

Installing the Lansweeper Integration App

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Description: Walk thru of installing the 4me Lansweeper integration within a 4me account.

Instructions: To install the Lansweeper integration app in a 4me account perform the following steps:

Login to Lansweeper and register a new application

1. Login to <https://app.lansweeper.com> 
2. If you have more than one Lansweeper site available to your login select the Lansweeper site you wish to have 4me integrate with.
3. Select your Lansweeper profile via your Avatar in the bottom left of the UI.
4. Select Developer Tools then All applications
5. Select Add new application
6. Populate the Application Name for this new application
7. Populate the Callback URL of the new application as `http://example.com` ****Note:** this is a


temporary callback URL and will be updated once the Lansweeper application has been added to your 4me account. The new callback URL is unique for each integration and is generated by 4me once the Lansweeper credentials have been added in the next steps.

8. Select the **Add Application** button to save the new application which will also download a text file that will contain the Lansweeper `clientid` and `client_secret` to be entered into 4me in the next steps.

Login to 4me and add the Lansweeper App

1. Select Account Settings then the Apps console
2. Select the new Lansweeper App and then the **ADD** action to add the app to your 4me account
3. In the Lansweeper dialog populate the `clientid` and `client_secret` from step #6 above when registering the new application in Lansweeper's site.
4. Save the new 4me Lansweeper App, once saved the 4me Lansweeper App will enter a disabled state
5. Select the 4me Lansweeper App then copy the newly generated Callback URL value.

Return to Lansweeper and update the app with the new Callback URL.

1. Login to <https://app.lansweeper.com> 
2. If you have more than one Lansweeper site available to your login select the Lansweeper site you wish to have 4me integrate with.

3. Select your Lansweeper profile via your Avatar in the bottom left of the UI.
4. Select Developer Tools then All applications
5. Edit the application created earlier.
6. Updated the Callback URL from `http://example.com` to the new unique value generated and copied in Step 5 while adding the 4me Lansweeper app.
7. Select **Save and Exit** to save the new callback URL.
8. Edit the application a 2nd time then select the **Authorize `action`** then grant access to the correct Lansweeper site to be used with this application.

Return to 4me and review the Lansweeper App status, it should now be enabled and have an integration Start timestamp. At this point the integration is in progress and once a Stop timestamp and duration are populated the import will have completed and the Lansweeper assets will have been created as new configuration items.

4me Records Created by the Lansweeper Integration:

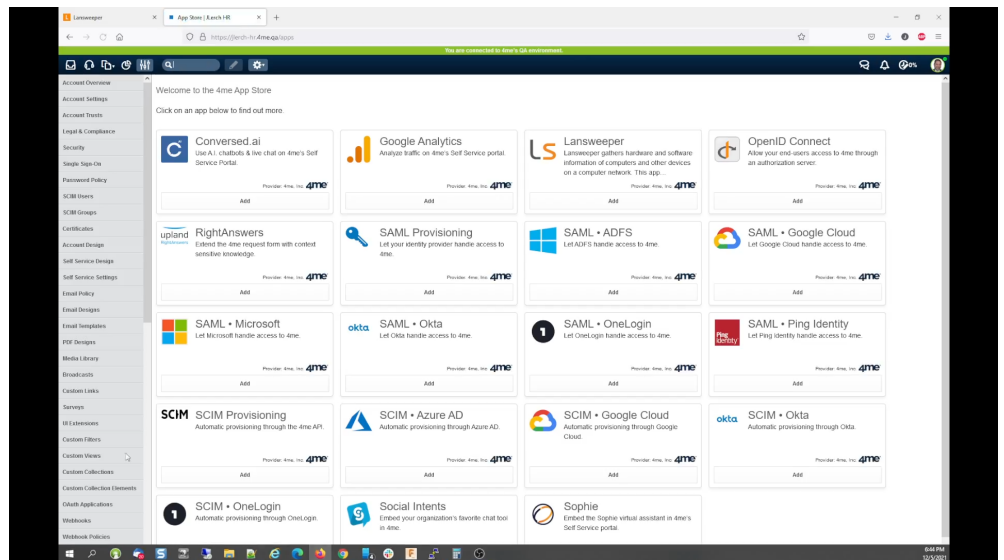
- A 4me CI record for each imported Lansweeper Asset.
 - *By default only networked assets are imported.*
 - *Lansweeper location records are not imported*
- A relationship between each imported CI and a 4me Product record. If the correct 4me Product

record does not exist the integration will create the product record.

- A relationship between each 4me Product records the integration creates and a 4me Product Category. If the correct 4me Product Category does not exist the integration will create the product Category.
- A relationship between the imported CI and a 4me Person record.
 - The Lansweeper integration will not create 4me person records, only CI relationships with existing 4me person record if a match is found.
 - The Lansweeper API provides only the user login name related to each Lansweeper asset.
 - The integration will search 4me person records for a matching value using the following four fields of a 4me person record:
 - Support ID
 - Authentication ID
 - Employee ID
 - Source ID
- A relationship between the imported CI and a 4me Software CI record.
 - The Lansweeper integration will not create 4me software CI records, only CI relationships with existing software CI records if a match is found.
 - The integration will search for each Lansweeper Software inventory title by

matching the 4me Software CI records by their Name or Alternative name fields.

Example walk-thru video:



Usage - Last 90 days

Times applied: 6

Positive feedback: 0

Negative feedback: 0