



cockpit
IT Service Manager

Cockpit ITSM Desktop for Windows

FAQ document

Table of contents

Introduction.....	3
I. Objectives.....	3
II. Principles.....	3
Cockpit ITSM Desktop setup.....	4
I. Installation and update.....	4
A. Prerequisites.....	4
B. Installation.....	4
C. Update.....	4
II. Connection type configuration.....	4
III. Examples.....	5
A. « System - Unix » connection.....	5
B. « System - Windows » connection.....	5
C. « Database - SAP - ABAP » connection.....	5
D. « Database - Oracle » connection.....	6
Connections from the portal.....	7
I. Connection menus.....	7
II. Connection process.....	7
III. Conditions.....	7
IV. Error messages.....	8

Introduction

I. Objectives

- Install and configure "Cockpit ITSM Desktop for Windows" on workstations.

II. Principles

- Cockpit ITSM Desktop for Windows is a connector that allows the user to connect elements (systems, databases, etc.) on his workstation from the Cockpit IT Service Management portal.
- The connector is installed on the user's workstation.
- The portal sends the connection information (server name, user, password, port to use, etc.) on demand. The connector the connection information to connect the elements. Example: Launching a ssh connection via PuTTY on a Linux server.
- The link between the connector and the portal is secured by a private key and a temporary link, sensitive information such as passwords are not stored on the user's workstation.

Cockpit ITSM Desktop setup

I. Installation and update

A. Prerequisites

The connector can only be installed on a Microsoft Windows operating system.

The Microsoft.NET Framework 4.5 component must be installed on the client computer. Normally, it is installed by default.

B. Installation

Run the MSI installer "CockpititsmDesktop.Setup-x.x.x.x.x.msi", click on "Next".

Specify the installation path if you do not want to use the default one.

C. Update

The update of "ITSM Desktop for Windows Cockpit" is manual, download the new version and run the MSI installer.

II. Connection type configuration

On the workstation, open "Cockpit ITSM Desktop for Windows".

Click on "New connection" to setup a new connection type, a popup window appears, select the connection type you want to setup.

Note: A connection type has only one configuration, if a connection type does not appear in the list it is because it is already configured.

In the left window, click on a connection type to display its settings in the right window.

Configuration information:

Field	Remarks
Command	Fill in the command line to be executed, as it would be executed in a Windows Command Prompt, adapt the following points: - Add quotes - Replace the parameters by the variables Example: "C:\Program Files\PuTTY\putty.exe" -ssh <HOST> etc.
Available options	Add the command line options, the available options differ depending on the type of connection:

	<ul style="list-style-type: none"> - HOST : "DNS Name" field in the equipment - USER and PASSWORD: Identifiers selected when launching the connection from the portal - PORT : Using the port specified in the CMDB - DATABASE: Database name - CLIENT, SYSTEM_NUMBER, SAP_ROUTER: Client, system number and path of the SAP Router specified in the CMDB
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III. Examples

A. « System - Unix » connection

SSH connection with PuTTY :

```
"C:\Program File\PuTTY\putty.exe" -ssh <HOST> -P <PORT> -l <USER> -pw <PASSWORD>
```

SSH connection with Plink :

```
"plink" <USER>@<HOST> -pw <PASSWORD>
```

B. « System - Windows » connection

Windows connection with RDC – TSE :

```
cmd.exe /c "cmdkey.exe /generic:<HOST> /user:<USER> /pass:<PASSWORD> & mstsc.exe /v:<HOST> /w:1024 /h:768 /admin"
```

Note: With this command, the password is saved in the current user's keychain, the user will be able to reconnect with mstsc without entering the password

C. « Database - SAP - ABAP » connection

SAP ABAP connection via « sapshcut.exe » :

```
"sapshcut.exe" -system=<SYSTEM> -guiparm="<HOST> <SYSTEM_NUMBER>" -client=<CLIENT> -user=<USER> -pw=<PASSWORD>
```

Note: The "guiparm" parameter is not mandatory, it allows you to indicate the SAP instance. This can be useful when your SAP GUI contains several entries with the same system ID.

SAP ABAP connection via « sapgui.exe » :

```
"sapgui.exe" <HOST> <SYSTEM_NUMBER>
```

| Note: This method does not allow you to enter authentication information. |

D. « Database - Oracle » connection

Oracle database connection via « toad.exe » :

"C:\Program File\Toad\Toad.exe" -c <USER>/<PASSWORD>@<DATABASE> as sysdba -max



Connections from the portal

I. Connection menus

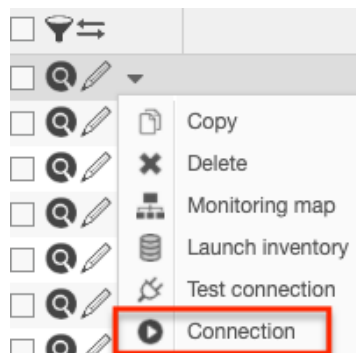
The connection option is provided in the following modules.

- Infrastructure: from an equipment, a database, an SAP instance
- Passwords: from passwords linked to an equipment or an application

From a password list, click on the connexion option.

Team	Type	Description	Login	Password	
MANAGER	Server - zeus	System superuser	root	*****	 
MANAGER	Server - exodus	System superuser	root	*****	 
EXPERT	Server - pegaz	System access	administrator	*****	 

From an infrastructure element, open the contextual menu of the element and click on the connection action.



If several logins exist for an element, a list is proposed. Select the login you want to connect with.

II. Connection process

- The parameters (HOST, PORT, etc.) are retrieved from the Infrastructure module element.
- The USER and PASSWORD parameters are retrieved from the Password module.
- The various parameters are sent to the connector. The connector executes the command line set for the connection type.

III. Conditions

- The Cockpit ITSM operator must have access to the Infrastructure and Password modules.
- The Cockpit ITSM operator can connect to the elements or passwords he accesses.

IV. Error messages

“No targets with connection information”

=> An element is missing, check if a password is associated with the element for example.

“Unable to open connection to HOST”

“Host does not exist”

“Access denied”

=> Check if the operator accesses all elements and modules.

Document end