



Support and Downloads



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Support and Downloads

Pandora ITSM has a centralized Download environment, which enables file and software release distribution 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 see the list use the menu Support → Downloads → Folders. From this section you may also create new folders with the Create button.

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

```
/var/www/html/pandoraitsm/attachment/downloads/
```

For that reason the file names must be unique even if they are grouped in different folders. For this case, in the [upload file dialog](#) you may 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 made file storage without having specified a folder. These files may 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 may see the download categories and create new categories using the button Create. The name of the new category is entered, 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 may 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 folder, 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 may edit or delete each file, you may also delete several files at the same time by selecting some or all of them and then clicking the Delete selected files button.

File deletion 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 Pandora ITSM system.

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 click the button again.

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

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