

Configuring the Ivanti Service Desk data model for Xtraction

Follow these instructions to configure your Ivanti Service Desk data model for use with Xtraction.

To configure the Ivanti Service Desk connection

1. Create a read-only user to the Ivanti Service Desk database.
2. Copy the provided Ivanti Service Desk data model file to the Data\Configuration directory, located by default at:
C:\Program Files (x86)\Xtraction Software\Xtraction\Data\Configuration
3. On the Xtraction server, open the **Xtraction Data Model Editor** program (located by default in the Xtraction\Tools directory).
 - Click **File > Open** or **Ctrl-O** to open the data model file mentioned above.
4. If you have an existing DataModel.dat file that you've already configured, and want to preserve the existing connections, you'll need to merge the provided Ivanti Service Desk data model into DataModel.dat file using **Copy Objects**. You'll need an **Enterprise** license to complete this step:
 - Click **Tools > Copy Objects**.
 - Right-click under **Copy Source**, and select **Load External Data Model**.
 - Select the database from **Data Sources**, and drag it to the **Current Data Model** directory.
 - Click **Yes** to confirm that you want to copy the data model from the external source to the current data model.

If you're not replacing an existing DataModel.dat file, just rename the existing file to be the DataModel.dat file using **File > Save As** or **Shift-Ctrl-S** once you're done configuring.

5. Enter the connection details for the Ivanti Service Desk data model database:
 - Click **Tools > Connection String Editor**.
 - Click the **Connection** column next to the Ivanti Service Desk data source.
 - Click the ellipsis (...) for the connection and enter the connection string properties for the Ivanti Service Desk data source.
 - Click the **Test** button to validate that the connection can be made.
6. Update the Xtraction URLs:
 - Click **Tools > URL Editor**.
 - Use **Find & Replace** to change references of <LANDESK_SDSERVER> to the URL for your Ivanti Service Desk installation.
7. Be sure to save your updated DataModel.dat file by selecting **File > Save** or **Ctrl-S**. The file must be named **DataModel.dat**. If renaming, use **Save As**.

For more details on using the data model editor, see the **Xtraction Data Model Editor Guide** on the Ivanti user community website.

OOTB dashboards

This data model package also contains sample Out-Of-The-Box (OOTB) dashboards in a ZIP file. Do not unzip this file.

To load the sample OOTB dashboards

1. Run the **Xtraction Settings** program.
2. Click the **Features** tab. Click the ellipsis (...) in the **Import Out of the Box Content** section, then select the ZIP file.
3. You can toggle between **Overwrite existing OOTB dashboards** or **Append to any existing OOTB dashboards**. Click **Import** to apply these dashboards to the database. Updating the database may take a little time.