

Lansweeper App for Jira Service Management Assets

Release Documentation and User Guide

Overview	2
Compatibility Matrix	2
Prerequisites	2
User Permissions	2
Release Notes	3
v1.0.0	3
App Usage Instructions	4
Installation	4
Uninstallation	5
Configuring Lansweeper App for Jira Service Management Assets	7
Filter Asset Types	13
Asset Fields Configuration	15
Full Sync	17
Sync Statistics	19
Object-Type Categorization and Relations	19
Object Reference Graph	21
Known Behavior	22
Troubleshooting	23

Overview

Lansweeper is an IT asset management solution that gathers hardware and software information of computers and other devices on a computer network for management. Lansweeper helps you to minimize risks and optimize your IT by providing actionable insight into your entire technology estate.

The Intended App will fetch all the Assets from Lansweeper into Jira Assets and sync with Lansweeper to update the data on the time interval selected by the user.

Compatibility Matrix

Browser	Google Chrome
Lansweeper API version	Lansweeper API version 2.0
Jira Service Management Plan	Premium / Enterprise plan
App Hosting Type	Cloud
Development Platform	Atlassian Forge

Prerequisites

- Jira cloud instance configured properly with Lansweeper App for Jira Service Management Assets installed.
- Please ensure that the **Premium/Enterprise** plan is enabled for the Jira Service Management cloud. Follow these [steps](#) to change your plan if not already done.

User Permissions

- Only Jira admin users would be able to configure the App.

Release Notes

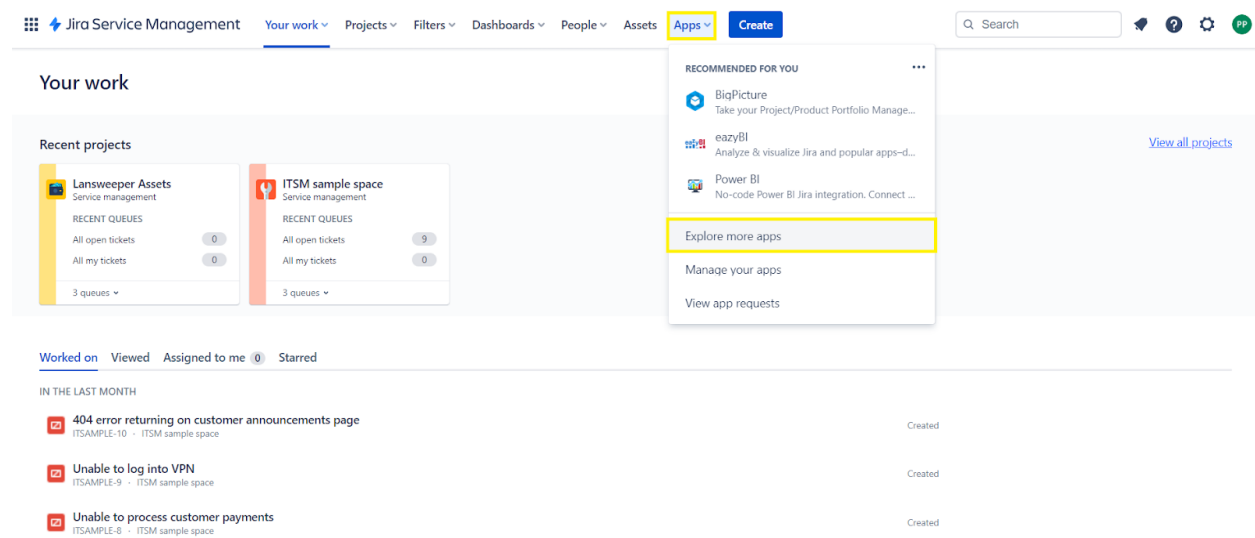
v1.0.0

- Automated sync of Lansweeper Assets with Jira Assets.
 - The app would automatically sync Assets from Lansweeper and add them to Jira Assets along with the relations.
 - Syncing process occurs at the user-configured interval.
 - The app will create new assets in Jira Assets if they don't already exist or the existing assets will be updated.
 - The app also provides an option to do full sync to do the sync process from scratch.
- Filter Asset types
 - The Jira admin user will be able to view the list of all existing asset types for the configured Lansweeper site and the configured user.
 - A user would be able to enable/disable sync for asset types using a toggle button.
 - Sync for asset types will be stopped once disabled.
 - Users can search the Asset types using the **Search Asset Types** option.
- Assets Field Configuration
 - The app also provides a tab to allow users to provide a configuration for the fields that need to be synced from Lansweeper to Jira Assets.
 - By default, certain fields are preset for this configuration.
 - Users will be able to add up to 30 fields including existing fields.
- Sync Statistics
 - The app also provides a tab to allow users to view the status of the sync process with details like the start and end time of the Sync process along with the status.

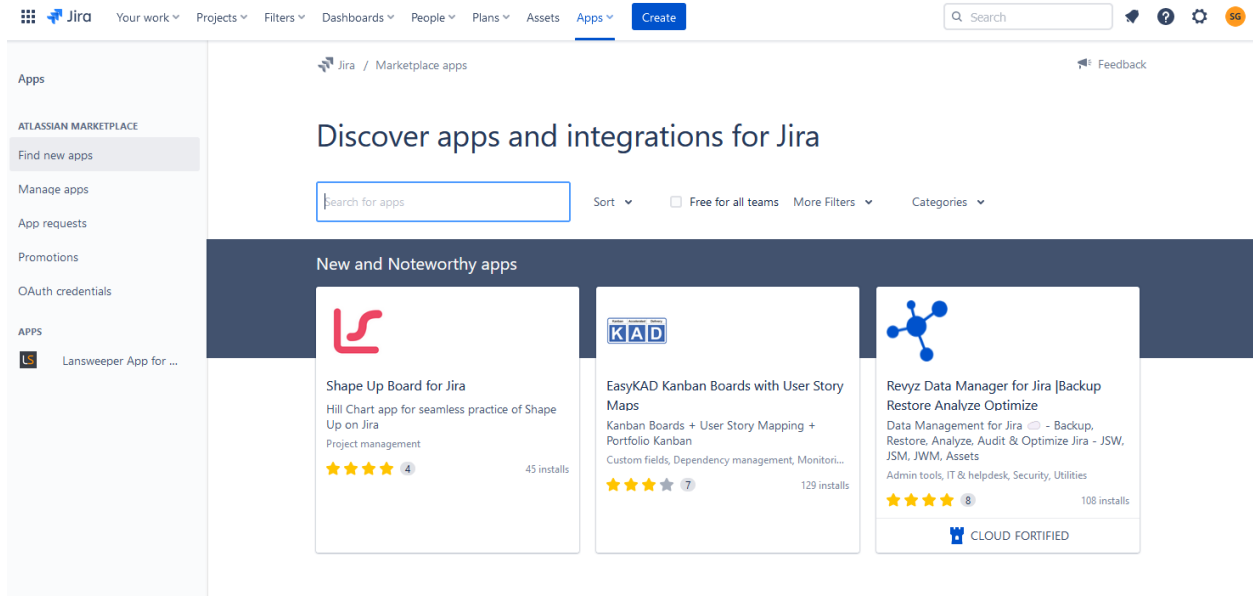
App Usage Instructions

Installation

Log into your Jira Service Management Account. Click on the “Apps” option in the header menu and select “Explore more apps”. Only Jira administrators have the privilege to access this.



In the search bar, search for the **Lansweeper App for Jira Service Management Assets**. Click on the app and then press the *Get App* button. A pop-up would appear, then click on the *Get it now* button. Pressing that would begin the installation process. Once installed, a message would appear on the bottom left indicating that installation is successful.



Uninstallation

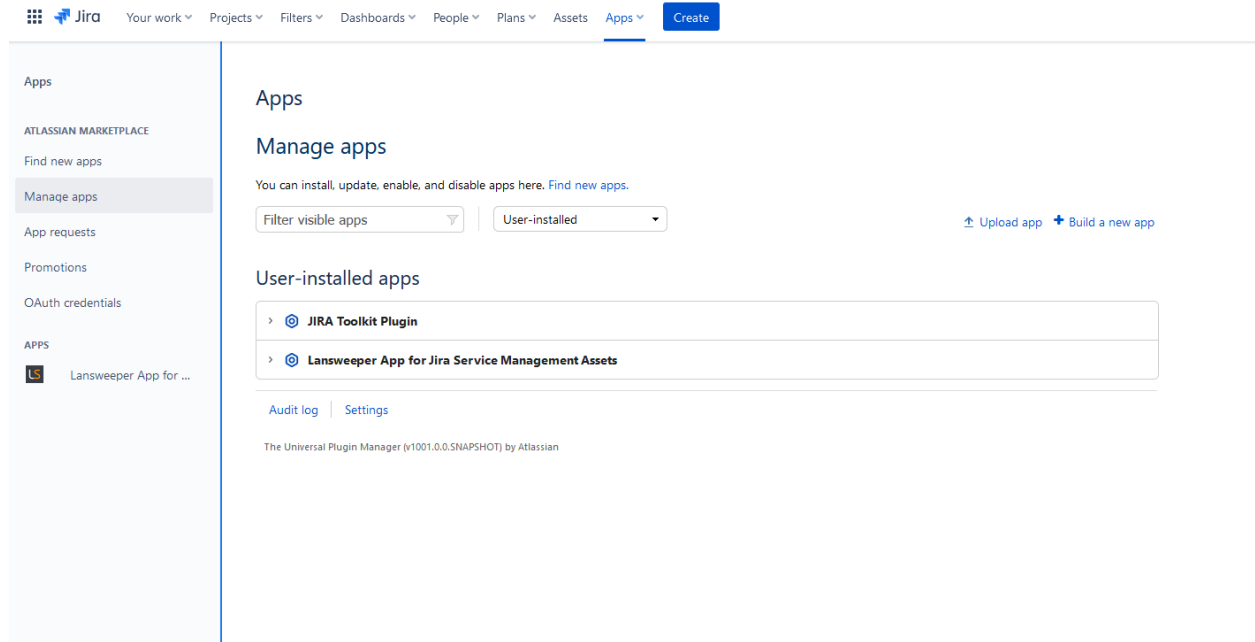
Click on the Manage Apps on the left panel. Under the User-installed apps section click on the Lansweeper App for Jira Service Management Assets and expand the section and click the Uninstall button.

Uninstall app?

Uninstalling will permanently remove this version of the app from JIRA and your filesystem. Do you want to continue?

Uninstall app

Cancel



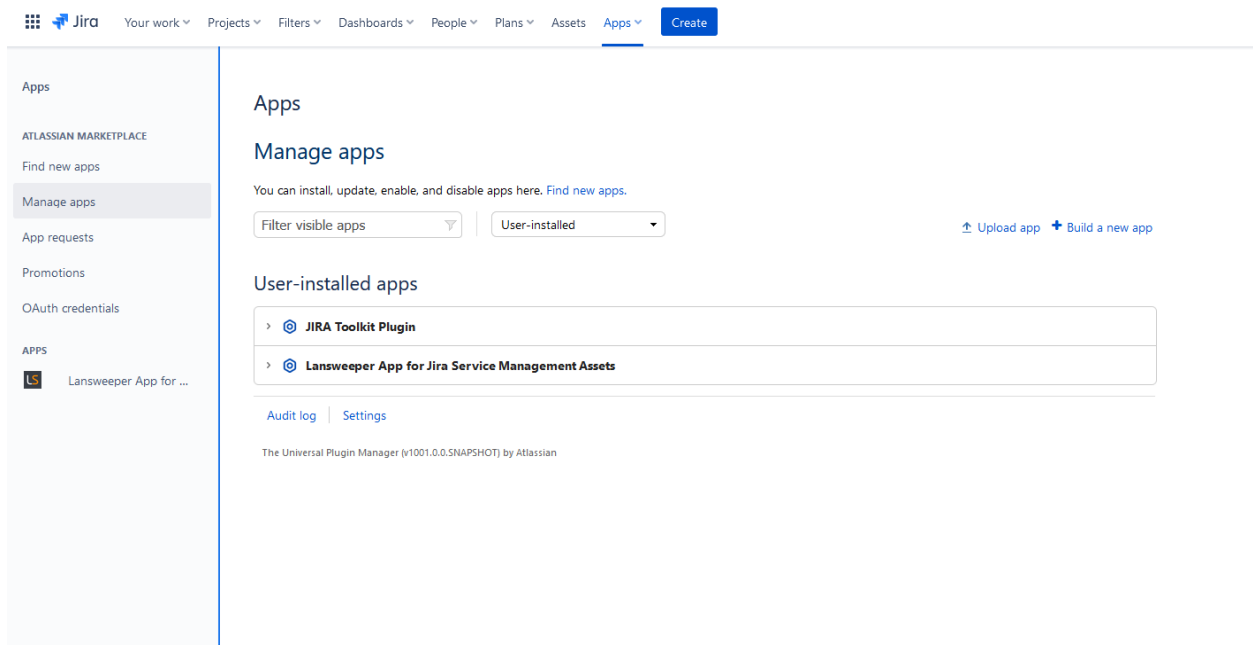
Click on the Uninstall app in the confirmation dialogue box. This will uninstall the app from Jira.

Getting Configuration Information for Lansweeper App for Jira Service Management Assets


1. This app requires the following credentials to be provided on the configuration page
 - Lansweeper API URL
 - Lansweeper Personal Application Token
 - Atlassian User Email ID
 - Atlassian API Token
 - Object Schema
 - Assets Import Token
 - Sync Interval
2. Users can get their Lansweeper Personal Application Token by following the steps [here](#)
3. Users can get the Atlassian API token [here](#)
4. Users can get the Assets Import token by following the steps [here](#)

Configuring Lansweeper App for Jira Service Management Assets

1. Before proceeding further, please ensure that the **Premium/Enterprise** plan is enabled for the Jira Service Management cloud. Follow these [steps](#) to change your plan if not already done.
2. Post successful installation, navigate to the app configuration page by clicking on **Lansweeper App for Jira Service Management Assets Configuration** over the left panel under **Manage Apps** Section



3. For the first time, it might ask for allowing the app to access Atlassian products on your behalf. Clicking on the *Allow access* button would open the authorization window. After validating the permission, Accept button needs to be clicked.

 For this app to display, you need to allow the app to access Atlassian products on your behalf.

Allow access

4. Over the Lansweeper App Configuration page user needs to provide the Lansweeper API URL and Lansweeper API key under the Lansweeper Credentials Section

Lansweeper Credentials

Lansweeper API URL *

https:// api.lansweeper.com

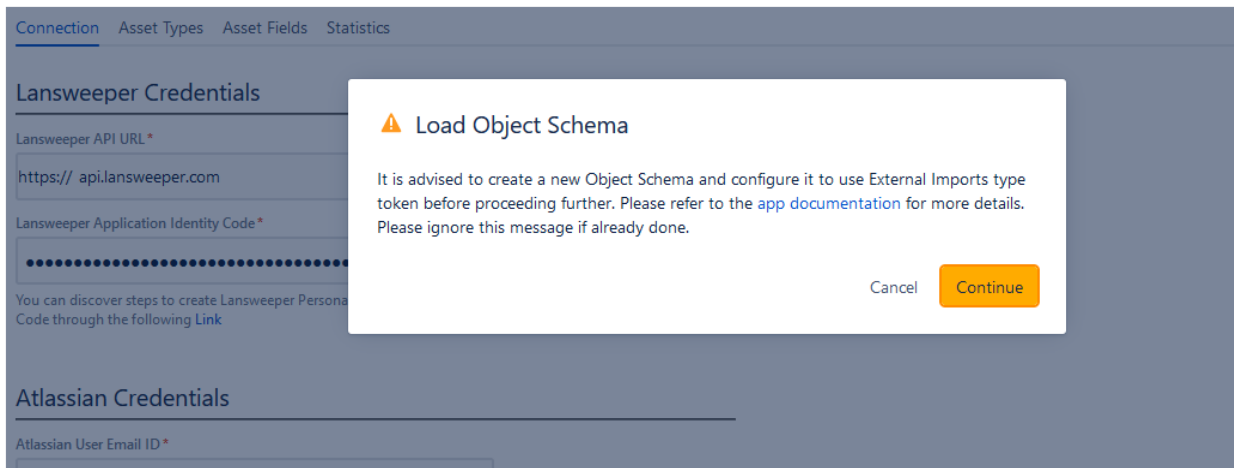
Lansweeper API Token *

.....

You can discover steps to create Lansweeper Personal Application Token through the following [Link](#)

5. In the Atlassian Credentials Section, the first user has to enter the Atlassian API Token and email ID and then click on the Load Object Schema button to load the list of objects Schemas
6. It is advised to create a new Object Schema and configure it to use External Imports type token before proceeding further. Please ignore this step if it is already done and click on the Continue button on the confirmation popup.

Lansweeper App for Jira Service Management Assets Configuration



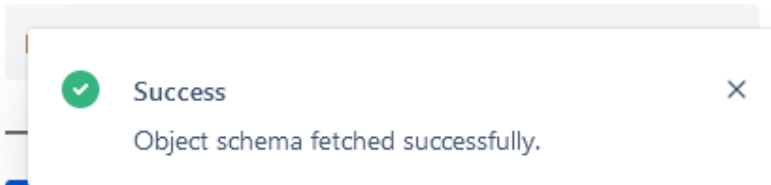
Discover the steps to create a new Object Schema through the following [Link](#)

Assets Import Token *

Please ensure that the assets import token entered here belongs to object schema selected above. You can discover steps to create an assets import token through the following [Link](#)

Scheduler Configuration

Sync Interval *



7. After successfully fetching Object Schema select the object schema from the list. If the user has no Object Schema Created, the user can follow [these](#) steps to create a new Object Schema.
8. For the same Object schema selected above; the user has to configure the Object Schema with the External Imports type and create an Assets Import token by following [these](#) steps and providing it on the configuration page.

Select Object Schema *

Lansweeper Assets

Discover the steps to create a new Object Schema through the following [Link](#)

Assets Import Token *

.....

Please ensure that the Assets import token entered here belongs to Object Schema selected Above. You can discover steps to create an Assets import Token through the following [Link](#)

9. In the Scheduler Configuration section, the user has to select the interval at which the Scheduler should run. Available options are hourly, daily, and weekly.

Scheduler Configuration

Sync Interval *

Hourly

Hourly

Daily

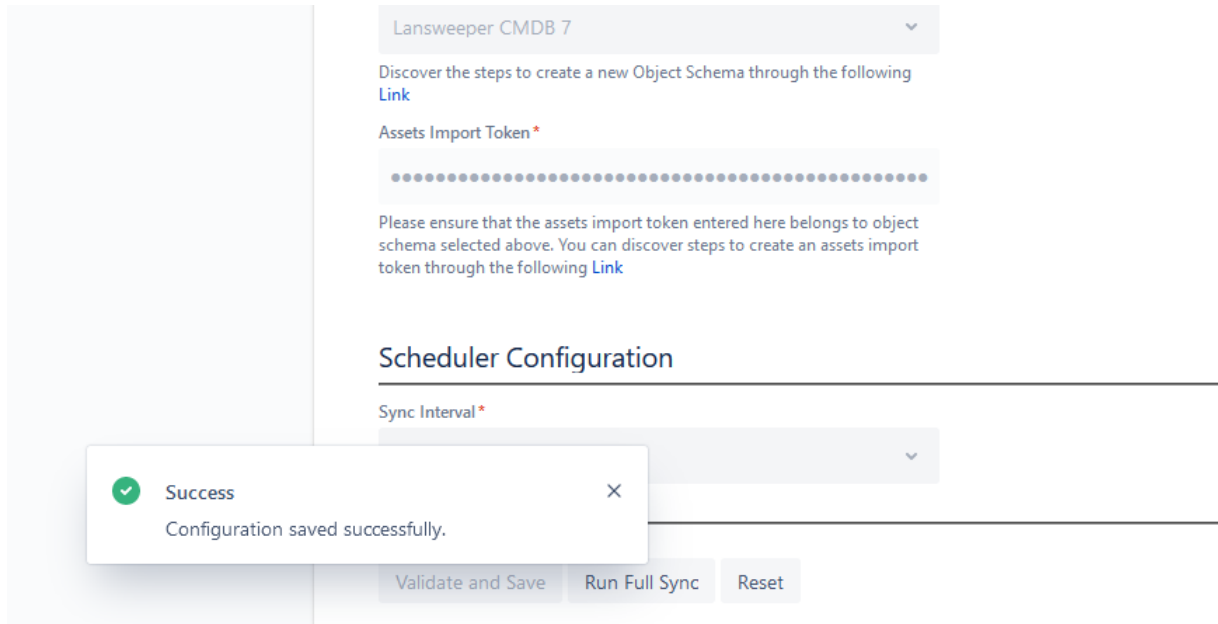
Weekly

10. Configuration Page Field Information:

Field Name	Description
Lansweeper API URL	Enter Lansweeper API base URL Default = "https://api.lansweeper.com"
Lansweeper API Token	Enter Lansweeper personal application token for authenticating with Lansweeper API. The steps to generate a token are given in this link .
Atlassian User Email ID	Enter the Email ID associated with the Atlassian account Note: This user should have a valid JSM agent license
Atlassian API token	Enter the Atlassian API token for authenticating with Jira Assets API. The steps to generate a token are given in this link .
Load object schema	This button loads a list of all existing object schemas in "Select object schema" for the user to select. Note: The maximum number of options shown in this field is 100. A message will be logged in case there are more than 100 object schemas present.
Select object schema	Select the object schema where Assets should be created and updated.
Assets Import Token	Enter Assets Import token for authenticating with Assets external imports API. The steps to generate a token are given in this link .
Sync Interval	Select How often the scheduler should run. Available options are: Hourly, Daily, and Weekly
Validate And Save	This button would validate the credentials. On successful validation of the above fields credentials will be stored in the App storage
Reset	This button will reset the configuration page and delete previously stored credentials and configurations.
Run Full sync	This Button will only appear after the app configuration is completed successfully. This button will start the sync process which will include schema and assets creation/updation.

11. After adding all the details on the configuration page, the user has to click on the "Validate and Save" button to Validate and Save the configuration. Once the configurations are saved successfully; all fields in the configuration page will be

disabled and can only be updated by the user after the user resets the Configuration. The user will see the following message on successful completion of the Lansweeper App for Jira Service Management Assets Configuration.



Filter Asset Types

1. After successfully completing the configuration, the user can enable/disable Sync for Asset types by navigating to the "Asset Types" tab on the configuration Page

Lansweeper App for Jira Service Management Assets Configuration

Connection [Asset Types](#) Asset Fields Statistics

Name	Site Name	Enable/Disable Asset Type
lyay changed	api-demo-data-site	<input checked="" type="checkbox"/>
alarm system	api-demo-data-site	<input checked="" type="checkbox"/>
android	api-demo-data-site	<input checked="" type="checkbox"/>
apc	api-demo-data-site	<input checked="" type="checkbox"/>
apple mac	api-demo-data-site	<input checked="" type="checkbox"/>
aws ec2 instance	api-demo-data-site	<input checked="" type="checkbox"/>
aws ec2 vpc	api-demo-data-site	<input checked="" type="checkbox"/>
azure resource group	api-demo-data-site	<input checked="" type="checkbox"/>
azure virtual machine	api-demo-data-site	<input checked="" type="checkbox"/>
badge reader	api-demo-data-site	<input checked="" type="checkbox"/>

< 1 2 3 4 5 ... 13 >

2. On the Filter Asset Types tab, the user can enable/disable sync for Asset types by clicking on the Toggle button on the right-hand side of the Asset type. The user can use the Search Asset Types button to search through all asset types as shown below

Lansweeper App for Jira Service Management Assets Configuration

Connection **Asset Types** Asset Fields Statistics

Q Search Asset Types

Name	Site Name	Enable/Disable Asset Type
lyay changed	api-demo-data-site	<input checked="" type="checkbox"/>
alarm system	api-demo-data-site	<input checked="" type="checkbox"/>
android	api-demo-data-site	<input type="checkbox"/> Enable Sync For android Asset Type
apc	api-demo-data-site	<input checked="" type="checkbox"/>
apple mac	api-demo-data-site	<input checked="" type="checkbox"/>
aws ec2 instance	api-demo-data-site	<input checked="" type="checkbox"/>
aws ec2 vpc	api-demo-data-site	<input checked="" type="checkbox"/>
azure resource group	api-demo-data-site	<input checked="" type="checkbox"/>
azure virtual machine	api-demo-data-site	<input checked="" type="checkbox"/>
badge reader	api-demo-data-site	<input checked="" type="checkbox"/>

< 1 2 3 4 5 ... 13 >

Asset Fields Configuration

1. The user needs to navigate to the **Asset Fields** tab. Users can edit the editable fields and can also add more fields in the empty fields at the bottom of the table.

Lansweeper App for Jira Service Management Assets Configuration

Connection Asset Types **Asset Fields** Statistics

Asset Fields Table

	Jira Assets Field Name	Lansweeper Field Name
1	Asset Key	key
2	Asset Type	assetBasicInfo.type
3	Name	assetBasicInfo.name
4	First Seen	assetBasicInfo.firstSeen
5	Last Seen	assetBasicInfo.lastSeen
6	Lansweeper Asset URL	url
7	<input type="text" value="IP Address"/>	<input type="text" value="assetBasicInfo.ipAddress"/>
8	<input type="text" value="MAC Address"/>	<input type="text" value="assetBasicInfo.mac"/>
9	<input type="text" value="State"/>	<input type="text" value="assetCustom.stateName"/>

2. After adding/editing fields, users need to click on the **Validate and Save** button to verify and store the updated settings. On successful validation, a success message will be displayed.

Lansweeper App for Jira Service Management Assets Configuration

--	Operating System	operatingSystem.caption
21	Processor	processors.name
22	Antivirus	antiviruses.name
23	Software Version	assetCustom.softwareVersion
24		
25		
26		
27		
28		
29		
30		

✓ Success
Fields mapping updated successfully.

Validate and Save Restore Default

3. To restore default settings, users can click on the **Restore Default** button and after the confirmation, the field settings will be restored to their default values.

Lansweeper App for Jira Service Management Assets Configuration

19	Manufacturer	assetCustom.manufacturer
20	Operating System	
21	Processor	
22	Antivirus	
23	Software Version	assetCustom.softwareVersion
24		
25		

⚠ Reset Field Mapping

Are you sure you want to restore the fields mapping configuration to its default settings?
All customized settings will be lost and cannot be recovered.

Cancel Restore to Default

Full Sync

1. After the user successfully completes the configuration, the “Run Full Sync” button becomes enabled on the configuration page. Run full sync button on the configuration page can be used for updating Object schema and all Assets. The user has to click on the “Run Full Sync” button to start the full sync process.
2. The app performs the full sync for all the LS assets in the first sync, and from the subsequent sync, only the updated assets from the last successful sync are synced. The updated assets are identified based on the Last Seen field of an asset in Lansweeper.
3. If new Asset Types are added to Lansweeper Jira Assets, the user needs to update Object Schema for those Asset types. As schema updation is not done in scheduled Sync, the user can use run Full Sync again to update Jira Assets with newly created Asset Types.

The screenshot displays the 'Lansweeper App Configuration' interface. On the left, a sidebar shows 'APPS' with a 'Lansweeper App Configuration' button. The main content area includes a link to create an Atlassian API Token, a 'Load Object Schema' button, a 'Select Object Schema' dropdown menu currently set to 'Lansweeper CMDB 7', a link to discover steps for creating a new Object Schema, an 'Assets Import Token' field with a masked input, and a link to discover steps for creating an assets import token. Below this is the 'Scheduler Configuration' section with a 'Sync Interval' dropdown menu set to 'Hourly'. At the bottom, there are three buttons: 'Validate and Save', 'Run Full Sync', and 'Reset'.

4. After clicking on the “Run Full Sync” button the user will see the following prompt

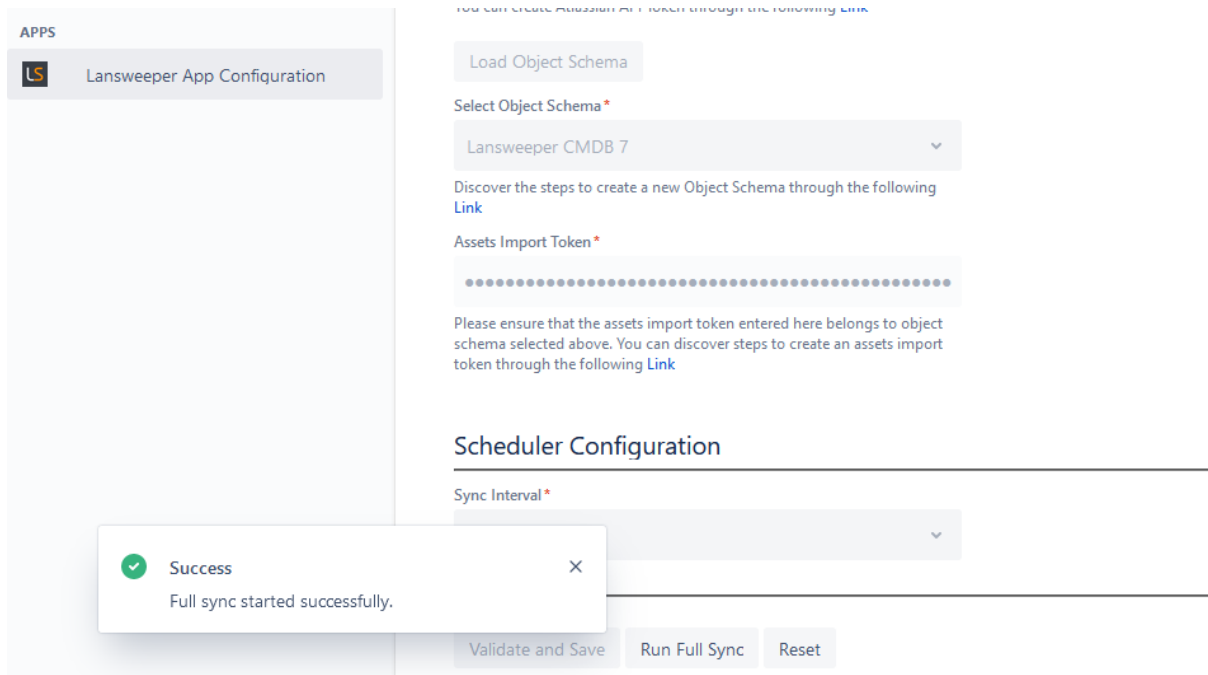
Run Full Sync

Are you sure you want to run Full Sync? This will sync all assets again and existing schema will be updated.

Cancel

Continue

The user has to click on “Continue” to start the full Sync process. The user will see the following message after sync process has started successfully.



The screenshot displays the 'Lansweeper App Configuration' page. On the left, a sidebar shows 'APPS' with 'Lansweeper App Configuration' selected. The main content area includes a 'Load Object Schema' button, a 'Select Object Schema*' dropdown menu currently set to 'Lansweeper CMDB 7', and an 'Assets Import Token*' field with a masked input. Below these is a 'Scheduler Configuration' section with a 'Sync Interval*' dropdown menu. At the bottom, there are three buttons: 'Validate and Save', 'Run Full Sync', and 'Reset'. A white success message box is overlaid on the page, containing a green checkmark icon, the text 'Success', and 'Full sync started successfully.' with a close button (X).

Sync Statistics

1. The user can check the history of previous syncs on the “Statistics” Tab, start time, end time and sync status of the previous 5 sync attempts can be viewed in the Statistics tab. For this user has to click on the “Statistics” tab at the top of the configuration page.
2. Users can click on the Refresh icon to update the UI with the latest sync status.

Lansweeper App for Jira Service Management Assets Configuration

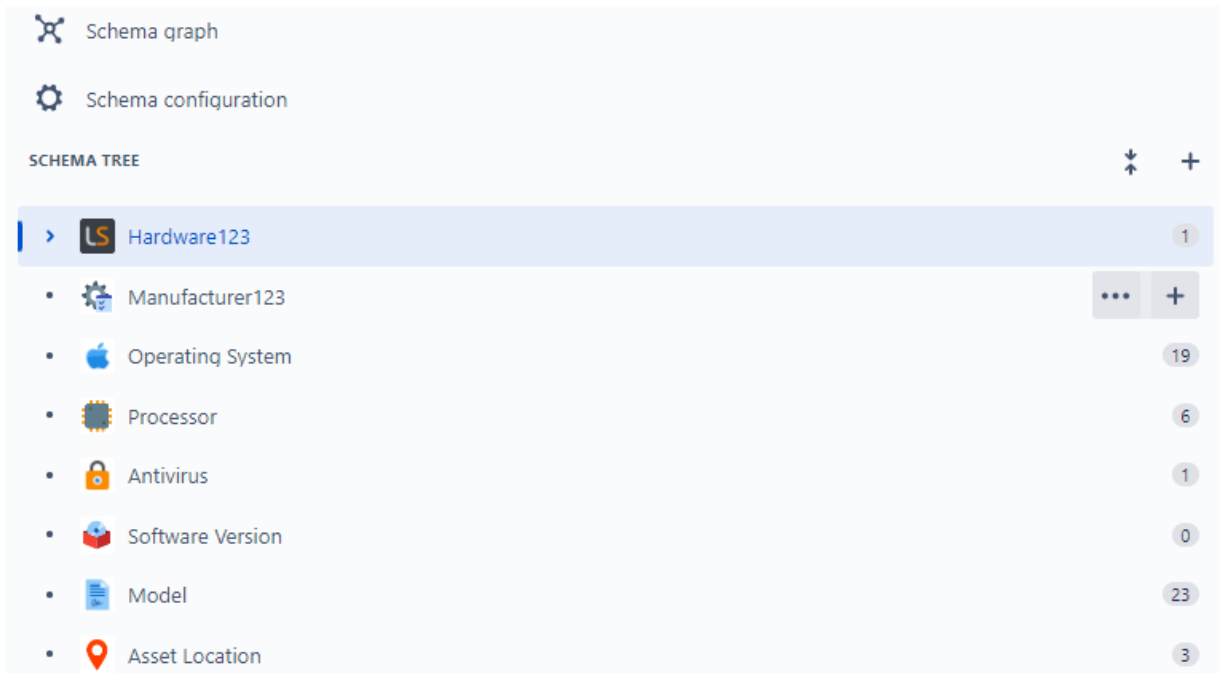
[Connection](#) [Asset Types](#) [Asset Fields](#) [Statistics](#)

Sync History Table

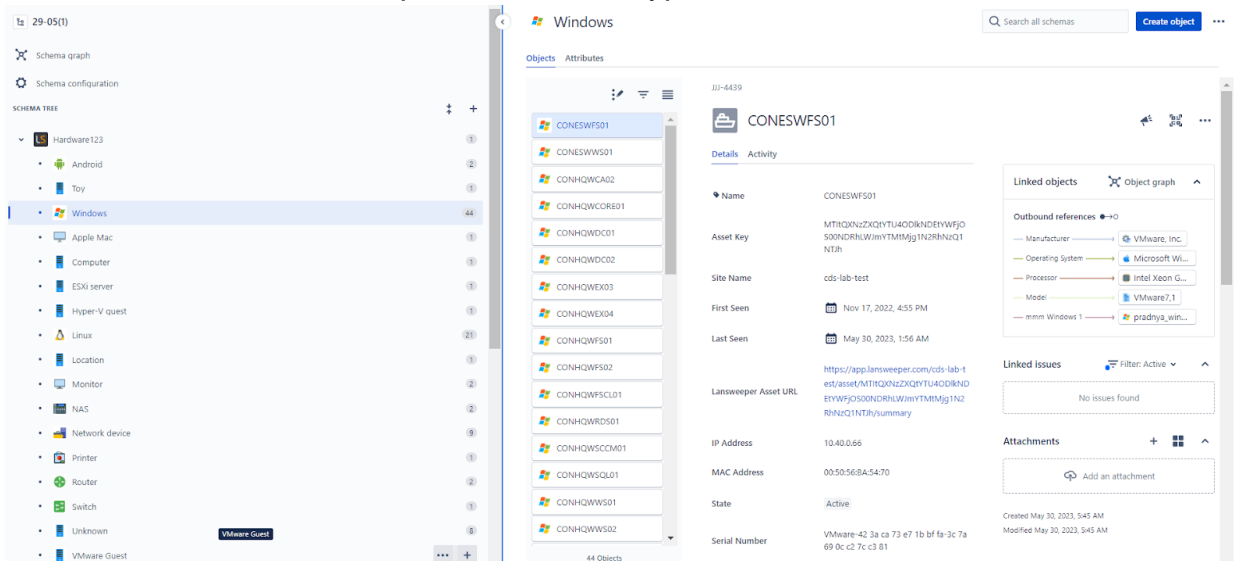
Sync Start time	Sync End Time	Status
Sunday, March 12, 2023 at 2:06:28 PM UTC	Sunday, March 12, 2023 at 2:07:52 PM UTC	SUCCESS
Sunday, March 12, 2023 at 1:06:28 PM UTC	Sunday, March 12, 2023 at 1:08:20 PM UTC	SUCCESS
Sunday, March 12, 2023 at 12:06:37 PM UTC	Sunday, March 12, 2023 at 12:07:57 PM UTC	SUCCESS
Sunday, March 12, 2023 at 11:06:28 AM UTC	Sunday, March 12, 2023 at 11:07:48 AM UTC	SUCCESS
Sunday, March 12, 2023 at 10:06:27 AM UTC	Sunday, March 12, 2023 at 10:07:48 AM UTC	SUCCESS

Object-Type Categorization and Relations

- All the Lansweeper asset types would fall under the hardware as the parent object type in Jira assets.
- Apart from that, attributes like Manufacturer, Operating System, Model, Processor, Antivirus, Software Version, and Asset Location, would be considered to have a type as referenced_object and would be object types at the same level as hardware.
- Separate custom object types would be created for these attributes and other objects would be linked to the objects of these custom object types during schema creation.
- All the relations corresponding to an asset in Lansweeper would be also synced with Jira assets and for each relation present in the assets of an asset type, a Jira Assets field of type referenced_object would be created.
- The name has the format of `\${relation_name} \${related_asset_type} \${index}`. The index in the relation name is used to differentiate the asset relations having the same relation_name and related_asset_type. An asset may have many such relations and the index will be in the increasing order of those relations starting with 1.
- This relation name will be shown as a reference name in JSM Asset UI. The reference name has a limitation of 30 chars. In case the relation name exceeds this limit, we trim the relation_name part of the name and join the remaining part with a hyphen.



- On expanding the parent object Hardware, the different Asset Types would be visible as the child objects types.
- On clicking on any of these Asset Types, the user will be able to see all the Assets associated with that particular Asset Type

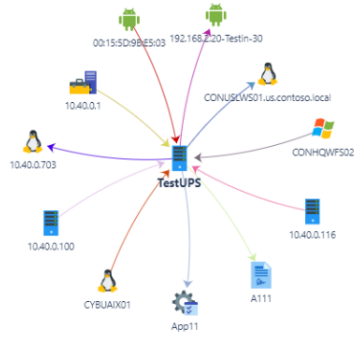


Object Reference Graph

- Based on the relations present in Lansweeper with a particular asset, the object graph will be shown.
- This object graph will show inbound and outbound references which indicate asset relations for that particular Asset.

Object details

✕



The object graph for 'TestUPS' shows a central node with several arrows pointing to and from it, representing relationships. Inbound arrows (pointing to TestUPS) come from: 00:15:5D:9B:E5:03 (Android), 192.168.2.20-Testin-30 (Android), 1040.0.1 (Server), CONULSW501.us.contoso.local (Linux), 1040.0.703 (Linux), 1040.0.100 (Server), CYBUAX01 (Linux), and App11 (App). Outbound arrows (pointing from TestUPS) go to: CONHQWFS02 (Windows), 1040.0.116 (Server), and A111 (App).

TestUPS

Object details | [Linked issues](#)

Key	JJI-4413
Name	TestUPS
Created	May 30, 2023, 5:45 AM
Updated	May 30, 2023, 5:45 AM
Asset Key	e97e1998-f8cc-4eca-b7c5-0061ddc51a5b
Site Name	cds-lab-test
First Seen	Apr 24, 2023, 4:12 PM
Last Seen	May 19, 2023, 11:30 AM
Lansweeper Asset URL	https://app.lansweeper.com/cds-lab-test/asset/e97e1998-f8cc-4eca-b7c5-0061ddc51a5b/summary
IP Address	10.40.0.104
MAC Address	00:15:5D:9B:E5:01
State	Sold
Serial Number	9999911
System SKU	1211

Known Behavior

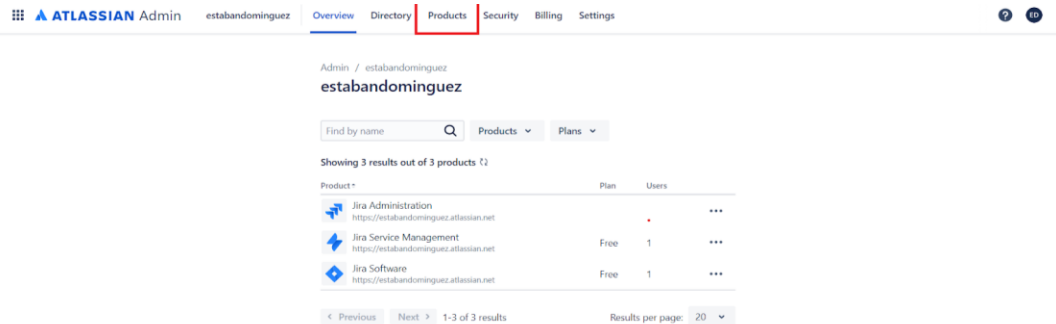
1. Any configuration parameter changes made after the sync process has started will not affect the current sync process and will be reflected in the following sync.
2. In case of deletion of assets from the Lansweeper side, the deleted assets may remain in JSM Assets.
3. If the user resets the configuration page while a syncing process is currently running, the syncing process may fail.
4. The sync process can result in failure, if the user manually deletes or modifies the Object Schema, and generates a new import token by revoking the old one.
5. If an unexpected error occurred during the sync process, the status of the process will remain in the in-progress state and the user may need to wait for 24 hours after which the sync progress is reset automatically. Users can also reset the configuration in order to restart the sync process.
6. At max 100 object schemas will be shown in the “Select Object Schema” select button on the App configuration page.
7. If any failure occurs at some point during the asset ingestion process, the app will retry the failed function a maximum of 4 times. If still the error persists, the app will mark the sync process as failed.
8. Due to a limitation from the Atlassian Jira side, the user may not be able to access the user-side logs.
9. In Asset Fields Mapping, whenever a user makes changes to an existing Jira asset field name or adds a new Jira assets field, a new field is created into the existing object schema. The mapping changes will be reflected in the next sync cycle. The currently running sync process may get affected by new mapping changes as the current checkpoint will be removed after the mapping changes are validated and saved successfully.
10. On rare occasions, the Application might miss some logs.
11. If new Asset Types are added to Lansweeper Jira Assets, the user needs to update Object Schema for those Asset types. As schema updation is not done in scheduled Sync, the user has to manually run Full Sync to update Jira Assets with newly created Asset Types.
12. To see new asset types in the Asset Types tab, the user needs to refresh the page.
13. If any asset is manually added in JSM Assets, it would remain as it is and would not be affected by the sync unless it has the same asset key which comes from the Lansweeper Asset.
14. If any asset is deleted from JSM Assets, it would get recreated if it comes under the next scheduled sync from Lansweeper, which brings the updated assets after the last sync.

15. If any attribute of an LS Asset is updated in JSM Assets, then it would get overwritten if the same asset with the updated field comes under the next scheduled sync from Lansweeper, which brings the updated assets after the last sync.

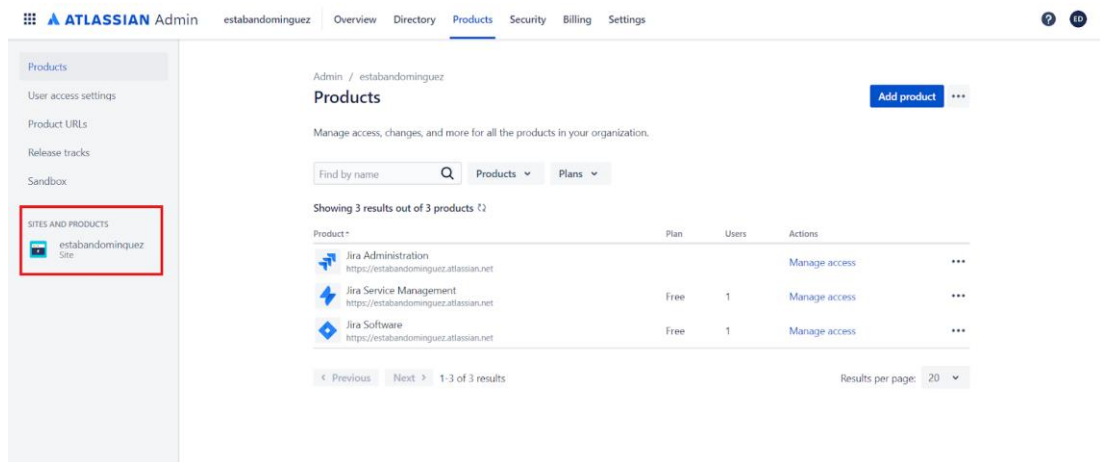
Troubleshooting

1. Check application logs whenever any error/issue is observed. To see the application logs, follow the below steps. It would require the role of a system administrator.

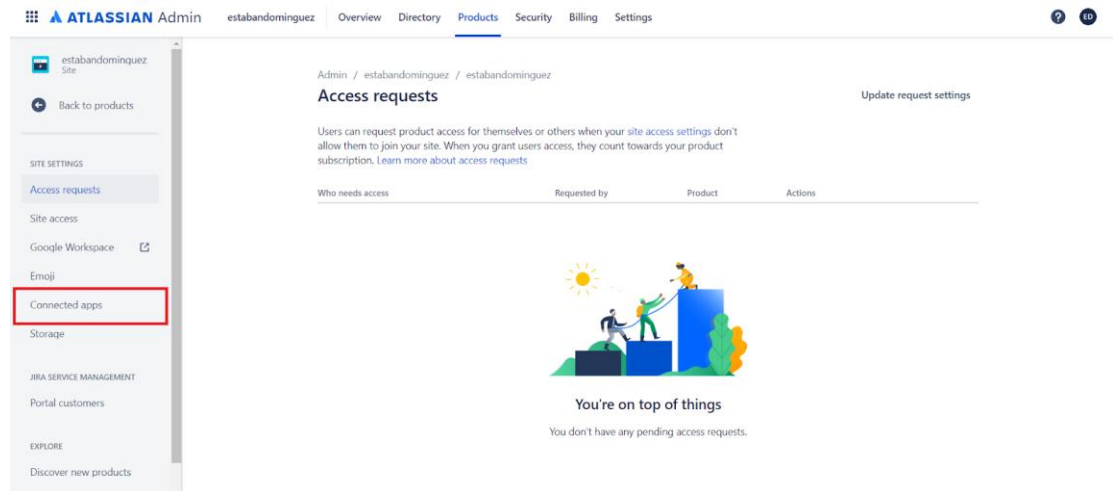
- Go to <https://admin.atlassian.com/>.
- Click on Products.



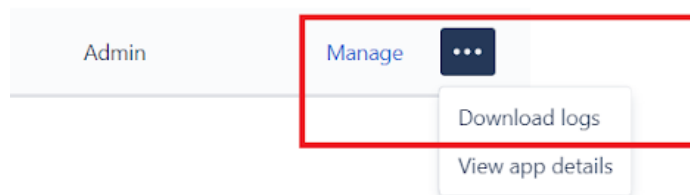
- Click on SITES AND PRODUCTS.



- Navigate to “Connected Apps”.



- Click on 3 dots and click on Download logs.



2. Manage users, groups, permissions, and roles in Jira Cloud
 - To manage users, groups, permissions, and roles in Jira Cloud, review the following link and execute the steps
<https://support.atlassian.com/jira-cloud-administration/docs/manage-users-groups-permissions-and-roles-in-jira-cloud/>
3. Unable to install/activate the app on Jira Cloud
 - If any issue is faced during installation/activation of the app on the Jira Cloud, review the following link and execute the steps.
<https://confluence.atlassian.com/upm/installing-marketplace-apps-273875715.html>
4. In case there is a scope permission issue where the permissions are not properly set after app installation, below are the possible solutions to fix the issue:
 - Users can uninstall the app and again try installing the app(Wait for the success message).
 - Users can revoke access and retry to load the configuration page.
 - Step to revoke the access:

- Go to admin.atlassian.com. Select your organization if you have more than one.
- Select the site's name and URL to open the Admin for that site.
- Select Products, then select the site from the left-hand side.
- Select Connected apps from the Site settings menu.
- Select Manage authorization for the app.
- You can now see the revoke access button.

-----End of Document-----