



# Support and Downloads



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# Support and Downloads

Pandora ITSM has a centralized Download environment, which allows the distribution of files and software releases to its customers and users. All Downloads items must belong to a Category, which may be related to a group. This allows access control of different users. Also, Downloads are categorized into Folders.

## Folders

The files for download are logically grouped into folders. To view the list use the menu Support → Downloads → Folders. From this section you can also create new folders with the Create button.

Although the term “Folders” is used, in reality the files for downloads are stored in the following directory:

```
/var/www/html/integria/attachment/downloads/
```

For this reason the file names must be unique even if they are grouped in different folders. For this case, in the [upload file dialog](#) you can change the name in order to be able to save them.

There is a special folder called Without folder that will appear only if you have made file storages without having specified a folder. These files can be edited and the logical folder to which they belong can be changed and once all these *orphaned* files are relocated, the special folder will disappear.

## Categories

Menu Support → Downloads → Download categories.

In this section you can view the download categories and create new categories using the Create button. The name of the new category is placed, if desired an icon is chosen and the save button is clicked again.

## Downloads

Menu Support → Downloads → Browse.

When accessing the Browse section, a list of the different Folders created will be displayed and within each one, information about the last update and the number of files to download that each one contains.

From this main view you can add files using the Upload files button and the form to select files will be displayed. Once the file(s) have been selected, the main category and folder where the new download will be hosted must be assigned.

The maximum size allowed for each file is 50 megabytes.

Among other data, the file for downloads will be able to:

- Be marked as Private work unit to be shown only to administrators.
- Be marked as Internal so that it is invisible to the creator of an issue or the people included in the additional email addresses in an issue.

To finish, click on the Upload all files button.

By clicking on any of the folders you will have access to the list of files to download with information such as description and category, and more data. In the Actions column you can edit or delete each file, you can also delete several files at the same time by selecting some or all of them and then clicking the Delete selected files button.

The deletion of files is irreversible.

## Access Management

Menu Support → Downloads → Manage access.

This section allows you to relate the download categories created with the different groups configured in the Pandora ITSM system.

In this way, a folder access control system is achieved, since an item belonging to a category is assigned a set of groups (one or more) that define the users that may or may not have access to that item.

To create a new relationship use the Create button, select a category and a group and press the button again.

By default the option of no category and any group is selected. It is necessary to verify that other options have been selected since it allows to save without confirming.

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