CMDB

Aranda CMDB (Configuration Management Database) is a tool that allows you to carry out the comprehensive management of the company's configuration elements in a centralized repository, allowing you to know all the characteristics of the configuration elements in an easy and intuitive way. By previously performing the corresponding configuration in the CMDB section of the [Admin Console](#) may execute the following activities within Aranda CMDB:

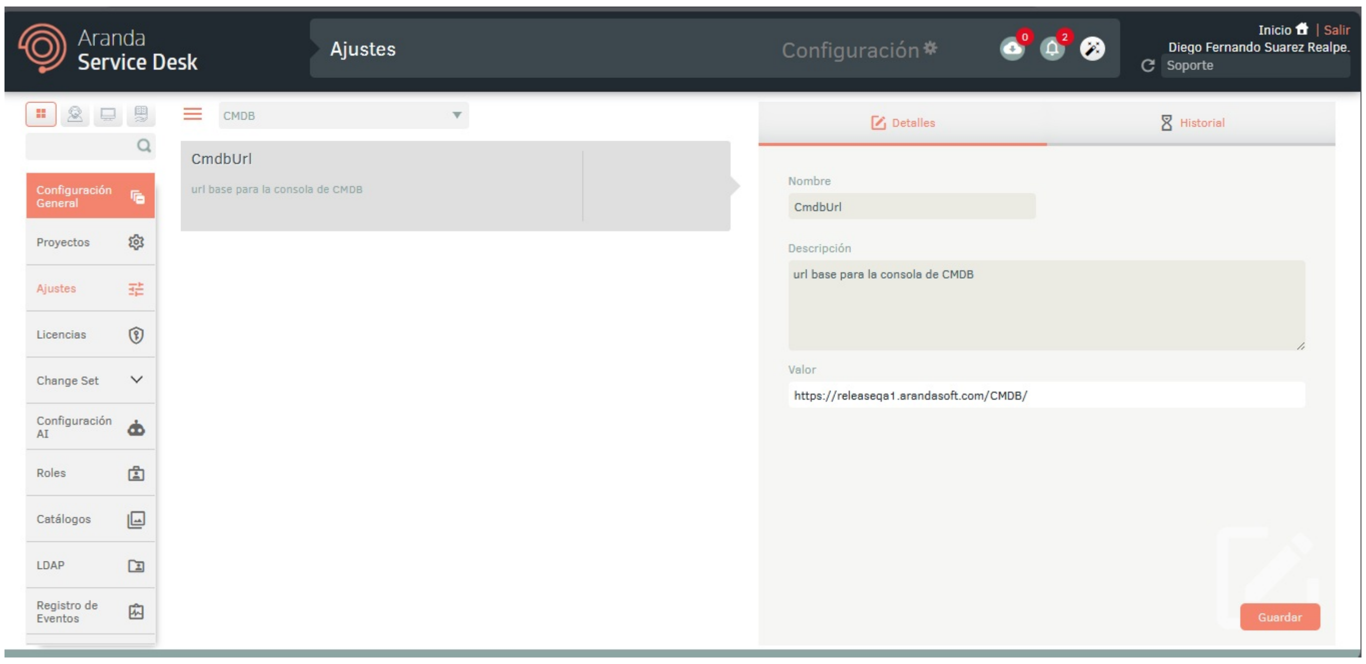
- Configuration Item (CI) Management
- Configuration Item (CI) maintenance management.
- Configuration Item (CI) Audit Management.

CMDB Console Login

Login to the console

Preconditions

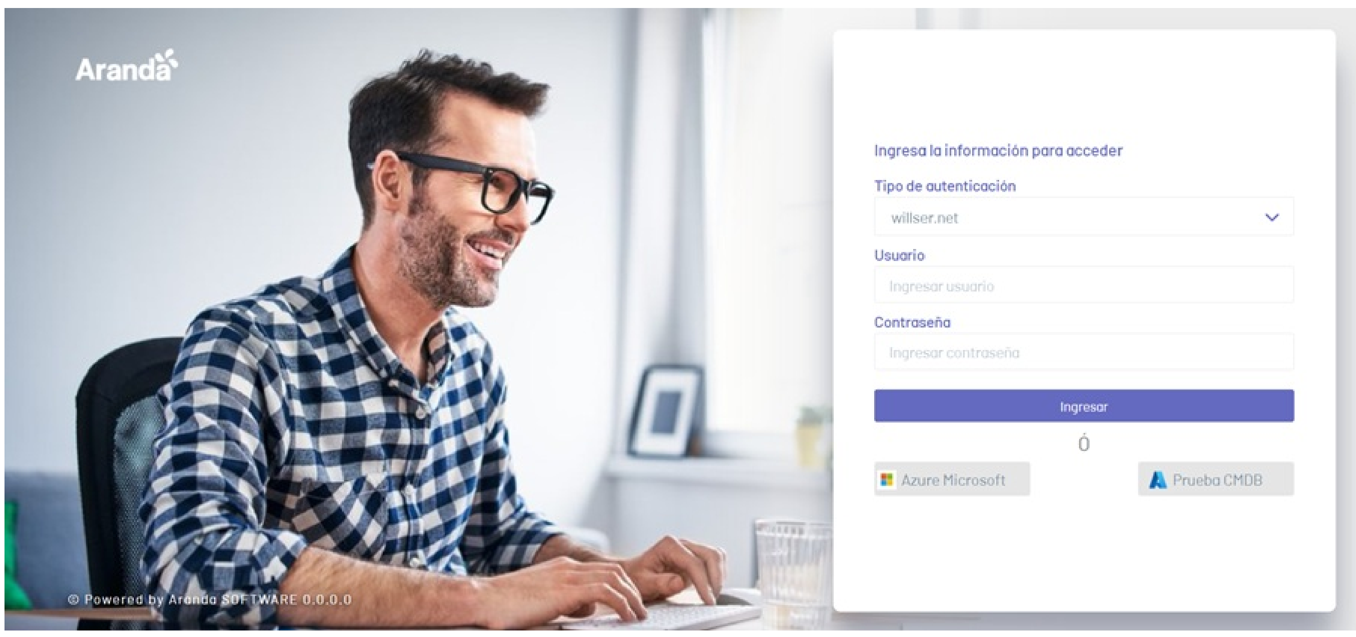
- The URL for consumption of CMDB services is automatically generated based on how the CMDB site loads, so it is not necessary specify it manually. However, if the CMDB site is on a different domain, you need to configure the CMDBUrl option, as shown in the following image:



Login

1. Enter the url of the Aranda CMDB web console: http(s)://name_servidor:port/cmdb/

2. To log in to the CMDB console, select an authentication type, enter your username and password, and click the Enter.



The required roles that must be associated with the user to log in to the CMDB console are as follows:

- Specialist role (Specialist role),
- CI management role (CI Manager)
and/or Maintenance Management Role (Maintenances Manager)
and/or Audit Management Role (Audits Administrator).

> ⚐ Note: The CMDB and Specialist sites share the same session. If a user is authenticated to one of the sites and authenticates to the other, the site where they were initially authenticated will be logged out.

CIs Management

IC Management

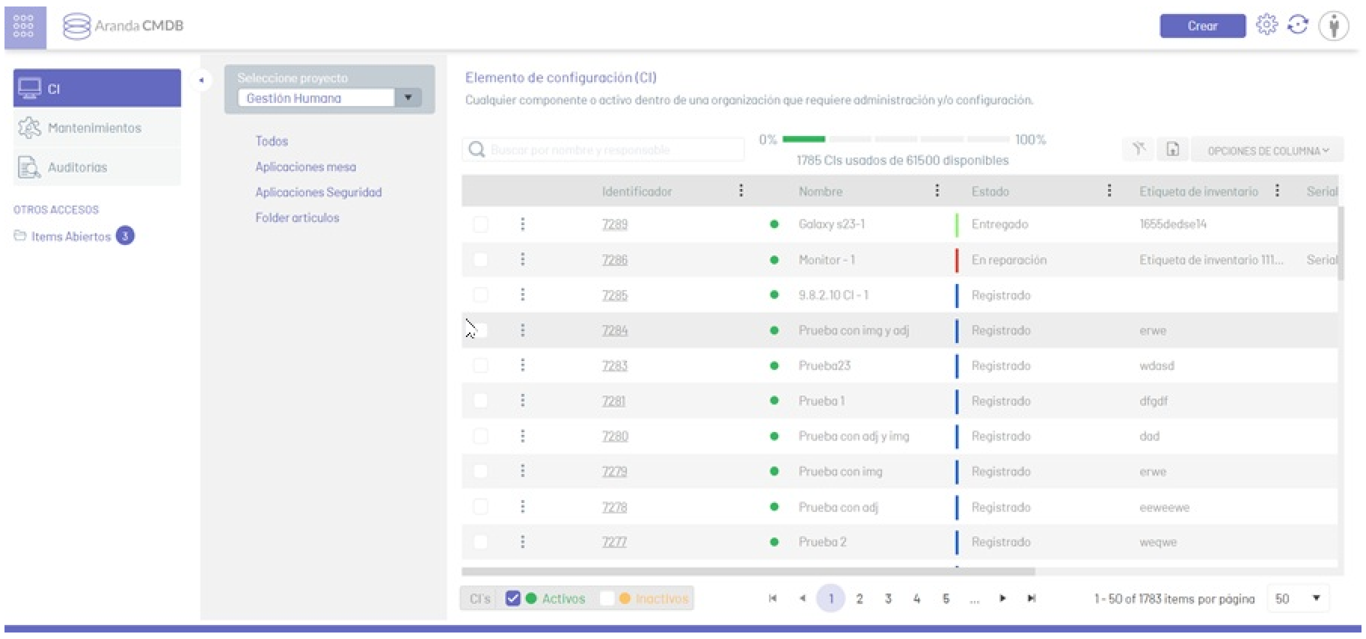
In the management of the company's configuration elements, the user will be able to manage and configure the CIs in a single repository, thus knowing all the characteristics of the component (location, manufacturer data, suppliers, contracts, invoices, relationships, components, responsible users, depreciation, etc.).

▶ ELEMENTO DE CONFIGURACIÓN (CI): ❯

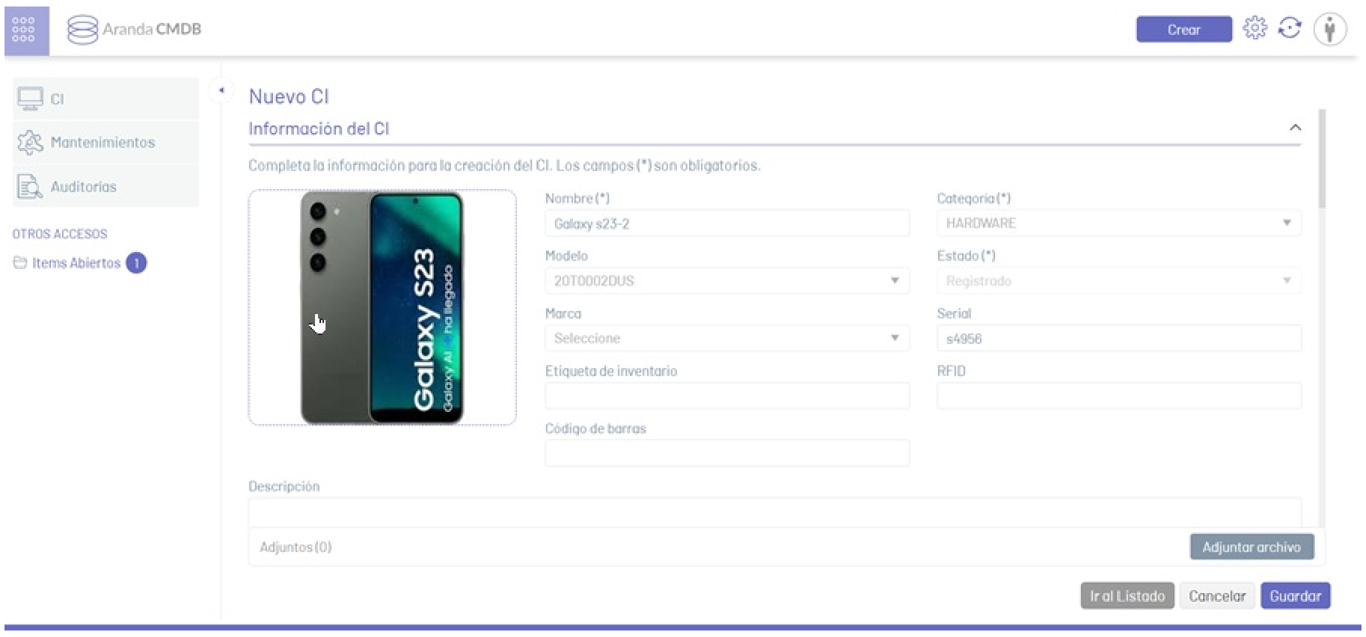
Creating CIs

CI Creation

1. To create assets or configuration items, log in to the CMDB console, select the Cis from the main menu and in the Header menu click the Create. In the information view, the New IQ.



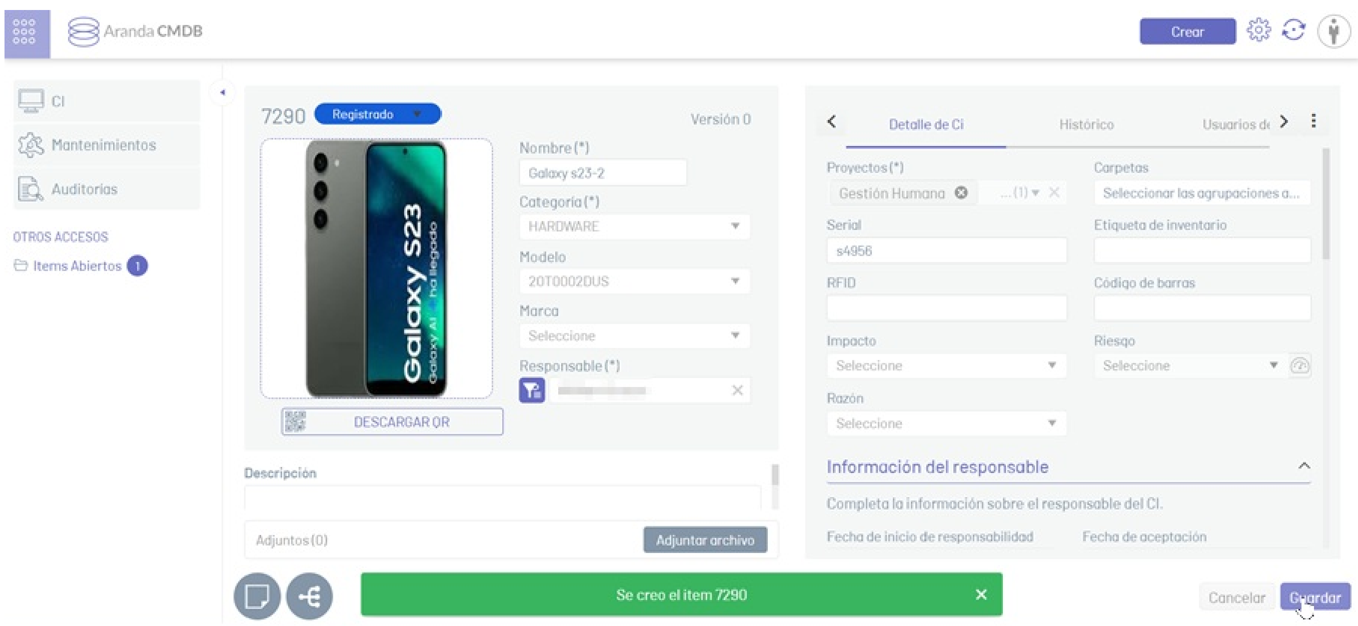
2. In the window New IQ You will be able to fill in the required information. Select a category, the projects to which the IC will be associated and enter the basic information requested. When finished, click on the Save to confirm the changes made.



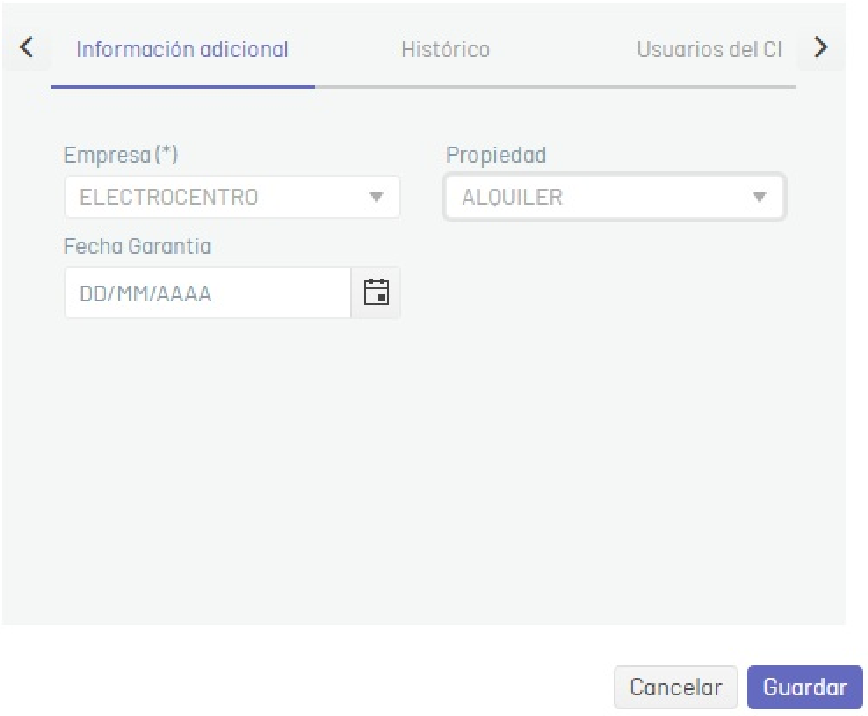
⚐ Note: When attaching files to the CI, you should note that the files allowed to be added are defined in a whitelist that is only modifiable from the site's webconfig file (cmdb). The use of the whitelist is due to ethical hacking guidelines that have been applied after vulnerability tests carried out on the application.

- Allowed file types: zip, rar, emz, 7z, docx, pdf, txt, inx, xlsx, doc, evt, log, xls, rdlx, svclog, pml, xlsm, aam, prc, rtf, pptx, dmp, repx, ppt, jpeg, jpg, png, gif, tif, vsd, vsdx, svg, dsf, bmp, jfif, ico, emf, bmp, avi, webm, mp4, msg, eml, resx, cll, sql, rdl, config, amk, bak, css, csv, dll, mov, xml

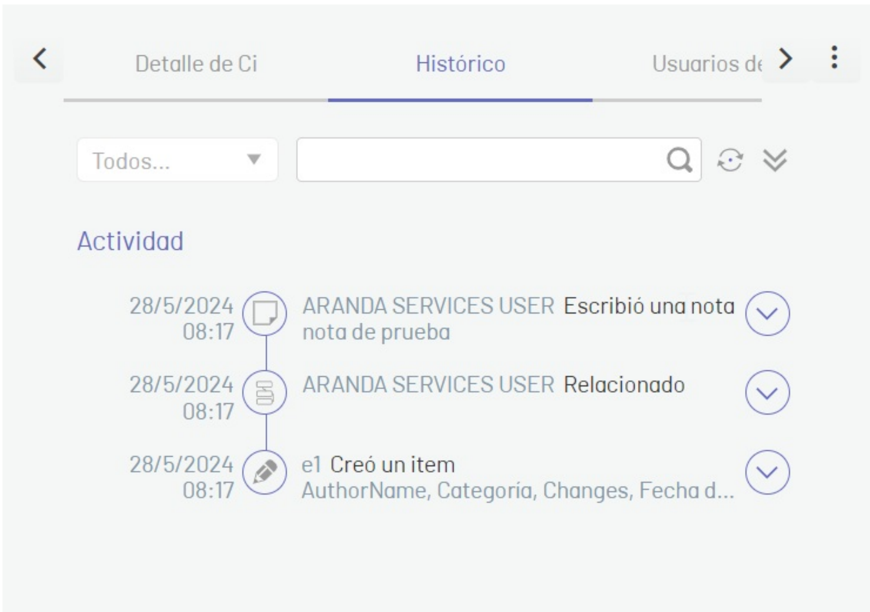
3. By consulting the detail view of the new CI, you will be able to view and manage the information in the tabs that are enabled as Additional information, Historical, CI Users, Relations, Components, Approvals and Accounting Management. A QR code is also generated that stores the IC information. To view the code, click on the QR code icon.



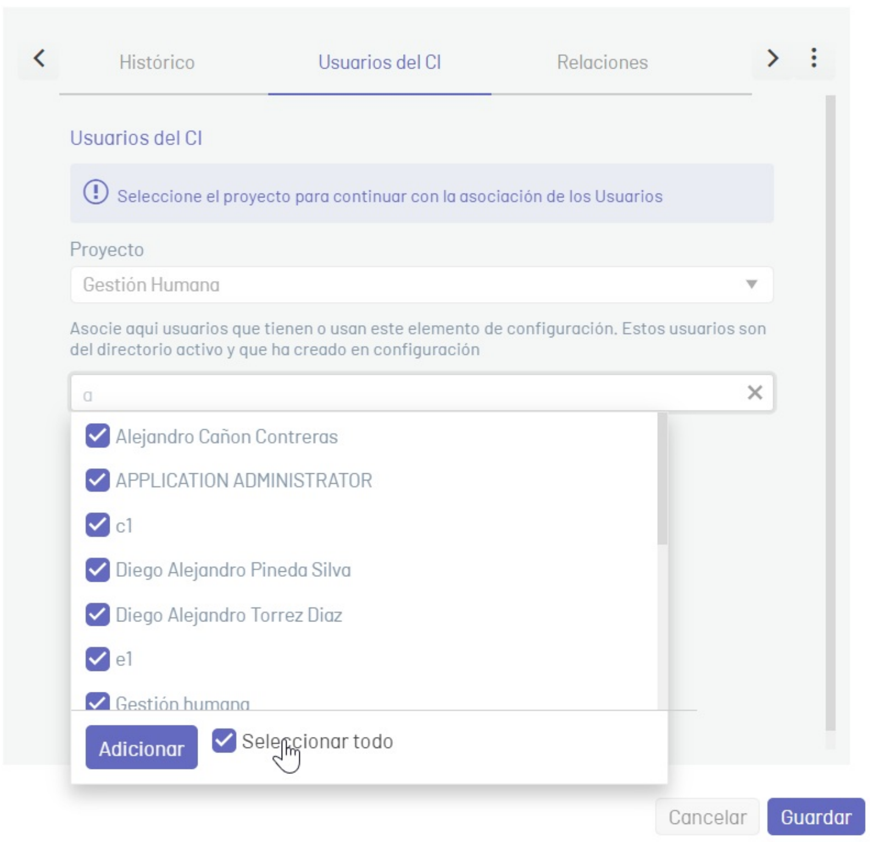
4. In the CI detail view, select the Additional information, where you can manage additional CI fields.



5. In the CI detail view, select the Historical, where you can view all the events that occurred with the CI.

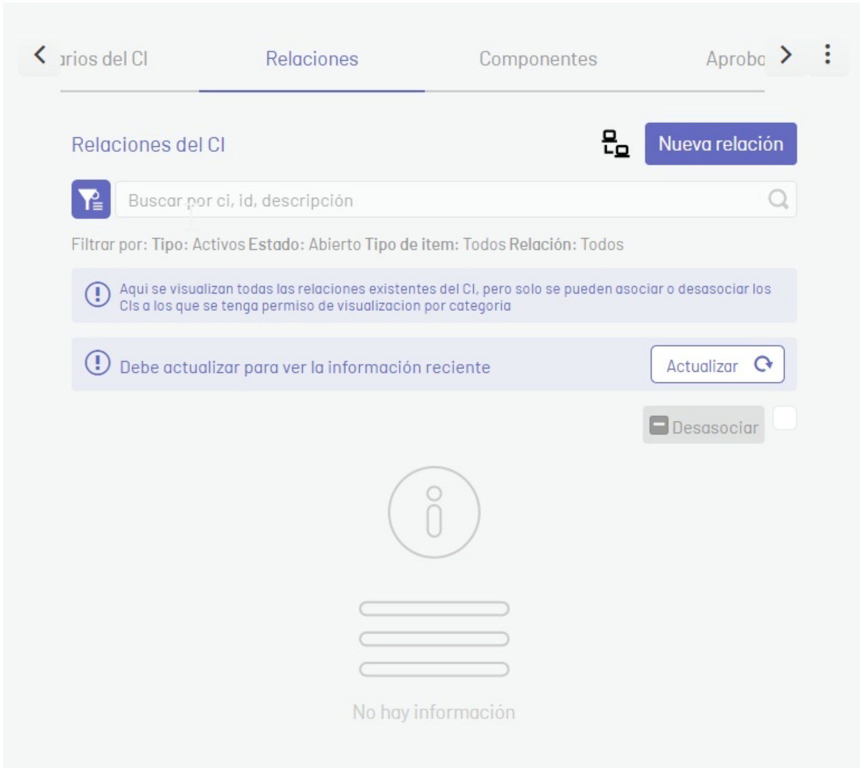


6. In the CI detail view, select the CI Users, where you can manage the users who use the CI (active directory users and pre-created users in the configuration). To add one or more users to the CI, select the project, in the search field select the users you want to associate, and click the Add.

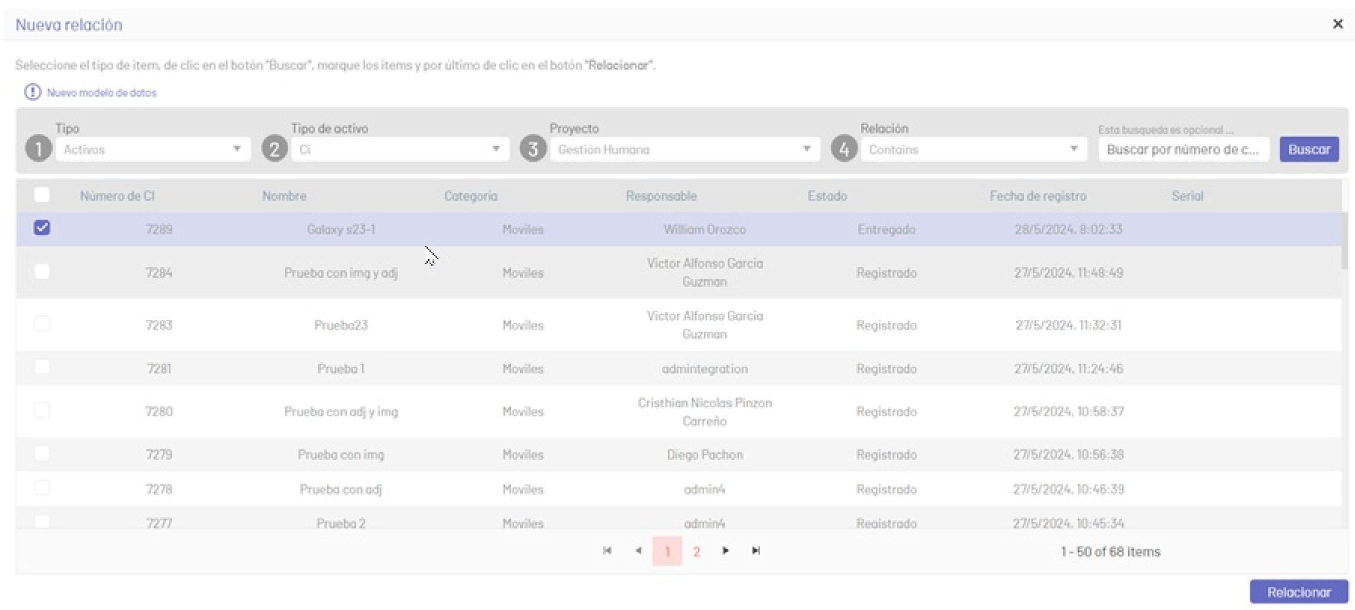


To detach users from the CI, select the users and click the Disassociate.

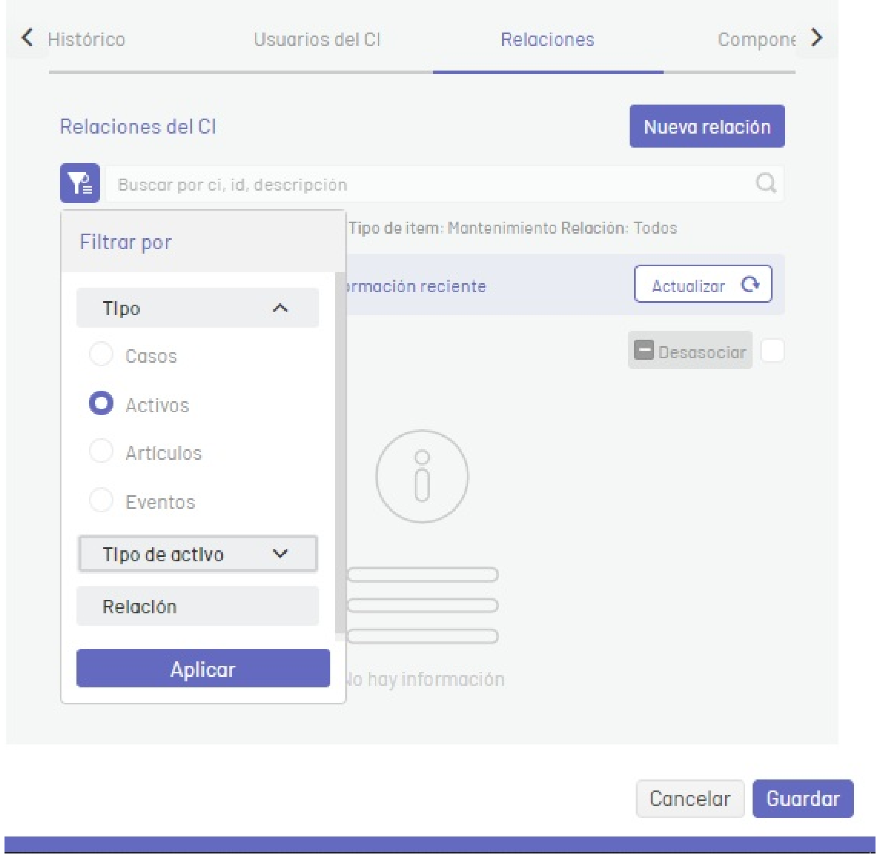
7. In the CI detail view, select the Relations, where you can manage CI relationships with other assets, knowledge base articles, cases, or events. To add a relationship, click the New Relationship.



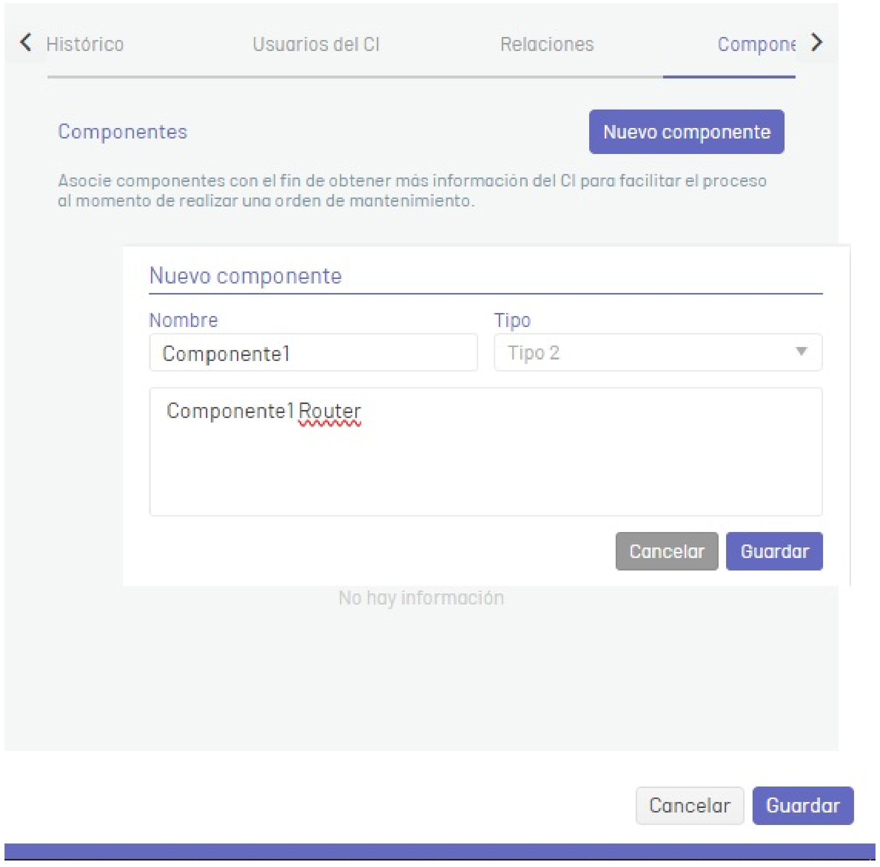
In the window New Relationship, select the Relationship Type (Case, Assets, Item, Event), Project, and Relationship. To perform the query by clicking the To find. Select a record from the generated list of results and click the Relate.



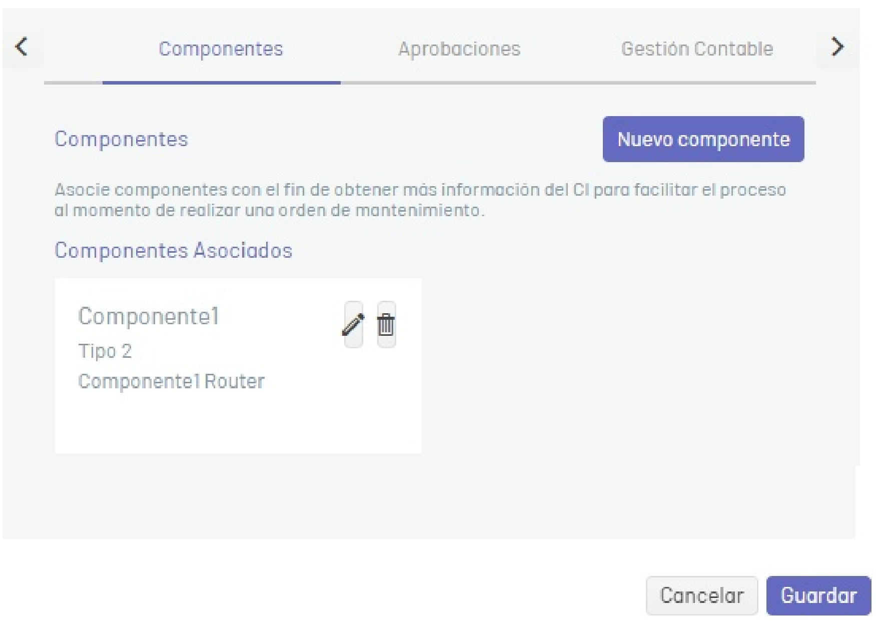
To perform the relationship query that the CI has, click on the filter icon and select the Type of record you want to search; Click the Apply to display the list of IC relationships.



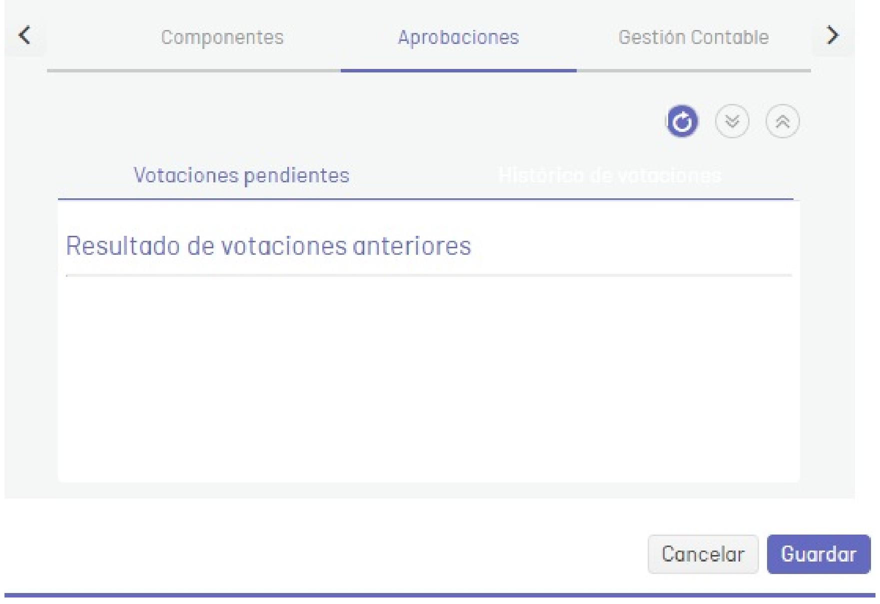
To detach relationships from the CI, select a record and click the Disassociate; You will be able to view the confirmation message to disassociate the item and click the Disassociate.
8. In the CI detail view, select the Components to include components that are part of the IC. To add a component to the CI click the New Component and enter the requested information such as Name, Type, and Description of the component, to add it by clicking the Save.



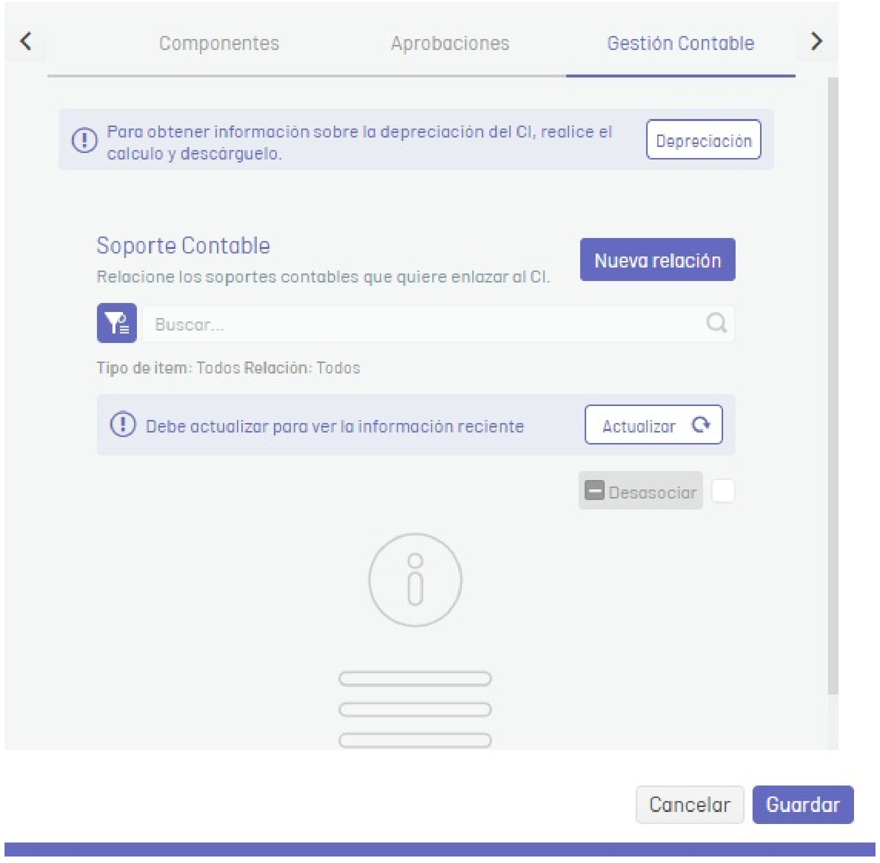
To edit a component, click the Edit of the existing component; in the window Edit of the component, make the changes and click the Save. To delete a component, click the Eliminate of the respective component.



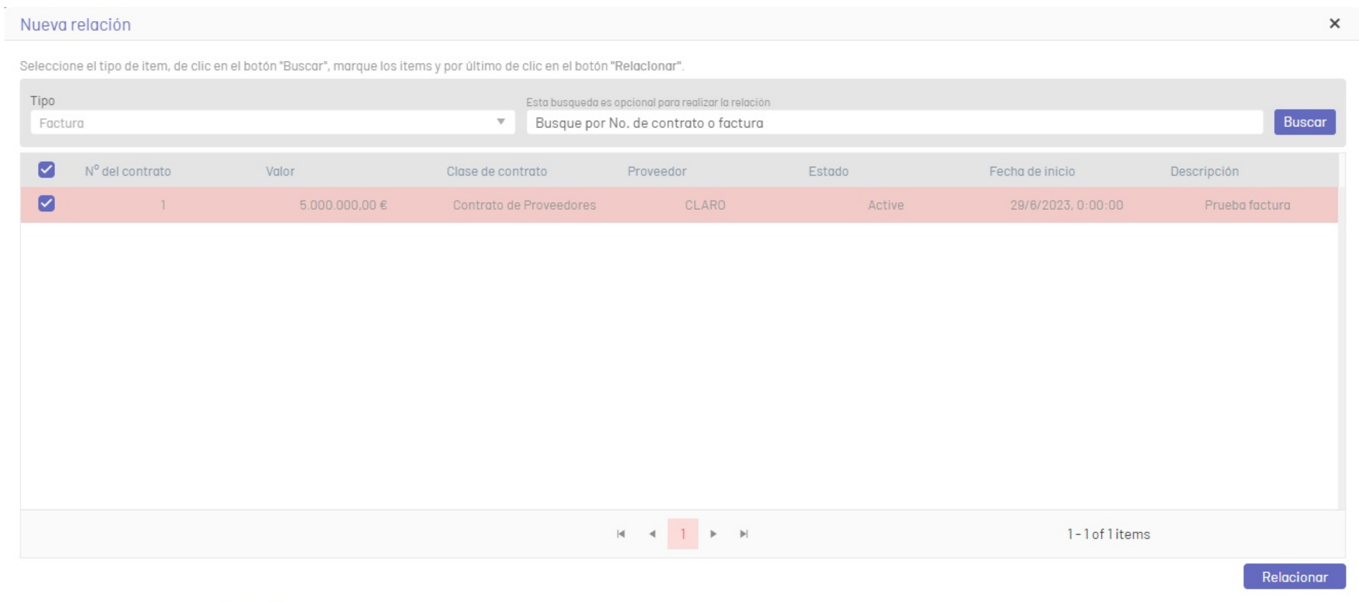
9. In the CI detail view, select the Approvals, where you can view the results of the approval processes for ICs. You can also vote on an approval process that is pending.



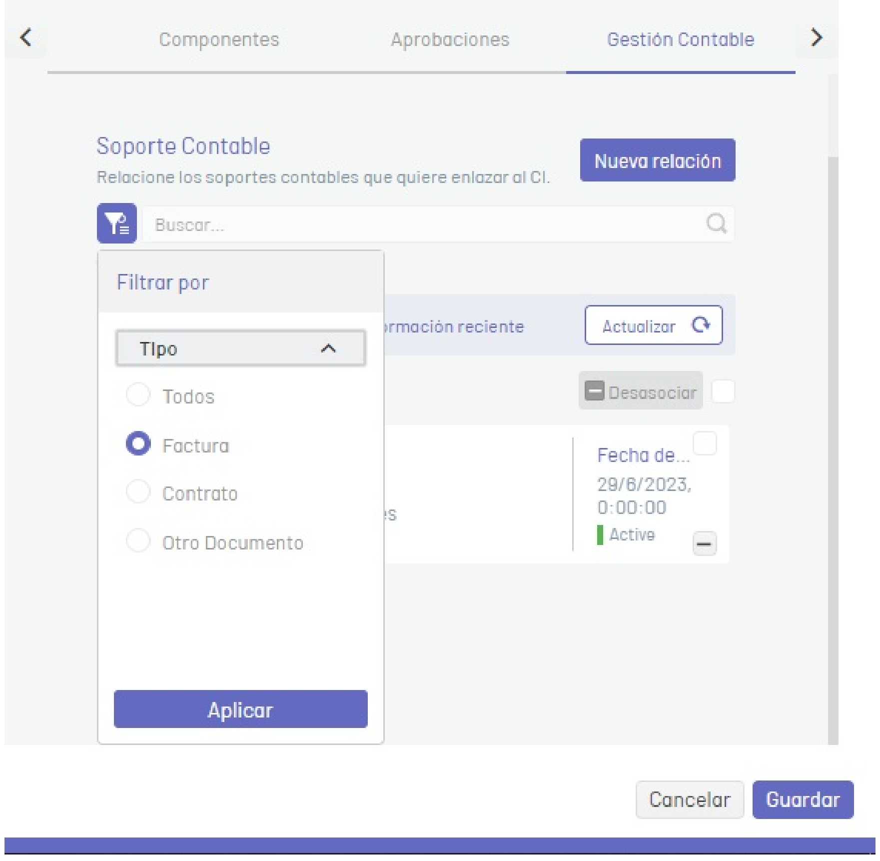
10. In the CI detail view, select the Accounting Management, where you can associate accounting supports with the IC, such as invoices, contracts, and other documents. [View Contracts](), [View Invoices]() and [See Other Documents](). To add a click-to-button accounting support New relationship.



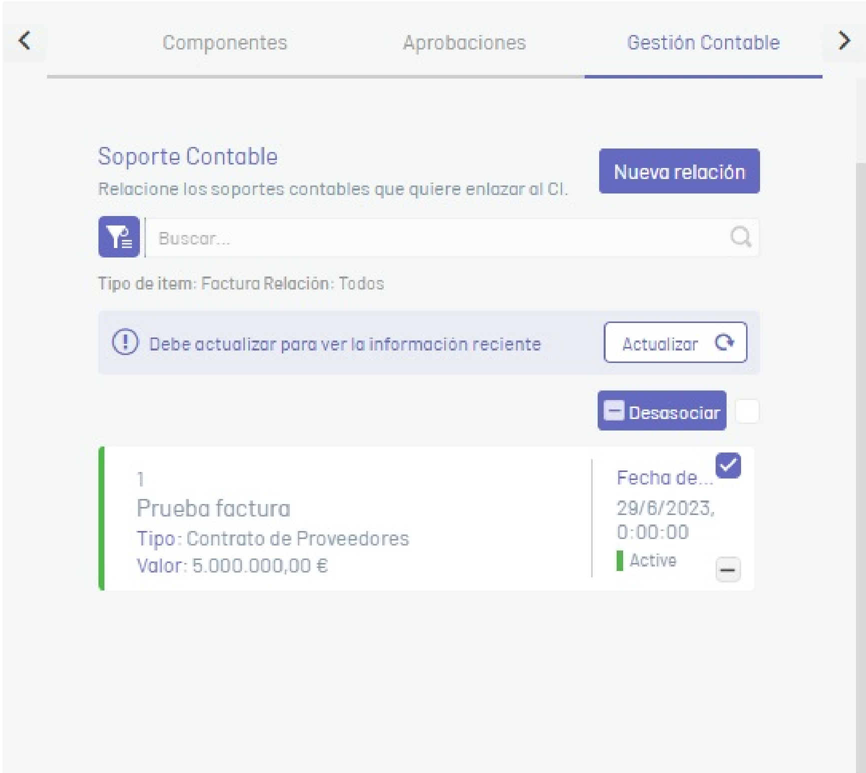
In the search window, select the Media Type and click the To find. Select the appropriate record and click on the Relate.



To filter accounting management documents, click the filter icon and select the Media Type.



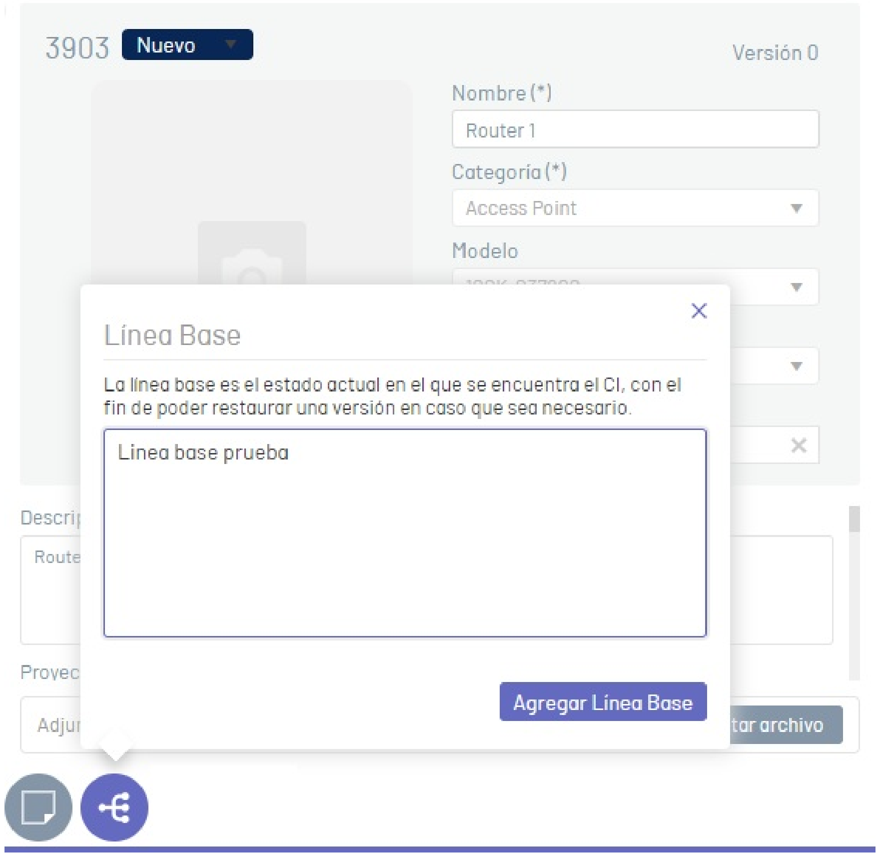
To delete an accounting support, select the post and click the Disassociate, a confirmation window will be displayed, to continue click Disassociate.



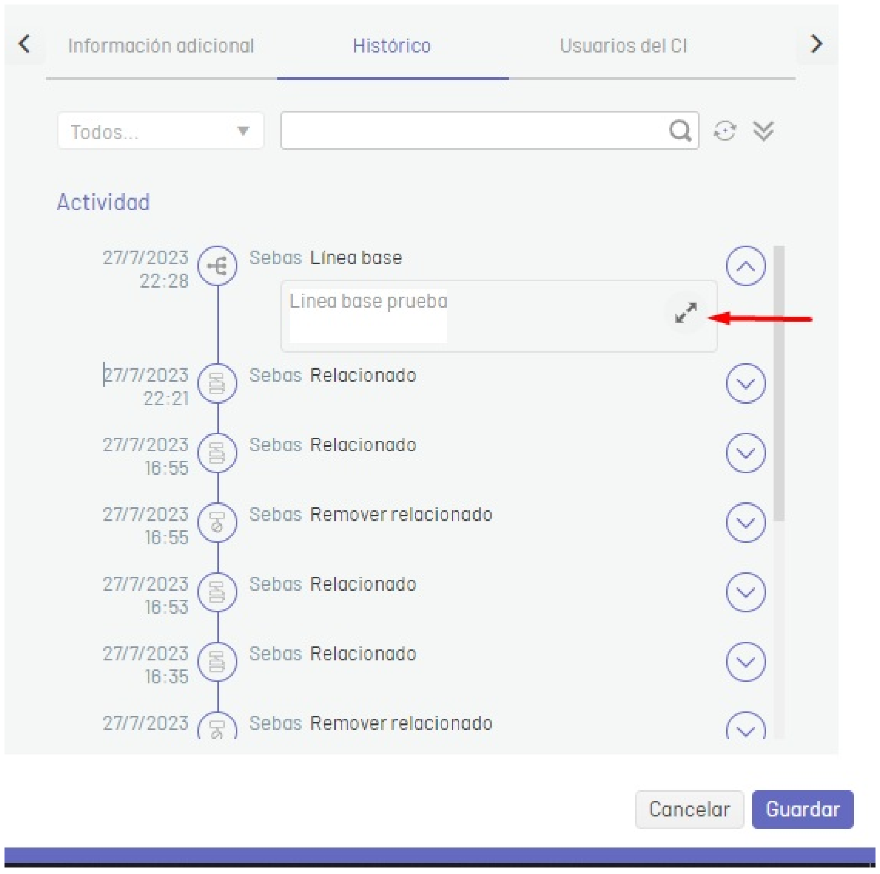
Baselines

1. To create an IC Baseline, in the CI detail view, click the Baseline

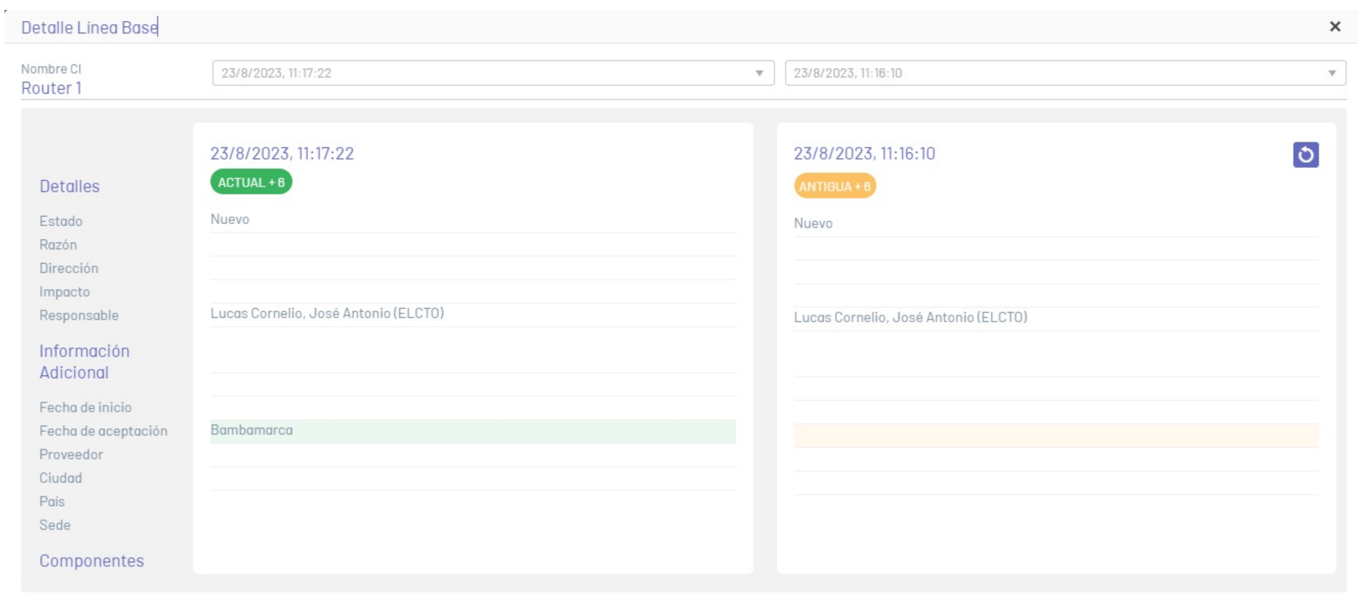
at the bottom of the window. Enter the name of the Baseline and click the Add Baseline; this record is added to the IC history.



In the CI detail view, select the Historical, to consult the IC Baselines. Expand the baseline record and click the Expand.



In the window Baseline Detail you will be able to compare the baselines created against the current IC information.



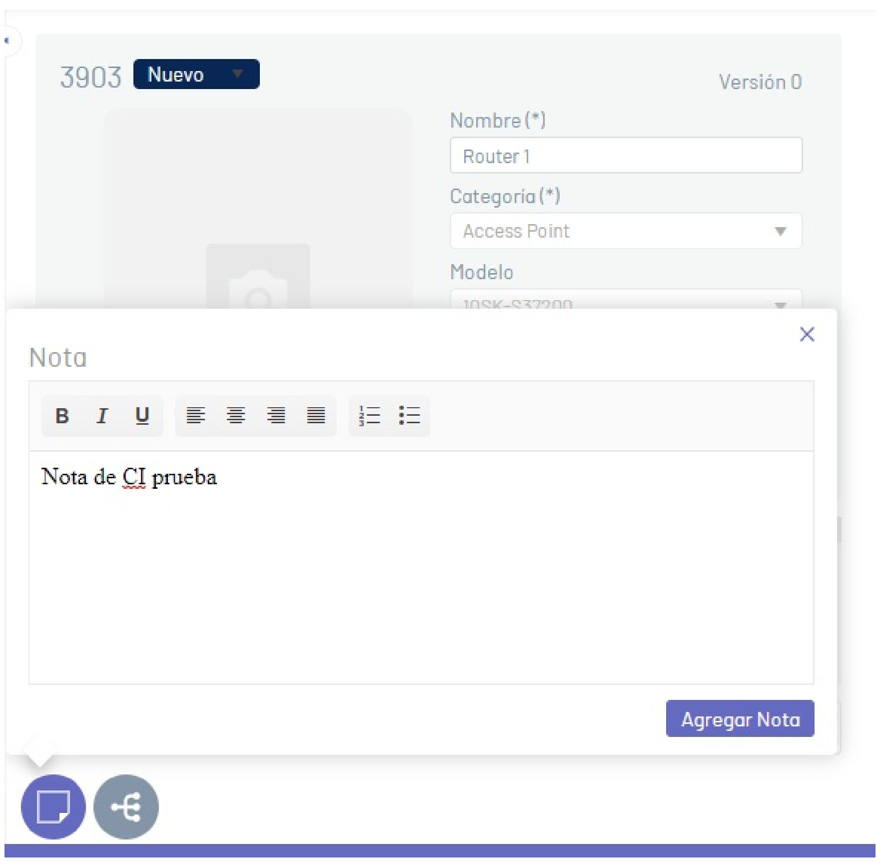
To restore a click-through baseline, click the Restore

.

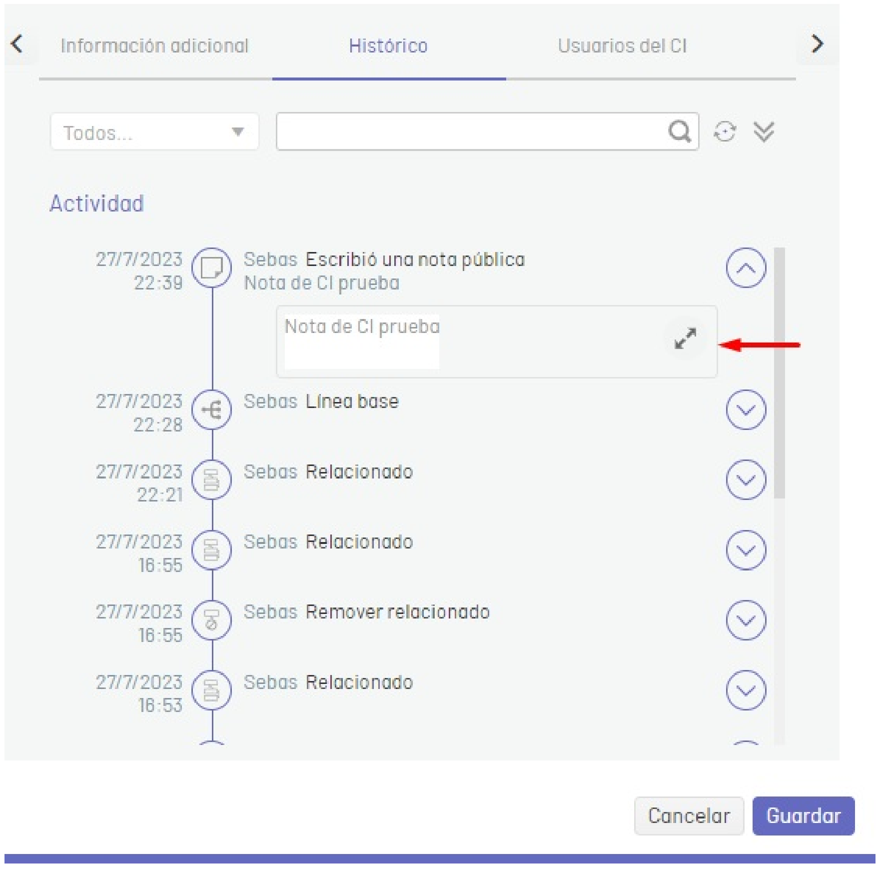
Notes

1. To add a public note to a CI, in the CI detail view, click the Note

at the bottom of the window. Enter the description of the note and click the Add Note. once this is done, the note will be added to the IC history.



In the CI detail view, select the Historical, to view the IC notes. Expand the baseline record and click the Expand.



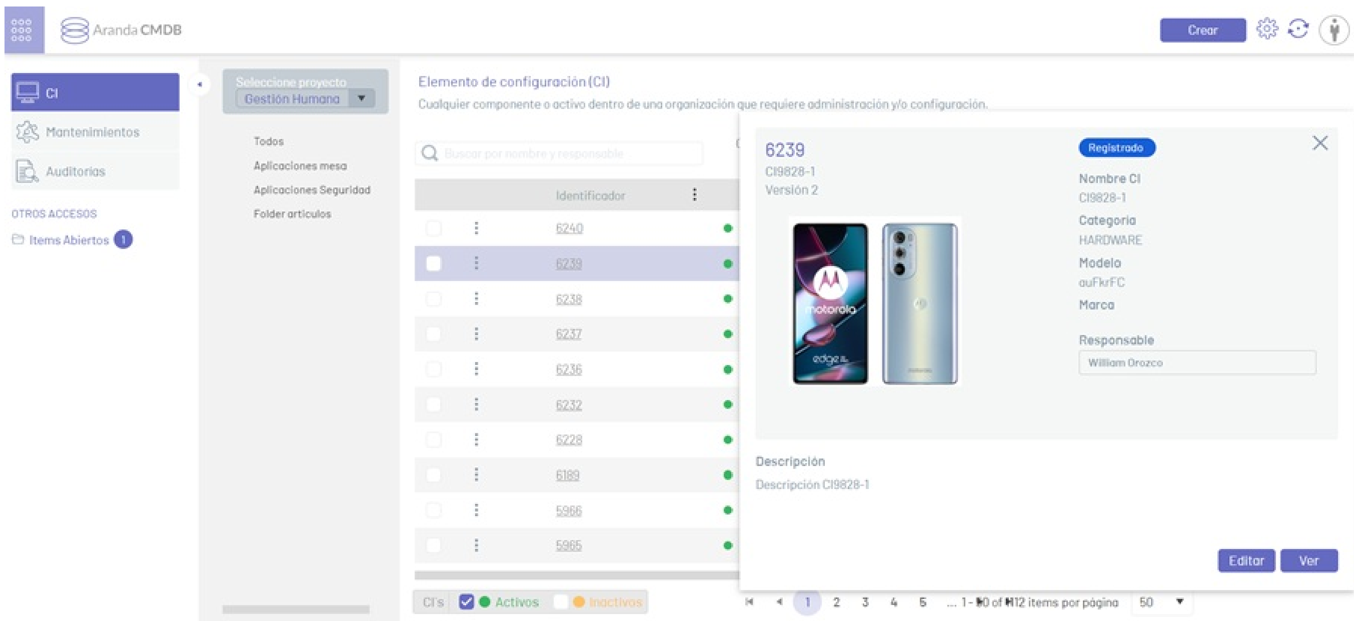
Podrá visualizaruna ventana con la nota del CI definida.

Consulting and Editing CIs

Visualize CI from Preview

1. To query assets or configuration items, Enter the CMDB Web Console, select the option Cis from the main menu. In the information view you can view the list of CIS grouped by data such as identifier, name, status, label.

2. Select an IQ from a grouping criterion. The preview window with the detail and history of the CI is enabled. Select the See to view the IC information or select the Edit to modify the information of the CI.



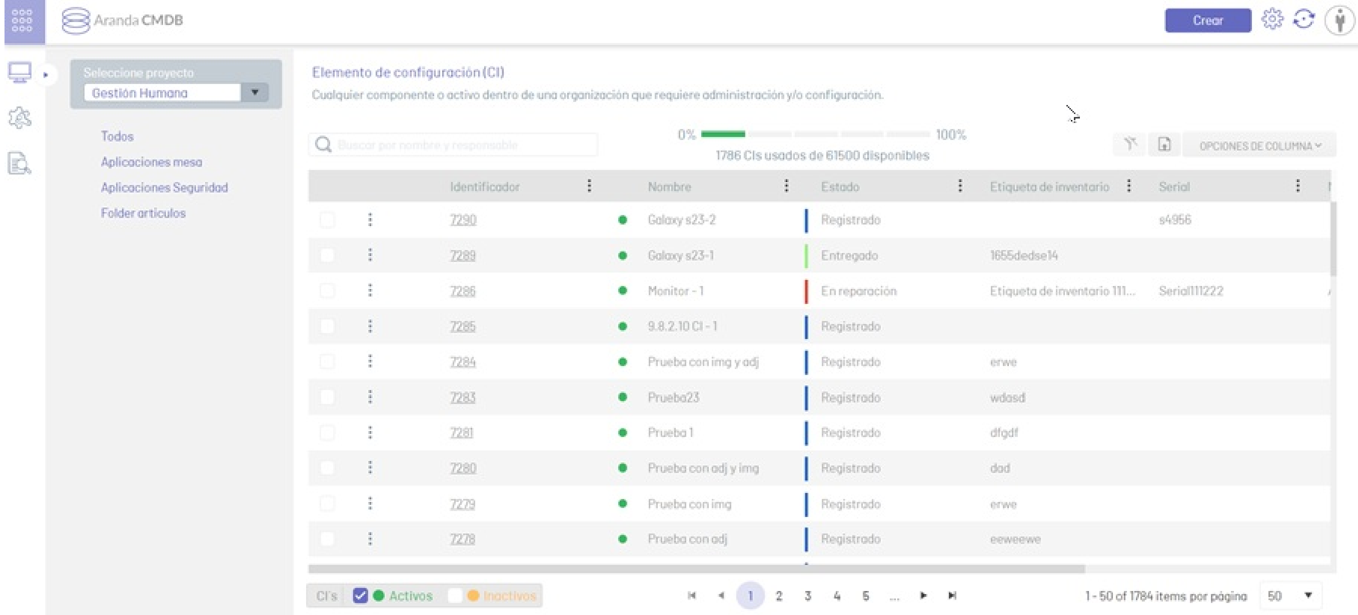
Query and CI Filters

1. To view a CI, select a CI from the list available in the information view and click the record ID. The IC Edit window is enabled

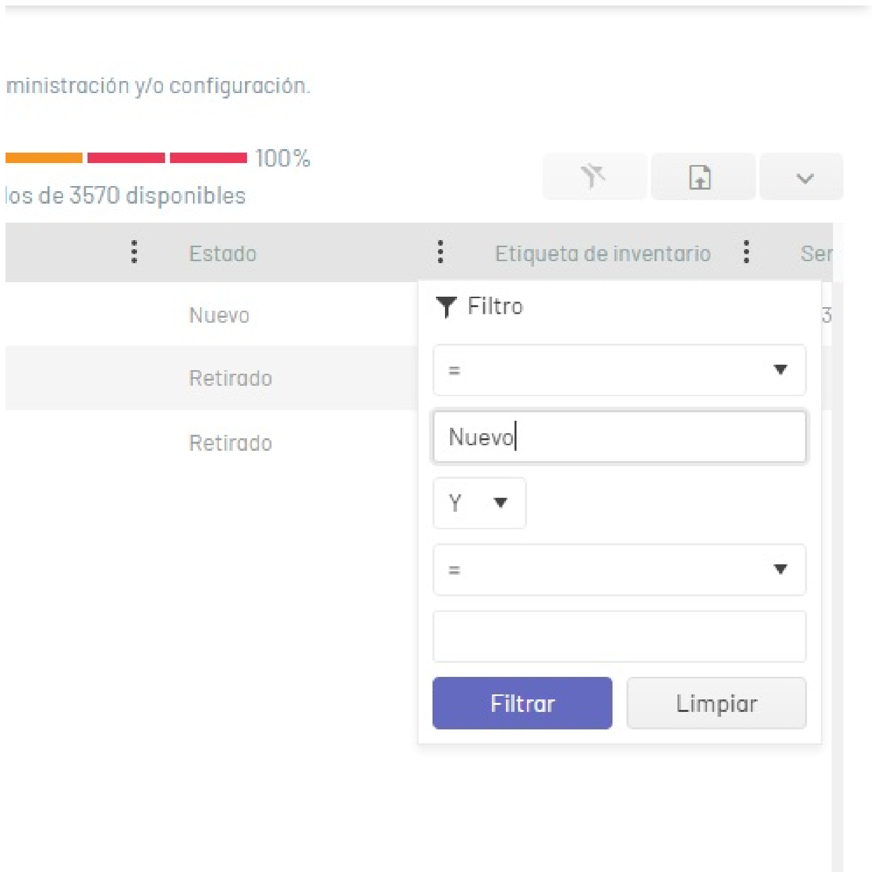
> ⚐ Note: To display the CIS by Specialist Group in the CMDB console, you must perform the [access to IC categories for specialist groups] in the ASMS Administration console.

2. Registered CI information can be filtered from the CMDB web console, in several ways:

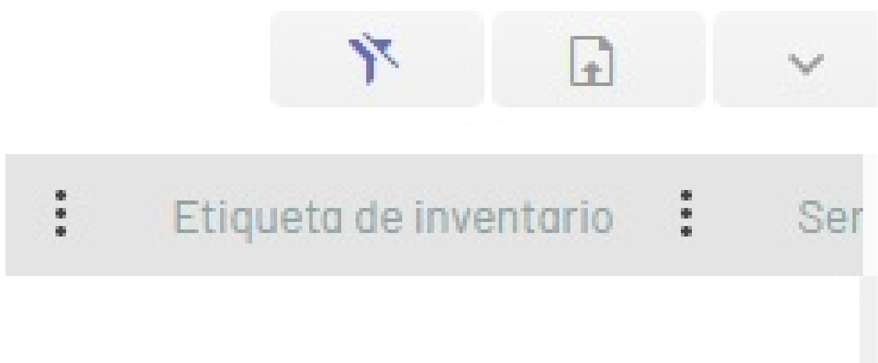
- By Project and Folder: In the left pane of the CIS information view, select a project and a grouping folder. In the information view you will be able to view the CIs related to the folder.
- By IC Status: This option filters the CIs according to their status (Active or Inactive).
- Seeker : This field allows you to filter the information of the CIs, doing a search by name or description of the item.



- Column filter : In the CIS information grouping criteria, select a column and in the window that is enabled enter the search parameters and click the Filter. .

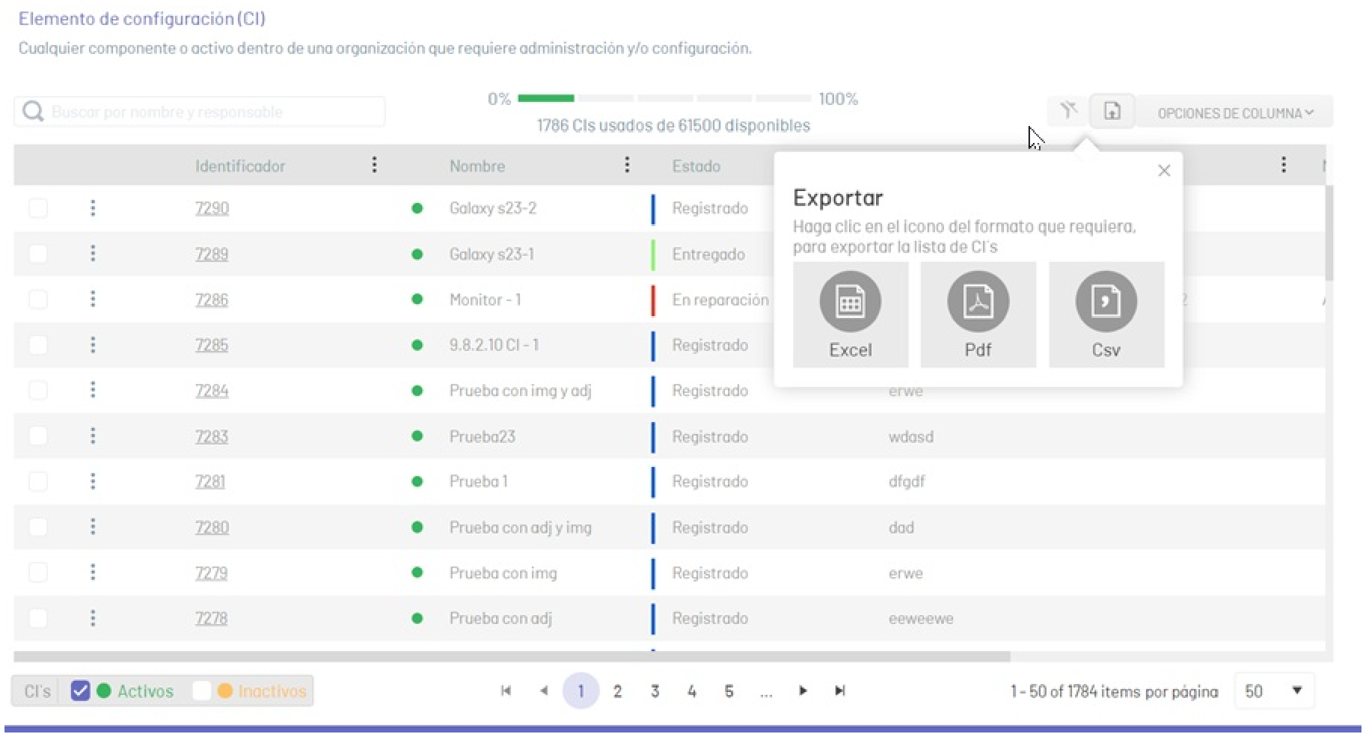


To remove the column filters applied to the CIs table, in the information view of the CMDB console, click the Clean.

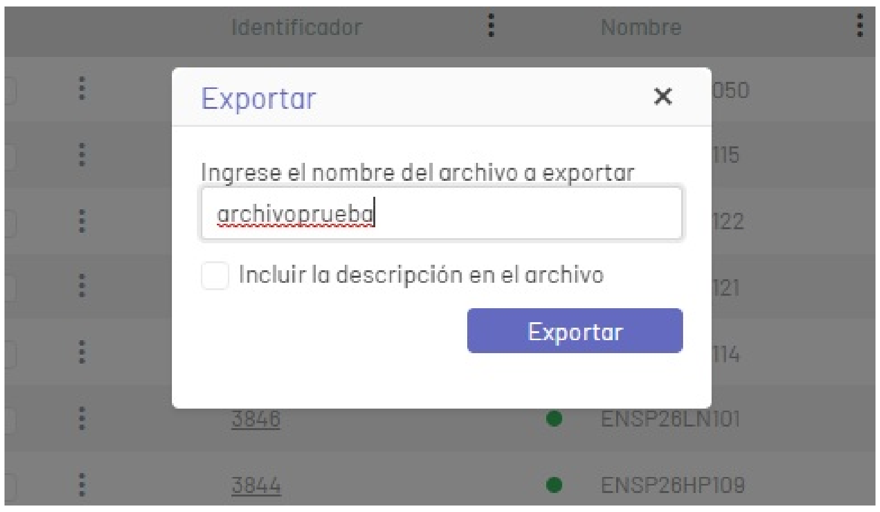


Exporting ICs

1. To export the information of the CIs, Log in to the CMDB web console, select the option Cis from the main menu. In the information view, click the Export; In the window that pops up, select the format in which you will export the data. The formats available for export (.xlsx, .pdf and .csv).

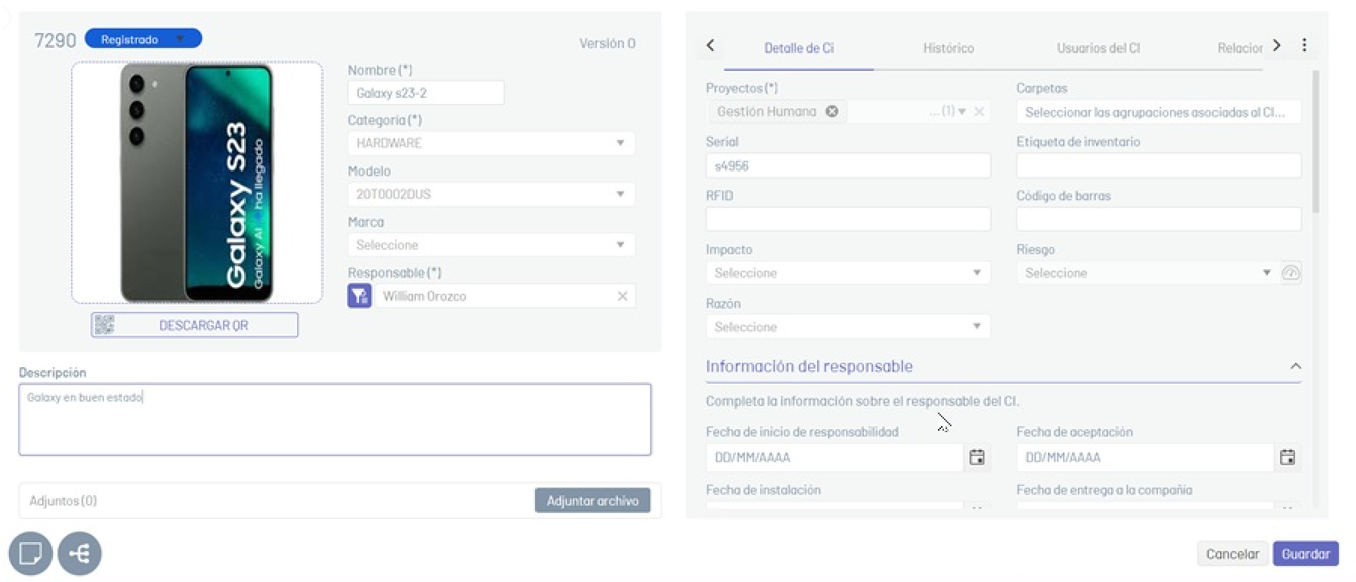


2. After selecting the format, enter the name of the file to be generated and click on the Export. This will generate and download the corresponding file.

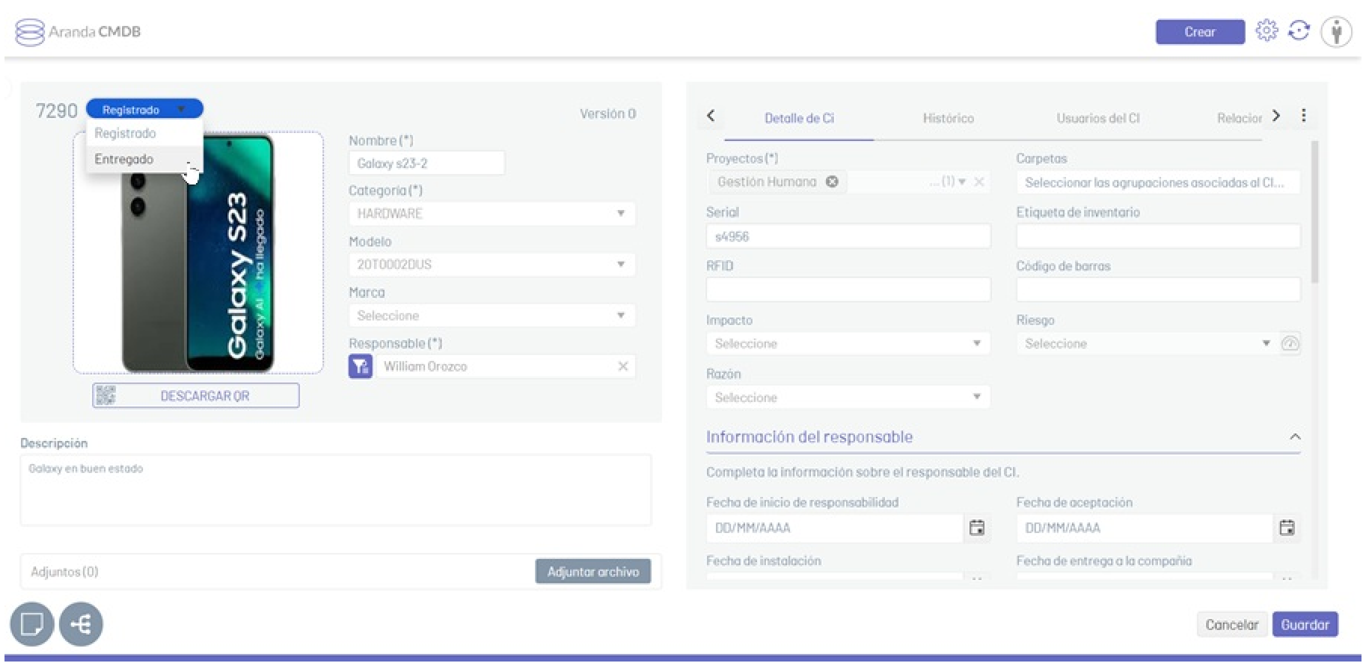


CI Edition

1. To edit a CI, in the information view of the CMDB web console, select a record (identifier) from the existing CI list and in the CI Edit window modify the required information (fields).



2. To change the status of a CI, select the appropriate status in the top left of the window.



3. When you finish editing the CI, click the Save to confirm the changes made or on the Cancel to dismiss the change and keep the last saved information of the IC.

⚐ Note: The definition of states is done by means of the [CMDB States](#) in the ASMS Admin Console.

Multilanguage

To configure the multilanguage option in CMDB categories, you must consider the documentation for translations. [View Multilanguage](#).

Maintenance Management

Maintenance Management

In the Maintenance management, the user will be able to configure this measure for the configuration elements of their company.

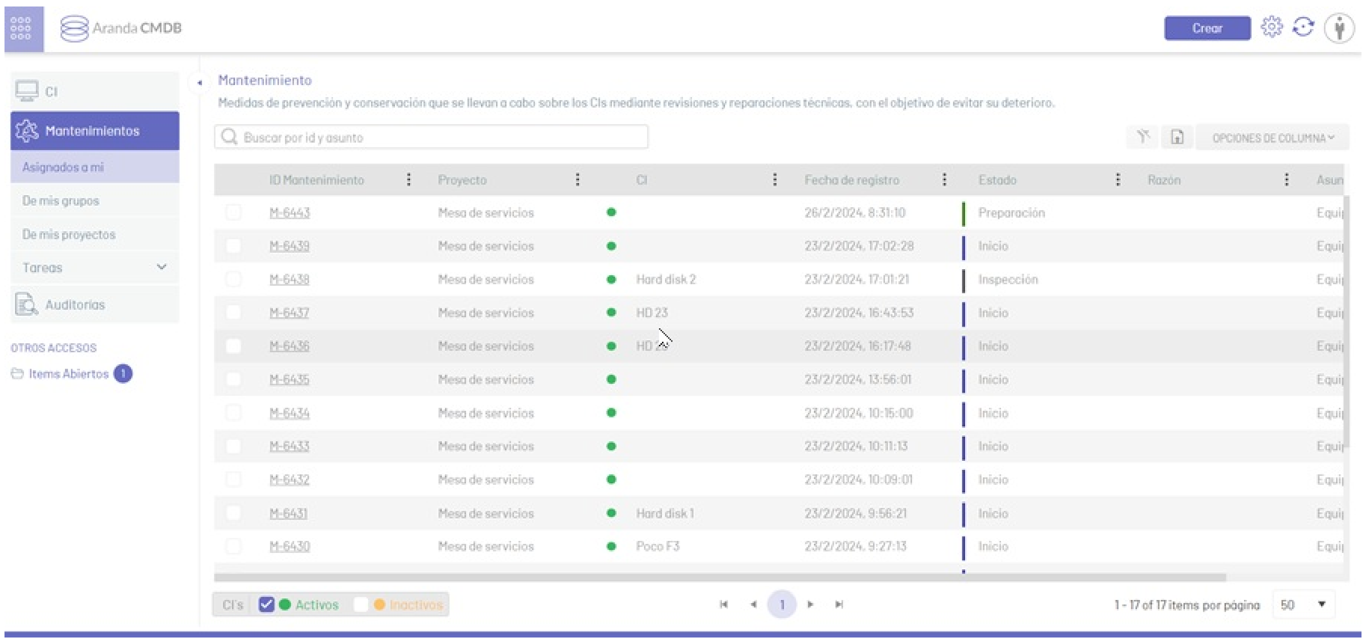
▶ MANTENIMIENTO: ❯

Maintenance Creation

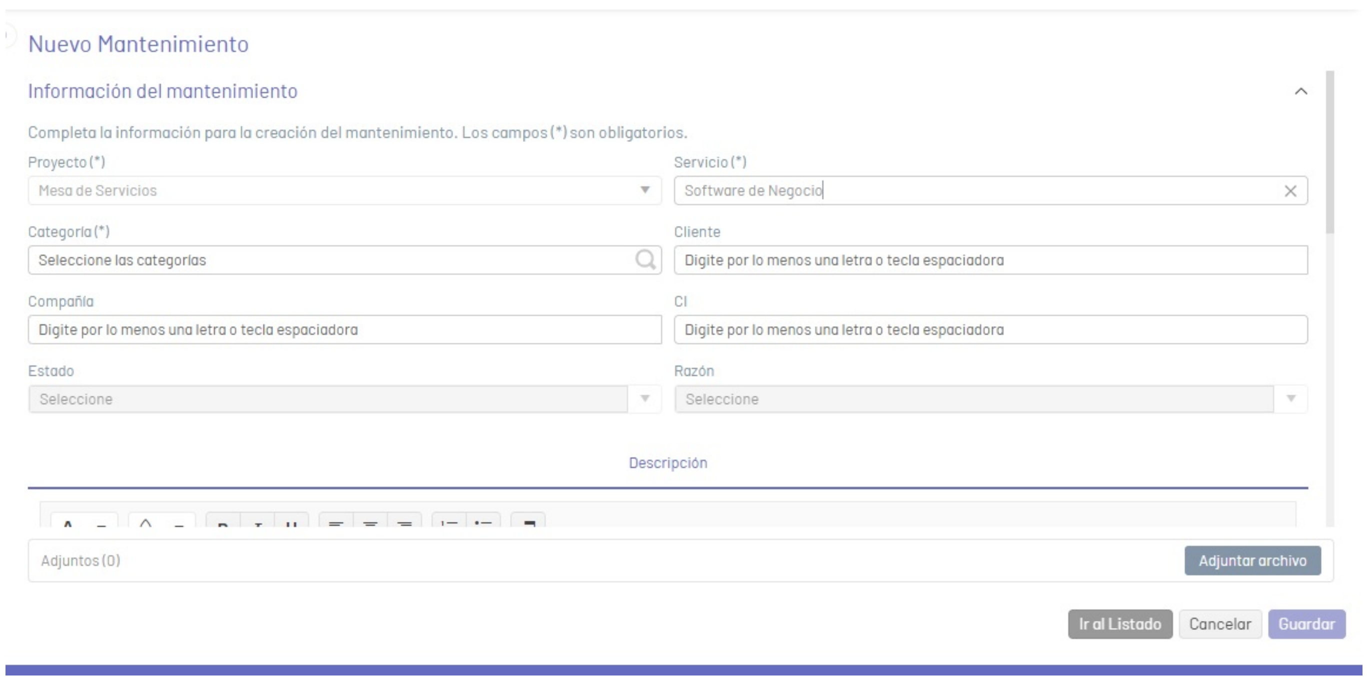
1. To create maintenance for a CI, log in to the CMDB console, select the Maintenance from the main menu, define a maintenance category, and in the header menu, click the Create. In the information view, the New Maintenance.

The categories for managing maintenance are:

Categories	Description
Assigned to me:	This option lists the maintenance for which the user in session is responsible.
From my groups:	This option lists the maintenances in which the user in session belongs to the maintenance-related group.
From my projects:	This option lists the maintenances of the projects in which the user in session is related.



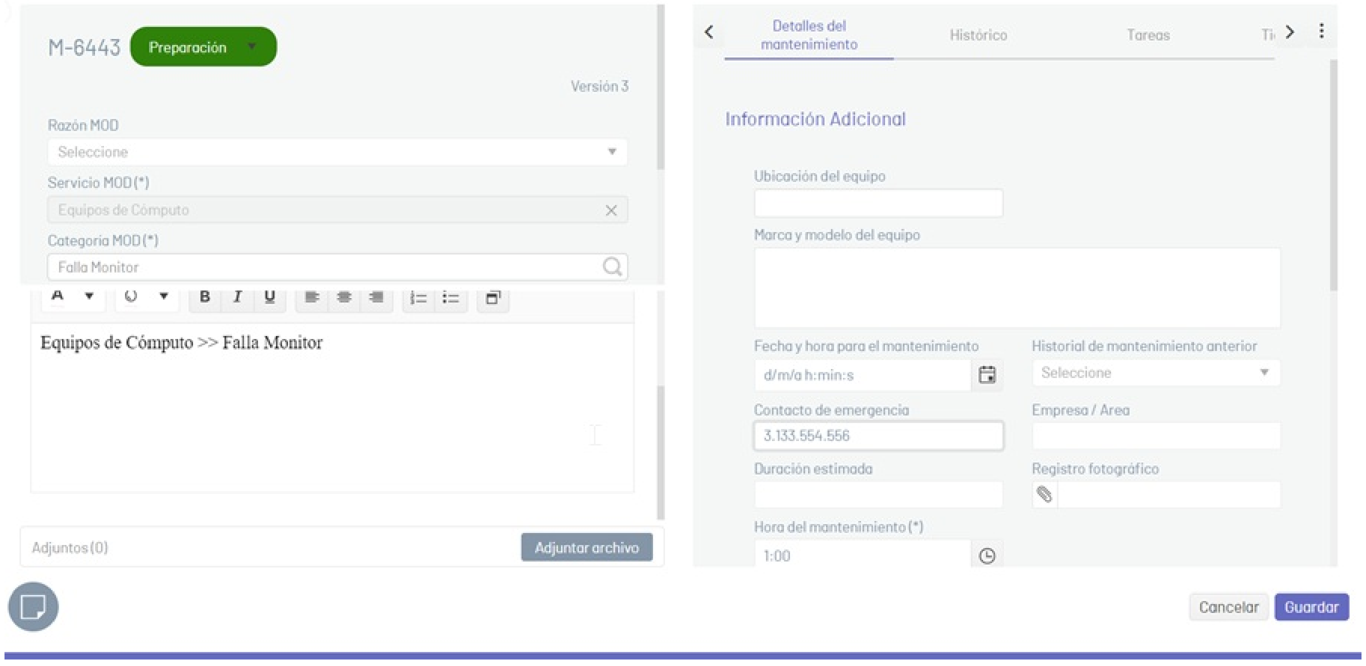
2. In the window New New Maintenance You will be able to fill in the required information. Select a project, service, category and enter the basic information requested. When finished, click on the Save to confirm the changes made. When you select a category, a window will be displayed where you can attach the corresponding category.



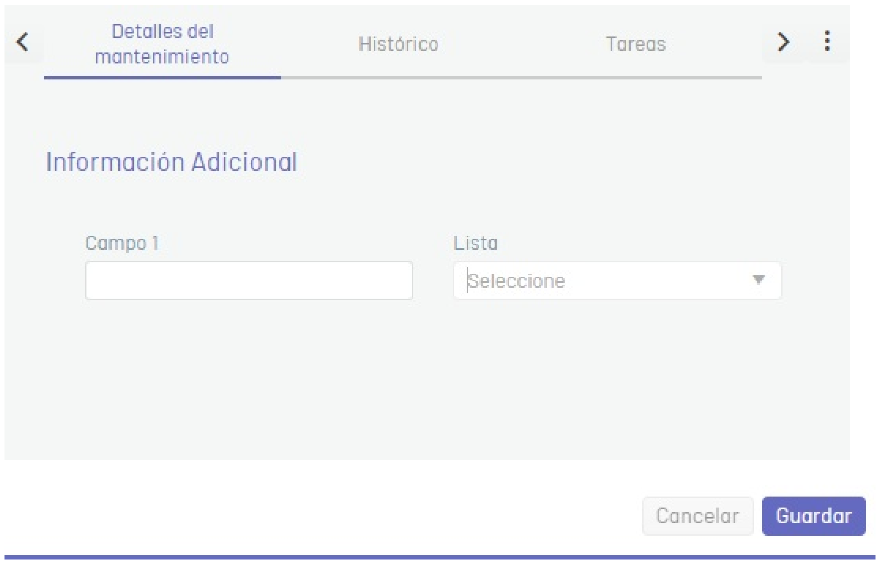
⚐ Note: When attaching files to Maintenance, you should note that the files allowed to be added are defined in a whitelist that is only modifiable from the site's webconfig file (cmdb). The use of the whitelist is due to ethical hacking guidelines that have been applied after vulnerability tests carried out on the application.

- Allowed file types: zip, rar, emz, 7z, docx, pdf, txt, inx, xlsx, doc, evt, log, xls, rdlx, svclog, pml, xlsm, aam, prc, rtf, pptx, dmp, repx, ppt, jpeg, jpg, png, gif, tif, vsd, vsdx, svg, dsf, bmp, jfif, ico, emf, bmp, avi, webm, mp4, msg, eml, resx, cll, sql, rdl, config, amk, bak, css, csv, dll, mov, xml

3. By consulting the detail view of the new Maintenance, you will be able to view and manage the information in the tabs that are enabled as Additional information, Historical,Tasks, Time and Costs, Relations, Approvals.

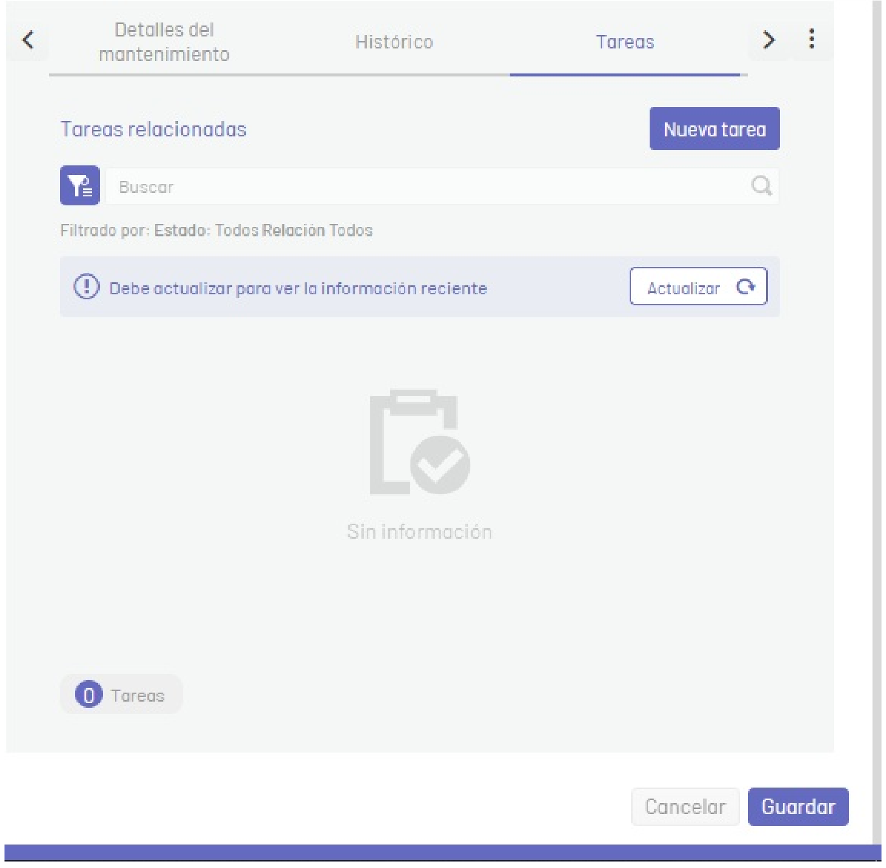


4. In the Maintenance detail view, select the Maintenance Details, where you can manage additional fields for maintenance.

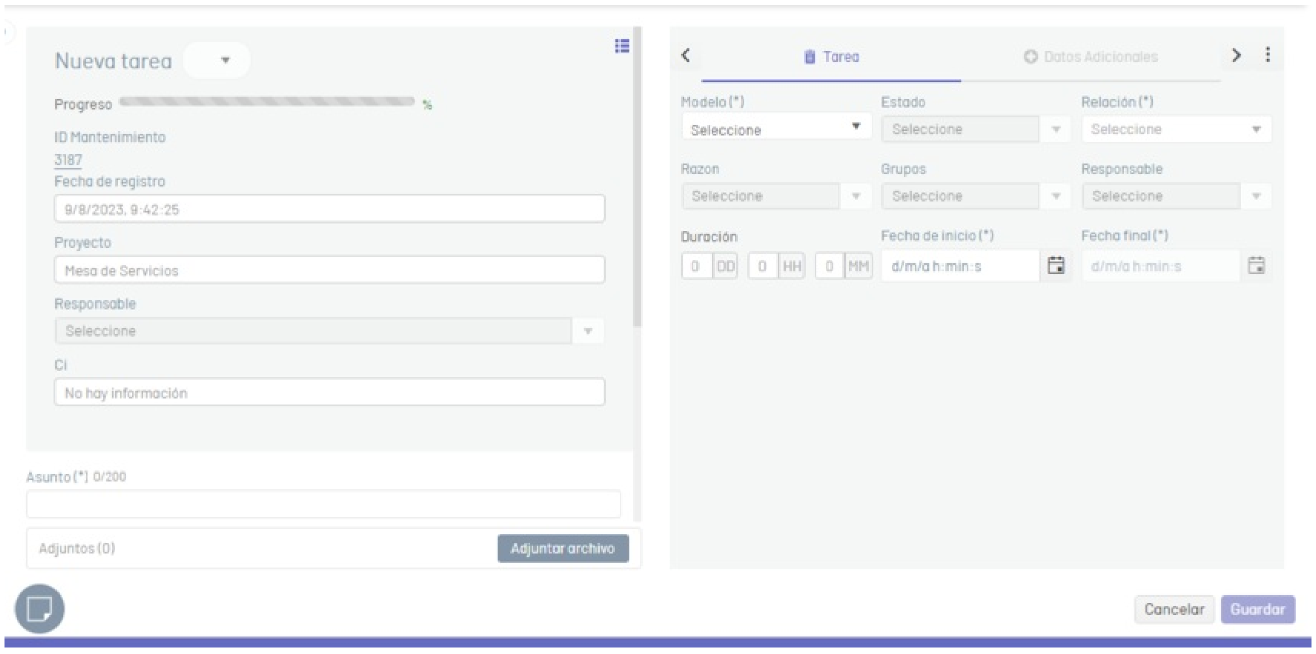


5. In the Maintenance detail view, select the Historical, where you can see all the events that occurred with Maintenance.

6. In the Maintenance detail view, select the Tasks, where you can manage maintenance-related tasks.

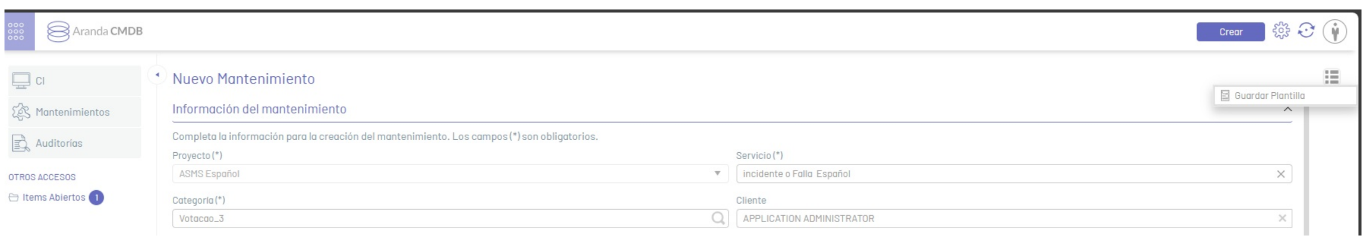


By clicking the New Task, the corresponding window is enabled where you can fill in the required information.



Save a maintenance as a scheduled action template

8. To save the parameterization of a maintenance as a template for scheduled actions, in the Create Case form in the CMDB console, complete the following maintenance information (project, service, category, customer, Subject, and description); Select the option Save Template.



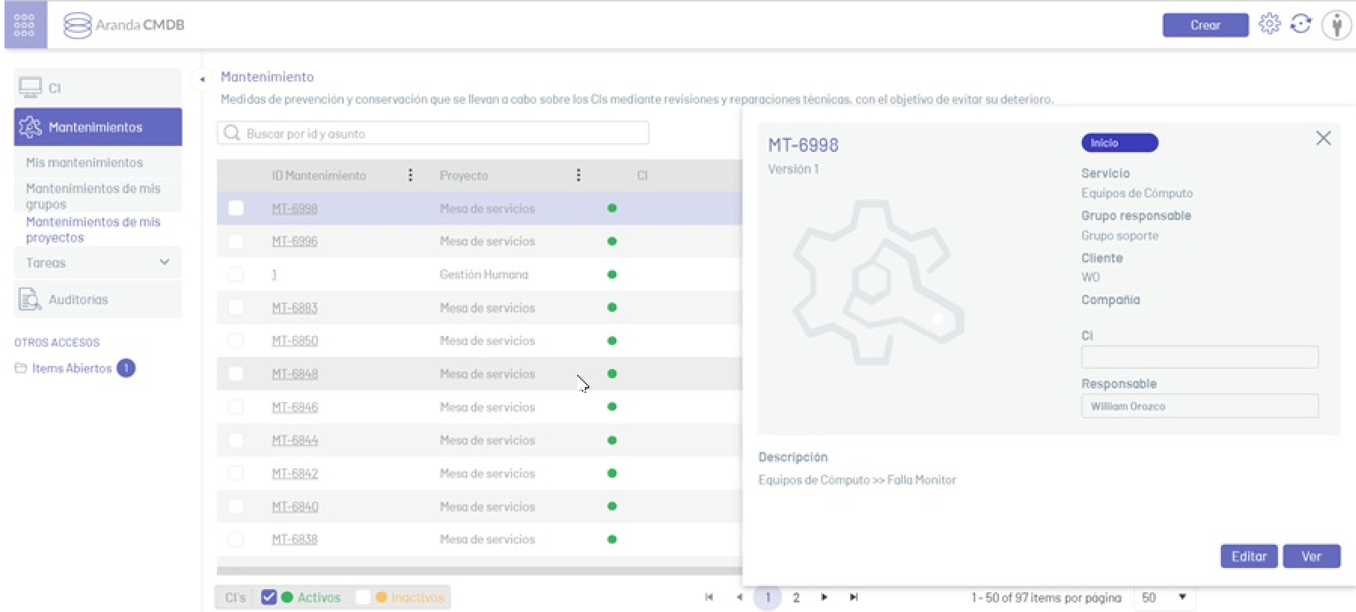
9. The template window is enabled where you can fill in the name of the template. When finished, click on the Save.

Consultation and Editing of Maintenance

Viewing Maintenance from Preview

1. To consult maintenance, Enter the CMDB web console, select the option Maintenance from the main menu. In the information view you will be able to view the list of Maintenance grouped by data such as identifier, project, ci, registration date, status and reason.

2. Select a Maintenance from a grouping criterion. The preview window with the detail and history of the Maintenance is enabled. Select the See to view Maintenance information or select the Edit to modify the Maintenance information.

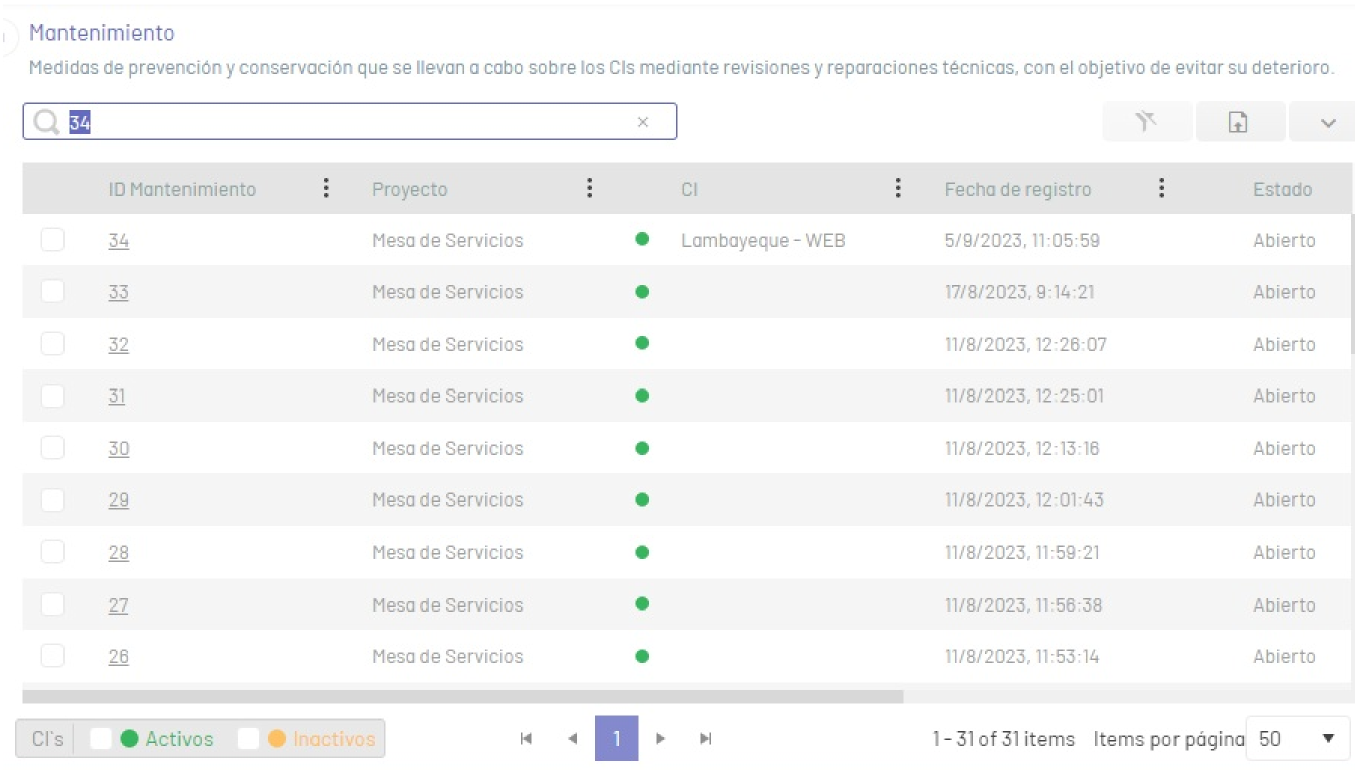


Check Maintenance

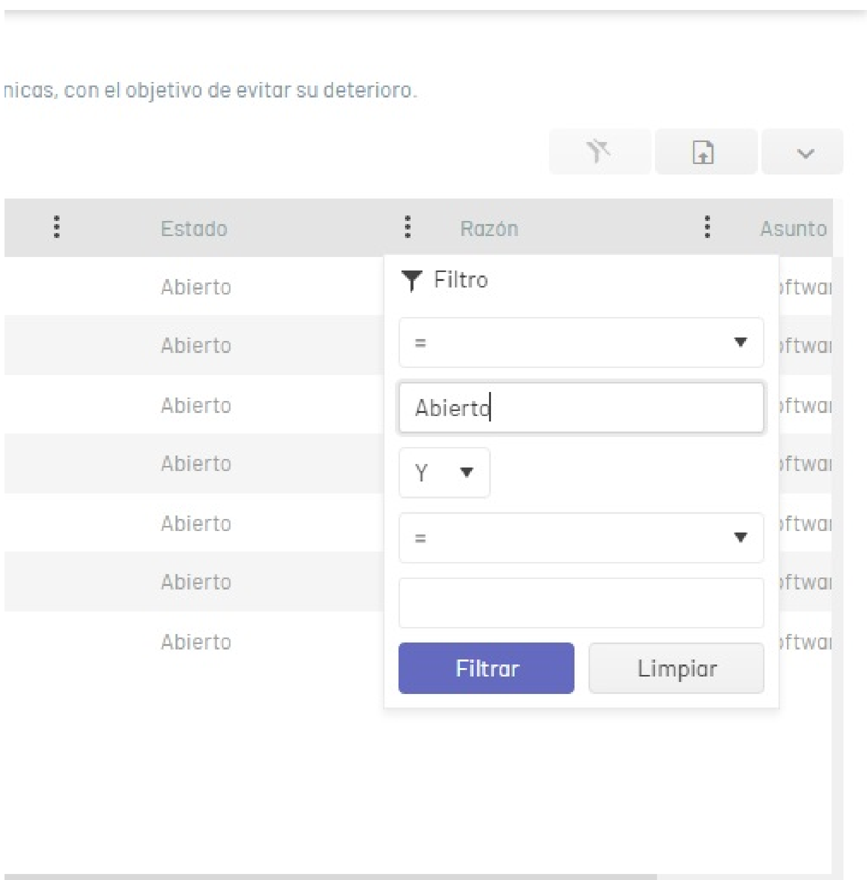
1. To view a Maintenance, select a Maintenance from the list available in the information view and click the record ID. The Maintenance Edit window is enabled.

2. Recorded maintenance information can be filtered from the CMDB web console in several ways:

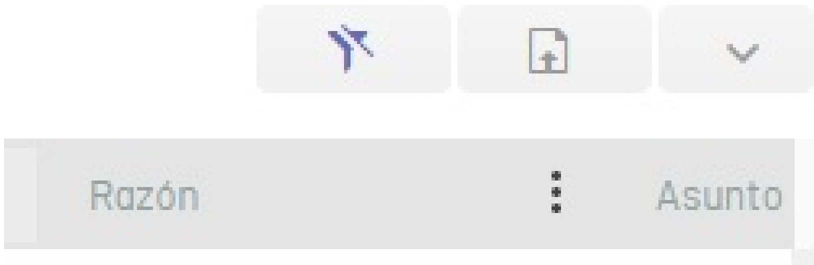
- Seeker : This field allows you to filter the information of the Maintenance, doing a search by ID or subject of the item.



- Column filter : In the Maintenance Information Grouping Criteria, select a column and in the window that is enabled enter the search parameters and click on the Filter. Note that you will be able to apply multiple filters at once for a more accurate search.

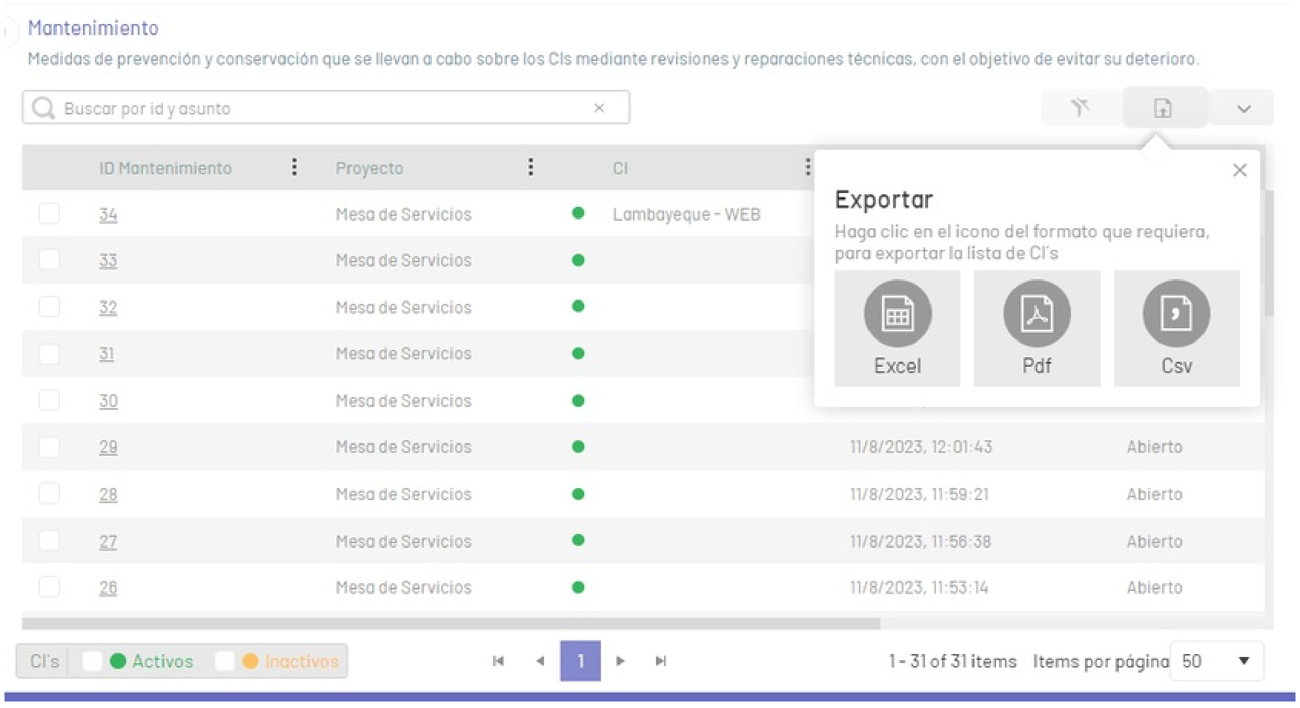


To remove column filters applied to the Maintenance table, in the information view of the CMDB console, click the Clean.



Export Maintenance

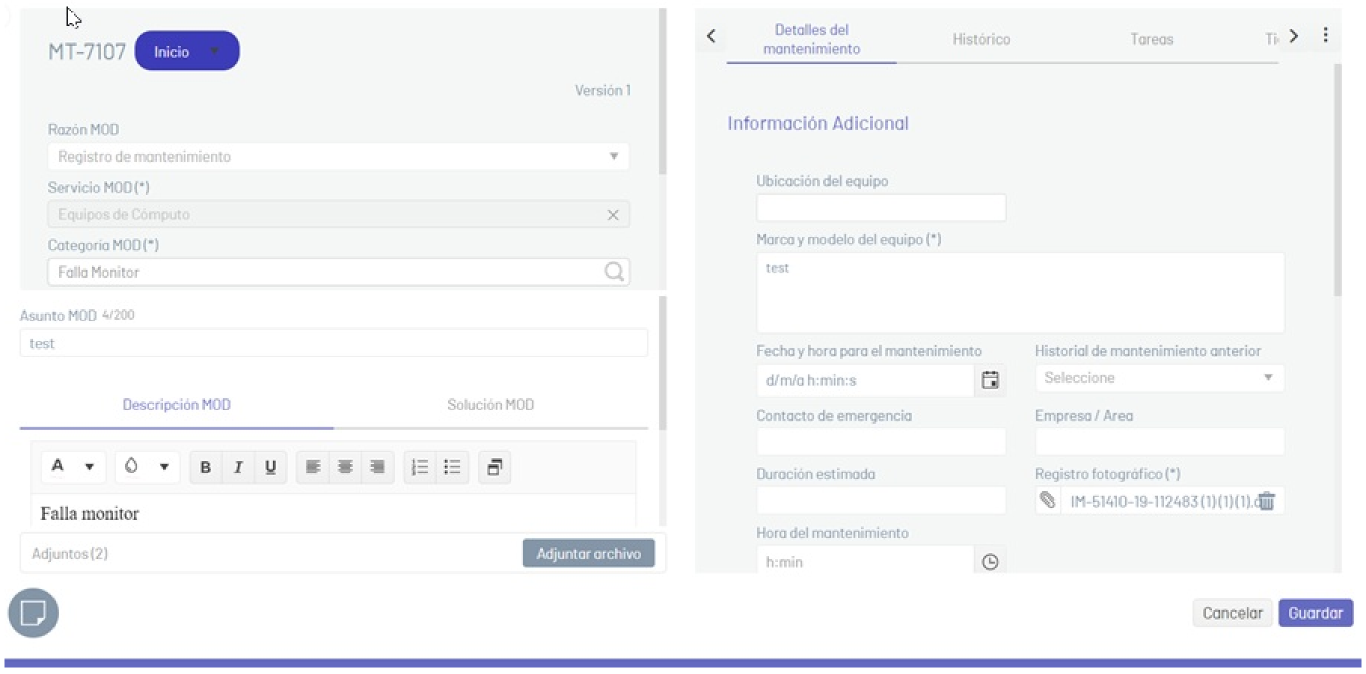
1. To export the information of the Maintenance, Enter the CMDB web console, select the option Maintenance from the main menu. In the information view, click the Export; In the window that pops up, select the format in which you will export the data. The formats available for export (.xlsx, .pdf and .csv).



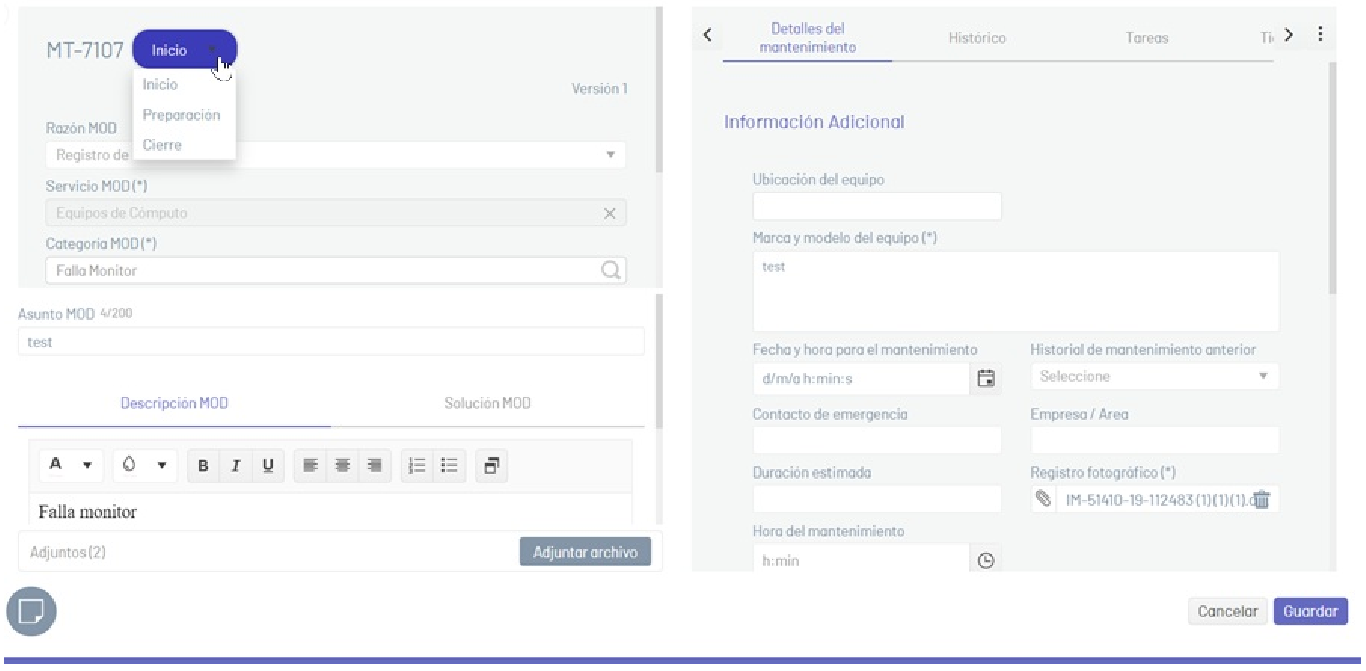
2. After selecting the format, enter the name of the file to be generated and click on the Export. This will generate and download the corresponding file.

Edit Maintenance

1. To edit a maintenance, in the information view of the CMDB web console, select a record (identifier) from the existing Maintenance list and in the Maintenance Edit window modify the required information (fields).



2. To change the status of a Maintenance, select the corresponding status in the upper left of the window.



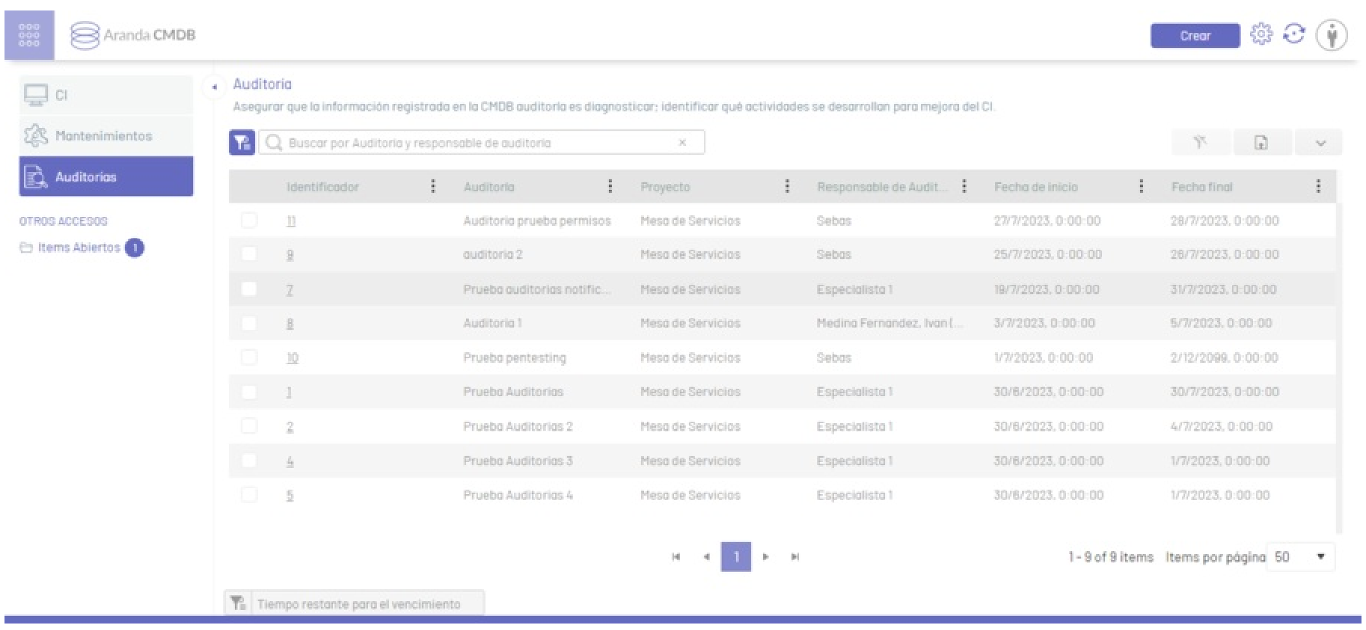
⚐ Note: The definition of states is done by means of the [CMDB States]() in the ASMS Admin Console.

3. When you finish editing the Maintenance, click the Save to confirm the changes made or on the Cancel to dismiss the change and keep the last saved information from Maintenance.

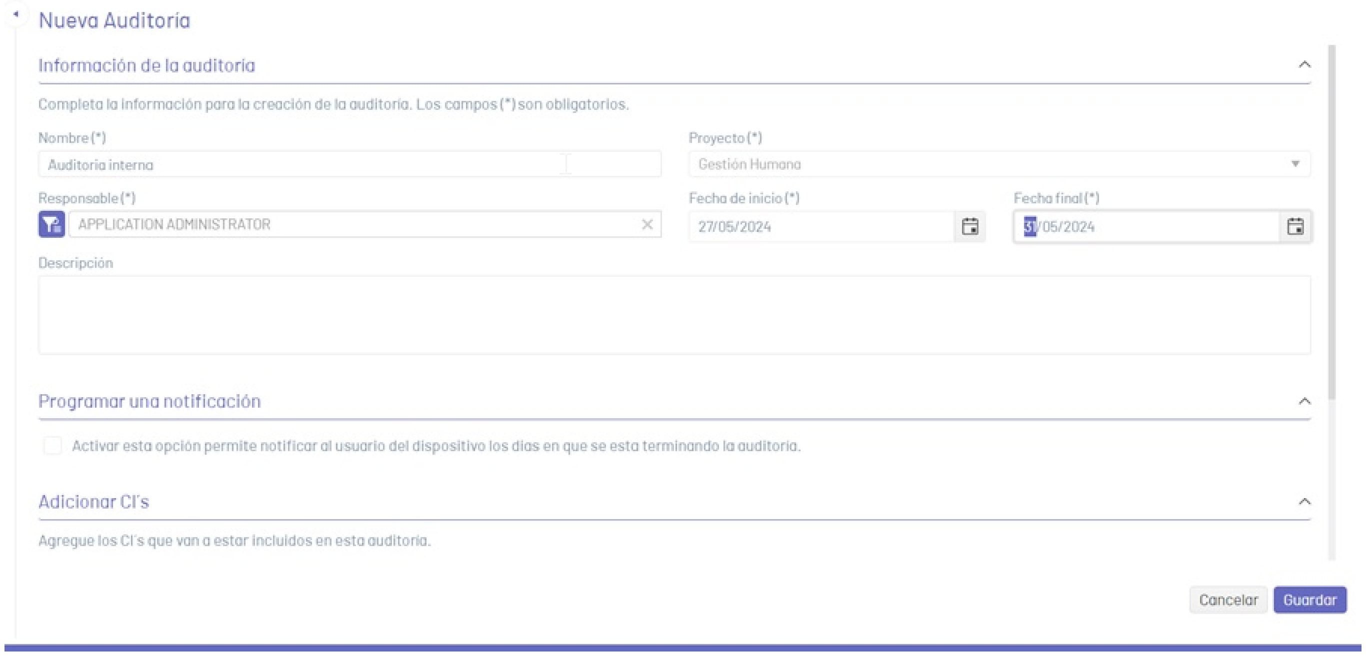
Management Audits

Creation of Audits

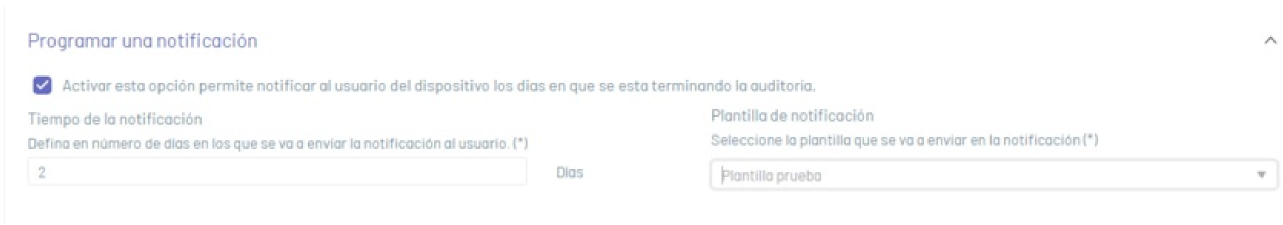
1. To configure audits for each of the assets, configuration items, and packages, log in to the CMDB console, select the Audits from the main menu and in the Header menu click the Create. In the information view, the New Audit.



2. In the window New Audit You will be able to fill in the required information. Select the project, the person in charge, and enter the basic information requested.



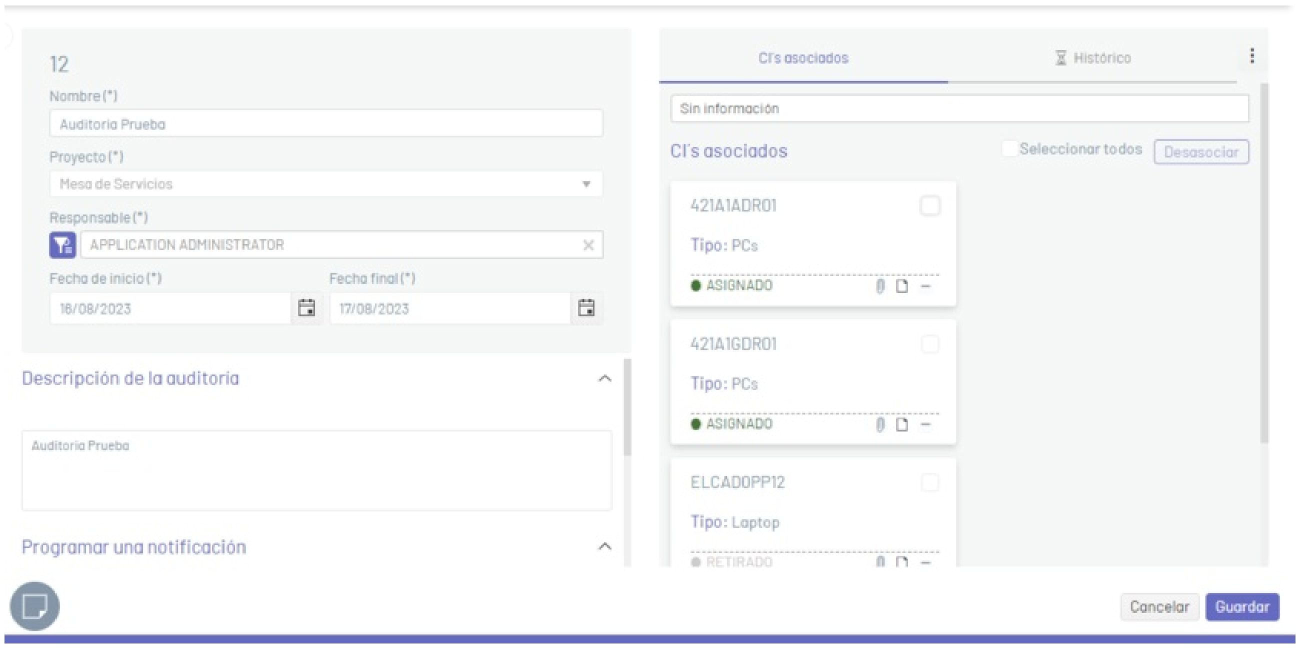
3. In the Schedule a Notification Check the box Activate If you want to generate an alert warning of the completion of the audit, define the time in which the notification is activated and select the template for the email that will be sent.



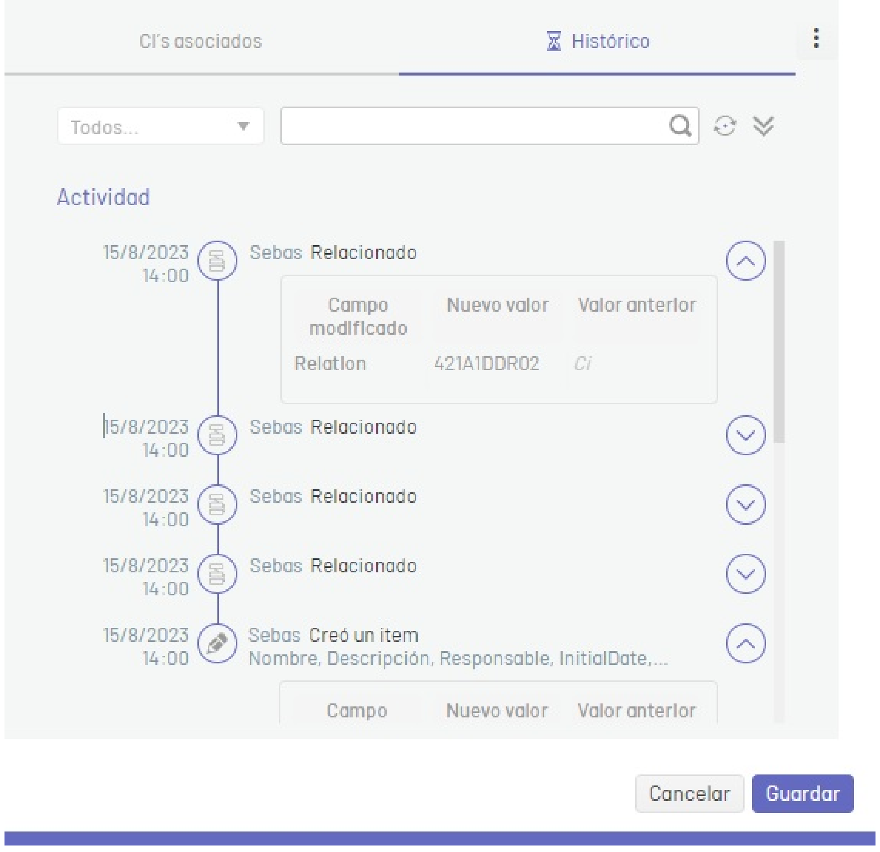
4. In the Adding CIs it will be able to make a query and select the CIS that will be related to the audit; After associating them, click on the Add.

5. When you finish setting up the audit, click on the Save to confirm the changes made. 6. By consulting the detail view of the new Audit, you will be able to view and manage the information in the tabs that are enabled as Associated CIs and Historical.

7. In the Audit detail view, select the Associated CIs, where you can manage the CIs associated with the audit.



8. In the Audit detail view, select the Historical, where you can view all the events that occurred with the audit.



Audit Consultation and Editing

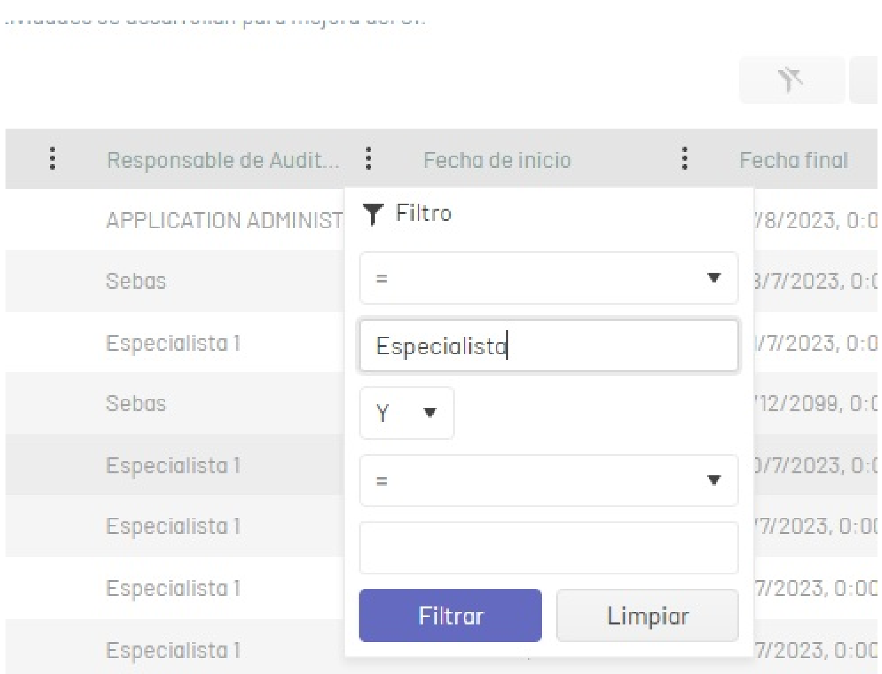
Check Audits

1. To view an audit, select an audit from the list available in the information view and click the record ID. The Audit Edit window is enabled.

2. Logged audit information can be filtered from the CMDB web console in several ways:

- Seeker : This field allows you to filter the information from the audits, searching by name.

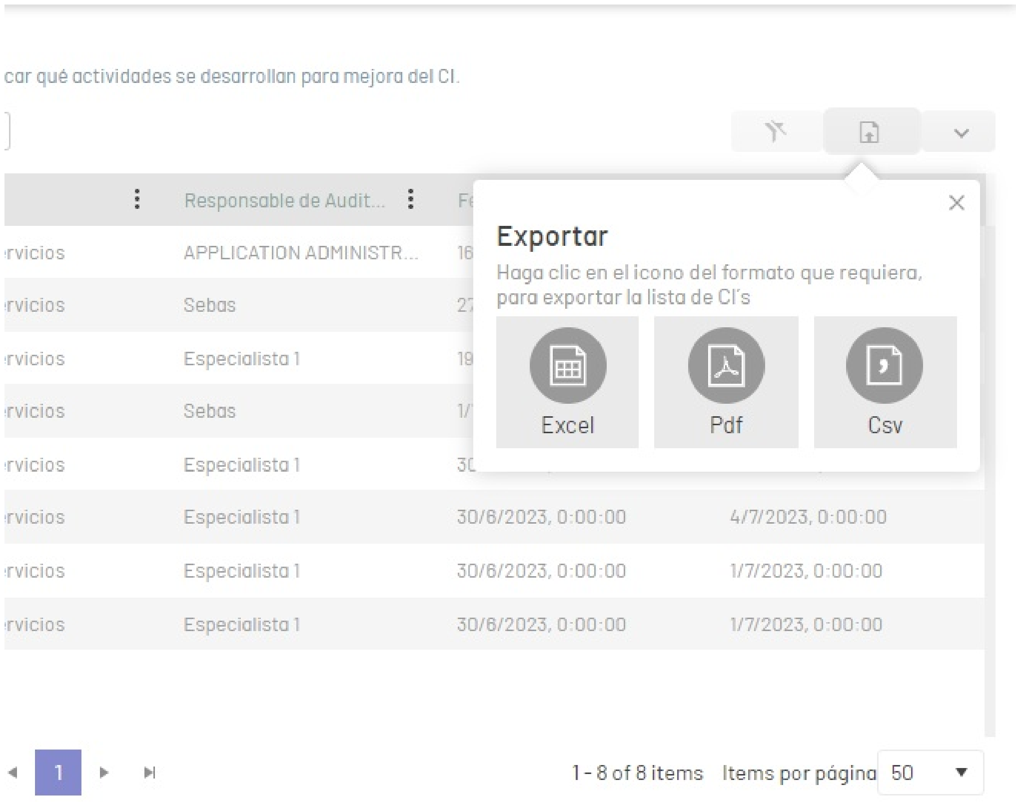
- Column filter : In the Audits information grouping criteria, select a column, and in the window that is enabled enter the search parameters and click the Filter. Note that you will be able to apply multiple filters at once for a more accurate search.



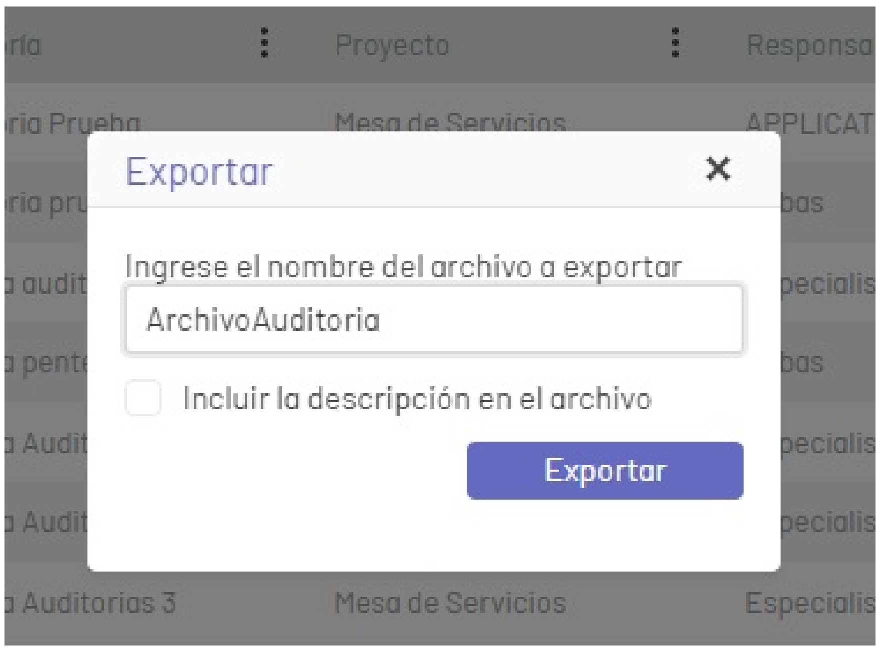
To remove the column filters applied to the Audits table, in the information view of the CMDB console, click the Clean.

Export Audits

1. To export the information from the audits, enter the CMDB web console, select the option Audits from the main menu. In the information view, click the Export; In the window that pops up, select the format in which you will export the data. The formats available for export (.xlsx, .pdf and .csv).

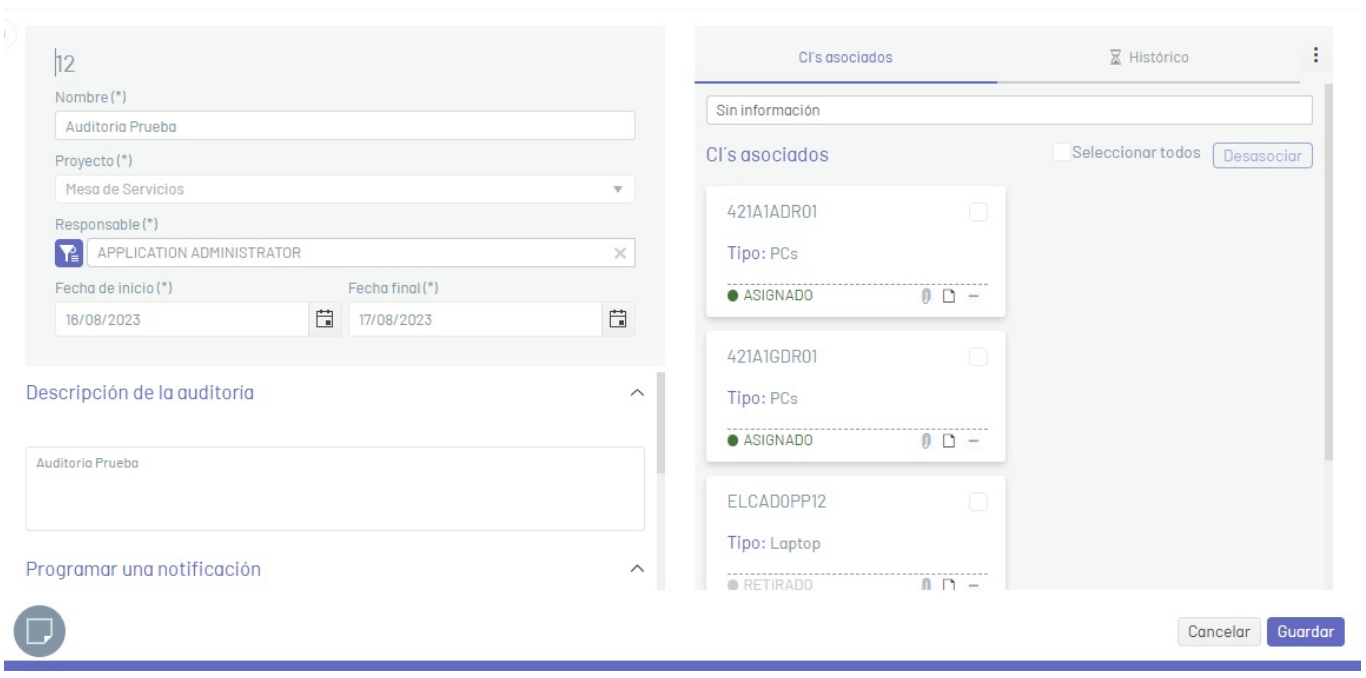


2. After selecting the format, enter the name of the file to be generated and click on the Export button. This will generate and download the corresponding file.



Edit Audits

1. To edit an audit, in the information view of the CMDB web console, select a record (identifier) from the existing Audit list and in the Audit Edit window modify the required information (fields).



2. When you finish editing the audit, click the Save to confirm the changes made or on the Cancel to dismiss the change and keep the last saved audit information.