



Citsmart Setup Guide

This guide provides guidance on the configuration and parameterization of the system.



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Citsmart ITSM Setup Guide

1. Introduction

1.1. Purpose

This document is intended to introduce users (administrators), a tutorial system that makes it possible to perform the correct configuration of the basic functionalities and settings.

1.2. Citsmart

Citsmart is a Corporate Governance platform, which is designed to facilitate the unification and standardization of information, in the organizational environment.

2. Download Citsmart – ITSM

If you download by sourceforge, follow the steps below.

2.1 - Download and install VirtualBox for your operating system.

<https://www.virtualbox.org/wiki/Downloads>

2.2 - Download and install Vagrant for your operating system.

<https://www.vagrantup.com/downloads.html>

2.3 – Download the file CitsmartITSM-community-6.1.2.2.zip and unzip it.

2.4 - Access the directory where the files were extracted, double click on the start of your system.

2.4.1 - start_microsoft.bat for Windows;

2.4.2 - start_linux.sh for Linux;

2.4.3 - start_mac.command for Mac OS.

3. Citsmart Install

3.1 Citsmart will install.

After the installation, access Citsmart using any browser.

IP: 127.0.0.1:8080/citsmart

Login:**Admin**

Password:**admin**

or

Login:**consultant**

Password:**consultant**

4. Citsmart ITSM Initial Configuration

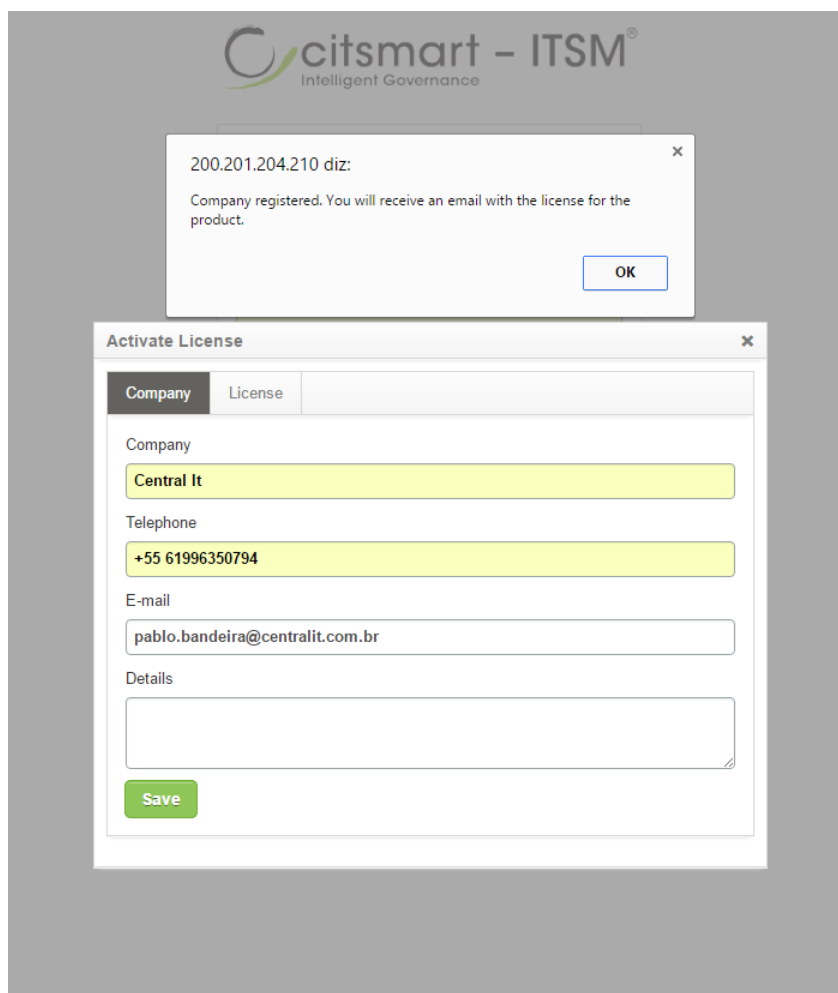
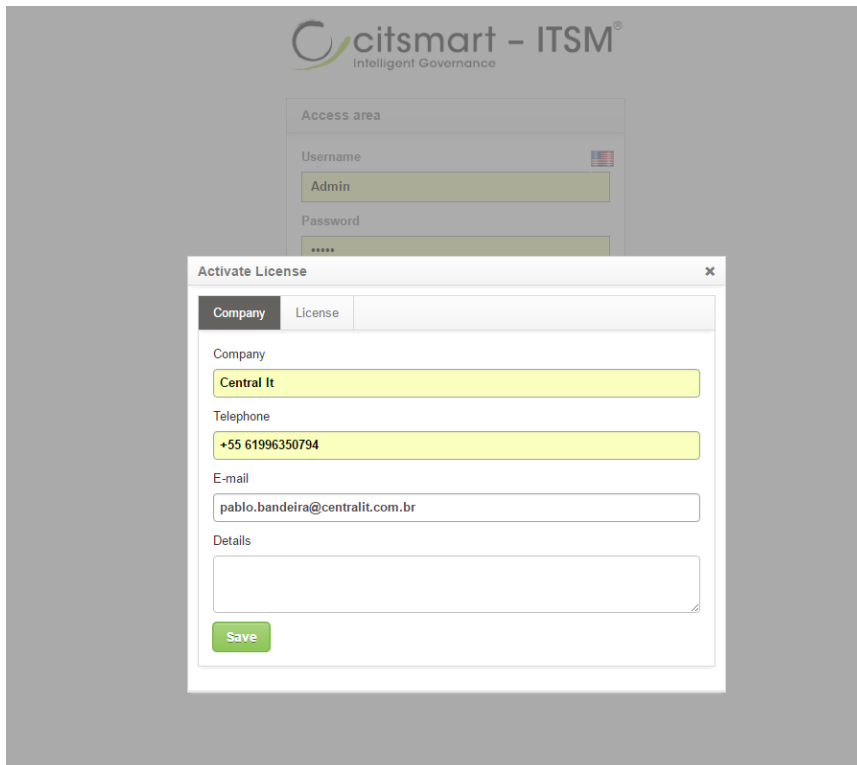
- 11 steps from initial configuration.
 - Accept the terms of service.

The screenshot shows the 'Citsmart Installation' window. At the top, there is a progress bar with 11 steps. Step 1 is highlighted, and the text 'Step 1 of 11 Complete: 0' is visible. Below the progress bar, the title 'Terms of Service' is centered. The main content area displays the 'GNU GENERAL PUBLIC LICENSE' text, including the version (2, June 1991), copyright information (Copyright (C) 1989, 1991 Free Software Foundation, Inc.), and the license terms. At the bottom of the license text, there is a checkbox labeled 'I have read and accepted the terms and conditions'. To the right of the checkbox are two buttons: 'GO BACK' and 'NEXT'. The footer of the window shows the copyright notice: '© 2016 - Citsmart. ITSM. All rights reserved. Version 6.1.2.1'.

1. Fill in the information.

This is a FREE License. The registration was created in order to know more about our users and keep the continuous improvement.

An active internet connection is necessary to perform the registration.



2. You will receive an e-mail with the registration number.

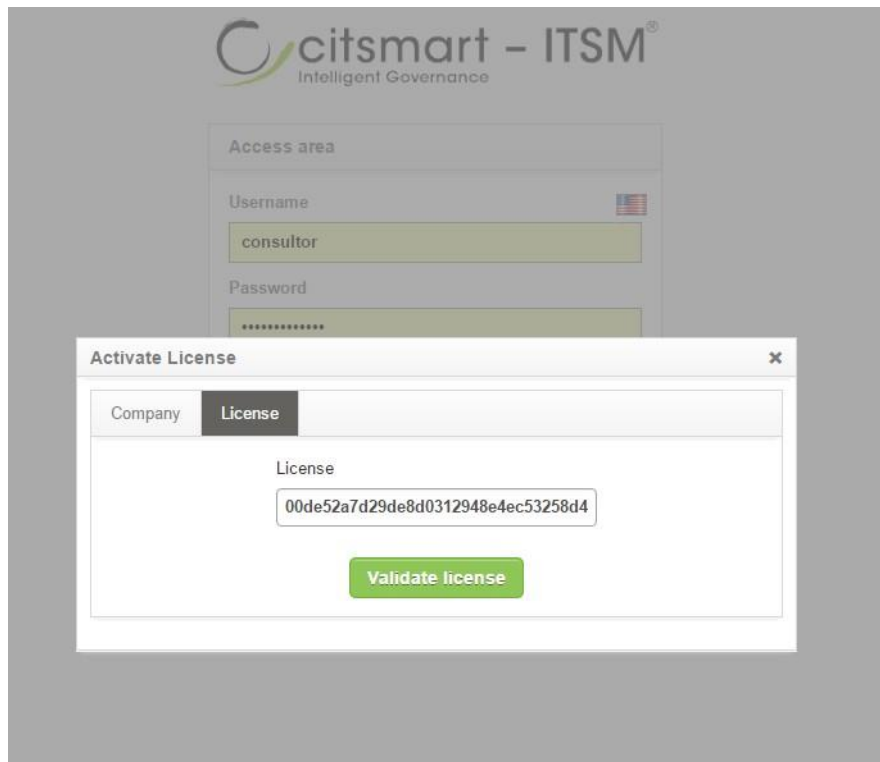
Citsmart Central

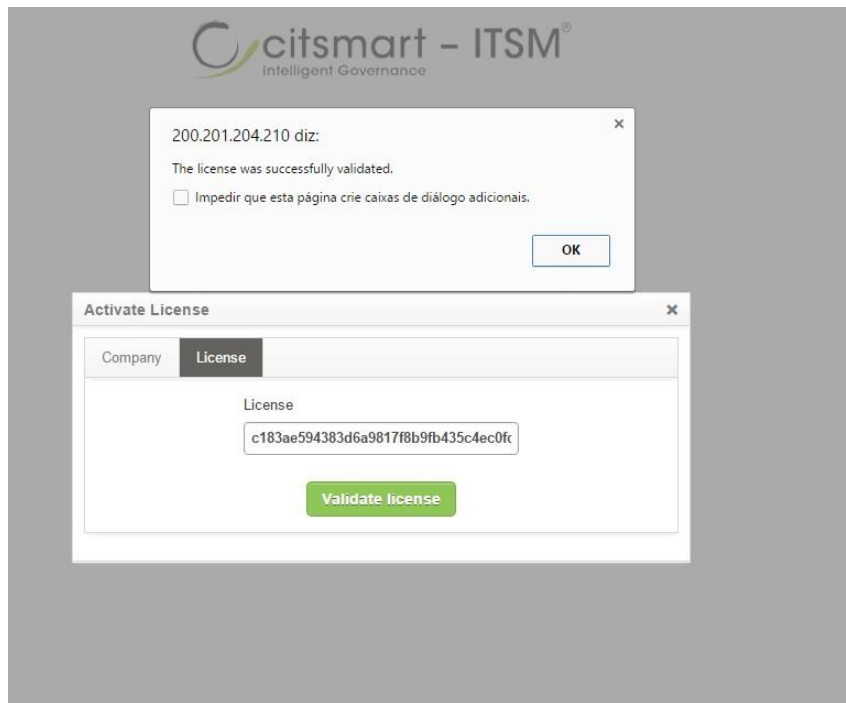
Welcome to the Citsmart Central! Copy and paste the license for the product CitsmartITSM in your browser:

79401bac557b63XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Thank You!

3. Copy and paste the registration number in your installation.





4. Choose your DB.

This screenshot shows the 'Citismart Installation' wizard at Step 3 of 11. The progress bar indicates that Step 2 is complete. The main area is titled 'Connection Driver:' and features a dropdown menu currently set to 'PostgreSQL'. A green 'GO BACK' button is located in the bottom right corner. The footer displays '© 2016 - Citismart - ITSM - All rights reserved. - Version 6.1.2.1'.

5. Choose the authentication Method.

This screenshot shows the 'Citismart Installation' wizard at Step 4 of 11. The progress bar indicates that Step 3 is complete. The main area is titled 'Authentication Method' and features a dropdown menu with three options: 'Own', 'Own', and 'LDAP'. The 'Own' option is currently selected. A green 'Test the Connection' button is located below the dropdown. A green 'GO BACK' button is in the bottom right corner. The footer displays '© 2016 - Citismart - ITSM - All rights reserved. - Version 6.1.2.1'.

6. Fill in the info. about the e-mail the fields. If you don't have all this information, you can skip this step and fill the info. in the system.

Citsmart Installation

Step 5 of 11
Complete: 4

1 2 3 4 5 6 7 8 9 10 11

E-mail Authentication

Attribute	Value
Sending SMTP - Service Request Notification Origin Email	
Sending SMTP - E-mail Authentication User	
Sending SMTP - E-mail Authentication Password	
Sending SMTP - Requires authentication for sending e-mail (e.g. Y or N - Default : N)	☐

GO BACK NEXT

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7. Fill in the mandatory fields. Red boxes are mandatory.

Citsmart Installation

Step 6 of 11
Complete: 5

1 2 3 4 5 6 7 8 9 10 11

Configuration and Set up

Attribute	Value
Activate system log (e.g. True or False)	☐
Name of the log file (e.g. log_citsmart)	log_citsmart
Path of the log folder (e.g. Linux : /var/tmp/)	/tmp
Types CIT_LOG (LOG file) DB_LOG (Save in the database)	db_log
Log file extension (e.g. TXT)	txt

GO BACK NEXT

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Citsmart Installation

Step 7 of 11
Complete: 6

1 2 3 4 5 6 7 8 9 10 11

Configuration and Set up

Attribute	Value
Upload Repository Path Folder (e.g. Windows - C:\tmp\)	log@citsmart\upload
GED Directory (e.g. Windows - C:\GED\Citsmart\)	log@citsmart\ged

GO BACK NEXT

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8. Fill in the info. If you don't have all this information, you can skip this step and fill the info. in the system.

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Citsmart Installation

Step 8 of 11
Complete: 7

1 2 3 4 5 6 7 8 9 10 11

Configuration and Set up

Attribute	Value
Sending SMTP - Sending email server	
SMTP SEND - Port for sending e-mail	
READING SMTP - Service Desk Incoming Mail Server	
READING SMTP - Service Desk Inbox Mail	
READING SMTP - Service Desk Inbox Mail Password	
READING SMTP - Service Desk Mail Provider (imap, pop, etc)	
SMTP READING - Service Desk e-mail server port	
SMTP READING - Service Desk e-mail INBOX folder	
Reading SMTP - Service Request Loaded E-mails Limit	

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Citsmart Installation

Step 9 of 11
Complete: 8

1 2 3 4 5 6 7 8 9 10 11

Configuration Item

Attribute	Value
Configuration Item Lifecycle Name - Developing (Ex: Development CIs)	
Configuration Item Lifecycle Name - Production (Ex: Production CIs)	
Configuration Item Lifecycle Name - Homologation (Ex: Homologation CIs)	
Inventory Name (Default: Inventory)	
Verify link between Change and Configuration Item	☐
Send e-mail to configuration item Notification (1-group, 2-Owner, 3-All) (Default:1)	
Notify, in advance, the amount of days left to license expiration	
Send e-mail to configuration item group or owner (1-Group, 2-Owner)	

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9. Fill in the mandatory fields. Red boxes are mandatory

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Citsmart Installation

Step 10 of 11
Complete: 9

1 2 3 4 5 6 7 8 9 10 11

Configuration and Set up

Attribute	Value
LUCENE indexes folder to KNOWLEDGE BASE (e.g: Windows - C:\LUCENE\knowledgebase\)	log/citsmart/base
LUCENE indexes folder to TWIN WORDS (e.g: log/citsmart/TWINWORDS\)	log/citsmart/gembase
LUCENE indexes folder to KNOWLEDGE BASE ATTACHED FILES (e.g: Windows - C:\LUCENE\attachmentknowledgebase\)	log/citsmart/annexbase
Notify, in advance, the amount of days left to knowledge expiration	

GO BACK NEXT

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Citsmart Installation

Step 11 of 11
Complete: 10

1 2 3 4 5 6 7 8 9 10 11

Configuration and Set up

Attribute	Value
System URL	http://localhost/citsmart
DB name of the SCHEMA of the Data Base - (e.g. Postgres - public)	public

GO BACK NEXT

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10. After this first set up, the system will be installed and tables will be created.