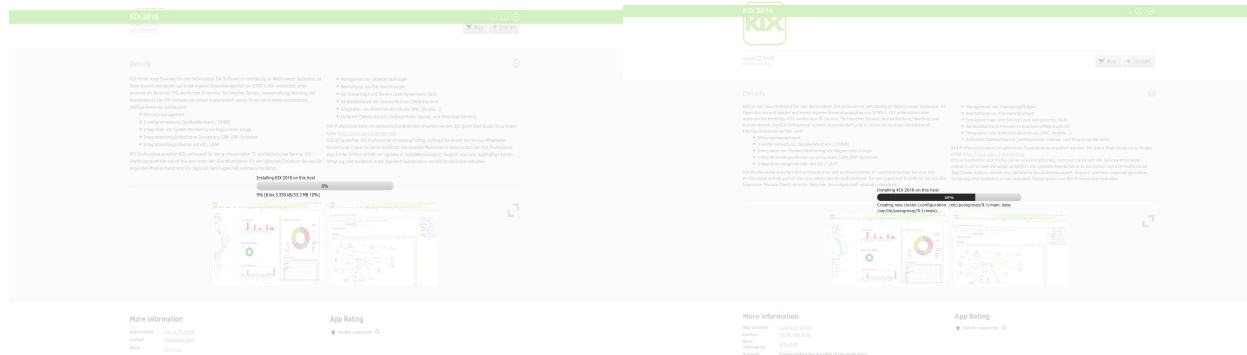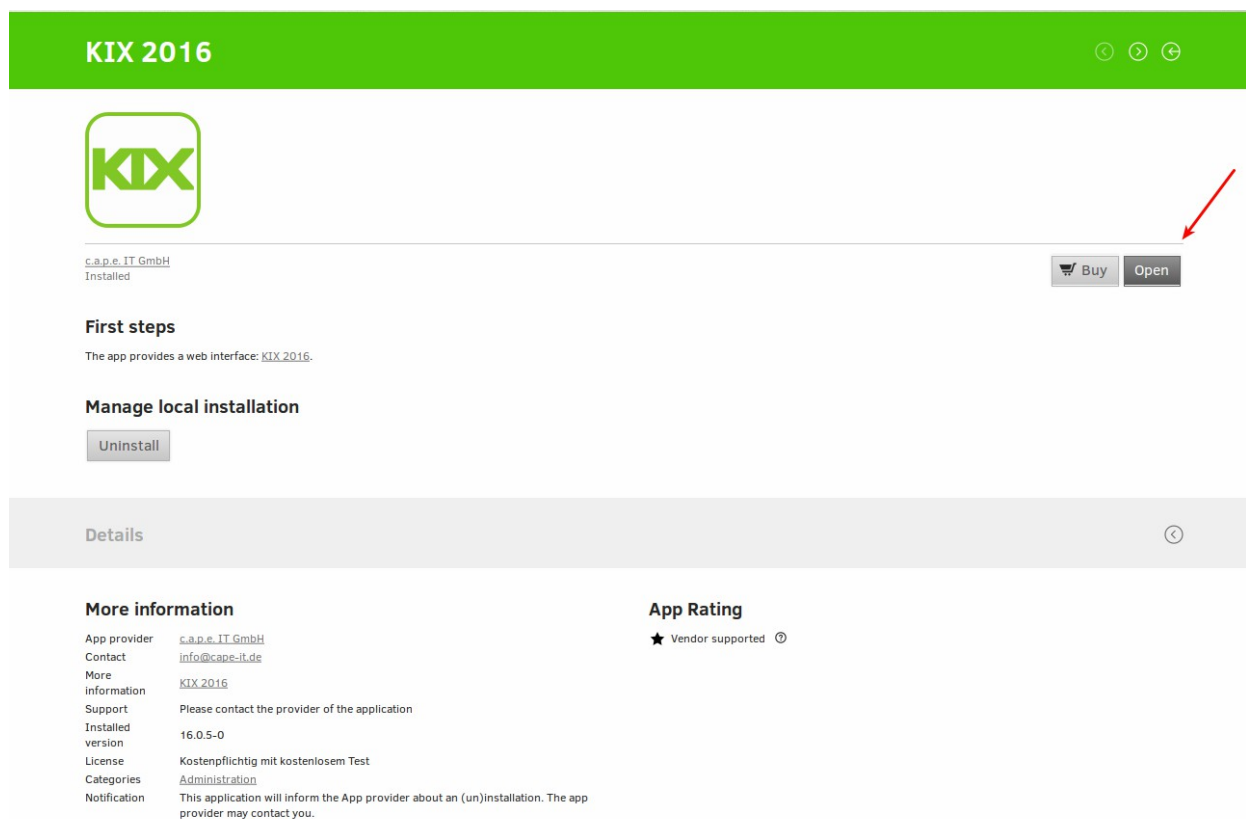- A self-test of the system is performed to see if the installation is generally possible.

Step 4

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

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- Depending on the performance of the system and speed of the network connection the installation process may take about 15 minutes or longer.

- Click „Open" button, to go to the web interface of the application.

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Step 6

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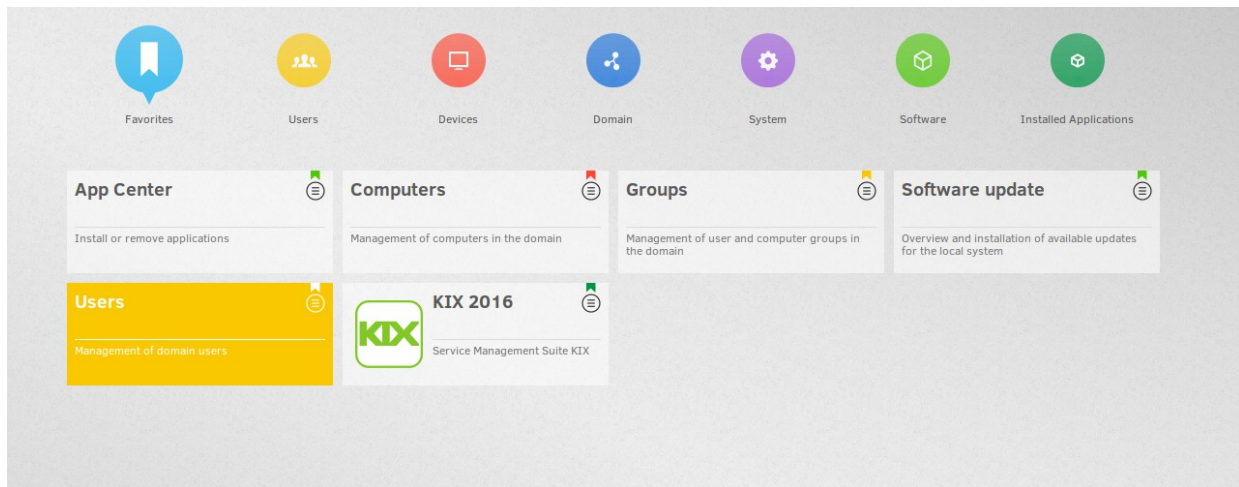- Login: Administrator
- Passwort: <YOUR PASSWORD>

Step 7
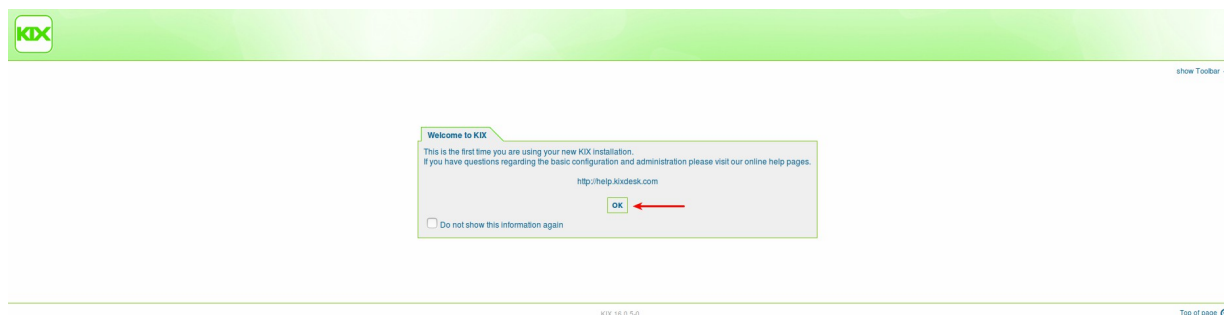
- If you register for the first time, you will get a hint to the help page.
- Click „OK"
- You go to the main index of the application (dashboard).
- Enable/disable the Dashlets according to your needs just by clicking the "X" of each dashboard element.
- Log off again for creating and mainatining users 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.
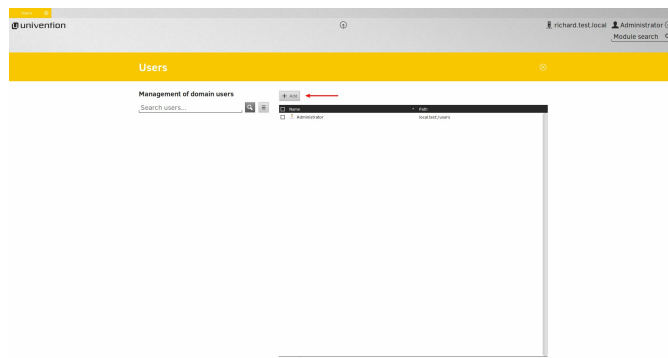
So that your service team can work, you still need IT users, service staff and of course IT equipment for which the service is provided. On the following pages you will find a description how to create that all.
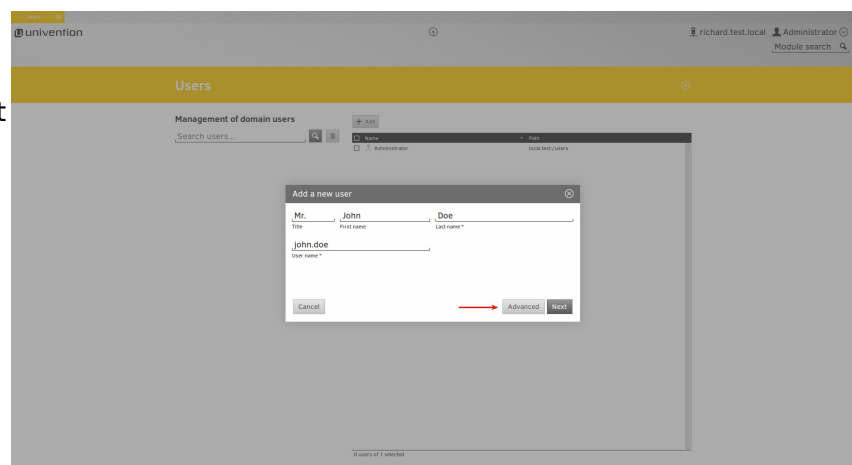
Step 8

- 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 adress 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".

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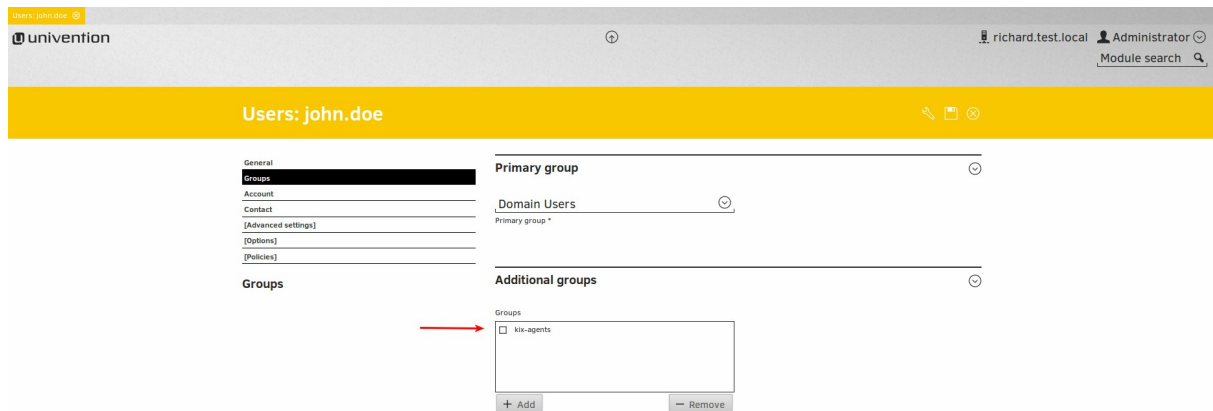
- Assign the user and also existing/new users to the group of
    - Service staff (kix-agents) or
    - Service customer/IT user (kix-customers).

Step 11
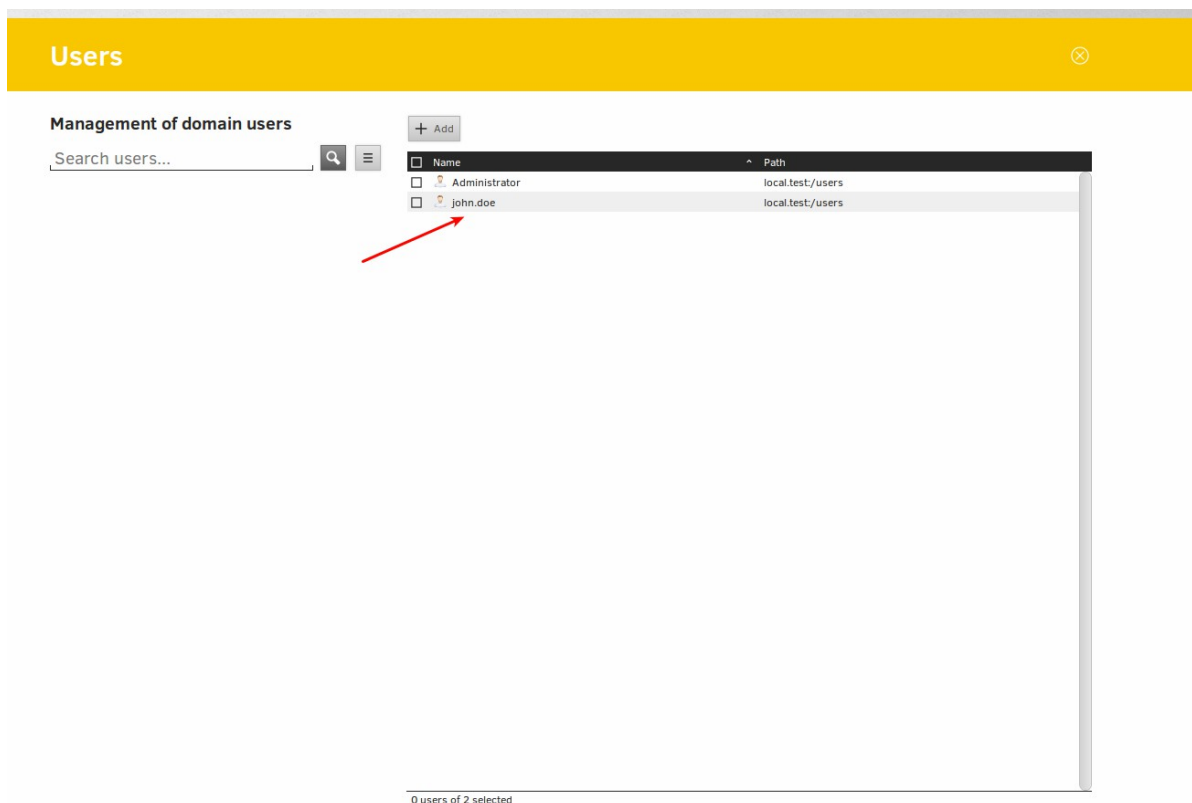
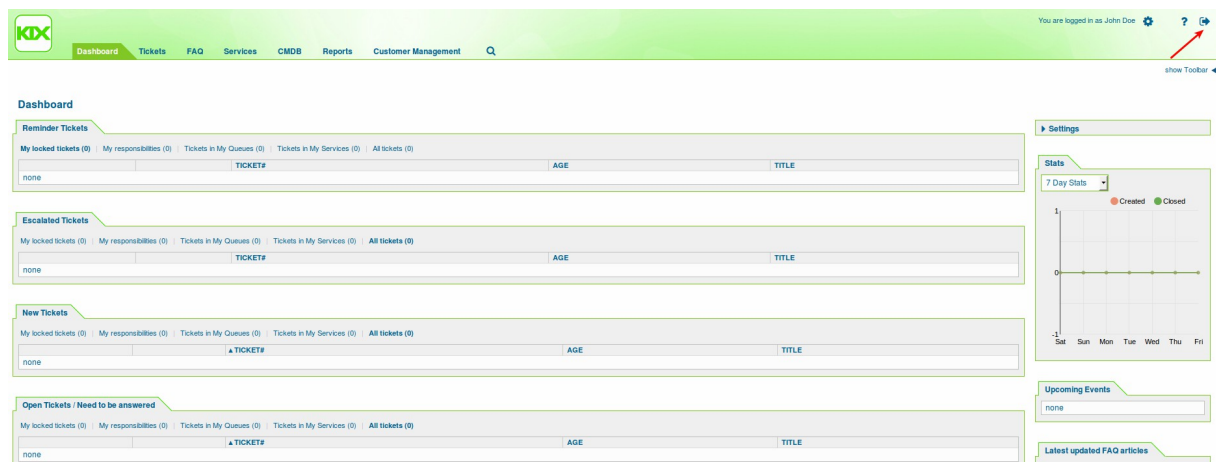
- Now the new user is created.

Step 12

Welcome to KIX

Username: john.doe
Password: ••••••••

Log In

- 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.

Dashboard | Tickets | FAQ | Services | CMDB | Reports | Customer Management

You are logged in as John Doe

show Toolbar ◀

Dashboard

Reminder Tickets
My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

Escalated Tickets
My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | **All tickets (0)**

TICKET#	AGE	TITLE
none		

New Tickets
My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | **All tickets (0)**

▲TICKET#	AGE	TITLE
none		

Open Tickets / Need to be answered
My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | **All tickets (0)**

▲TICKET#	AGE	TITLE
none		

▶ Settings

Stats
7 Day Stats
● Created ● Closed

Upcoming Events
none

Latest updated FAQ articles

- 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.

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Step 13

- 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.
- Safe the settings by „Submit".
- Log off as an administrator from KIX 2016.

Step 14
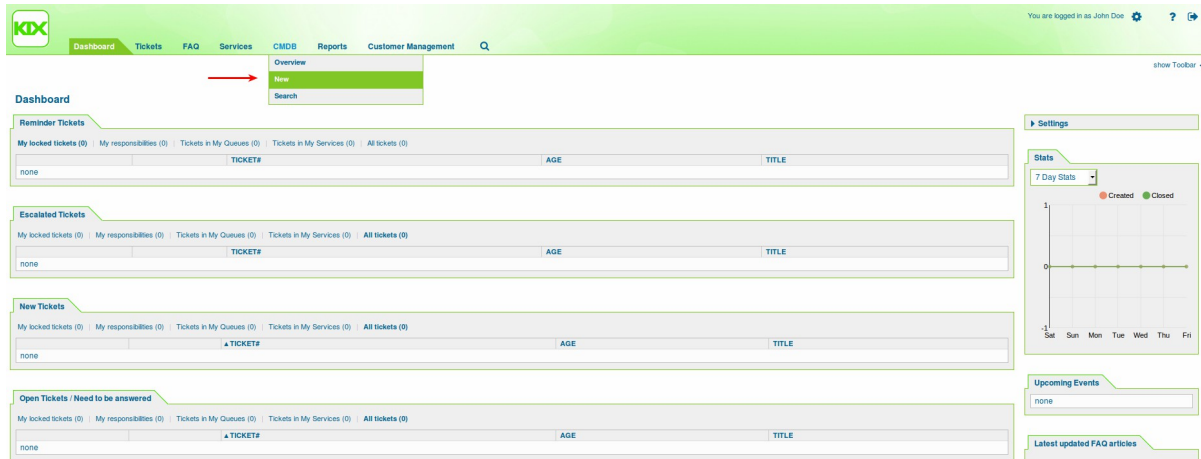
- Login again as John Doe in KIX 2016.
- From the top navigation menu select "CMDB" (Configuration Management Database) and then click "New".

- 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 safed.

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.

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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 provice 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.

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