



Starhive + Lansweeper CMDB and ITSM

Add your discovered assets into a CMDB and connect them to tickets to keep your services running smoothly.

IT help desk / Incidents

Email service down

Details

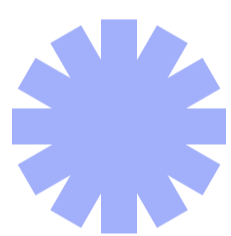
ID	IN-284
Responder(s)	Tim Booth Mia Khan
Status	Investigating
Affected service	Email service
Priority	High
Description	At around 9:30 this morning multiple users began reporting they were unable to send or receive emails. Testing confirmed that both internal and external emails are not being delivered. Outlook clients display a "Disconnected" status, and attempts to access webmail result in a timeout error.
Reporter	Ali Hadid

Relationships

Actions

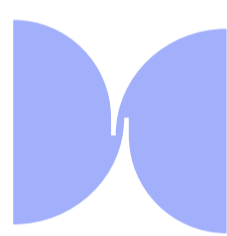
- Inbound relationships
- Comments
- History

Starhive and Lansweeper for ITSM



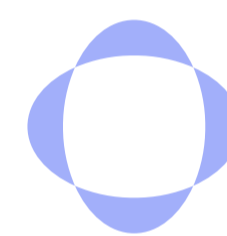
Lightweight ITSM

Every team implements ITSM a little bit differently. Choose only the ticket types and processes you actually need. Scale when the time comes.



Resolve tickets faster

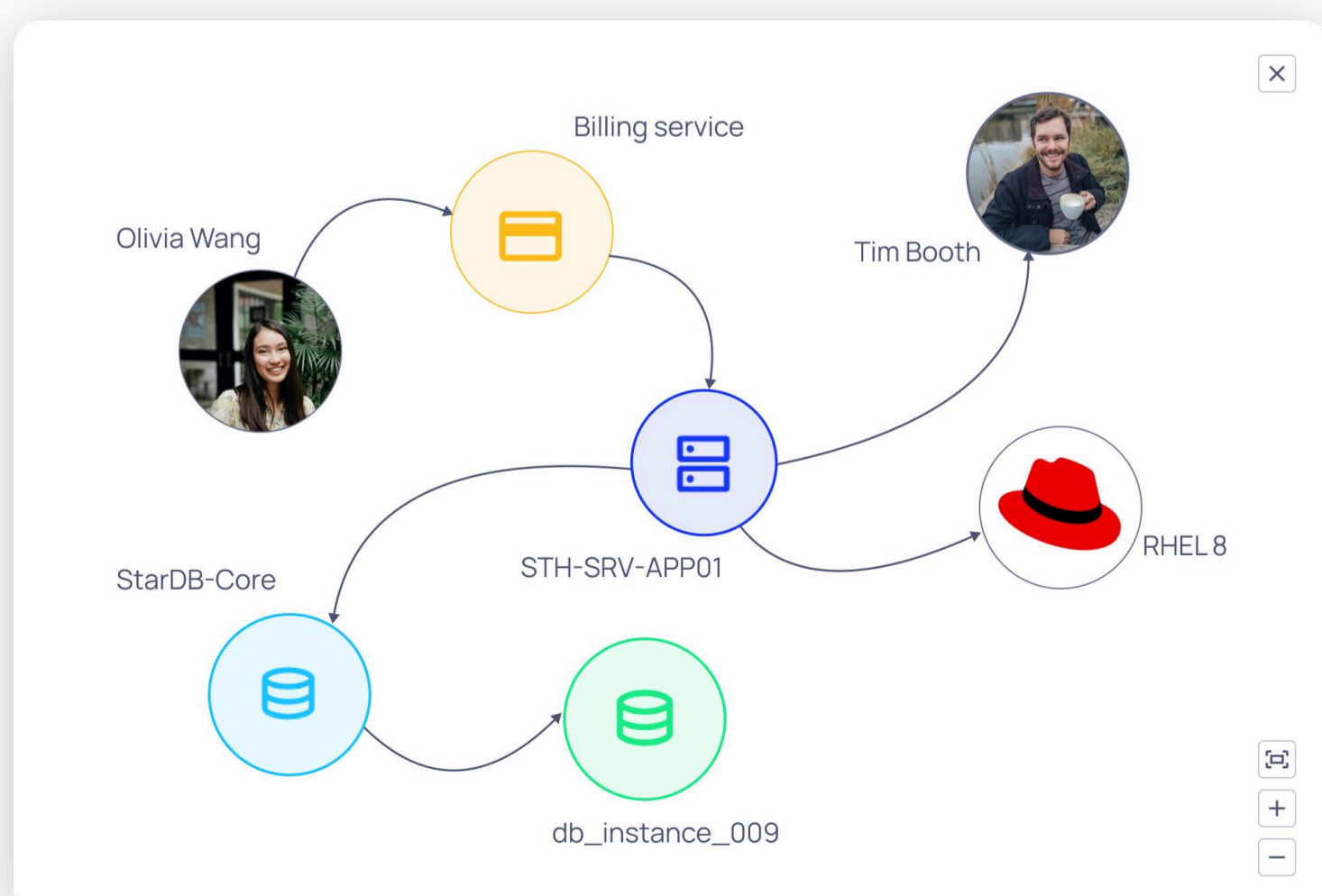
With asset information from Lansweeper combined with Starhive's relationship map, you get more context than ever before to close tickets faster.



Simpler CMDB admin

Build a CMDB in Starhive and automatically update your CIs using live data from Lansweeper's scans.

Getting started with Starhive ITSM and Lansweeper



1. Apply the ITSM template in Starhive.
2. Set up the Lansweeper integration to bring discovered devices into the CMDB in the template.
3. Build your portal so colleagues or customers can submit and track requests.

[Documentation](#)

[Get support](#)