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IT documentation

Tour 3 [Documentation System](#) < [Step-by-step instructions](#)

next: [Operating instructions](#)

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">• IT process management (e.g., IT emergency manual)• Software documentation and references• Online help, FAQ und How-to's• Customer and installation documentation• IT project documentation (z.B. rollout of new services)• Compiling inventories	<ul style="list-style-type: none">• Cable management• IP address management (IPAM)

Example pages

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](#)

Tour 3 [Documentation System](#) < [Step-by-step instructions](#)

next: [Operating instructions](#)

Coffeemaker

Product description

- Material: (case and basket filter holder) stainless steel
- Incl. Stainless steel insulated pump jug 2.2 liters (inside glass and outside stainless steel)
- Brewing time approx. 5 - 6 min.
- Dry run protection
- Weight: 9 kg
- Dimensions: W 195 x L 360 x H 550
- Content: Pumping jug: 2.2 liters
- Connection: 230 V - 50 Hz - 1.9 kW

How to brew coffee



Never fill in water without immediately brewing coffee. Flooding can occur if the tank is filled again afterwards!



1. Place the empty **coffee pot** on the machine without the **pumping rod**.



2. **Turn on** the coffemaker. If water has already been added, it will start running through.



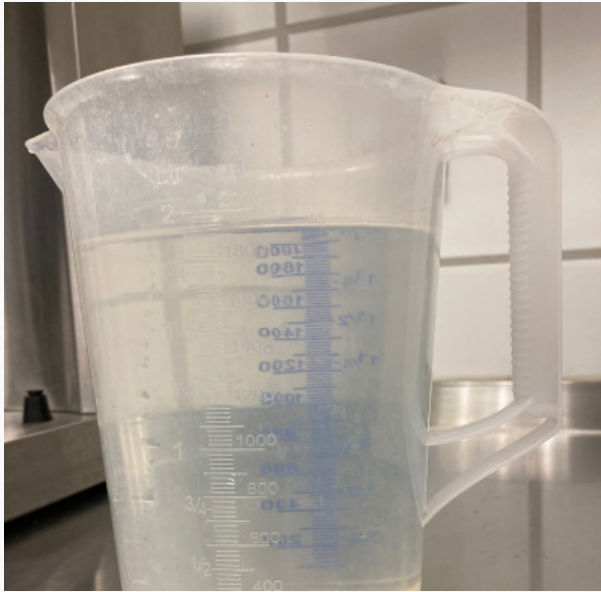
3. Put a **coffee filter** in the filter pan.



4. Add **8 measuring spoons** in the coffee filter. Use the correct spoon.



5. Attach the **filter pan** to the machine.



6. Fill the provided **measuring cup** with water to the 2 liters mark.



7. Pour the content of the measuring cup into the **water reservoir**.



8. After the coffee is ready, place the **pump stick** in the coffee pot.



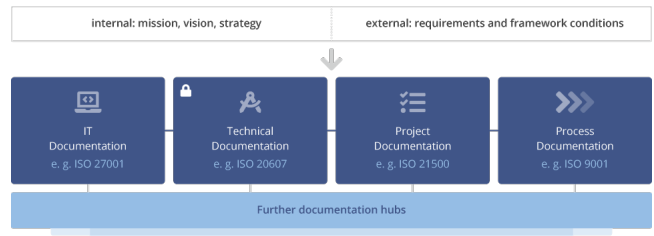
9. **Enjoy your coffee!**

Documentation System

Tour 3 [Documentation System](#)

next: [Customer documentation](#)

A **documentation system** supports the company in archiving documents. These systems are of outstanding importance for the company to be able to reproduce processes, decisions and agreements.



Documentation systems are used in project documentation, [technical documentation](#) or IT documentation. In order for them to fulfill their purpose, it is necessary to be able to use them to quickly collect, categorize and retrieve information.

Documentation in a wiki

Wikis were developed to centrally collect and organize the knowledge of different experts. They are therefore ideal documentation systems and have long since become the standard documentation system, not least in IT.

- *Collaboration without prior knowledge:* With the visual editor, images can be quickly integrated into an article using "drag & drop".
- *Office documents:* Documents in other formats (Office, PDF etc.) can be attached to an article just as quickly.
- *Creation of structured data:* The documentation can be enriched with structured data (attributes) that can be processed inside and outside the system. (Semantic MediaWiki)
- *Page versioning:* The traceability and reproducibility of all changes in the documentation enable the management of legally required information and, if necessary, safeguard against liability.

Example pages

Customer documentation

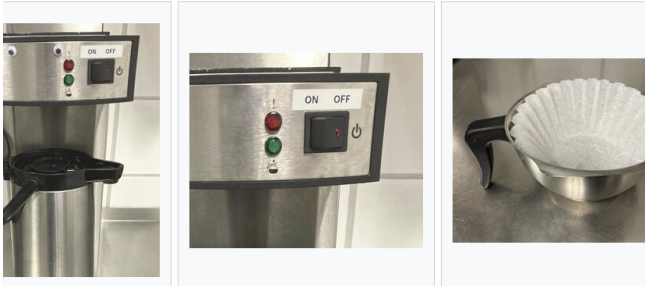
	Contact since	2017	Status
ner	Account Manager	Doe, John	Technical Contact

Company/Development System (Contract Type: Subscription)
Company/Documentation (Contract Type: Subscription)
Company/Production System (Contract Type: Subscription)

Step-by-step instructions

coffee

er without immediately brewing coffee. Flooding can occur if the tank is filled again afterwards!



IT documentation

rowser's JavaScript console, enter `person` into it, and press `Enter / Return`. You should get a r
lines:

```
t]
```

you've just created your first object. Job done! But this is an empty object, so we can't really do
JavaScript object in our file to look like this:

```
{  
  'Smith'],  
  
  le',  
  ['music', 'skiing'],  
  on() {  
    s.name[0] + ' ' + this.name[1] +  
    this.age + ' years old. He likes ' +
```

Operating instructions

metal tines (fork) that can be pushed under the pallet. In front of the tines there are small, downwardly extendable
er side there are one or two steerable rollers. With the load and castors, the lifting tines can be adjusted parallel to
tth a hydraulic lifting cylinder and a linkage. This way, the pallet can be raised for shipping. The handle is used for
nd in non-powered devices as a lever for a hydraulic pump, which feeds the lifting cylinder. On the handle or near the
rating option for the hydraulic valve (lifting / driving / lowering). Electric pallet trucks follow the operator by means of
files.

ions

ual UVV test (according to the guidelines of the employers' liability insurance association) is mandatory for an
c.
tpetence (driving license) for driving electric pallet trucks is not required if the pallet truck is controlled by a traveling
pedestrian. In this case, according to the German Employers' Liability Insurance Ordinance § 7 (2) BGV D27,
driver in the handling of the lift truck is sufficient. The assignment of the driver does not have to be in writing in this



Electi



Mathematical formula

response is going to be the derivative of this:

$$\frac{di_{o\mu}}{dt} = 0 + \frac{1}{2}e^{-t}(\cos t + \sin t) - \frac{1}{2}e^{-t}(-\sin t + \cos t)$$

$$e^{-t}(\cos t + \sin t + \sin t - \cos t) = e^{-t} \sin t: I_s = 1 + \cos t$$

$$\int_0^t i_{o\delta}(t - \tau) I_s(\tau) d\tau + C_1$$

$$\int_0^t e^{-(t-\tau)} \sin(t - \tau)(1 + \cos \tau) d\tau + C_1$$

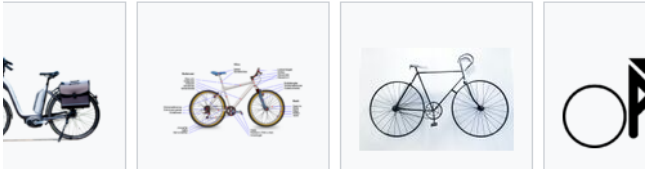
$$\frac{\cos t}{5} + \frac{2 \sin t}{5} - \frac{7e^{-t} \cos t}{10} - \frac{11e^{-t} \sin t}{10} + \frac{1}{2} + C_1$$

Categorized product images

Accessories (2 F)
Bikes (4 F)

Open category "Bike"

Showing 8 files are in this category, out of 8 total.



Electric Pallet Truck Alligator

Tour 3 Documentation System < IT documentation next: [Mathematical formula](#)

A **pallet truck** is an industrial truck with or without electric drive. It can be used to transport transport pallets, lattice boxes and corresponding conveying aids on level surfaces. Another colloquially used name is> **ant**.

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Description

A pallet truck has two metal tines (fork) that can be pushed under the pallet. In front of the tines there are small, downwardly extendable load rollers, on the other side there are one or two steerable rollers. With the load and castors, the lifting tines can be adjusted parallel to the ground in height with a hydraulic lifting cylinder and a linkage. This way, the pallet can be raised for shipping. The handle is used for moving and steering, and in non-powered devices as a lever for a hydraulic pump, which feeds the lifting cylinder. On the handle or near the steering axle is the operating option for the hydraulic valve (lifting / driving / lowering). Electric pallet trucks follow the operator by means of further switching handles.



Electric pallet truck "Ant"

Safety regulations

- In Germany, an annual [UVV](#) test (according to the guidelines of the employers' liability insurance association) is mandatory for an electric pallet truck.
- A certificate of competence (driving license) for driving electric pallet trucks is not required if the pallet truck is controlled by a traveling driver, also called a pedestrian. In this case, according to the German Employers' Liability Insurance Ordinance § 7 (2) BGV D27, instruction of the driver in the handling of the lift truck is sufficient. The assignment of the driver does not have to be in writing in this case.^[1]



ISO7010 W014 Symbol

[File:Betriebsanweisung Batteriewechsel.pdf](#)

Instruction

- Instructions must always be given when a **new employee comes to a work area** and they are, therefore, also mandatory for apprentices, trainees, temporary staff or leasing staff. The instruction should alert the employee to possible hazards, communicate the correct handling of the equipment and the loads to be transported and teach him necessary precautions for his own safety and the safety of others. The instructions may be delegated by the employer, usually to the company supervisor. The supervisor can observe the employee after instructions have been given and intervene if necessary. Traffic routes, signage, charging stations or other relevant business units must be taught as part of the operational training. Each instruction must be documented in writing and signed by the instructed person.

Operating instructions

- [In German only: BA Wechseln und Anschließen von Batterien von Staplern](#)

References

1. [↑ Unfallverhütungsvorschrift Flurförderzeuge in der Fassung vom 1. Januar 1997](#)

Tour 3 [Documentation System](#) < [IT documentation](#)

next: [Mathematical formula](#)

Object-oriented Programming with JavaScript

Object basics

As with many things in JavaScript, creating an object often begins with defining and initializing a variable. Try entering the following line below the JavaScript code that's already in your file, then saving and refreshing:

```
const person = {};
```

Now open your browser's JavaScript console, enter `person` into it, and press `Enter` / `Return`. You should get a result similar to one of the below lines:

```
[object Object]
```

Congratulations, you've just created your first object. Job done! But this is an empty object, so we can't really do much with it. Let's update the JavaScript object in our file to look like this:

```
var person = {  
  name: ['Bob', 'Smith'],  
  age: 32,  
  gender: 'male',  
  interests: ['music', 'skiing'],  
  bio: function() {  
    alert(this.name[0] + ' ' + this.name[1] +  
      ' is ' + this.age + ' years old. He likes ' +  
      this.interests[0] + ' and ' + this.interests[1] + '.');  
  },  
  greeting: function() {  
    alert('Hi! I\'m ' + this.name[0] + '.');  
  }  
};
```

After saving and refreshing, try entering some of the following into the JavaScript console on your browser devtools:

```
person.name  
person.name[0]  
person.age  
person.interests[1]  
person.bio()  
person.greeting()
```

You have now got some data and functionality inside your object, and are now able to access them with some nice simple syntax!

Source of this example: <https://developer.mozilla.org/en-US/docs/Learn/JavaScript/Objects/Basics>

Relocation of IT Staff

Tour 2 [Integrated Management system](#) < [Process Map](#)

next: [Minutes](#)

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 process can easily be visualized in a [BPMN](#) diagram.

Tour 2 [Integrated Management system](#) < [Process Map](#)

next: [Minutes](#)

YourCompany

Tour 3 Documentation System

next: [Step-by-step instructions](#)

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

Contracts

1. [YourCompany/Development System](#) ([Contract Type](#): Subscription)

2. [YourCompany/Documentation](#) ([Contract Type](#): Subscription)

3. [YourCompany/Production System](#) ([Contract Type](#): Subscription)

Minutes

no minutes available

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1 Initial situation and requirements

2 Installations

3 Project history

4 Technical notes for Maintenance and Support

5 Marketing and Sales

6 Other notes and experiences

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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

Year	Milestone	Contact
2017	Setup Wikisystem	Sarah Naumann

Technical notes for Maintenance and Support

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

Marketing and Sales

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

Other notes and experiences

YourCompany/Documentation

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Management Summary

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

Server environment

Server	Server name	URL	Configuration
Production System	rz14. yourcompany. local	https://wiki. yourcompany. de/	Ubuntu 16.04. 8 CPUs 32 GB RAM
Development System	rz14. yourcompany. local	https://wiki-a. yourcompany. de	Ubuntu 16.04. 8 CPUs 32 GB RAM

Setup BlueSpice pro with WikiFarm

BlueSpice pro Services:

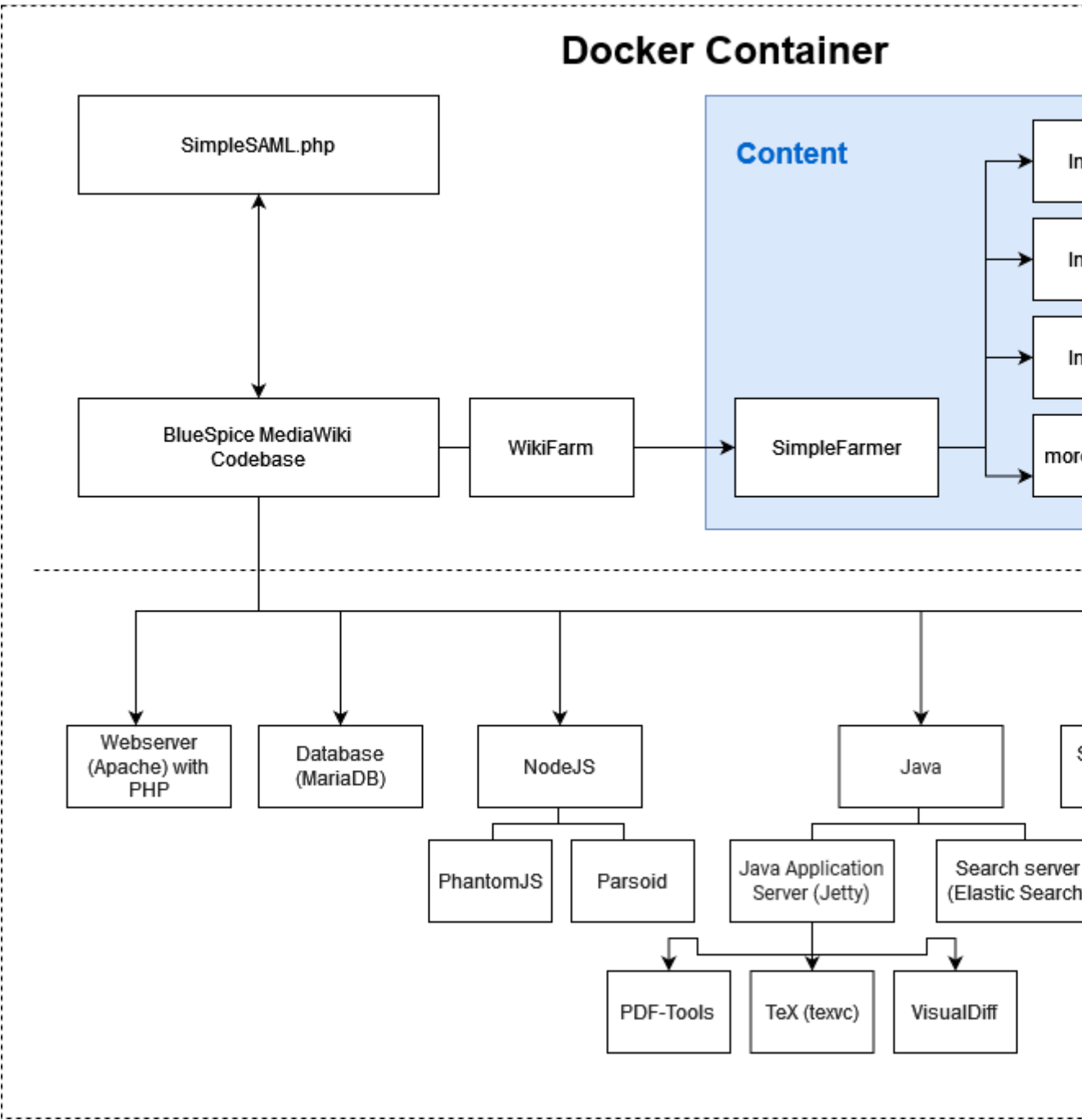
Services for the operation of BlueSpice pro:

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

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

Scheme Docker Container



Production Wiki

History / Important Deployments

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

Access

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

Installed programs (applications)

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

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/musterfirma" -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

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

Backup

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

Services

Database

Programm	MariaDB
Version	10.1.37

PHP

Version	7.0.30
---------	--------

Jetty

Version	9
---------	---

Caching

opcache	Yes
memcached	No

Webserver

Programm	Apache
Version	2.4.18

<b

Development Wiki

Belongs to:	YourCompany
First installation:	2022-01-04
Contract start:	2021-12-17
Minimum contract period:	2 Years
Contract type:	Subscription
Performance level:	Standard with WikiFarm and Development
Account manager:	Doe, John
Last update:	
Short description	Testsystem: BlueSpice 4 pro with WikiFarm and Development

History / Important Deployments

Protocol by	Sarah Naumann
First Installation	2018-11-26
Update to 3.0.1	2019-03-26
Update	

Access

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

Installed programs (applications)

URL	https://wiki.yourcompany.com
Domains	<ul style="list-style-type: none">wiki.yourcompany.comwikidoc.yourcompany.com
Server Name	rz17.musterfirma.local
Operating System	Ubuntu 16.04.
BlueSpice Version	3.0.1 per WikiFarm
MediaWiki Version	1.31.1
Deployment Package	Docker
Path to Docker files	/data/bluespice/bluespice
Authentication	SAML.php
Notes	Group assignment to instances in 099-AdditionalPermissions.php

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

runJobs	daily
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Backup

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

Services

Database

Program	MariaDB
Version	10.1.37

PHP

Version	7.0.30
----------------	--------

Jetty

Version	9
----------------	---

Caching

opcache	Yes
memcached	No

Webserver

Program	Apache
Version	2.4.18

<b

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	permissions				
	login required	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

Belongs to:	YourCompany
First installation:	2018/04/02
Contract start:	2018/04/02
Minimum contract period:	
Contract type:	Subscription
Performance level:	Standard with WikiFarm and Development
Account manager:	Schreiber,Horst
Last update:	2019/03/27
Short description	Production system: BlueSpice 3 pro Standard with WikiFarm with Development

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History / Important Deployments

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

Access

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

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

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/musterfirma" -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

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Version	9
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opcache	Yes
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Programm	Apache
Version	2.4.18