

GLPI - Connect an external GLPI

Applies to: Medulla/GLPI
Medulla version: all
GLPI version: 10.0.x
Environment: On-Premise
Category: Medulla

Prerequisites

Before configuring the integration between Medulla and GLPI, ensure that the following items are available and properly configured.

Download the script here: https://dl.medulla-tech.io/ma/change_itsm_parameters.py

1. GLPI database access

Create a dedicated MySQL/MariaDB user for Medulla with the following permissions:

- Read-only (`READ ONLY`) or read/write as needed
- Access to the entire GLPI database

2. Network connectivity

Allow communication between the Medulla server and the GLPI database server:

- Port `3306` open (or a custom port depending on your configuration)

3. Creating a GLPI API user

Create a GLPI user dedicated to API calls with a name of your choice:

In GLPI under `Administration > Users`

- Type: standard user (username / password)
- Recommended profile:
 - `Read-Only` or `Super-Admin`
- Assignment:
 - Root entity

- Recursive mode enabled

Then generate a user API token (`user_token`)

4. Creating a GLPI API client

Create an API client named `MMC`.

In GLPI, go to `Configuration > General > API`

Then generate the application token (`app_token`)

5. Import SQL views into your GLPI database

In your GLPI database, you must import the file downloaded here:

<https://dl.medulla-tech.io/nc/glpi-100.sql>

Using the script

Help command

```
“ ./change_itsm_parameters.py --help
```

```
usage: change_itsm_parameters.py [-h] --url URL --db-host DB_HOST [--db-port DB_PORT] --db-name DB_NAME --db-user DB_USER --db-pass DB_PASS --api-url API_URL [--api-user API_USER] [--api-pass API_PASS] [--readonly READONLY] [--crypt-key CRYPT_KEY] [--inv-forward INV_FORWARD] [--inv-forward-url INV_FORWARD_URL] [--inv-plugin INV_PLUGIN] [--inv-agent INV_AGENT] [--inv-agent-disabled INV_AGENT_DISABLED]
```

Update ITSM parameters

options:

```
-h, --help display this help message and exit
--url URL ITSM provider URL
--db-host DB_HOST ITSM provider database host
--db-port DB_PORT ITSM provider database port
--db-name DB_NAME ITSM provider database name
--db-user DB_USER ITSM provider database user
--db-pass DB_PASS ITSM provider database password
--api-url API_URL ITSM provider API URL
```

```
--api-user API_USER ITSM provider API user
--api-pass API_PASS ITSM provider API password
--readonly READONLY Whether the ITSM provider database is read-only for
Medulla (optional)
--crypt-key CRYPT_KEY
          Decoded GLPI crypt key file - base64 /etc/glpi/gpicrypt.key
(optional)
--inv-forward INV_FORWARD
          Whether to forward inventory data to the ITSM provider (optional)
--inv-forward-url INV_FORWARD_URL
          URL to forward inventory data to (optional)
--inv-plugin INV_PLUGIN
          Inventory plugin to use - glpiinventory or fusioninventory
(optional)
--inv-agent INV_AGENT
          Inventory agent to use on the client machine - glpiagent or
fusioninventory (optional, required if --inv-forward is true)
--inv-agent-disabled INV_AGENT_DISABLED
          Whether to include the inventory agent in the Medulla agent
(optional)
```

Usage examples:

```
“ ./change_itsm_parameters.py \
  --url https://glpi.mon-domaine.fr/ \
  --db-host 10.10.0.101 \
  --db-port 3306 \
  --db-name GLPI \
  --db-user medulla_glpi \
  --db-pass yJxI40UzO8Jn7dd7K5Yaml \
  --api-url https://glpi.mon-domaine.fr/apirest.php/ \
  --api-user medulla_APIUSER \
  --api-pass fLN1Zomh877obPhk \
```

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