ISM-EPM Integration

About

This document describes in technical terms the steps necessary to install the EPM Integration with Connector and make it operational.

Definitions, acronyms, and abbreviations

Term	definitions
ISM	Ivanti Service Manager
EPM/IEM	Ivanti Endpoint Manager
Administrator	This is anyone from the client that has been given administrative rights in the Ivanti Service Manager.
SDA	Service Desk Analyst, this is anyone from the client that has been given service desk analyst rights in the Ivanti Service Manager

Steps to configure the Integration:

Overview:

EPM Integration enables the Self-Service user to request for a software installation on a particular device. Through the integration, an ISM administrator can configure, manage approval process for software packages, monitoring the software installation requests. Installation of this integration is supported and compatible in the ISM 2017.3.

Roles, Features, and Packages

Roles

The following ISM user roles participate in the EPM integration ver1.0:
- Administrator
- Self Service Mobile
- Service Desk Analyst

Features

The following are the features enabled in the EPM integration ver1.0:
- Software Packages Management
- Software Installation Request
- Approval Process for Software Installation Request

Packages

The following ISM package must be imported into the Ivanti Service Management prior to configuring the EPM Integration.
- EPMIntegration.Metdatapackage

Prerequisites:

1.LDAP Import:

Ivanti Service Manager supports the use of LDAP, including Active Directory as well as other LDAP servers that implement LDAP. Configure and synchronize employee profiles from your LDAP Active Directory server to the Ivanti Service Manager Employee business object.

The Data Import Wizard imports users from selected nodes in a directory server, allowing for attribute mapping. It also maps profiles to linked business objects such as managers and organizational units.

This must be performed by the Ivant Service Manager prior to installation of the software. You can use the wizard to perform manual and scheduled synchronizations.

See Import and Synchronize employee profiles from LDAP to the Ivanti Service Manager

2. EPM Connector:

EPM connector enables the Ivanti Service Manager to import CI information from the EPM database.

See Setting Up a Data Import Connection

Configuration:

Configuration for the status update

Tenant **API key** and the **Trusted IP** addresses is a vital part of the integration. It uniquely identifies an ISM tenant.

See Security Features When Using External Messages

EPM Configuration

1. Login as Administrator
2. Click More and search for the EPM Configuration workspace
3. The EPM configuration workspace would be displayed with default values.

4. Update the configuration details in EPM Server Configuration tab.
    1. **Base Address**: Enter the base URL to access the EPM Server.
    2. **Username**: Enter the Username that is used to access the EPM Server.
    3. **Password**: Enter the Password that is used to access the EPM Server.
    4. **Client Id**: Enter the Client Id that is used to access the EPM Server.
    5. **Client Secret Key**: Enter the Secret Key that is used to access the EPM Server.
5. Update the configuration details in ISM Server Configuration tab.
    1. **ISM Status Update URL**: Enter the base URL of the ISM inbound web service to accept the external messages. Ex: *https://ISMBaseUrl/TenantID*
    2. **Current API Key**: Enter the API key that is generated in the ISM. You can find this key in the **Configuration** Console by going to **Security Controls** > **API Keys**.
6. Click Save. The configuration details would be saved.

ISM Status Configuration

In this section, we need to update the Service URL which enables EPM Server to send the status update to the ISM for further processing. See For more information

- Enter the base URL of the ISM inbound web service to accept the external messages. *https://ISMBaseUrl/TenantID*

EPM Software Packages

1. Open the EPM Software Packages Workspace
2. Click on the Refresh button.
3. Configuring the approval process for Software Package.
    1. Package Name
    2. Approval Required
    3. Software Approver
    4. License Approval Required
    5. License Approver
    6. Description

Software Installation Request

The Service Catalog lists request offerings, such as requests for software, computers, or email.
- Users see all products and services available to them, grouped by category, within the Service Catalog.
- Users can track the progress through the lifecycle. Approvers will authorize the request if necessary.

Request for Software Installation.
1. Open the Service Catalog workspace.
2. Click the Software Installation Request under IT Services > PC Desktops and Laptops category.
    1. Select the Computer from the list.
3. Select the software package which user wants to request for an installation.
4. Click **Submit** to submit the request.

- The request is automatically added to your **My Items** list, and the progress bar appears.

See Working with the Service Catalog

Viewing the EPM Request

1. Open the EPM Request Workspace
2. The EPM Request workspace would be displayed with all the request with the status.

Manual Uninstallation of Software Package

Steps:
- Browse the directory "C:\Program Files (x86)\LANDesk\LDClient\sdmcache\landesk\files"
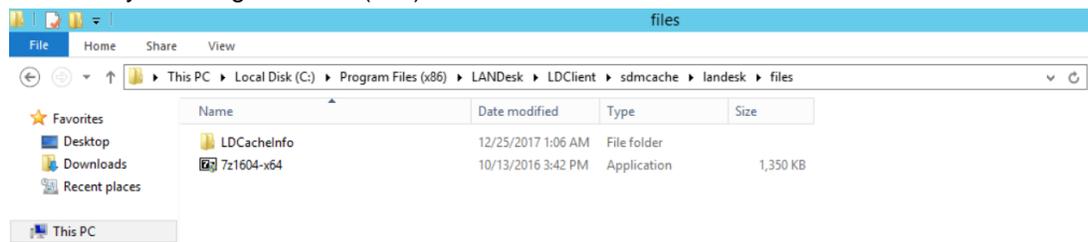
- Delete the file "7z1604-x64" manually.
- Browse into directory "C:\Program Files (x86)\LANDesk\LDClient\sdmcache\landesk\files\LDCacheInfo"
- Delete the info file "7z1604-x64.exe.info"
- Manually uninstall the 7z application from "Programs and Features".

Troubleshooting

To view if the job is running as scheduled or to view if the job run:

Viewing the Integration Log

To view the details of the processed job, you can view the Integration Log workspace.
1. Log in to the Cloud Service User application in the Administrator role.
2. Open the Integration Log workspace.
3. To open the workspace, click the and select More > Integration Log.
4. From the Integration Log workspace, view the information in the columns for the list of logs or open a record to view details.

The following information is available:

Log Type - Shows three log types:

- Queued: Indicates that the source ID from EPM has been queued in the inventory management asset data processor.
- Verified: Indicates that the source ID from EPM has been successfully created in the Ivanti Service Manager database.
- Stats: Shows the statistics about the number of rows processed.
- Source ID - EPM root table key (Computer) shown on the Object Mapping page of the wizard.
- Target ID - Asset ID that is derived from the asset identifier mapping function on the Field Mapping page of the wizard.
- Start Time - Time when the job should run.
- End Time - If applicable, the time by which the job should end.
- Total Processed - Total number of records processed. If there are no new mappings added, there will probably be no records processed.
- Message - Informational message, which varies according to the log type. While the job is being processed, you can view it from the Integration Queue workspace.

Viewing the Integration Queue

While the job is being processed, you can view the record from the Integration Queue workspace.

After the job is processed, the record will not be available from the Integration Queue workspace. You can then view it from the Integration Log workspace.

Log in to the Cloud Service User application in the Administrator role.

1. Open the **Integration Queue**
2. To open the workspace, click the and select More > Integration Queue.
    1. The workspace will be empty when there are no records to process.
    2. When the record appears in the Queued Status in the Integration Log workspace, then the record appears while it is being processed in the Integration Queue workspace.