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# **Service Desk Documentation**

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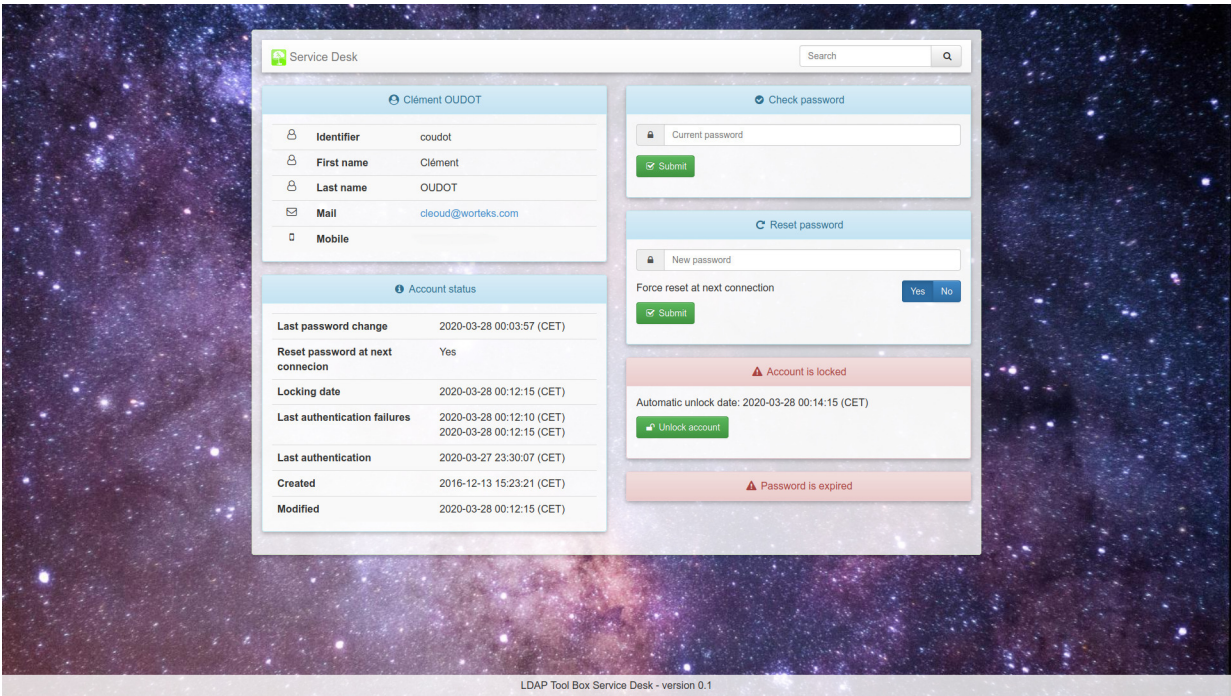
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# CHAPTER 1

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## Presentation

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LDAP Tool Box Service Desk is a web application for administrators and support teams. It allows to browse accounts in an LDAP directory, view and update their status.

**Warning:** There is no authentication requested by the application. You must set some before opening the application to your trusted users. Some examples are provided in the documentation.

## 1.1 Features

- Quick search for an account
- View main attributes
- View account and password status
- Test current password
- Reset password and force password change at next connection
- Unlock account





### 2.1 From tarball

Uncompress and unarchive the tarball:

```
$ tar -zxvf ltb-project-service-desk-*.tar.gz
```

Install files in `/usr/share/`:

```
# mv ltb-project-service-desk-* /usr/share/service-desk
```

You need to install these prerequisites:

- Apache or another web server
- php
- php-ldap
- smarty (version 3)

### 2.2 Debian / Ubuntu

Configure the repository:

```
# vi /etc/apt/sources.list.d/ltb-project.list
```

```
deb [arch=amd64] https://ltb-project.org/debian/stable stable main
```

Import repository key:

```
# wget -O - https://ltb-project.org/wiki/lib/RPM-GPG-KEY-LTB-project | sudo apt-key add -
```

Then update:

```
# apt update
```

You are now ready to install:

```
# apt install service-desk
```

## 2.3 CentOS / RedHat

**Warning:** You may need to install first the package [php-Smarty](#) which is not in official repositories.

Configure the yum repository:

```
# vi /etc/yum.repos.d/ltb-project.repo
```

```
[ltb-project-noarch]
name=LTB project packages (noarch)
baseurl=https://ltb-project.org/rpm/$releasever/noarch
enabled=1
gpgcheck=1
gpgkey=file:///etc/pki/rpm-gpg/RPM-GPG-KEY-LTB-project
```

Then update:

```
# yum update
```

Import repository key:

```
# rpm --import https://ltb-project.org/wiki/lib/RPM-GPG-KEY-LTB-project
```

You are now ready to install:

```
# yum install service-desk
```

### 3.1 Virtual host

Here is a sample virtual host configuration:

```
<VirtualHost *:80>
    ServerName sd.example.com

    DocumentRoot /usr/share/service-desk/htdocs
    DirectoryIndex index.php

    <Directory /usr/share/service-desk/htdocs>
        AllowOverride None
        Require all granted
    </Directory>

    LogLevel warn
    ErrorLog /var/log/apache2/sd_error.log
    CustomLog /var/log/apache2/sd_access.log combined
</VirtualHost>
```

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**Tip:** The application can also be published in a directory inside the default host

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**Warning:** You must protect the access to the application, else everyone will be able to reset any user password!

### 3.2 LDAP authentication and authorization

You can use Apache `mod_authnz_ldap`. This module checks user credentials against the LDAP directory and can restrict access to users or groups.

```
<Directory /usr/share/service-desk/htdocs>
    AllowOverride None
    AuthType basic
    AuthName "LTB Service Desk"
    AuthBasicProvider ldap
    AuthLDAPURL ldap://ldap.example.com/dc=example,dc=com?uid
    Require ldap-group cn=support,ou=groups,dc=example,dc=com
</Directory>
```

### 3.3 External authentication

You can use any authentication source and authentication protocols, like CAS, SAML or OpenID Connect. Configuring these solutions is out of scope of the current documentation.

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## General parameters

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### 4.1 Configuration files

The default configuration file is `conf/config.inc.php`, it contains all default values. To edit configuration, you should create `conf/config.inc.local.php` and override needed parameters:

```
<?php
// Override config.inc.php parameters below

?>
```

**Warning:** Do not copy `config.inc.php` into `config.inc.local.php`, as the first one includes the second. You would then create an infinite loop and crash your application.

### 4.2 Language

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**Tip:** Lang is selected from browser configuration. If no matching language is found, the default language is used.

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Set default language in `$lang`:

```
$lang = "en";
```

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**Tip:** You can override messages by creating lang files in `conf/`, for example `conf/en.inc.php`.

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## 4.3 Dates

You can adapt how dates are displayed with specifiers (see [strftime reference](#)):

```
$date_specifiers = "%Y-%m-%d %H:%M:%S (%Z)";
```

## 4.4 Graphics

### 4.4.1 Logo

You change the default logo with your own. Set the path to your logo in `$logo`:

```
$logo = "images/ltb-logo.png";
```

### 4.4.2 Background

You change the background image with your own. Set the path to image in `$background_image`:

```
$background_image = "images/unsplash-space.jpeg";
```

### 4.4.3 Custom CSS

To easily customize CSS, you can use a separate CSS file:

```
$custom_css = "css/custom.css";
```

### 4.4.4 Footer

You can hide the footer bar:

```
$display_footer = false;
```

## 4.5 Debug

You can turn on debug mode with `$debug`:

```
$debug = true;
```

## 4.6 Smarty

You need to define where Smarty is installed:

```
define("SMARTY", "/usr/share/php/smarty3/Smarty.class.php");
```

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## LDAP parameters

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### 5.1 Server address

Use an LDAP URI to configure the location of your LDAP server in `$ldap_url`:

```
$ldap_url = "ldap://localhost:389";
```

You can set several URI, so that next server will be tried if the previous is down:

```
$ldap_url = "ldap://server1 ldap://server2";
```

To use SSL, set `ldaps` in the URI:

```
$ldap_url = "ldaps://localhost";
```

To use StartTLS, set `true` in `$ldap_starttls`:

```
$ldap_starttls = true;
```

---

**Tip:** LDAP certificate management in PHP relies on LDAP system libraries. Under Linux, you can configure `/etc/ldap.conf` (or `/etc/ldap/ldap.conf` on Debian/Ubuntu, or `C:\OpenLDAP\sysconf\ldap.conf` for Windows). Provide the certificate from the certificate authority that issued your LDAP server's certificate.

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### 5.2 Credentials

Configure DN and password in `$ldap_binddn` and `$ldap_bindpw`:

```
$ldap_binddn = "cn=manager,dc=example,dc=com";  
$ldap_bindpw = "secret";
```

---

**Tip:** You can use the LDAP admin account or any service account. The account needs to read users, password policy entries and write `userPassword` and `pwdReset` attributes in user entries. Note that using the LDAP admin account will bypass any password policy like minimal size or password history when resetting the password.

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### 5.3 LDAP Base

You can set global base in `$ldap_base`:

```
$ldap_base = "dc=example,dc=com";
```

### 5.4 User search parameters

You can set base of the search in `$ldap_user_base`:

```
$ldap_user_base = "ou=users, ".$ldap_base;
```

The filter can be set in `$ldap_user_filter`:

```
$ldap_user_filter = "(objectClass=inetOrgPerson)";
```

### 5.5 Size limit

It is advised to set a search limit on client side if no limit is set by the server:

```
$ldap_size_limit = 100;
```

### 5.6 Default password policy

Set `$ldap_default_ppolicy` value if a default policy is configured in your LDAP directory.

```
$ldap_default_ppolicy = "cn=default,ou=ppolicy,dc=example,dc=com";
```

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**Tip:** Password policy is first searched in `pwdPolicySubentry` attribute of user entry, then fallback to default policy.

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### Attributes

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Attributes are defined in `$attributes_map`, where each item is an array with these keys:

- `attribute`: name of LDAP attribute, in lower case
- `faiclass`: name of Font Awesome icon class
- `type`: type of attribute (text, mailto, tel or date)

This is used to configure how attribute is displayed.

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**Tip:** See LDAP Tool Box White Pages documentation to get more information.

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## Search parameters

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### 7.1 Search attributes

Configure attributes on which the search is done:

```
$search_attributes = array('uid', 'cn', 'mail');
```

By default, search is done with substring match. This can be changed to use exact match:

```
$search_use_substring_match = false;
```

### 7.2 Results display

Configure items shown when displaying results:

```
search_result_items = array('identifier', 'mail', 'mobile');
```

### 7.3 Datatables

Define pagination values in dropdown:

```
$datatables_page_length_choices = array(10, 25, 50, 100, -1); // -1 means All
```

Set default pagination for results (can also be used to force the length without \$datatables\_page\_length\_choices):

```
$datatables_page_length_default = 10;
```

Enable or disable autoPrint feature:

```
$datatables_auto_print = true;
```

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## Display parameters

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### 8.1 User panel

Configure which items are displayed:

```
$display_items = array('identifier', 'firstname', 'lastname', 'title',  
→ 'businesscategory', 'employeenumber', 'employeetype', 'mail', 'phone', 'mobile',  
→ 'fax', 'postaladdress', 'street', 'postalcode', 'l', 'state', 'organizationalunit',  
→ 'organization');
```

Set which item is use as title:

```
$display_title = "fullname";
```

Choose to show undefined values:

```
$display_show_undefined = false;
```

### 8.2 Account information panel

Configure which items are displayed:

```
$display_password_items = array('pwdchangedtime', 'pwdreset', 'pwdaccountlockedtime',  
→ 'pwdfailuretime', 'pwdpolicysubentry', 'authtimestamp', 'created', 'modified');
```



## CHAPTER 9

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### Check password

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This feature allows to enter a password and check authentication.

**Warning:** the authentication can fail even if the password is correct. This is the case if account is locked or password is expired.

To enable this feature:

```
$use_checkpassword = true;
```





## CHAPTER 10

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### Reset password

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This feature allows to reset a password and set the reset at next connection flag.

To enable this feature:

```
$use_resetpassword = true;
```

When changing the password, you can force the user to reset it at next connection. To configure the default value presented in the form:

```
$resetpassword_reset_default = true;
```



## CHAPTER 11

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### Unlock account

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This feature allows to unlock the account. It is only displayed if the account is already locked.

To enable this feature:

```
$use_unlockaccount = true;
```