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## IT Documentation

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BlueSpice is the knowledgebase for (almost) all IT documentation.

### The wiki as IT documentation tool

Ideal use cases	Possible, but not ideal use cases
<ul style="list-style-type: none"><li>• IT process management (e.g., IT emergency manual)</li><li>• Software documentation and references</li><li>• Online help, FAQ und How-to's</li><li>• Customer and installation documentation</li><li>• IT project documentation (z.B. rollout of new services)</li><li>• Compiling inventories</li></ul>	<ul style="list-style-type: none"><li>• Cable management</li><li>• IP address management (IPAM)</li></ul>

## Example pages

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The following pages give you some ideas for using the wiki for IT documentation:

- Example of [Customer documentation](#) for [YourCompany](#)
- Graphical process description: [Relocation of IT Staff](#)
- Code editing: [Example Bash](#) or [JavaScript](#)

## Object-oriented Programming with JavaScript

A sample text to demonstrate syntax representation and syntax editing in the Visual Editor.

### Namespace

A namespace is a container in which developers can combine functionalities under a unique, application-specific name. **In JavaScript, a namespace is a common object that contains methods, properties, and objects.**



**Unlike some other object-oriented programming languages, there is no difference in the JavaScript language level between a regular object and a namespace.**

The idea behind creating a namespace in JavaScript is simple: create a global object that has all variables, methods, and functions as properties. In addition, the use of namespaces can prevent naming conflicts in the application.

To create a global object called MYAPP:

```
1 // global namespace
2 var MYAPP = MYAPP || {};
```

The above code first checks if MYAPP has already been defined (either in the same or a different file). If MYAPP has already been defined then the global object MYAPP will be used. Otherwise, an empty object called MYAPP is created, which later can encapsulate methods, functions, variables and other objects.

Within a namespace, additional namespaces can be created:

```
1 // sub namespace
2 MYAPP.event = {};
```

The following code creates a namespace and adds variables, functions, and methods to it:

```
1 // Create container called MYAPP.commonMethod for common method and properties
2 MYAPP.commonMethod = {
3   regExForName: "", // define regex for name validation
4   regExForPhone: "", // define regex for phone no validation
5   validateName: function(name){
6     // Do something with name, you can access regExForName variable
7     // using "this.regExForName"
8   },
9
10  validatePhoneNo: function(phoneNo){
```

```
11     // do something with phone number
12   }
13 }
14
15 // Object together with the method declarations
16 MYAPP.event = {
17   addListener: function(el, type, fn) {
18     // code stuff
19   },
20   removeListener: function(el, type, fn) {
21     // code stuff
22   },
23   getEvent: function(e) {
24     // code stuff
25   }
26
27   // Can add another method and properties
28 }
29
30 //Syntax for Using addListner method:
31 MYAPP.event.addListener("yourel", "type", callback);
```

Source for this sample text: [https://developer.mozilla.org/de/docs/Web/JavaScript/Introduction\\_to\\_Object-Oriented\\_JavaScript](https://developer.mozilla.org/de/docs/Web/JavaScript/Introduction_to_Object-Oriented_JavaScript)

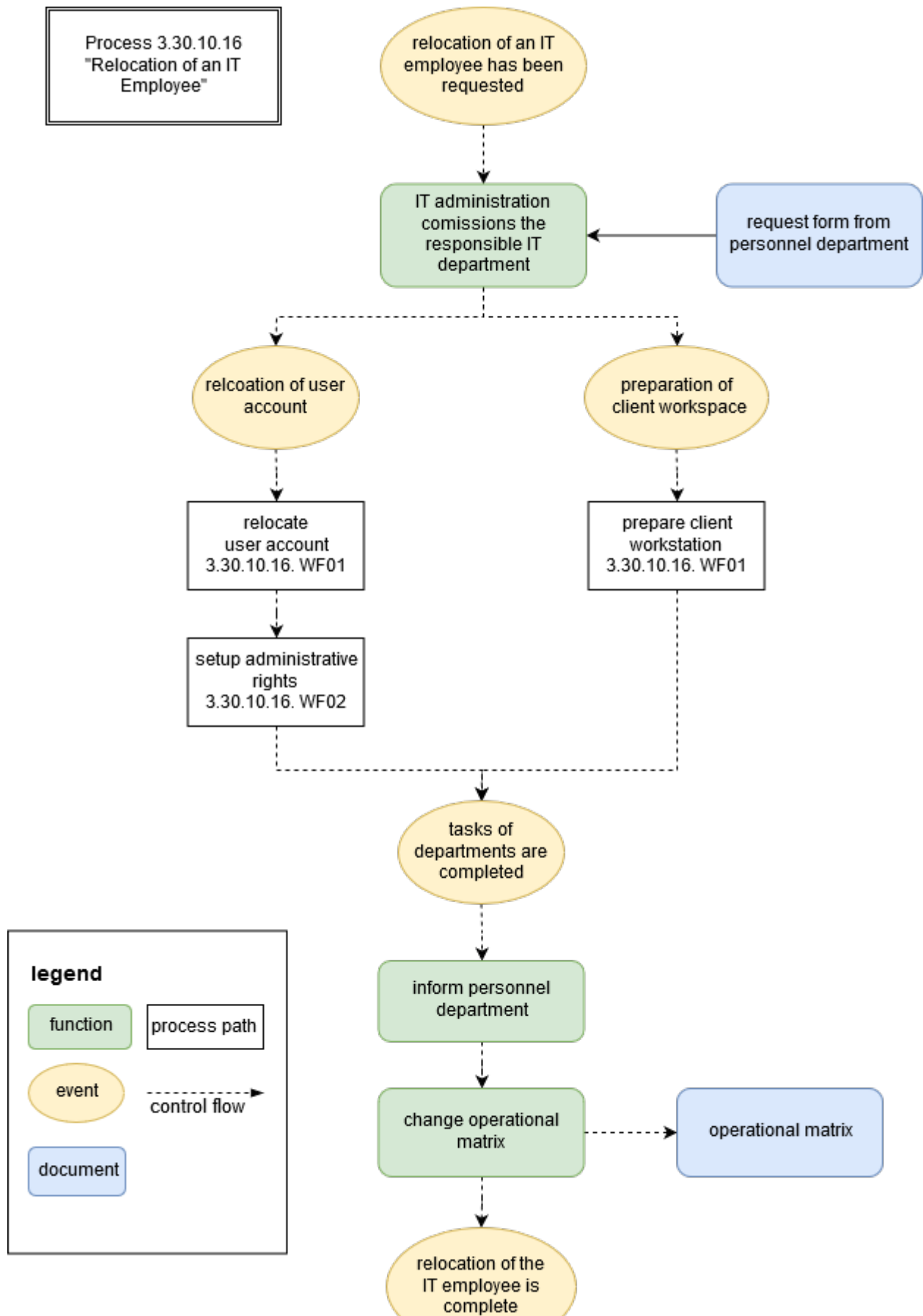
## Relocation of IT Staff

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When relocating the workstation of an employee (e.g., office transfer or change of department), the respective team leaders coordinate the move and agree on a relocation date.

The following workflow diagram shows the process:

[Edit](#)





## YourCompany

<b>Headquarters</b>	Munich	<b>Contact since</b>	2017	<b>Status</b>	
<b>Partnership</b>	no Partner	<b>Account Manager</b>	Doe, John	<b>Technical Contact</b>	Schreiber, Horst

<b>Contracts</b>	<ol style="list-style-type: none"> <li><a href="#">YourCompany/Development System (Contract Type: Subscription)</a></li> <li><a href="#">YourCompany/Documentation (Contract Type: Subscription)</a></li> <li><a href="#">YourCompany/Production System (Contract Type: Subscription)</a></li> </ol>
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<b>Minutes</b>	<ul style="list-style-type: none"> <li><a href="#">2019-05-07</a></li> </ul>
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## Initial situation and requirements

YourCompany came to us in February 2017 to build a wiki system. MediaWiki was tested as an alternative and was not user-friendly enough. In addition, it lacked many functionalities of BlueSpice.

## Installations

Create a new installation profile.

Project: [YourCompany/Development System](#), Project: [YourCompany/Documentation](#), Project: [YourCompany/Production System](#)



Link to the Hallo Welt! internal test system:

## Project history

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Year	Milestone	Contact
2017	Setup Wikisystem	Sarah Naumann

## Technical notes for Maintenance and Support

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- External Access: VPN
- Internal deployment notes: no special features
- Special processes (e.g, maintenance cycles, cooperation partners, handling of staging system ...): IT-Systemhaus is the main service provider

## Marketing and Sales

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- Special contractual arrangements (maintenance, framework contract): none
- Usable screenshots: none

## Other notes and experiences

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## YourCompany/Documentation

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## Management Summary

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YourCompany has organizational wikis.

The organization wikis vary in size, some have a size of only a few pages. About 5 wikis have a much larger size. All model company wikis have a total of about 400 users.

The following procedure has been defined:

- Users are currently managed by SAML. In addition, access to the individual wikis should be controlled via SAML.

## Server Infrastructure

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### Server environment

---

Server	Server name	URL	Configura tion
Production System	rz14. yourcompany. local	<a href="https://wiki.yourcompany.de/">https://wiki.yourcompany.de/</a>	Ubuntu 16.04. 8 CPUs 32 GB RAM
Development System	rz14. yourcompany. local	<a href="https://wiki-a.yourcompany.de">https://wiki-a.yourcompany.de</a>	Ubuntu 16.04. 8 CPUs 32 GB RAM

### Setup BlueSpice pro with WikiFarm

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#### BlueSpice pro Services:

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#### Services for the operation of BlueSpice pro:

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- Webserver (Apache) with PHP
- Database (MariaDB)

#### Additional Services:

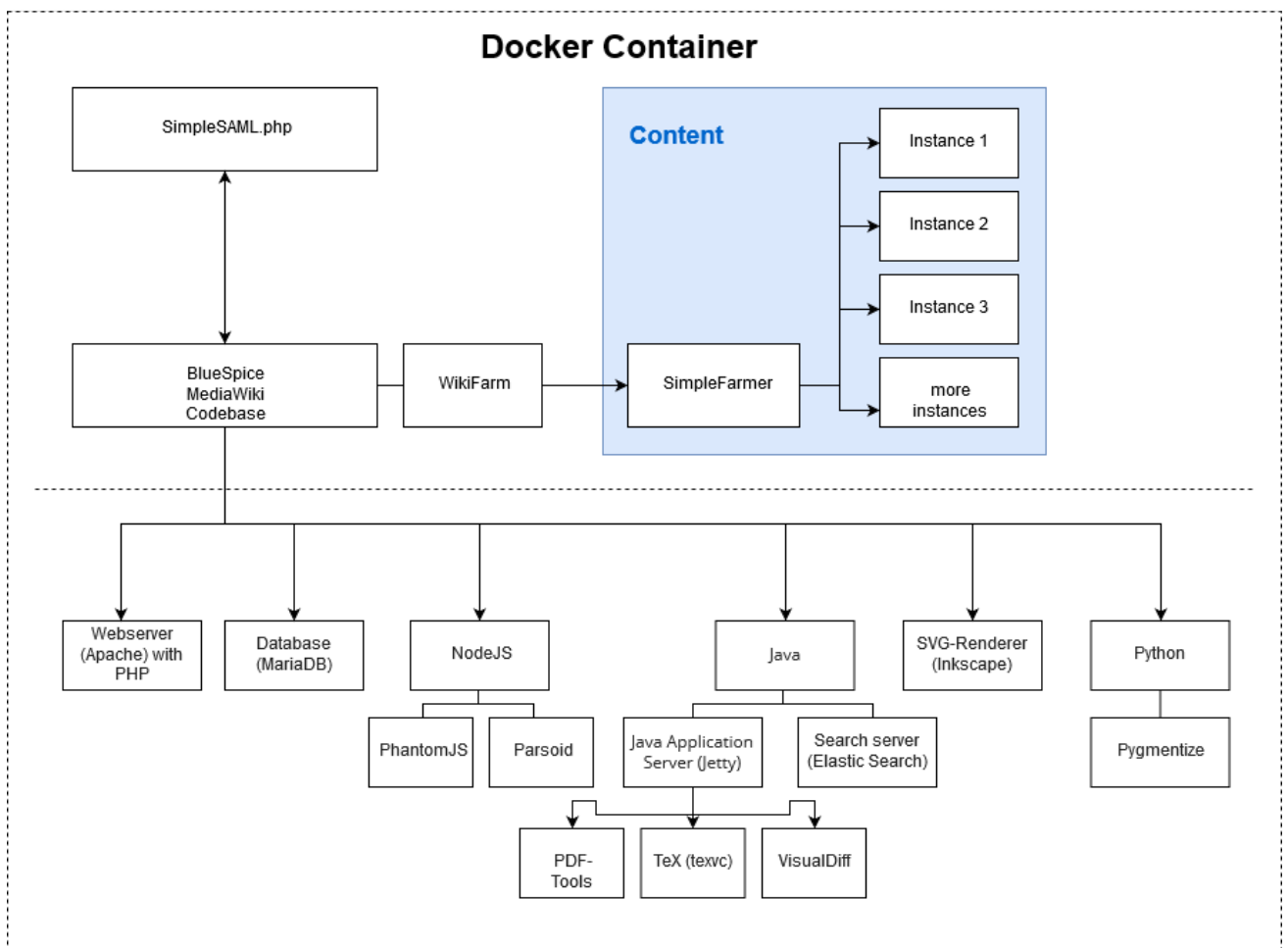
---

Service	required for
NodeJS/Parsoid	VisualEditor
NodeJS/PhantomJS	generating screenshots (e.g. recent changes)
Java Application Server (Jetty)/ Tomcat	PDF export
Java Application Server (Jetty)/ VisualDiff	compare versions of a page
Java Application Server (Jetty)/ TeX	math formulas

Service	required for
Search Server (ElasticSearch)	search
SVG-Renderer (Inkscape)	.svg
Python/Pygmentize	syntax highlighting source code in pages

## Scheme Docker Container

[Edit](#)



## Production Wiki

### History / Important Deployments

<b>Protocol by</b>	Horst Schreiber
<b>First installation</b>	2017-04-02
<b>Update to current codebase 3.0.0</b>	2018-11-26
<b>Update to 3.0.1</b>	2019-03-27
<b>Update</b>	

### Access

<b>Remote Access</b>	VPN -> SSH
<b>ID</b>	a_exNNNNN
<b>Username for SSH</b>	ICA\a_exNNNNN

### Installed programs (applications)

<b>URL</b>	<a href="https://wiki.yourcompany.com">https://wiki.yourcompany.com</a>
<b>Domains</b>	<ul style="list-style-type: none"> <li>wiki.yourcompany.com</li> <li>wikidocs.yourcompany.com</li> </ul>
<b>Server name</b>	rz14.yourcompany.local
<b>Operating System</b>	Ubuntu 16.04.
<b>BlueSpice Version</b>	3.0.1 per WikiFarm
<b>MediaWiki Version</b>	1.31.1
<b>Deployment package</b>	Docker
<b>Path to Docker files</b>	/data/bluespice/bluespice
<b>Authentication</b>	SAML.php
<b>Notes</b>	Group assignment to instances in <b>099-AdditionalPermissions.php</b>

## Please note for updates

---

Since it is currently not possible to set the permissions properly, the **delete** permission has been withdrawn from the **editor** DefaultSettings.php.

## Docker

---

### Starting Docker

---

```
docker run -d -v /data/bluespice/certificates:/etc/apache2/ssl -v
/data/bluespice/bluespice/099-AdditionalPermissions.php:/var/www/bluespice/w/settings.d/09
AdditionalPermissions.php -v
/data/bluespice/database:/var/lib/mysql -v
/data/bluespice/elasticsearch:/var/lib/elasticsearch -v
/data/bluespice/bluespice:/opt/bluespice-docker -v /data/bluespice/backup:/backup -v
/data/backups-mediawiki:/import -e "TZ=Europe/musterfirma" -lCE -t -p 80:80 -p 443:443 -p
-p 8001:8001 1d85e6a800e9
```

### Docker IP

---

```
cat /etc/docker/daemon.json
{
  "bip": "172.19.10.1/24",
  "fixed-cidr": "172.19.10.1/24"
}
```

## Backup / Cronjobs

---

### Cronjobs

---

runJobs	daily
---------	-------

### Backup

---

BackupDatabases	daily
-----------------	-------



## Services

---

### Database

---

<b>Programm</b>	MariaDB
<b>Version</b>	10.1.37

### PHP

---

<b>Version</b>	7.0.30
----------------	--------

### Jetty

---

<b>Version</b>	9
----------------	---

### Caching

---

<b>opcache</b>	Yes
<b>memcached</b>	No

### Webserver

---

<b>Programm</b>	Apache
<b>Version</b>	2.4.18

## Development Wiki

<b>Belongs to:</b>	YourCompany	<b>Account Manager:</b>	Doe, John	<b>Contract Type:</b>	Subscription
<b>First Installation:</b>	2018/11/26	<b>Last Update:</b>	019/03/26	<b>Performance Level:</b>	Standard with WikiFarm and Development
<b>Contract Start:</b>	2018/09/03	<b>Minimum Contract Period:</b>	2 Years		

**Short Description** Test system: BlueSpice 3 pro Standard with WikiFarm and Development

## History / Important Deployments

<b>Protocol by</b>	Sarah Naumann
<b>First Installation</b>	2018-11-26
<b>Update to 3.0.1</b>	2019-03-26
<b>Update</b>	

## Access

<b>Remote Access</b>	VPN -> SSH
<b>ID</b>	a_exNNNNN
<b>Username for SSH</b>	ICA\a_exNNNNN

## Installed programs (applications)

<b>URL</b>	<a href="https://wiki.yourcompany.com">https://wiki.yourcompany.com</a>
<b>Domains</b>	<ul style="list-style-type: none"> <li>wiki.yourcompany.com</li> <li>wikidoc.yourcompany.com</li> </ul>
<b>Server Name</b>	rz17.musterfirma.local
<b>Operating System</b>	Ubuntu 16.04.

<b>BlueSpice Version</b>	3.0.1 per WikiFarm
<b>MediaWiki Version</b>	1.31.1
<b>Deployment Package</b>	Docker
<b>Path to Docker files</b>	/data/bluespice/bluespice
<b>Authentication</b>	SAML.php
<b>Notes</b>	Group assignment to instances in <b>099-AdditionalPermissions.php</b>

## Please note for updates

Since it is currently not possible to set the permissions properly, the **delete** permission has been withdrawn from the **editor** DefaultSettings.php.

## Docker

### Starting Docker

```
docker run -d -v /data/bluespice/certificates:/etc/apache2/ssl -v
/data/bluespice/bluespice/099-AdditionalPermissions.php:/var/www/bluespice/w/settings.d/
099-AdditionalPermissions.php -v
/data/bluespice/database:/var/lib/mysql -v
/data/bluespice/elasticsearch:/var/lib/elasticsearch -v
/data/bluespice/bluespice:/opt/bluespice-docker -v /data/bluespice/backup:/backup -v
/data/backups-mediawiki:/import -e "TZ=Europe/Berlin" -lCE -t -p 80:80 -p 443:443
-p 8000:8000 -p 8001:8001 1d85e6a800e9
```

### Docker IP

```
cat /etc/docker/daemon.json
{
  "bip": "172.19.10.1/24",
  "fixed-cidr": "172.19.10.1/24"
}
```

## Backup / Cronjobs

### Cronjobs

<b>runJobs</b>	daily
----------------	-------

## Backup

---

<b>BackupDatabases</b>	daily
------------------------	-------

## Services

---

### Database

---

<b>Program</b>	MariaDB
<b>Version</b>	10.1.37

### PHP

---

<b>Version</b>	7.0.30
----------------	--------

### Jetty

---

<b>Version</b>	9
----------------	---

### Caching

---

<b>opcache</b>	Yes
<b>memcached</b>	No

### Webserver

---

<b>Program</b>	Apache
<b>Version</b>	2.4.18

## Authentication and Security Levels

---

### SAML/Prod

---

The following domains are all connected to SAML:

- [wiki.yourcompany.com](#) = Main Instance = WikiFarm Management
- [wiki.yourcompany.com](#) redirects to [wiki.yourcompany.com/yourcompany](#)= YourCompany Wiki
- [wikidocs.yourcompany.com](#) redirects to [wiki.yourcompany.com/yourcompany](#) with local login

### Security levels of wikis

---

\* = (all) = applies to every visitor of the wiki, including those who do not log in.

#### Public

---

user group	login required	permissions			
		sys admin	wiki maintain admin	editor	reader
[...]_Admin	x	x	x	x	x
*	---	---	---	x	x

#### Protected

---

user group	login required	permissions			
		sys admin	wiki maintain admin	editor	reader
[...]_Admin	x	x	x	x	x
[...]_Editeren	x	---	---	x	x
*	---	---	---	---	x

#### Private

---

user group	login required	permissions			
		sys admin	wiki maintain admin	editor	reader
[...]_Admin	x	x	x	x	x
[...]_Editeren	x	---	---	x	x
[...]_Lezen	x	---	---	---	x
*	---	---	---	---	---

## Admin

---

user group	login required	permissions			
		sys admin	wiki maintain admin	editor	reader
[...]_Admin	x	x	x	x	x
*	---	---	---	---	---

## URL

---

If the URL of a wiki does not exist (or there is a letter error because of case-sensitivity), the user is currently redirected to the farm management. Depending on the authorization level, the user might not have access. It is possible to redirect the user to a page of another instance. However, this can only be done **once**. Redirects always link to the same instance. On the target page you could, for example, store an overview of operating wikis.

## YourCompany/Production System

<b>Belongs to:</b>	YourCompany	<b>Account Manager:</b>	Schreiber, Horst	<b>Contract Type:</b>	Subscription
<b>First Installation:</b>	2018/04/02	<b>Last Update:</b>	2019/03/27	<b>Performance Level:</b>	Standard with WikiFarm and Development
<b>Contract Start:</b>	2018/04/02	<b>Minimum Contract Period:</b>			
<b>Short Description</b>	Production system: BlueSpice 3 pro Standard with WikiFarm with Development				

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## History / Important Deployments

<b>Protocol by</b>	Horst Schreiber
<b>First installation</b>	2017-04-02

<b>Update to current codebase 3.0.0</b>	2018-11-26
<b>Update to 3.0.1</b>	2019-03-27
<b>Update</b>	

## Access

<b>Remote Access</b>	VPN -> SSH
<b>ID</b>	a_exNNNNN
<b>Username for SSH</b>	ICA\a_exNNNNN

## Installed programs (applications)

<b>URL</b>	<a href="https://wiki.yourcompany.com">https://wiki.yourcompany.com</a>
<b>Domains</b>	<ul style="list-style-type: none"> <li>wiki.yourcompany.com</li> <li>wikidocs.yourcompany.com</li> </ul>
<b>Server name</b>	rz14.yourcompany.local
<b>Operating System</b>	Ubuntu 16.04.
<b>BlueSpice Version</b>	3.0.1 per WikiFarm
<b>MediaWiki Version</b>	1.31.1
<b>Deployment package</b>	Docker
<b>Path to Docker files</b>	/data/bluespice/bluespice
<b>Authentication</b>	SAML.php
<b>Notes</b>	Group assignment to instances in <b>099-AdditionalPermissions.php</b>

## Please note for updates

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## Docker

---

### Starting Docker

---

```
docker run -d -v /data/bluespice/certificates:/etc/apache2/ssl -v
/data/bluespice/bluespice/099-AdditionalPermissions.php:/var/www/bluespice/w/settings.d/09
AdditionalPermissions.php -v
/data/bluespice/database:/var/lib/mysql -v
/data/bluespice/elasticsearch:/var/lib/elasticsearch -v
/data/bluespice/bluespice:/opt/bluespice-docker -v /data/bluespice/backup:/backup -v
/data/backups-mediawiki:/import -e "TZ=Europe/musterfirma" -lCE -t -p 80:80 -p 443:443 -p
-p 8001:8001 1d85e6a800e9
```

### Docker IP

---

```
cat /etc/docker/daemon.json
{
  "bip": "172.19.10.1/24",
  "fixed-cidr": "172.19.10.1/24"
}
```

## Backup / Cronjobs

---

### Cronjobs

---

<b>runJobs</b>	daily
----------------	-------

### Backup

---

<b>BackupDatabases</b>	daily
------------------------	-------

## Services

---

### Database

---

<b>Programm</b>	MariaDB
<b>Version</b>	10.1.37

## PHP

---

<b>Version</b>	7.0.30
----------------	--------

## Jetty

---

<b>Version</b>	9
----------------	---

## Caching

---

<b>opcache</b>	Yes
<b>memcached</b>	No

## Webserver

---

<b>Programm</b>	Apache
<b>Version</b>	2.4.18