



**cockpit**  
IT Service Manager

**Directory sharing**

**Technical specification**

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## Introduction

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This document explains how to share document directories between several Cockpit IT Service Manager servers.

On Linux operating system we use NFS sharing to share directories.

On Windows operating system, we use classical folder sharing.

server: host where documents are stored

client: host which need to access documents

Cockpit ITSM Portal need a sharing access if it is not installed on the server.

Cockpit ITSM Engine need a sharing access if it is not installed on the server and if it is used for "documents indexation" or "SMTP gateway".

## Linux operating system

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### I. Server

#### A. Packages

Install NFS packages.

Debian / Ubuntu:

```
apt-get -install nfs-common nfs-kernel-server
```

#### B. Configuration

##### 1. Sharing file

Add access to the target directory.

Edit "/etc/exports" file.

Debian / Ubuntu:

```
vim /etc/exports
```

Add directories to share using next format:

```
<directory> <host 1>(<options>) <host 2>(<options>)..
```

Directory: Path of directory to share

Host: Server (name, IP, IP range...) which can access shared directory

Options: Sharing options (by host), some important options are:

- rw: read and write rights
- ro: read only right
- all\_squash: Force mapping from all users to anonymous user
- anonuid: User id for NFS anonymous user
- anongid: Group id for NFS anonymous user

Examples:

```
/home/koaly/exp/documents 192.168.0.27(rw, sync, all_squash, anonuid=33, anongid=33, subtree_check)
```

On those examples, we share directory with a single client (client IP address is 192.168.0.27).

Cockpit ITSM uses Apache's user to read and write on document directories on those examples, Apache's user UID and GID are 33.

##### 2. Access file

Allow client host to access the server system.

Edit `/etc/hosts.allow` file.

Debian / Ubuntu:

[`vim /etc/hosts.allow`](#)

Add allowed programs and hosts using next format:

`<program>:<allowed host>`

For NFS sharing, add the following programs:

- portmap
- lockd
- mountd
- statd

Examples:

```
# Some programs are allowed for 192.168.0.27 IP
portmap:192.168.0.27
lockd:192.168.0.27
mountd:192.168.0.27
statd:192.168.0.27
```

On those examples, we allow 4 programs to a single client (client IP address is 192.168.0.27).

### C. Start, stop and reload sharing

To start sharing, use next command.

Debian / Ubuntu:

[`service nfs-kernel-server start`](#)

To stop sharing, use next command.

Debian / Ubuntu:

[`service nfs-kernel-server stop`](#)

To reload sharing, use next command.

Debian / Ubuntu:

[`service nfs-kernel-server reload`](#)

"nfs-kernel-server" service must be started on system start up.

### D. Listening ports and protocols

To show NFS listening ports and protocols, use next command.

Debian / Ubuntu:

[`rpcinfo -p | grep nfs`](#)

```
100003 2 udp 2049 nfs
100003 3 udp 2049 nfs
```

```
100003 4 udp 2049 nfs
100003 2 tcp 2049 nfs
100003 3 tcp 2049 nfs
100003 4 tcp 2049 nfs
```

## II. Client

### A. Packages

Install NFS packages.

Debian / Ubuntu:

```
apt-get -install nfs-common autofs
```

### B. Directories

Create next directory for mount points:

- /home/koaly/exp/sharing/documents

Change directories owner and group (must be koalyprt user and koalydoc group)

Debian / Ubuntu:

```
chown -R koalyprt:koalydoc /home/koaly/exp/sharing/documents/
```

### C. Configuration

Add target directory in static file system information file.

Edit "/etc/fstab" file.

Debian / Ubuntu:

```
vim /etc/fstab
```

Add file system using next format:

```
<NFS server>:<file system> <mount point> nfs <options> 0 0
```

NFS server: NFS Server (name, IP, IP range...)

File system: Directory path on NFS server

Mount point: Directory path on local client

Options: Mount options

- auto: mount on startup
- hard: Explicitly mark this volume as hard-mounted. This is on by default. This option causes the server to report a message to the console when a major timeout occurs and continues trying indefinitely.
- intr: Allow signals to interrupt an NFS call. Useful for aborting when the server doesn't respond.

Examples:

```
192.168.0.2:/home/koaly/exp/documents /home/koaly/exp/sharing/documents nfs auto,hard,intr 0 0
```

On those examples, we share directory with the server (server IP address is 192.168.0.2).

#### **D. Check mount points**

To check NFS mount points, use next command.

```
mount -t nfs
```

```
192.168.0.2:/home/koaly/exp/documents on /home/koaly/exp/sharing/documents type nfs  
(rw,user=root,noexec,nosuid,nodev,intr,addr=192.168.0.2)
```

#### **E. Reload mount points**

To reload mount points (after "fstab" update for example), use next command

```
mount -a
```

### **III. Cockpit IT Service Manager configuration**

#### **A. Cockpit IT Service Manager - Portal**

Connect Cockpit ITSM Manager the client host.

Update directory on the parameters tab.

#### **B. Cockpit IT Service Manager - Engine**

Connect Cockpit ITSM Manager the client host.

Update directory on the parameters tab.

## Windows operating system

### I. Server

#### A. System user

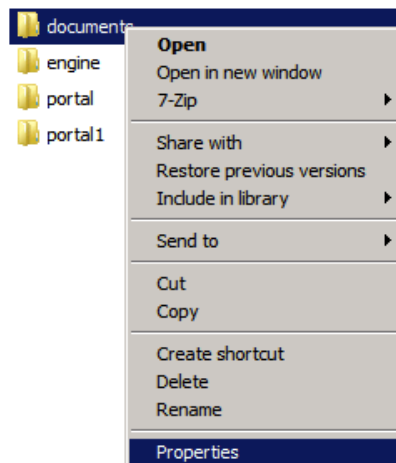
Create a standard system user. Set a password for this user.

This user will be used for the sharing.

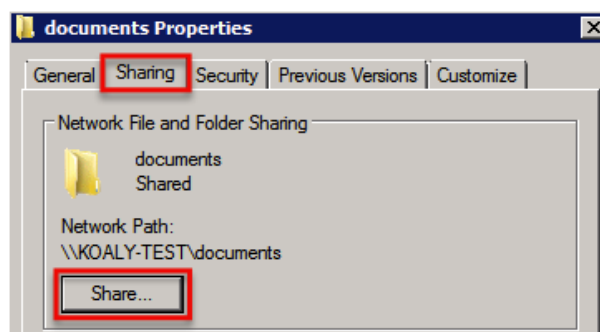


#### B. Configuration

Open properties of documents directory (default: "c:\koaly\exp\documents").

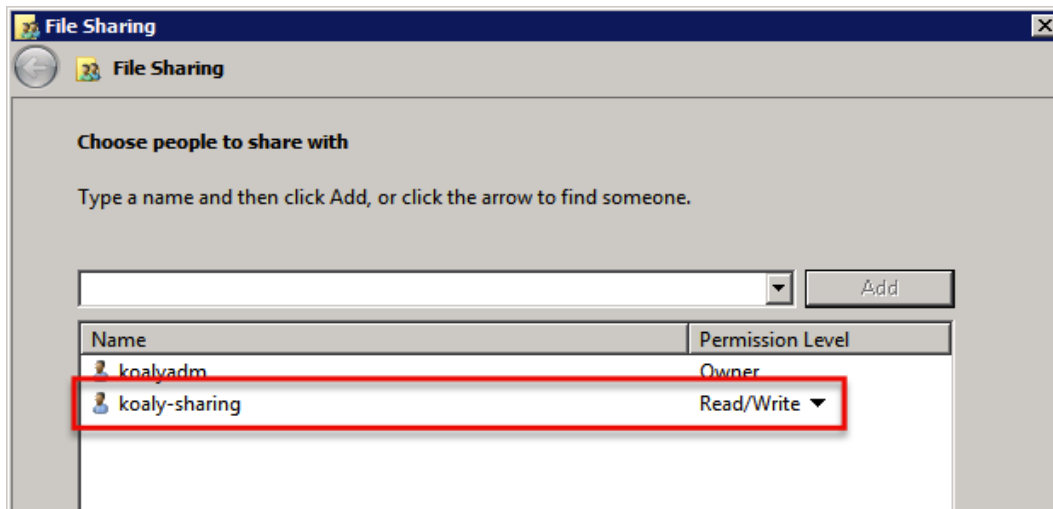


Select "Sharing" tab.





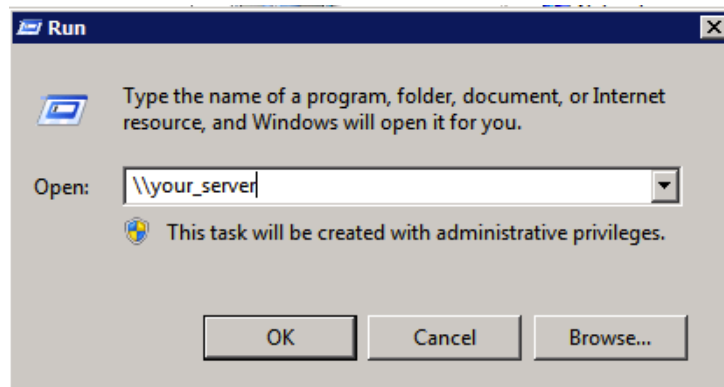
Allow the sharing user. Set "Read and Write" rights.



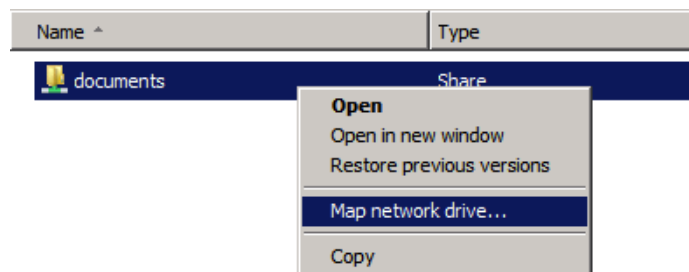
## II. Client

Connect the server.

Use sharing user.

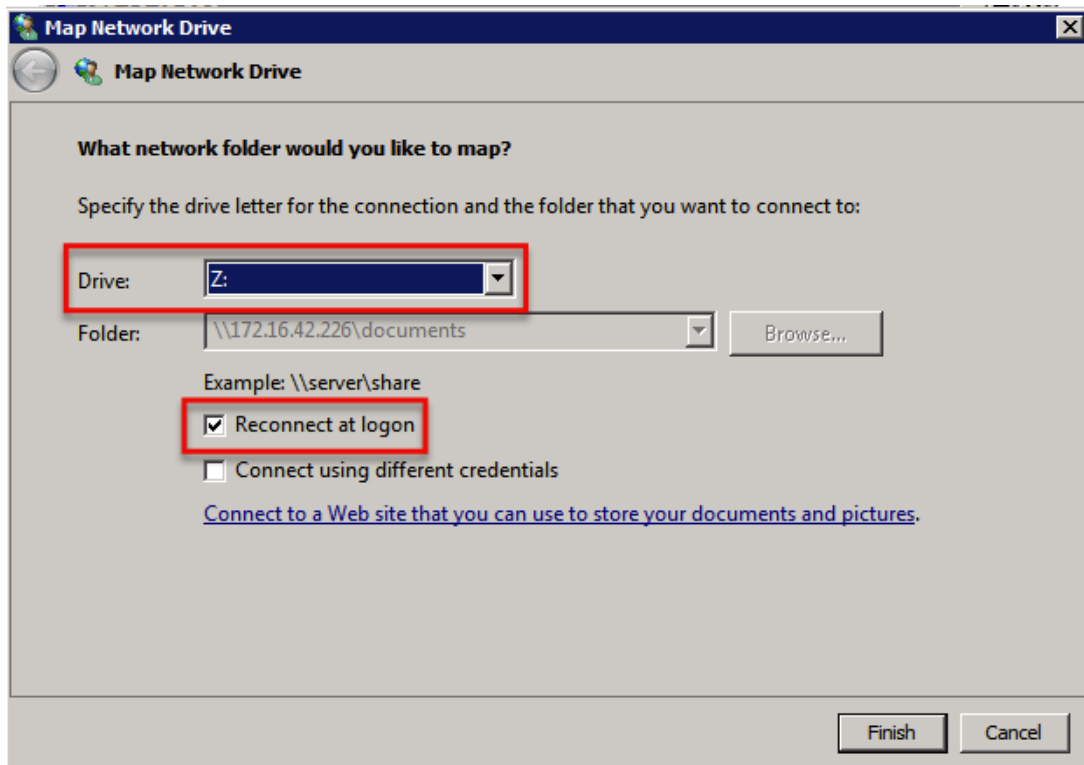


Select "Map network drive" option.



Select a drive.

Select "Reconnect at logon" option.



### III. Cockpit IT Service Manager configuration

#### A. Cockpit IT Service Manager - Portal

Connect Cockpit ITSM Manager the client host.

Update directory on the parameters tab.

Cockpit IT Service Manager - Engine

Connect Cockpit ITSM Manager the client host.

Update directory on the parameters tab.

Document end