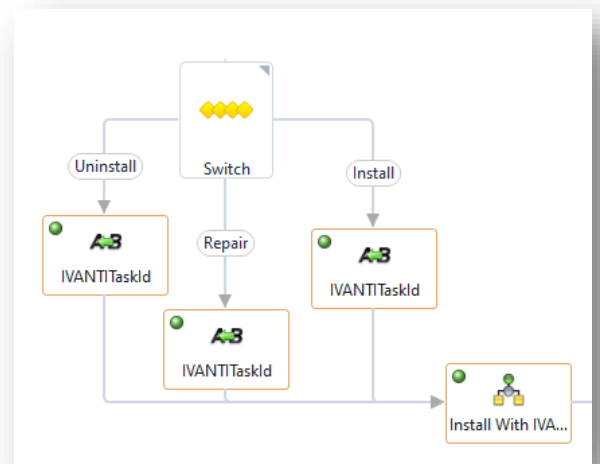


MATRIX42 IVANTI UEM Provisioning

Description

Allows to launch software installation from the Matrix42 self-service portal with IVANTI UEM technology

- ✓ The installation request is managed as a change request
- ✓ The user can also request the repair or uninstallation of the software
- ✓ The installation can be scheduled at a date and time specified by the requester
- ✓ The extension is simply installed from the package installation in the administration console



Implementation

Prerequisites

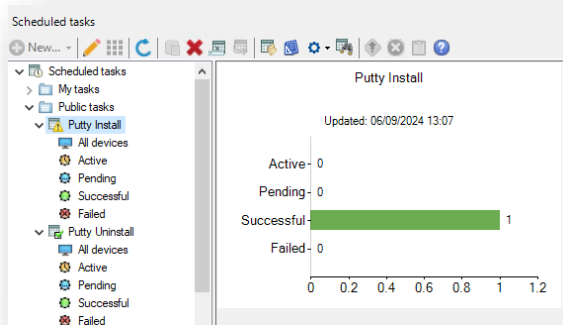
- Have a Worker on the LAN of the IVANTI server - (https://help.matrix42.com/030_DWP/020_WFStudio/Workflows/Workflow_Engine/Matrix42_Worker_Engine)
- Have a Data Provider Pool that contains the remote Worker (/wm/app-SolutionBuilder/search-page/f45bca46-d308-e711-e79b-bc5ff41a70c0)
- Have an account and password for IVANTI access
- Have a valid certificate on the IVANTI server or allow http connection
- Make installation tasks public in IVANTI UEM

Components

- 1 Data Provider (IVANTI Task)
- 1 Import Definition
- 1 Ivanti Ivanti Task menu in the service catalog settings
- 4 Workflows
- 1 Provisioning setup screen from a service

Principle

- Software installable via the connector for IVANTI UEM are public tasks whose list is imported into Matrix42 via an inventory connector

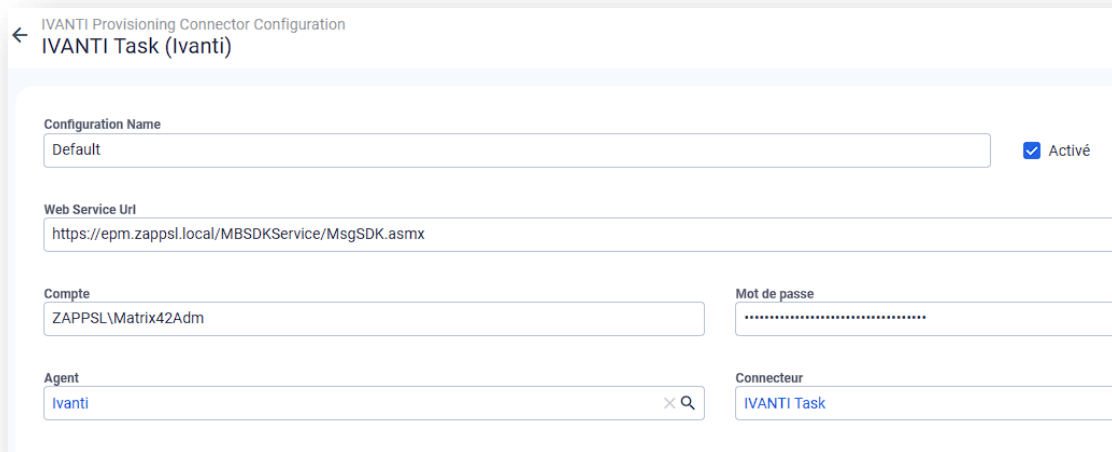


- The distribution configuration is done when a software service is created.
- A provisioning workflow is launched when the software request is approved, and the distribution begins immediately or at the date and time specified by the requester with the creation of a change request.
- The Distribution Workflow is responsible for monitoring the operation and assigns a task in the change request in case of installation failure

Configuration

1. Configure the IVANTI Task Inventory Data Provider:
 - a. Give a name to the configuration (Example: Full inventory)
 - b. Select the connector (IVANTI Task)
 - c. Select the agent. Must be the pool that contains the remote Worker.
 - d. Indicate an account and password that will be used by the IVANTI UEM server

- e. Indicate the URL of the IVANTI server Webservice: `https://<serverfqdn>/MBSDKService/MsgSDK.asmx`



IVANTI Provisioning Connector Configuration
IVANTI Task (Ivanti)

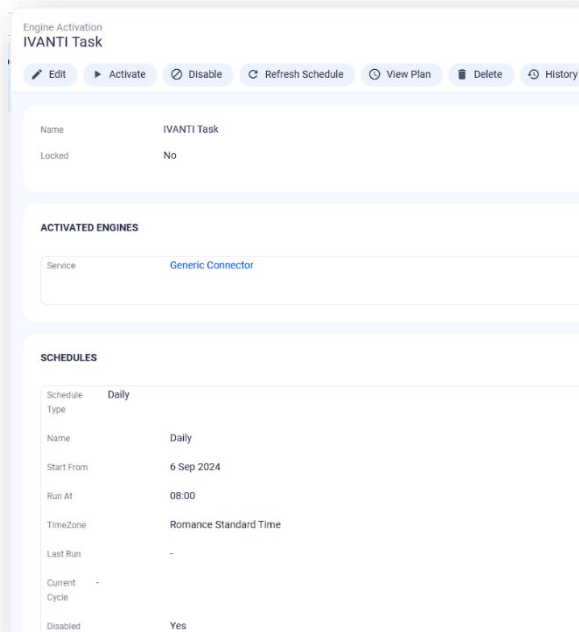
Configuration Name: Default Activé

Web Service Uri: https://epm.zappsl.local/MBSDKService/MsgSDK.asmx

Compte: ZAPPSL_Matrix42Adm Mot de passe:

Agent: Ivanti Connecteur: IVANTI Task

2. Enable the Inventory Data Provider:
 - a. Click "Enable" in the main screen of the Data Provider
 - b. The "Monitor Import" tab allows you to monitor the execution of both Workflows and the execution of data imports.
3. Schedule Data Provider Execution:
 - a. Once the first data import is successful, it is advisable to schedule the Data Provider execution.
 - b. From "Engine Activations", check and modify if necessary, the "IVANTI Task" activation schedule



Engine Activation
IVANTI Task

Name	IVANTI Task
Locked	No

ACTIVATED ENGINES

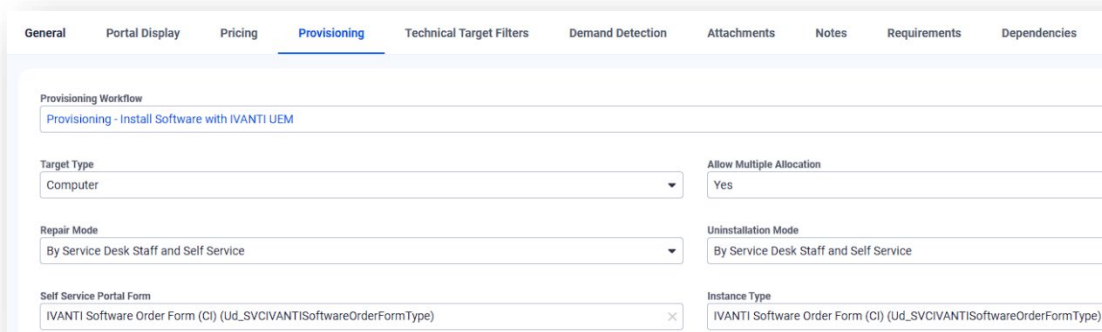
Service	Generic Connector
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SCHEDULES

Schedule Type	Daily
Name	Daily
Start From	6 Sep 2024
Run At	08:00
TimeZone	Romance Standard Time
Last Run	-
Current Cycle	-
Disabled	Yes

Configure a service to use provisioning

1. In an existing service or when creating a new service, fill in the "Provisioning" tab
2. Select the "Provisioning - Install Software With IVANTI UEM" Workflow
3. The target type must be "Computer" which is selected with the Workflow selection.
4. Enable or leave inactive the repair and uninstallation methods
5. In the "Connector Configuration" section, select the configuration previously created for feeding tasks
6. Select an installation task and optionally repair and uninstallation tasks
7. In the "Timeout In Minutes" field, indicate the maximum time in minutes during which the Workflow will monitor the installation. The default value is 24 hours. This is the time calculated from the moment the task is assigned to the machine. If the user has requested a scheduled installation, it is from this date, otherwise, it is from the date the request is accepted. The accuracy can vary by a few minutes.
8. In the "Check Interval In Minutes" field, indicate how often the Workflow will check the status of the task execution. The value is 5 minutes by default.



The screenshot shows the 'Provisioning' tab of a service configuration interface. The 'Provisioning Workflow' is set to 'Provisioning - Install Software with IVANTI UEM'. The 'Target Type' is 'Computer'. The 'Allow Multiple Allocation' is set to 'Yes'. The 'Repair Mode' is 'By Service Desk Staff and Self Service'. The 'Uninstallation Mode' is 'By Service Desk Staff and Self Service'. The 'Self Service Portal Form' and 'Instance Type' are both set to 'IVANTI Software Order Form (CI) (Ud_SVCIVANTISoftwareOrderFormType)'.



The screenshot shows the 'Connector Configuration' section. The 'Connector Configuration' is set to 'Default'. The 'Installation Task' is 'Putty Install'. The 'Uninstall Task' is 'Putty Uninstall'. The 'Repair Task' is empty. The 'Timeout In Minutes' is set to '10'. The 'Check Interval In Minutes' is set to '5'.