



GLPI ANNUAL REPORT 2022

NEW RELEASES, PLUGINS, FEATURES AND MORE!

GLPI by  **teclib'**

2022 was a challenging year for everyone.

Meanwhile, we - the GLPI team at Teclib' (official editor) - are looking forward to 2023 and making plans (check our Roadmap!), we offer you the recap of the biggest news and events happening in 2022.

GLPI is a 100% free and open source software developed by Teclib' for management of IT and related workflows. Using just one tool you can run a help desk, control assets' park, track the expenses and team work with project management features.

Check our Roadmap:

<https://youtu.be/Nk4MyniYV14>



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1

GLPI v10: the biggest game changer

One of the most discussed and long-awaited releases was, of course, GLPI v10! GLPI v10 release was a game changer bringing complete interface redesign and native inventory.

Here is the short summary of new features:

We now support automatic inventory directly in GLPI.

A new REST API will be available (directly in the GLPI index) to receive inventory files in historical xml format or via the new json format. We therefore maintain compatibility with previous agents (it will just be necessary to reconfigure the server URLs of historical agents, or to set up a web proxy to redirect to the new URL).

**Read the blog post
"Native Inventory":**

<https://cutt.ly/00t6gnl/>



*Click to open the link

We now manage with this new format most of the GLPI inventory objects, such as telephones, applications, racks, etc.

This code now allows you to receive partial inventories. This consists of sending only part of the information related to the object concerned, and indicating to the server, with a key, to update only the data concerned. Transporting, processing, inserting and updating data is done significantly faster.



***Watch webinar by Alexandre Delaunay
"GLPI Native Inventory"**

<https://youtu.be/Nk4MyniYV14/>

*Click to open the link

TOTAL DOWNLOADS
on-premise:
299.109



Interested to try?

Start your demo on GLPI Network Cloud!

<https://glpi-network.cloud/>

*Click to open the link

No credit card needed, no commitment: create your account in 2 minutes with your email.



One of the biggest news of this version is a major overhaul of the interface and the user experience.

The latest redesign since version 0.90 was done in October 2015.

Based on tabler, Bootstrap 5 and Twig, it brings many visual changes.

- Vertical menu
- Button "Go to"
- Saved search panel
- Invisible search engine
- Dynamic loading of search results
- Multi-sorting of results
- Portfolio item sheet
- New palettes
- Redesign of ITIL objects
- Follow-ups
- Kanban for Helpdesk
- Twig variables in Helpdesk templates
- GLPI Agent Desktop / Server
- Android GLPI agent
- Advanced Tasks
- Refreshing GANTT views of projects
- Refreshment of reservations
- Rich text improvements

Read the blog post dedicated to the new GLPI interface:

<https://cutt.ly/90yuz5t/>

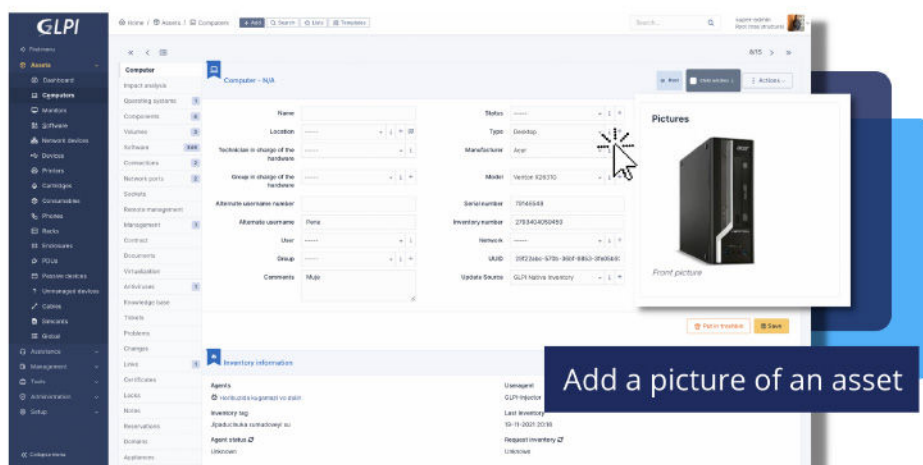


**Click to open the link*

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GLPI hot features: boost your business

In 2022 we were talking a lot about GLPI top features and how they can help your business. Let's take a look at the hottest ones!



Add a picture of assets to your inventory

Did you know that you can add a picture of your asset in GLPI?

Simply navigate to you asset > Model > click on the "i" icon and add the pictures.

You are all set!

Create reports with built-in GLPI dashboards

GLPI is are a great way to keep track of your Helpdesk and Inventory:

- Access pages directly from the dashboard
- Share dashboards in 1 click
- Use presentation mode for demonstration
- Add/edit/adjust as you want

New color palettes in GLPI v10!

You can select your color by clicking “Setup” > “General” > “Default Values” > “Color palette”.

Do not forget to logout/login to view the change!

GLPI Satisfaction Survey

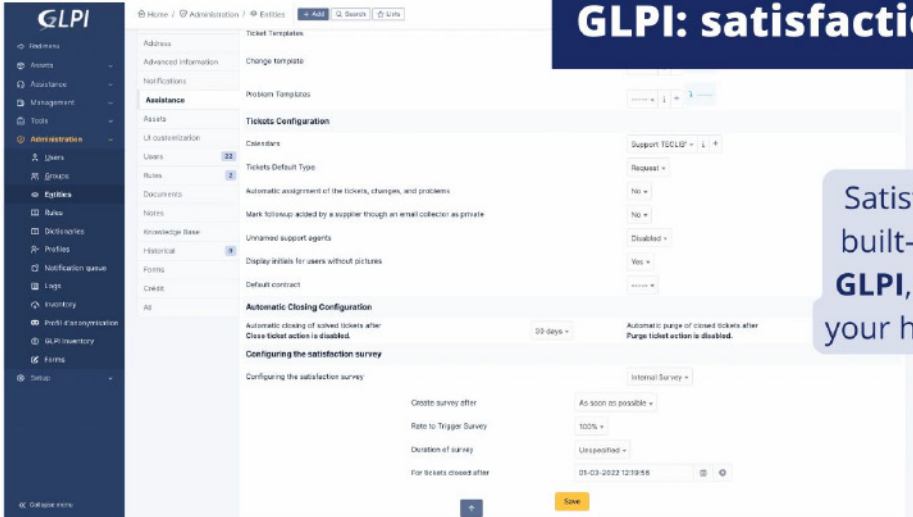
How-to measure your Helpdesk efficiency:

Go to >

1. Administration
2. Entities
3. Assistance
4. Configure the Satisfaction Survey

Want to use this GLPI build-in functionality now?

Create demo account in 2 min >> <https://glpi-project.org/>



The screenshot shows the GLPI web interface with the 'Administration' menu on the left. The main content area is titled 'GLPI: satisfaction survey' and displays the 'Configure the satisfaction survey' section. This section includes options for 'Create survey after', 'Rate to Trigger Survey', 'Duration of survey', and 'For tickets closed after'. There are also dropdown menus for 'As soon as possible', '100%', 'Unspecified', and a date/time picker set to '01-03-2022 12:19:55'. A 'Save' button is visible at the bottom right of the configuration area.

GLPI: satisfaction survey

Satisfaction survey is a built-in functionality of GLPI, use it to measure your helpdesk efficiency.

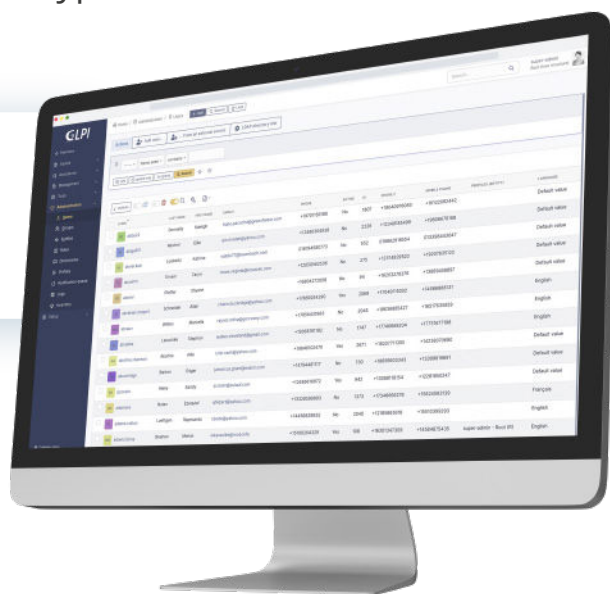
Discover Formcreator - one of the most used plugins for GLPI developed by Teclib

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Formcreator plugin for GLPI is a plugin which allows the creation of custom forms of easy access. Using Formcreator in GLPI you can offer your users alternative ways of ticket creation. All forms are completely translatable and a wide selection of field types is available.

Watch the video “Formcreator: translatable forms”:

<https://tinyurl.com/2p85pf8c>



The latest releases:

Formcreator 2.12.7 for GLPI v9.5.5 or later. Users of GLPI 10 must use Formcreator 2.13 or later:

<https://tinyurl.com/bdhhj4km>

Formcreator 2.13.3 for GLPI v10 or later:

<https://tinyurl.com/593esec6>

Help / Contribution needed

- Local updates: Some languages don't have a maintainer or are not up to date (a lot of untranslated content).

[Please contribute on Transifex.](#)

**Click to open the link*

- Documentation review and updates.

[Check here](#)

**Click to open the link*

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Important security information

New GLPI version 10.0.5 and GLPI 9.5.11 – bugfixes

Following the last releases of 10.0.4 and 9.5.10, an annoying issue has been detected in one of the security fixes provided.

The user is logged out when he tries to switch to another entity.

So, we release new versions to address the bug, you can download them on github:

9.5.11 version: <https://shorturl.at/bfoUW> 

*Click to open the links

10.0.5 version: <https://shorturl.at/cgINS> 

Important message about security (CVE-2022-35947, CVE-2022-35914)!

We published corrective versions on september 14, 2022:

9.5.9 version: <https://shorturl.at/astS1> 

*Click to open the links

10.0.3 version: <https://shorturl.at/gtAOX> 

These fix two critical security vulnerabilities: a SQL Injection (CVE-2022-35947) and a Remote Code Execution (CVE-2022-35914)

vulnerability in the third-party library, `htmlawed`), the latter has been massively exploited since October 3, 2022 to execute code on insecure servers, available on the internet, hosting GLPI (GLPI Network Cloud instances are not impacted).



If you are not on the latest version, you must update your instances according to the recommended method (from an empty folder, without overwriting existing GLPI files).

We noticed there is a scenario where the corrective versions can also be impacted: when a GLPI update has been performed, by unpacking the archive over the existing folders and files. We insist this way of updating GLPI is a bad practice and despite the current security problem, exposes you to bugs.

We invite you to correctly reinstall your GLPI as indicated in the documentation:

- from an empty folder
- copy the files from the archive of the latest version
- get your `config/` and `files/` directories from the old instance.

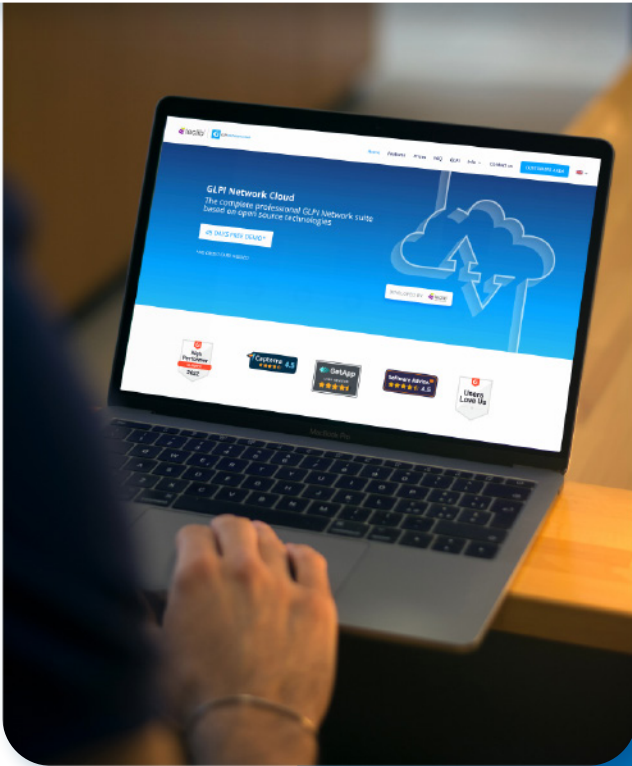
Workarounds to deal with RCE urgency (this does not fix SQL injection):

- delete the `vendor/htmlawed/htmlawed/htmLawedTest.php` file (be careful not to touch the `htmLawed.php` file which is legitimate).
- prevent web access to the `vendor/` folder by setting (in the case of Apache for example) an adequate `.htaccess`.

If your server has already been corrupted, you probably need to start from a new server, on which you will import your SQL dump and the folders mentioned above.

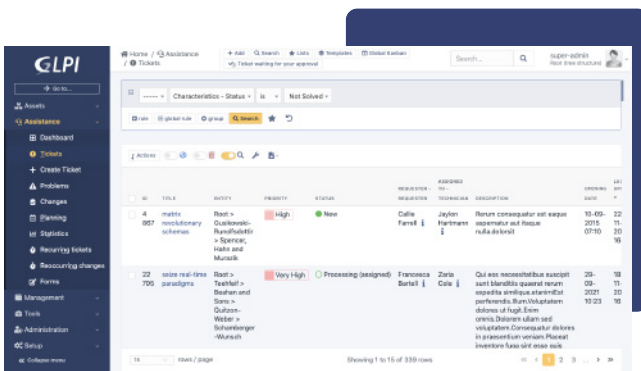
GLPI Network Cloud: new website and our offers

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GLPI Network Cloud is an open source SaaS platform developed by Teclib' for management of IT and related workflows. Using just one tool you can run a help-desk, control assets' park, track the expenses and team work with project management features.

Used in **186 countries in 47 languages** across the globe, GLPI Network Cloud offers the most advanced solutions for your business:

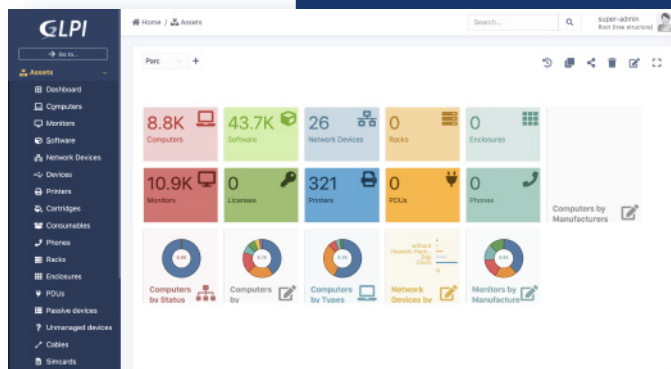


Helpdesk

- Organize your support easily with GLPI: manage
- Incidents/requests, create forms, define SLAs,
- Deliver the best experience to your customers.

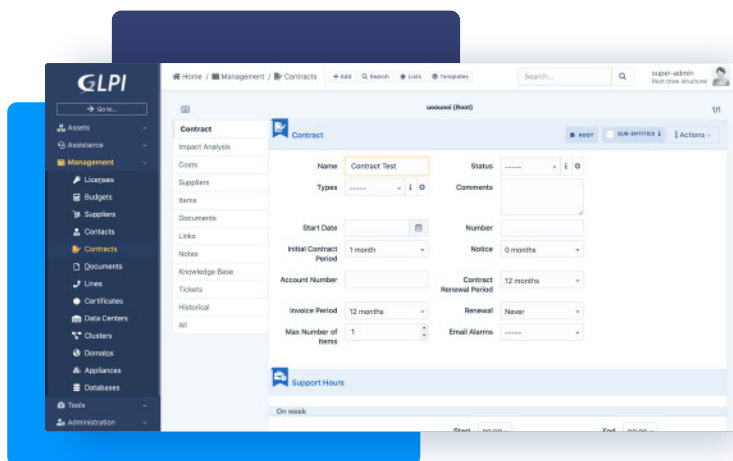
CMDB

- Manage hardware, software and data centers.
- Asset inventory to Helpdesk and get 360° control of your IT and business infrastructure.



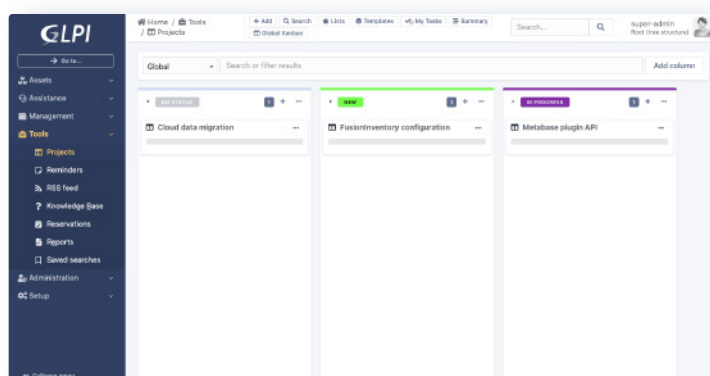
Financial Management

- Track your expenses, contracts and suppliers.
- Create new inventory objects, manage user database and make reports.

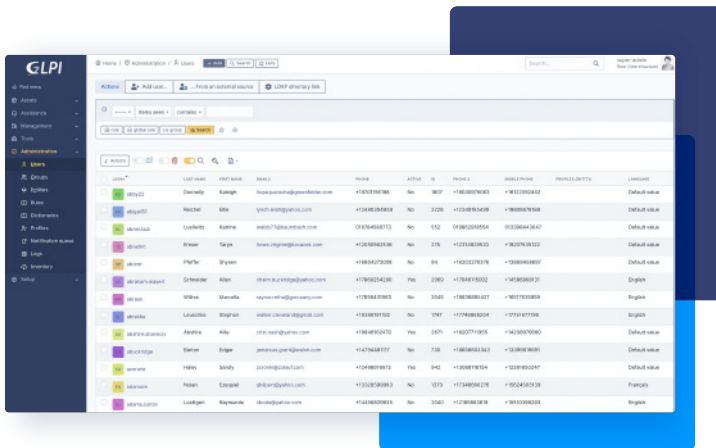


Project Management

- Manage projects with GLPI: assign tasks, add collaborators, set up deadlines.
- Create reports and explore Kanban boards to organize your team!



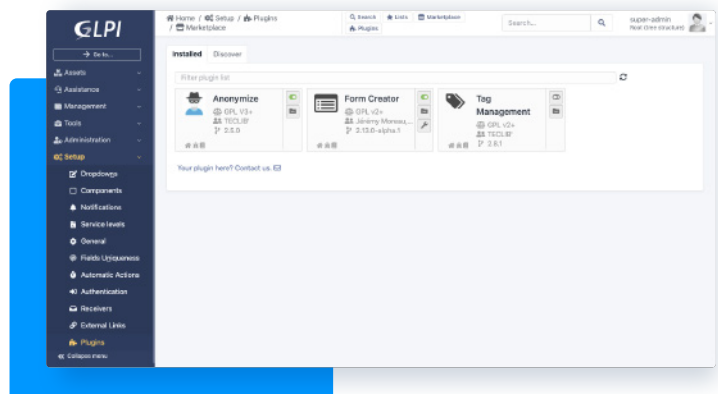
Administration



- Take control over users: define entities, create profiles and restrict access to information.
- With GLPI rules you can define roles of each member of the directory and setup workflow for Helpdesk and Inventory.

Configuration

- Customize GLPI: explore setup features to add logo of your brand, select the color palette and configure plugins.
- In this section you can also manage SLAs and notifications.



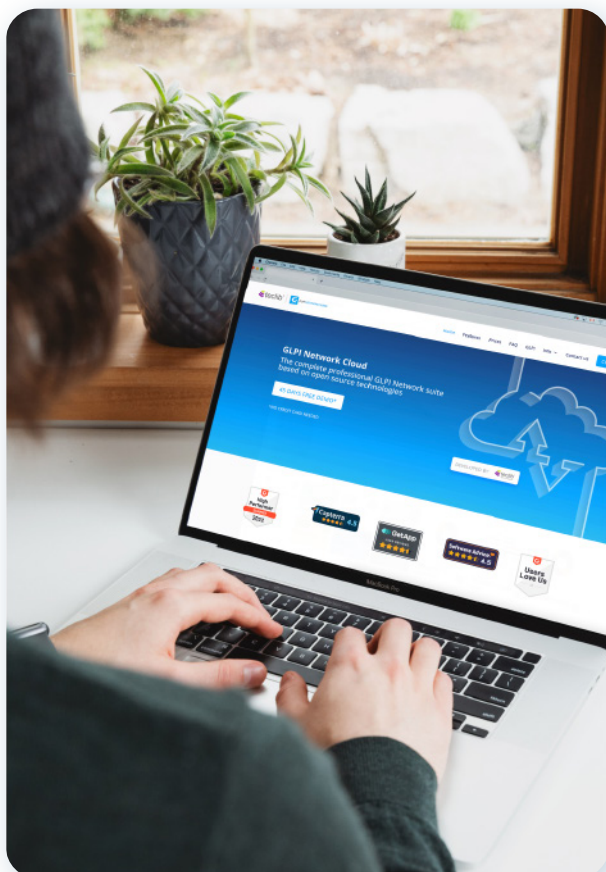
At Teclib', our goal was to develop a solution which would not require profound technical knowledge to use it. GLPI Network Cloud is built on the principle of "plug-n-play", once creating an account user is offered with a pre-installed environment they can start work with immediately.

Our package includes GLPI itself and several services like support (bugfixes), backups, updates, exclusive plugins and free data migration from on-premises. The subscription is based on monthly payments and can be cancelled any time (we can also provide yearly payments if needed).

Thanks to the scalability of our solution it can be used by businesses of any size (it does not matter if you manage a few or thousands of assets, if you have a small team or hundreds of employees, GLPI Network Cloud can fit any requirements and business demands). For large accounts we suggest our private cloud offer, which can be tailored for specific needs.

To start working with GLPI Network Cloud is very easy - we only require your email to create an account. Once an account is created, you can login and start customising your instance (setting up assets inventory, helpdesk, profiles and business rules, uploading or creating user database, branding the instance according to your corporate guidelines, etc.)

Join thousands of our customers (we work with retail, public and educational institutions, government, industrial, service providers and many more) today - start your free trial to test GLPI Network Cloud yourself!



In addition, new website exclusively for GLPI Network Cloud has been released

You can go through:

- Features
- Prices
- FAQs
- Status information
- Customer area and more!

Discover it now

<https://glpi-network.cloud/>



**Click to open the link*

GLPI CLOUD OFFERS	PUBLIC CLOUD	PRIVATE BASIC	PRIVATE ADVANCED
Price/per user with Standard interface/per month	19 euros	21 euros	21 euros
Minimum users required*	1	25	100
Storage	5GB	50GB	100GB
Services included:			
Last major GLPI version	✓	✓	✓
*Free data migration from on-premise			
Support L.3 unlimited	✓	✓	✓
Backups	✓	✓	✓
Updates	✓	✓	✓
24 exclusive plugins	✓	✓	✓
VPN tunnel (Linux Strongswan IPSEC compatible)*		✓	✓
A read-only connection to the MySQL database		✓	✓
Filtering of IPs that can access the instance.		✓	✓
Full database backup once a day		✓	✓
Incremental database backups & file backups (GLPI attachments): every hour.		✓	✓
Real-time file and database replication on 3 separate geographic sites with 2 different suppliers			✓
Annual availability rate: 99.9%			✓
Recovery Point Objective (maximum allowed data loss): no loss			✓
Recovery Time Objective (maximum allowed interruption duration): 30 minutes			✓

1* If you have less than required number of users, your invoice will still be for the required minimum (e.g. if you are interested in GLPI Private Basic offer, but you have 10 users with Standard interface, your invoice will be for 25 users).

2*The price indicated is the price for customers outside of France. If you are located in France, the tax of 20% will be added.

Interested to try? Start your demo on GLPI Network Cloud!

<https://glpi-network.cloud/>

No credit card needed, no commitment: create your account in 2 minutes with your email



*Click to open the link

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GLPI partnership program: join now!

GLPI official partners are a crucial element of the GLPI network. Are you looking for professional support, consultations and configuration assistance?

Contact our partners! We have 41 GLPI official partners all over the world.



Where are our partners?

- Europe
- LATAM
- Africa
- North America
- Caribbean region
- Middle East
- Asia-Pacific

Platinum Partners



Visit their website
<https://www.eoris.fr/>

Eoris is a French company located in Lyon and founded by 3 friends. Our goal is to support companies and public organizations in the management of their Information System. The main idea is to offer advice, service and a new approach in the computing world. Our background had led us to found Eoris. We have focused our researches and developments around the Open Source, convinced that today's these type of tools offer more than an alternative to proprietary software.



Visit their website
<https://itsm-factory.com/>

ITSM Factory supports you in your process of continuous improvement of the quality of your services while respecting your business and regulatory constraints. Our Experts master the standards of good practice such as ITIL and the standards applicable to IT (ISO 20000, 27001, etc.). They will give you the keys to simplify the daily management of your IT services. Our GLPI Consultants support you at each stage of your project; from auditing to training your users while going through integration and specific development.

Check all of our partners

<https://glpi-project.org/partners/>



*Click to open the link

Gold Partners



Visit their website

<https://infotel.com/>

Infotel - GLPI Expert Company since 2006, Infotel has a savoir-faire on all phases of a project. We provide IT system audits, consulting and expertise, setup and integration of software and solutions. Infotel also offers specific plugin development, training and technical support.



Visit their website

<https://www.axess.fr/>

Axess StarXpert - With more than 600 customers, Axess StarXpert is the leading integrator of OpenSource solutions for collaboration and dematerialization.

To enjoy the benefits of GLPI and Fusion Inventory software with complete peace of mind, StarXpert offers a wide range of integration and support services for administrators and / or developers.



Visit their website

<https://www.it-gouvernance.fr/>

IT Governance is an IT Services and Consulting company, specialized in governance and organization of Information System.



Visit their website

<https://tic.gal/en/>

TICgal integrates open source and proprietary solutions in order to get the best of both worlds. We work with the GLPi solution since 2008, offering the expertise, knowledge and effort to meet your business needs and to help you optimize your IT system and infrastructure.



Visit their website

<https://www.omnicom.digital/en/homepage/>

OMNICOM provides professional service in the field of educating and consulting, with the use of world-recognised methods, standards, and best practices.

Our scope of services is based on holistic approach covering Governance, Processes, Tools and People. Through combination of expertise in areas like ITSM, DevOps, Agile, Lean, Digital transformation and open source tools, we are delivering high value services to our customers.

Silver Partners

Check our Silver partners on <https://glpi-project.org/partners>

Want to become a partner? Visit our dedicated page:

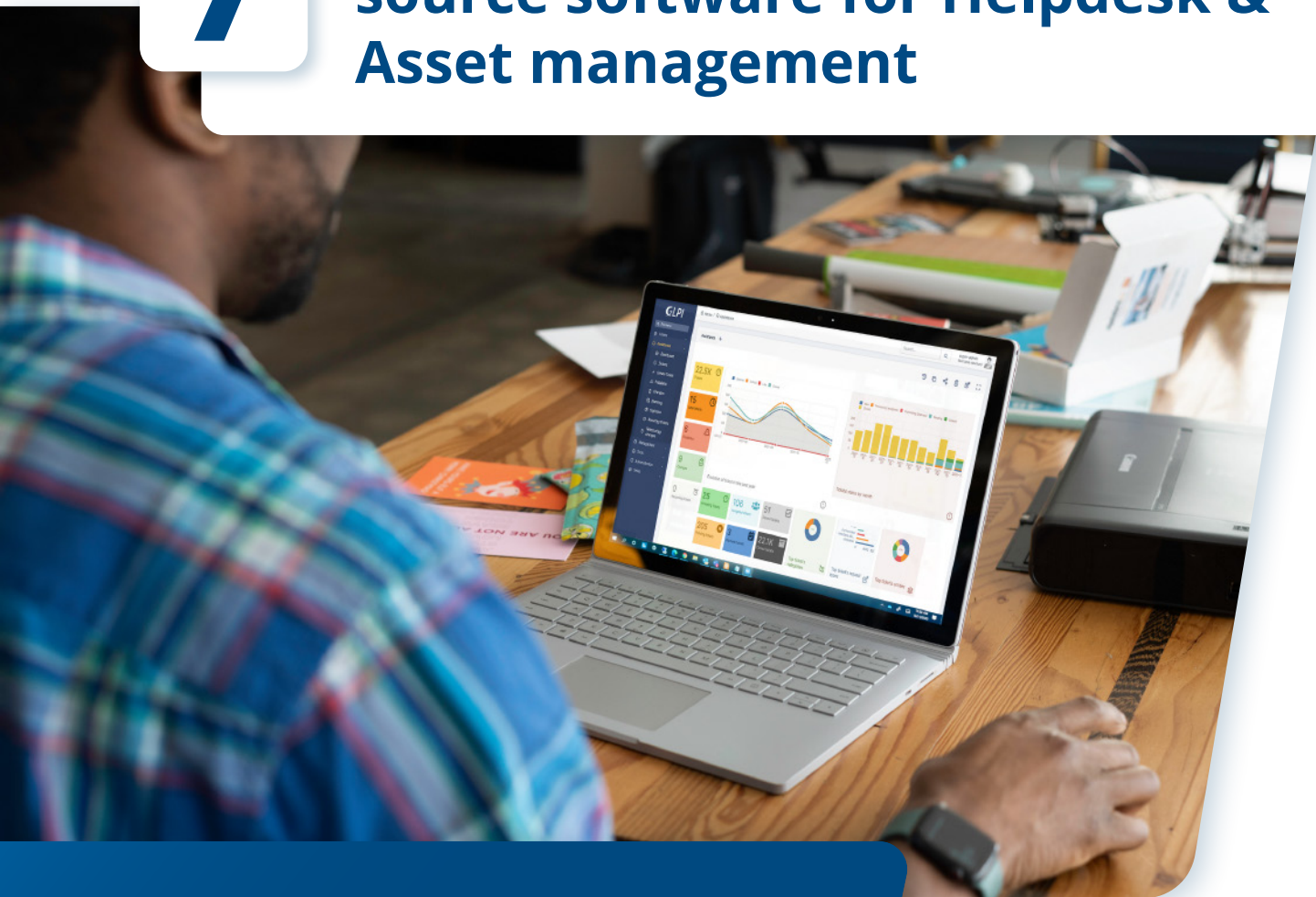
<https://glpi-project.org/partnership-program/>



*Click to open the link

7

GLPI users reviews: top open source software for Helpdesk & Asset management



GLPI is one of the most complete open-source ITSM softwares. We are proud to be chosen as a tool to accelerate your business! Read the real experience directly from GLPI users!



Telefónica Colombia

The challenge: *"Manage more than 10,000 assets and CMDB".*

The GLPI solution:

"GLPI has been the most complete open source alternative that we found on the market, since the tool (out of the box) has multiple functionalities as well as being adjustable and parameterizable to adjust it to our needs."

We would like to thank our partner in Colombia - Imagunet



NEOCOS Laboratorios

Alejandro Rodríguez Girbés, IT Manager:

"I've been using GLPI for about 5 years. We implemented it in the company and it is a tool that, being free, is very easy to present to management and learn to use"

"I have always used it to inventory my entire computer park and for ticketing, in addition, the ticketing part is also associated with the internal management of recurring cases"

"Now with this version 10 I am also keeping track of the terminals that I did not do before and now it is very simple, also the management of contracts, budgets and projects. I think I use all or almost all! It is very comfortable for me!"



Drogaria Retiro, is a GLPI customer since 2018

The challenge: *"Get the control of the tickets".*

The GLPI solution:

"Now we can manage our own problems, providing for our customer the forms created on the platform and help them to fix their problems, by local or by remote access. My GLPI experience has been so much productive, associated with the plugins Formcreator and Behavior, we can now have a better view of the issues in our Company. With some time spend in the knowledge of plugins work, we customize totally for our use.."

>> Italo Menezes, IT Analyst



Mairie de St Gaudens, membre GLPI depuis 2010

The challenge: *"Helpdesk, problem/change management and knowledge base management".*

The GLPI solution:

"I can justify all the actions and the time used during my days with my hierarchy...We use GLPI to create intervention tickets and as a knowledge base."

JP Cazalé, System Administrator





Groupe Hospitalier Grand Paris Nord Est, membre GLPI depuis 2009

The challenge: *"Incident management with escalation and traceability, incident statistics and volume, fleet inventory, change request management and interface with users".*

The GLPI solution:

"Very effective tool in the management of IT media and fleet inventories. The service catalog is great and allows you to adapt the forms to your needs and your business"

Zehair B., Infrastructure Project Manager

*Click to open the link

Read all reviews here:

<https://glpi-project.org/success-cases/>



GLPI trainings: exclusive sessions in Paris!

8

Limited number of spots is available in 2023!

In 2022, we have started to organize exclusive GLPI trainings for everyone who wants to manage GLPI as a pro! Training is held in Paris and offered in French language.

5 days training program:

- Reminder of some good IT practices: Asset Management and User Assistance
- GLPI: prerequisites, installation, update.
- Ergonomic elements.
- Authentication modules: Local accounts and interconnection with an Active Directory.
- The entities.
- Profiles.
- Manual fleet management.
- User support.
- Exploitation.
- Plugins.
- Advanced functional administration of user assistance.
- Advanced fleet management.
- Presentation of the GLPI Network Offer



Price: €2,500
excluding tax / participant

The goal is to share our knowledge and know-how with as many of you as possible. We put dynamism and professionalism into it so that our participants are as satisfied as possible!

Register now here:

<https://forms.gle/PwS8kYEMakUeqcc16>



Contact us by email

contact@teclib.com

**Click to open the link*

Reviews from the participants of the October session:

"The training is clear, the flow is logical and perfectly understandable. Manipulations allow you to work on specific points"

Testimony of Laurie R.,
System Administrator

97%

Are satisfied with the organization!

92%

Consider the training useful!

90%

Are very satisfied with the teaching methods!

"Learning best practices, complete review of all options/possibilities. Expert and pleasant trainer, answers to all questions even outside GLPI"

Testimony of William B.,
Responsible for Service
and IT

100%

Consider the training excellent!

9

Teclib' Day: meet the team!

Teclib Day was celebrated twice in the year, May and September!

On May 13th and September 30th all Teclib Group employees gathered together at the picturesque Le Tronchay farm (where one of the offices is located) to celebrate all the work that has been done during the year and discuss future plans.



Our colleagues travelled from different parts of Europe, Latin America and France to spend some time on-site for face-to-face conversations, exchange the ideas, talk about the completed projects and challenges we have faced.

Teclib' Day brings up the great importance of team meetings which allows us to forge ties, meet new people and develop expertise.

Read our blogs to know more:

- <https://glpi-project.org/teclib-semi-annual-corporate-reunion/>
- <https://glpi-project.org/teclib-day-cheerful-reunion/>

*Click to open the links



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Visit our websites:

<https://glpi-network.cloud/>

<https://glpi10.com/>

<https://glpi-project.org/>