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Part 5 - Tools

Notes

This section allows you to manage your private or public notes and manage your appointments.

Reservations

This section displays the equipment and services which are available for reservations.

A piece of equipment must be authorized for loaning before anyone can reserve it. To authorize an item for loan, navigate to the item page and click on the “Reservation” tab. Click the button labeled “Click to authorize the loan”. The item will now be reservable by users.

Once you have authorized an item for loan, you will see a button on the reservation tab labeled, “Click to make unavailable”. Clicking this button will lock the item so that no reservations can be made on it. Note that this is different from unauthorizing an item for loan.

To add comments to bookable equipment, click “edit comments”.

To make a reserve equipment, simply go to the sheet of it and click the option “Allow the loan.”

For users “HelpDesk” a “material booking is available. They can reserve materials for a period of time.

To add a new booking, just click on the date of the schedule

Be careful if you used rehearsal function “by day”, don't modifie end date (otherwise, overlapping of the bookings)

But, if you want a rehearsal of certain days over several weeks, you must change the begin date and the end date (indicating the days which will be repeat over one or several next week(s)) and the number indicated in the rehearsal by week will correspond to the total number of weeks on which the booking will be indicated.

Knowledge Base

The knowledge base has two goals: The first is to centralize internal knowledge to different technicians. The second is to provide users information (public FAQ), enabling them to solve simple problems.

Only elements of the *Public FAQ* will be visible to regular users. Elements not defined as part of the FAQ will

be visible only in the center console by technicians.

You can create categories and subcategories to index your knowledge (configurable in the menu / / Administration / System / Titles / /). It is therefore easy for someone to find the necessary information to solve the problem.

It is possible to associate one or more documents to a article in the knowledge base.

The search engine of the knowledge base allows the use of a number of operators to perform complex searches:

+ - ~ < * "" ()

+ * The word must be present

* - The word must not be present

* * Truncation operator position suffix

* "" A phrase in double quotation marks is searched ("") literally, as it was typed.

* <

* ()

Examples

- **'Printer failure'**

Find rows that contain at least one of the words.

- **'+Failure +printer'**

Find rows that contain both words.

- **'+Email thunderbird'**

Find rows that contain word mail, but rank rows higher if they also contain Thunderbird.

- **'+Email -outlook'**

Find rows that contain email but not outlook.

- **'+ Email + (> thunderbird <outlook)'**

Find rows that contain word mail and Thunderbird, or email and outlook(in any order), but rank email thunderbird higher than email outlook.

- **'Open*'**

Find rows that contain words such as openoffice, openwriter, openbar,or openphp.

- **'"Openoffice Suite "'**

Find rows that contain the exact phrase Openoffice suite

Reports

GLPI allows generation of a number of reports:

- The default hardware and software in the park.
- Equipment maintenance contracts: Equipment under a maintenance contract with a third party. It is possible to obtain a detailed statement by type of material and date of purchase. Multiple selections are allowed.
- Annual Report: Hardware during one or more years. Multiple selections are allowed.
- Network report: Information on the network according to the scene, taken by switches or networks.
- Report Information: Summary of information for computers, printers, networking equipment, monitors and peripherals.
- Report Commercial information including: Summary information for cartridges, licenses and supplies.
- Loan Report: Summary of loans, future or past for a specific user.

OCSNG

This section of the Tools menu is displayed only if the OCSNG mode is enabled in GLPI (Settings - General Settings - Enable OCSNG mode)

Since GLPI version .70, OCSNG is activated from (Settings - General - Restrictions - Enable OCSNG mode)

This section allows you, once set, to import equipment from OCSNG, synchronize already imported equipment that has been updated in OCSNG or bind machines already created and GLPI inventory with OCSNG.

This software is available on the website OCS Inventory NG.

Only the last version of GLPI is compatible with the latest version of OCS NG.

Special cases when importing software

To import software , you must first classify your software in OCS Inventory NG. By moving the default category 'New' to 'Unchanged' they will then be imported into GLPI.