

OTRS

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Ressources

<http://www.otrs.com/en/company/events/recorded-webinars/>

Install guide for Ubuntu: [http://wiki.otterhub.org/index.php?title=Installation_on_Ubuntu_Lucid_Lynx_\(10.4\)](http://wiki.otterhub.org/index.php?title=Installation_on_Ubuntu_Lucid_Lynx_(10.4))

Install

Installer en Appliance, f.eks fra turnkey.org

Husk at opsætte:

- NIC
- Hostname
- DNS

Customisations

SysConfig

Setting		Kommentar
SysConfig -> Core::Web -> WebMaxFileUpload		Forøgelse af upload size for filer for at få ITSM modul på
SysConfig -> Framework -> Core::Sendmail		Sætter SMTP for mail afsendelse
SysConfig -> Framework -> Core	FQDN	URL For installationen (Base)
	AdminEmail	
	Organisation	
	NotificationSenderName	
	NotificationSenderEmail	Optional - bliver automatisk otrs@<FQDN>
	SystemID	

Sprog

Upload da.pm til /opt/otrs/Kernel/Languages

Indsæt i /opt/otrs/Kernel/Config.pm

```
$Self->{DefaultUsedLanguages}->{da} = 'Dansk';
```

LDAP

Indsættes i /opt/otrs/Kernel/Config.pm

Pakker

iPhoneHandle giver iPhone (Json) App Support

Filer

File	Size	Creator	Created	Comment
ITSM-3.3.3.opm	18098629	Normann P. Nielsen	16-12-2013 19:49	
da.pm	301669	Normann P. Nielsen	19-12-2013 12:53	
iPhoneHandle-1.3.1.opm	850235	Normann P. Nielsen	16-12-2013 19:49	
otrs_admin_book.pdf	6461882	Normann P. Nielsen	12-04-2012 07:52	