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## IT Documentatie

BlueSpice is de kennisbank voor (bijna) alle IT-documentatie.

### De wiki als IT documentatiehulpmiddel

Ideale toepassing	Mogelijk, maar niet ideaal
<ul style="list-style-type: none"><li>• IT-procesbeheer (bijv. IT-noodhandboek)</li><li>• Softwaredocumentatie en referenties</li><li>• Online hulp, veelgestelde vragen en instructies</li><li>• Klant- en installatiedocumentatie</li><li>• IT-projectdocumentatie (Bijv. uitrol van nieuwe diensten)</li><li>• Opstellen van overzichten</li></ul>	<ul style="list-style-type: none"><li>• Netwerk(kabel) management</li><li>• IP address management (IPAM)</li></ul>

### Voorbeeldpagina's

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De volgende pagina's geven u enkele ideeën voor het gebruik van de wiki voor IT-documentatie:

- Voorbeeld van [Klantdocumentatie](#) voor [YourCompany](#)
- Graphische procesbeschrijving: [Verhuizing van IT medewerkers](#)
- Programmacode bewerken: [Voorbeeld Bash](#) of [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:

```
// global namespace  
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:

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

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

```
// Create container called MYAPP.commonMethod for common method and properties  
MYAPP.commonMethod = {  
  regexForName: "", // define regex for name validation  
  regexForPhone: "", // define regex for phone no validation  
  validateName: function(name){  
    // Do something with name, you can access regexForName variable  
    // using "this.regexForName"  
  },  
};
```

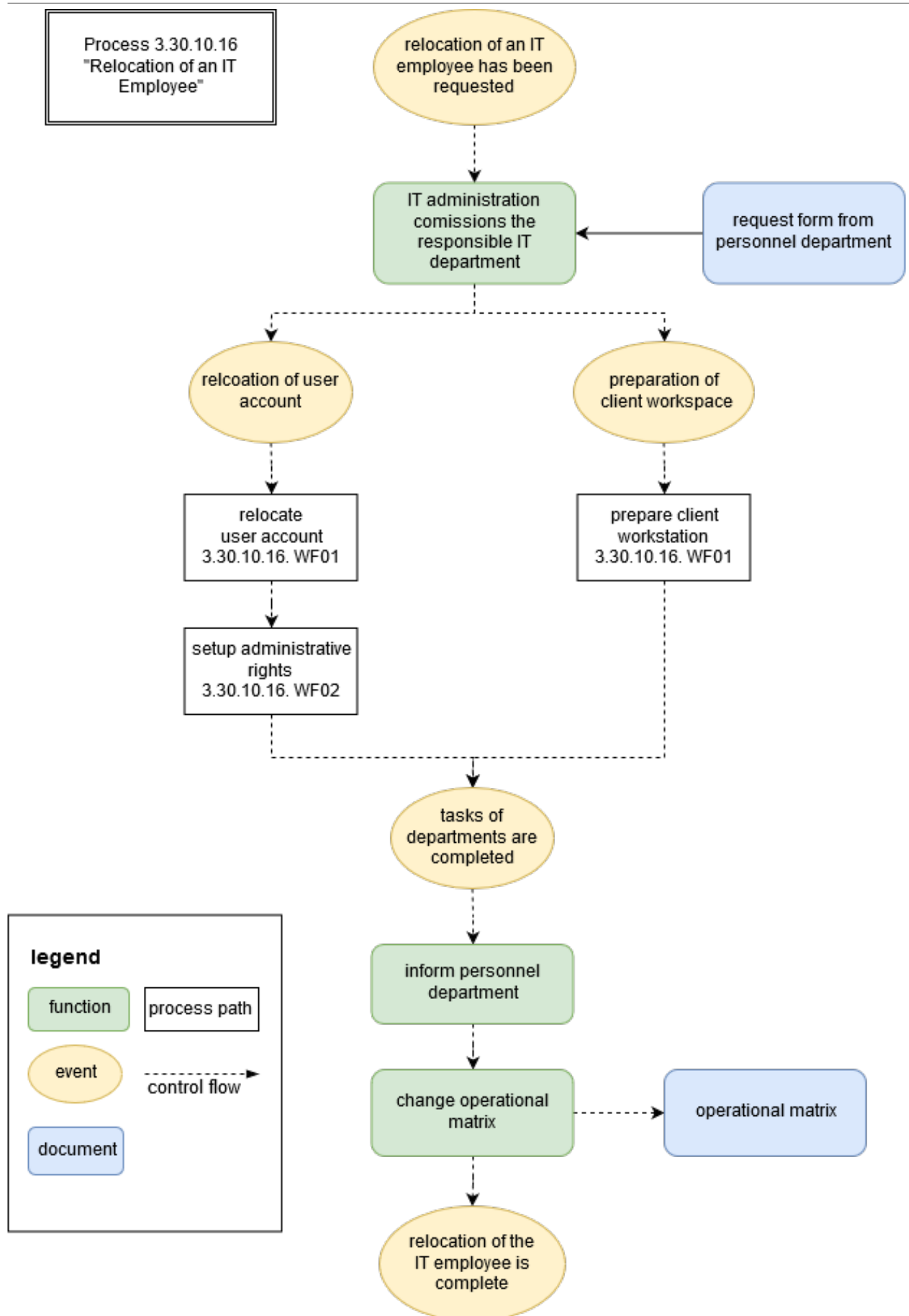
```
validatePhoneNo: function(phoneNo){  
    // do something with phone number  
}  
}  
  
// Object together with the method declarations  
MYAPP.event = {  
    addListener: function(el, type, fn) {  
        // code stuff  
    },  
    removeListener: function(el, type, fn) {  
        // code stuff  
    },  
    getEvent: function(e) {  
        // code stuff  
    }  
  
    // Can add another method and properties  
}  
  
//Syntax for Using addListner method:  
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

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:



YourCompany

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

Contracts	<div>1. <a href="#">YourCompany/Development System</a> (Contract Type: Subscription)</div> <div>2. <a href="#">YourCompany/Documentation</a> (Contract Type: Subscription)</div> <div>3. <a href="#">YourCompany/Production System</a> (Contract Type: Subscription)</div>
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Minutes	<div>Recente verslagen:</div> <div><ul style="list-style-type: none"><li><a href="#">Production System</a></li><li><a href="#">Development System</a></li><li><a href="#">Documentation</a></li></ul></div> <div>Het deel "]]" van de zoekopdracht is niet begrepen.&lt;/br&gt;De resultaten kunnen afwijken van de verwachting.</div>
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## Initial situation and requirements

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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

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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

---

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

## Other notes and experiences

---



## 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

### Server environment

Server	Server name	URL	Configuration
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

#### BlueSpice pro Services:

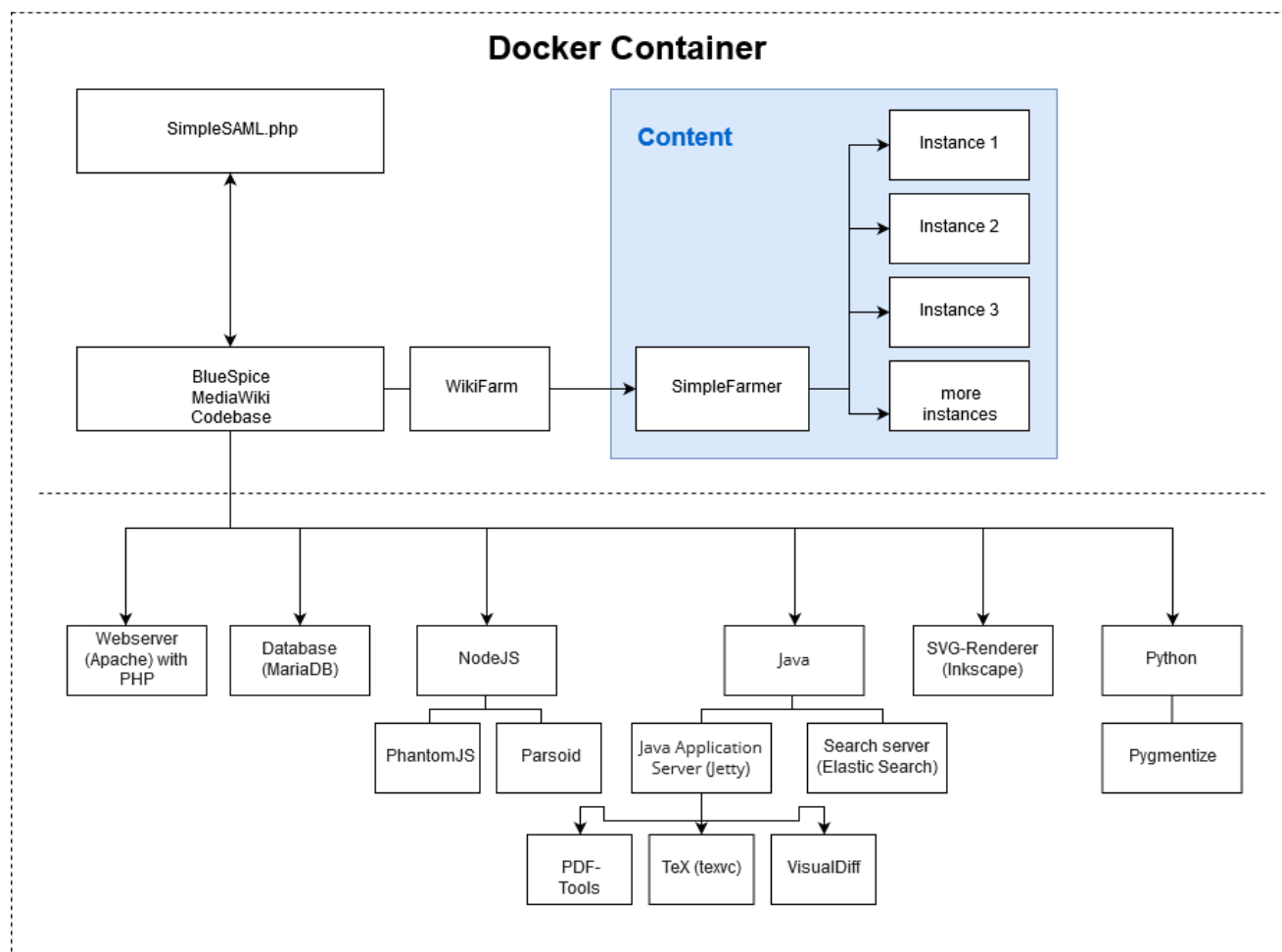
##### Services for the operation of BlueSpice pro:

- 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
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	<a href="https://wiki.yourcompany.com">https://wiki.yourcompany.com</a>
Domains	<ul style="list-style-type: none"><li>wiki.yourcompany.com</li><li>wikidocs.yourcompany.com</li></ul>
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 <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/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

<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

## 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

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

#### Protected

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

#### Private

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

## Admin

		permissions			
user group	login required	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

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Domains	<ul style="list-style-type: none"><li>wiki.yourcompany.com</li><li>wikidocs.yourcompany.com</li></ul>
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
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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/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

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

### Backup

<b>BackupDatabases</b>	daily
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## Services

### Database

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

### PHP

<b>Version</b>	7.0.30
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<b>Version</b>	9
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**Caching**

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