

Lansweeper App for Jira

Release Documentation and User Guide

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Overview

Lansweeper is an IT Asset Management platform provider helping businesses better understand, manage and protect their IT devices and network. Lansweeper helps customers minimize risks and optimize their IT assets by providing actionable insight into their technology assets at all times, offering trustworthy, valuable, and accurate insights about the state of users, devices, and software. Lansweeper helps you to minimize risks and optimize your IT by providing actionable insight into your entire technology estate.

Lansweeper App for Jira allows the Jira user to enrich Jira issues with related Lansweeper assets. The app allows users to search the assets from Lansweeper directly based on IP, MAC, User Name or Asset Name. It also fetches assets automatically that have been retrieved based on the IP addresses or MAC addresses from the issue summary or description. It also fetches assets associated with the reporter of the Jira issue. Users can select/deselect assets from these assets to associate them with the Jira issue. The Lansweeper app also provides a Jira issue linking feature, that would link all the Jira issues which have one or more than one selected assets matching the selected assets in the current Jira issue.

Compatibility Matrix

Supported Browsers	Google Chrome, Microsoft Edge, Safari
Lansweeper REST API Version	v2
Development Platform	Jira Forge
Jira REST API Version	v3
Forge CLI Version	v5.2.1
Supported Lansweeper Platform	Lansweeper Cloud
App Hosting Type	Cloud
Supported Product	Jira, Jira Service Management

Prerequisites

- Jira Cloud instance configured properly with Lansweeper App installed.
- Lansweeper instance configured properly and populated with assets(that can be synced with Jira).

User Permissions

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

Release Notes

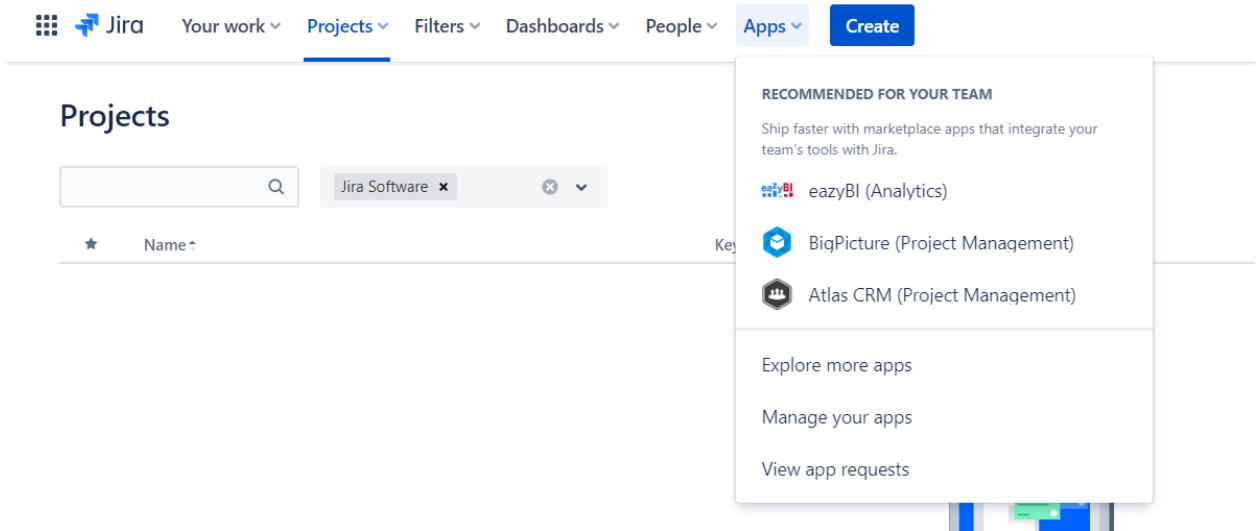
v1.0.0

- Ticket Enrichment:
 - App would bring in asset information from Lansweeper and would make it available in the Jira issue based on the IP/MAC address present in the Jira issue summary and description. It would also bring assets associated with the reporter of the Jira issue.
 - It would allow users to search the assets directly from Lansweeper based on IP, MAC, User Name or Asset Name.
 - Users can choose to select assets from the assets that are already fetched and shown in the Jira issue which would then get associated with that Jira issue.
- Ticket Linking:
 - App would allow users to link all the Jira issues having one or many selected assets matching the selected assets in the current Jira issue automatically by clicking on the *Link Related Issues* button provided as part of the Lansweeper Assets component in the Jira issue.

App Usage Instructions

Installation

1. Log in to your Atlassian Jira account. Click on the Apps tab on the top and then select Explore more apps. Only Jira administrators have the privilege to access this.



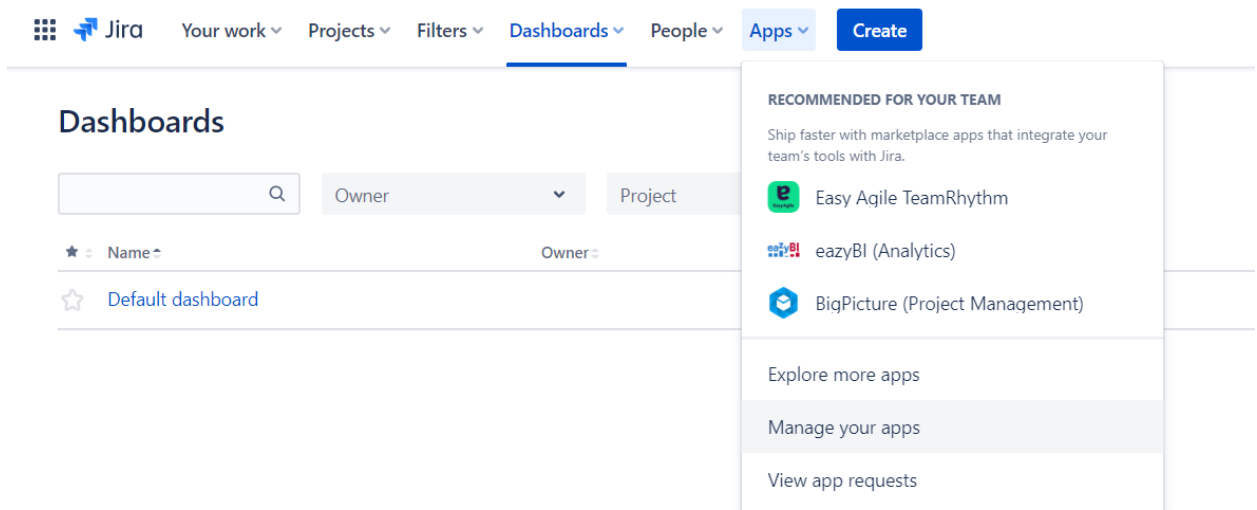
2. In the search bar, search for the Lansweeper App for Jira. Click on the app and then press the *Get App* button. A pop-up would appear, then click on the *Get it now* button. Pressing that would begin the installation process. Once installed, a message would appear on the bottom left indicating that installation is successful.
3. Click on the apps tab on the top and navigate to *Manage Apps*. You would be able to see the Lansweeper App for Jira in the User-Installed Apps section.

Getting Lansweeper Identity Code

1. This app requires Identity Code from Lansweeper, which is used to make API calls from Jira to Lansweeper.
2. The identity code is required during the configuration of the app post-installation.
3. To generate the Identity Code, please follow the steps mentioned in the Lansweeper documentation ([Link](#)).
4. Please ensure that you choose the application type as Personal application.
5. It is recommended that you keep a long period of an expiration time or no expiration time for the token to allow the app to function seamlessly.
6. Project type supported is scrum/agile.

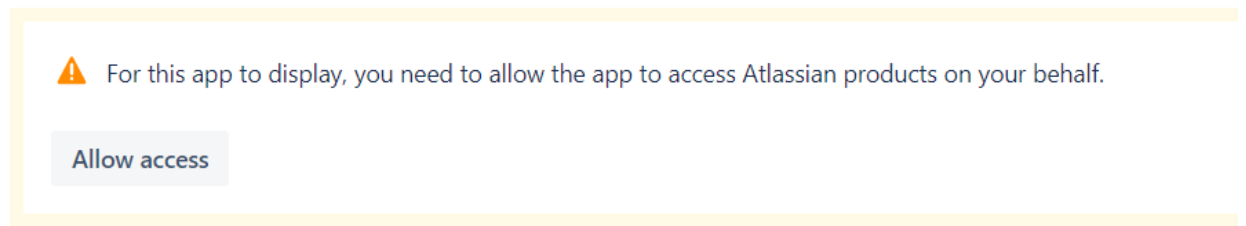
Configuring Lansweeper Ticket Enrichment App

1. Post successful installation, under the Apps tab on the top, a *Manage your apps* option would be visible. Clicking on it would open the Manage Apps section.



2. On the left panel, the Lansweeper App for Jira under the Apps section would be visible, Clicking on it would open the configuration page for the Lansweeper App for Jira.

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.

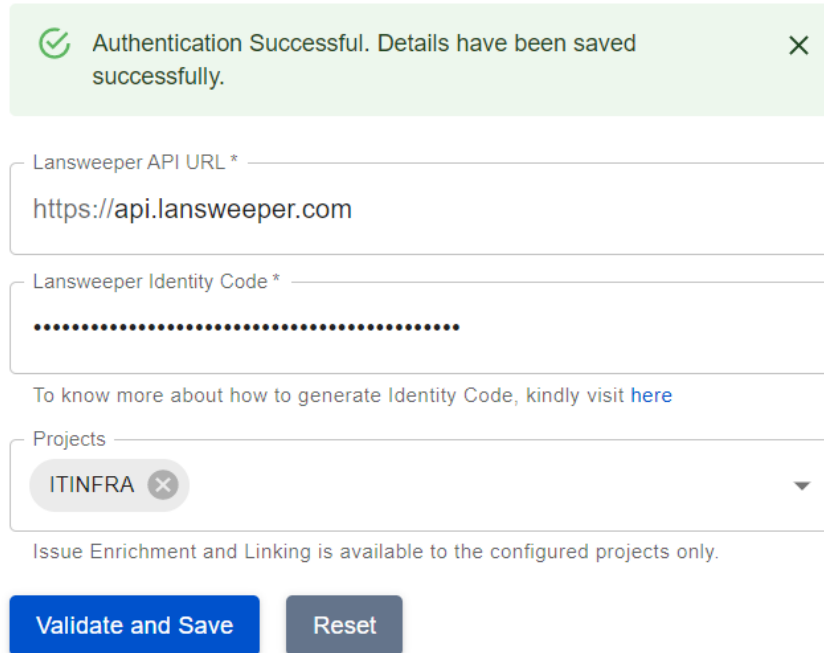


4. The user needs to provide the *Lansweeper Identity Code*.

A screenshot of a configuration form. It contains three input fields: 1. A text field labeled "Lansweeper API URL *" containing the text "https://api.lansweeper.com". 2. A text field labeled "Lansweeper Identity Code *". Below this field is a link: "To know more about how to generate Identity Code, kindly visit [here](#)". 3. A dropdown menu labeled "Projects" with a downward arrow. Below the dropdown is a note: "Issue Enrichment and Linking is available to the configured projects only." At the bottom of the form are two buttons: "Validate and Save" (blue) and "Reset" (grey).

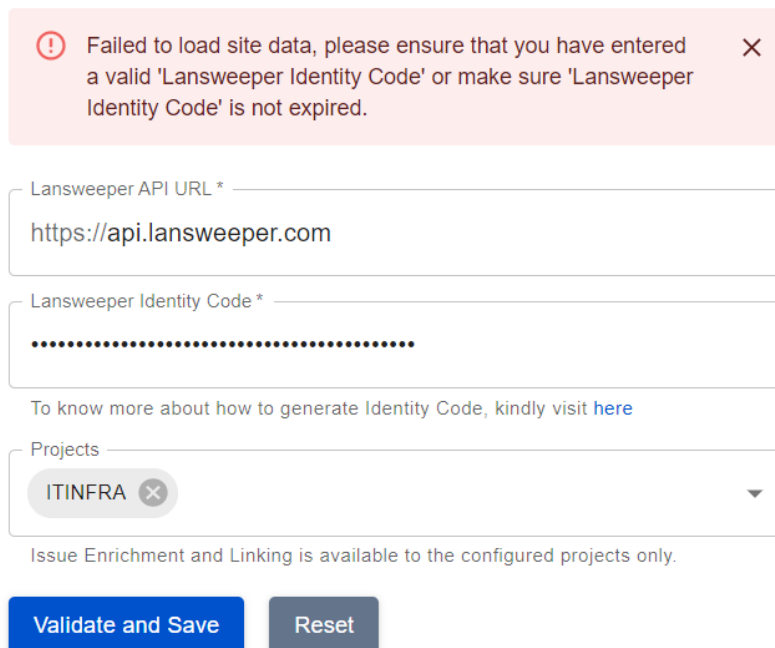
5. The app would be functional in the selected projects under the Projects field. It is a multi-select field and allows the selection of a maximum of 50 projects. The dropdown would populate certain recently accessed projects by the user and allows searching of the projects as text is entered in the field.

6. Once the **Validate and Save** button is clicked, it validates the configuration parameters and authenticates the Lansweeper credentials. On successful validation and authentication, it would show a message as seen in the below image.



A green notification banner at the top contains a checkmark icon, the text "Authentication Successful. Details have been saved successfully.", and a close button (X). Below the banner is a form with three input fields: "Lansweeper API URL *" containing "https://api.lansweeper.com", "Lansweeper Identity Code *" containing a masked code of dots, and "Projects" containing a dropdown menu with "ITINFRA" selected. A link "here" is present below the Identity Code field. At the bottom are two buttons: "Validate and Save" (blue) and "Reset" (grey).

In case of a failed validation, it would show a message as seen in the below image.



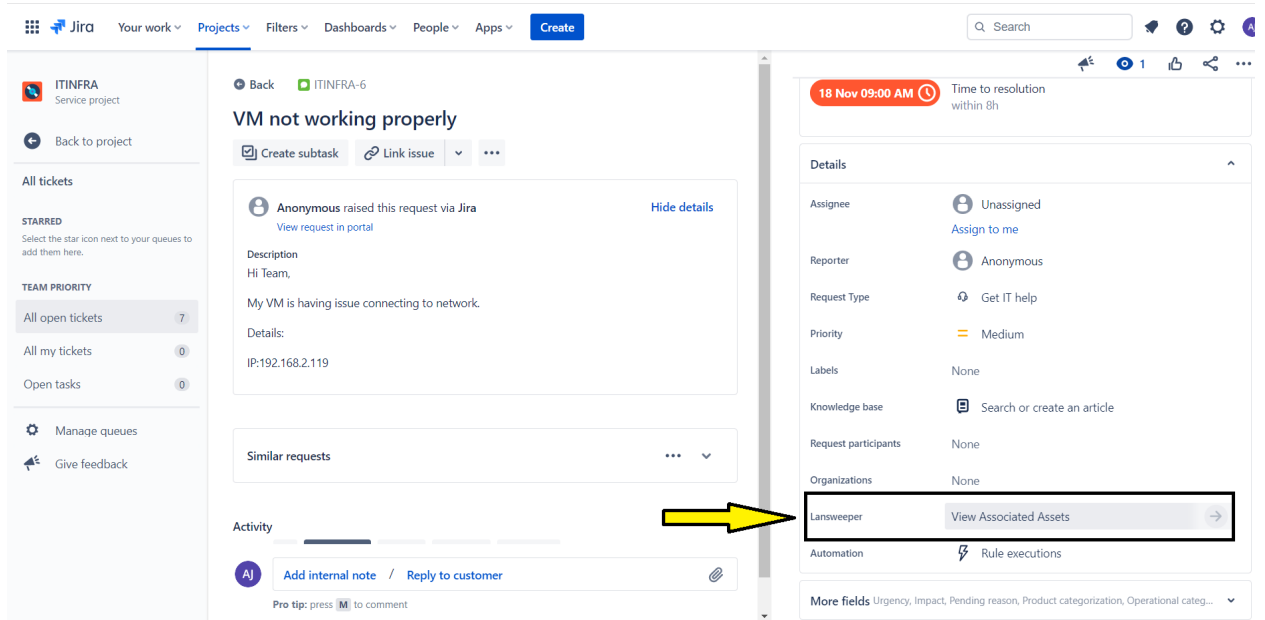
A red notification banner at the top contains an error icon, the text "Failed to load site data, please ensure that you have entered a valid 'Lansweeper Identity Code' or make sure 'Lansweeper Identity Code' is not expired.", and a close button (X). Below the banner is a form identical to the one above, with the same input fields and buttons. The "Validate and Save" button is blue, and the "Reset" button is grey.

7. Reset Button: When the *Reset* button is clicked it would clear all the previously saved configuration parameters.

Note: If any of the selected projects on the configuration are deleted and the configuration page is opened after that, the project would still be visible in the selected projects. If clicked on the Validate and Save button without removing the deleted project/s, it would show a message to remove the deleted project/s and reconfigure the projects.

Issue Enrichment

1. Users can navigate to any Jira issue and would be able to see a Lansweeper field on the right side Details tab. Clicking on the *View Associated Assets* will open the Asset Details tabular view.



2. Users would be able to see the assets in a tabular view with the following tabs:
 - **Selected:** This tab would display the assets that have been selected for the particular Jira issue previously. (These details are saved in the Jira Cloud storage issue-wise. For each Jira issue information like asset id, site id and company name is stored for each of the selected assets).
Eg: In the image below, one asset has been selected each from the Matched and Search Results tab and is now visible in the Selected Tab.

The screenshot shows the 'Asset Details' page in Lansweeper. At the top, there is a navigation bar with a back arrow and the text 'Lansweeper'. Below this is the title 'Asset Details' with a refresh icon on the right. A filter section includes a 'Filter By:' dropdown set to 'Asset Name', an 'LS Search:' input field containing 'XLAN-1040, XLAN-1041', and a search icon. A note below the search field states: 'Note: This will perform LIKE based match in LS against the provided value. Comma separated values are supported.' Below the note are three tabs: 'Selected' (highlighted in blue), 'Matched', and 'Search Results'. A descriptive text says: 'This table displays the assets which are previously selected by the user.' The table has five columns: 'Selected', 'Asset Name', 'Site Name', 'Type', and 'Info'. It contains two rows of data. Below the table is a pagination control with 'Previous', a box containing the number '1', and 'Next'. At the bottom, there is a blue button labeled 'Link Related Issue'.

Asset Details

Filter By: Asset Name LS Search: XLAN-1040, XLAN-1041

Note: This will perform LIKE based match in LS against the provided value. Comma separated values are supported.

Assets

Selected Matched Search Results

This table displays the assets which are previously selected by the user.

Selected	Asset Name	Site Name	Type	Info
▼ <input checked="" type="checkbox"/>	XLAN-1041	api-demo-data-site	Windows	Go to Lansweeper
▼ <input checked="" type="checkbox"/>	L004	api-demo-data-site	Windows	Go to Lansweeper

Previous 1 Next

Link Related Issue

- **Matched:** This tab would display the assets that have been fetched automatically based on the IP addresses or MAC addresses from the issue summary or description. It also fetches assets associated with the reporter of the Jira issue.

Eg: In the image below, two assets seen in the Matched tab have been fetched based on the IP address present in the Jira Issue description.

The screenshot shows a Jira issue page for the project 'ITINFRA'. The issue title is 'VM not working properly'. The description states: 'Hi Team, My VM is having issue connecting to network. Details: IP:192.168.2.119'. The 'Assets' section is active, showing a table of assets extracted from the issue description. The table has columns for 'Selected', 'Asset Name', 'Site Name', 'Type', and 'Info'. Two assets are listed: 'L004' (api-demo-data-site, Windows) and 'tstaxensrv04' (api-demo-data-site, Citrix XenServer). The 'Matched' tab is selected, and the page shows '1' asset in the list.

Selected	Asset Name	Site Name	Type	Info
<input type="checkbox"/>	L004	api-demo-data-site	Windows	Go to Lansweeper
<input type="checkbox"/>	tstaxensrv04	api-demo-data-site	Citrix XenServer	Go to Lansweeper

- **Search Results:** This tab would display the assets that have been fetched from the Lansweeper using the LS search functionality. LS search can be done based on IP, MAC, Asset Name or User Name.
Eg: In the image below, three assets have been fetched from the Lansweeper based on the search which is done based on the Asset Name field for values XLAN-1040 and XLAN-1041.

The screenshot shows the Lansweeper interface. At the top, there's a navigation bar with a back arrow, the text 'Lansweeper', and icons for search, a notification (1), share, and more options. Below this is the 'Asset Details' section with a refresh icon. A search filter is set to 'Asset Name' and the search query is 'XLAN-1040, XLAN-1041'. A note states: 'Note: This will perform LIKE based match in LS against the provided value. Comma separated values are supported.' Under the 'Assets' section, there are tabs for 'Selected', 'Matched', and 'Search Results' (which is active). A table displays the search results:

Selected	Asset Name	Site Name	Type	Info
▼ <input type="checkbox"/>	XLAN-1041	api-demo-data-site	Windows	Go to Lansweeper
▼ <input type="checkbox"/>	XLAN-1040	api-demo-data-site	Multiplexer	Go to Lansweeper
▼ <input type="checkbox"/>	XLAN-1041	api-demo-data-site	Multiplexer	Go to Lansweeper

Below the table, there are 'Previous', '1', and 'Next' navigation options. At the bottom, there is a 'Link Related Issue' button.

Issue Linking

1. Users can navigate to any Jira issue and would be able to see a Lansweeper field on the right side Details tab. Click on the *View Associated Assets* option available in the view. Scroll to the bottom and the *Link Related Issue* button would be visible.

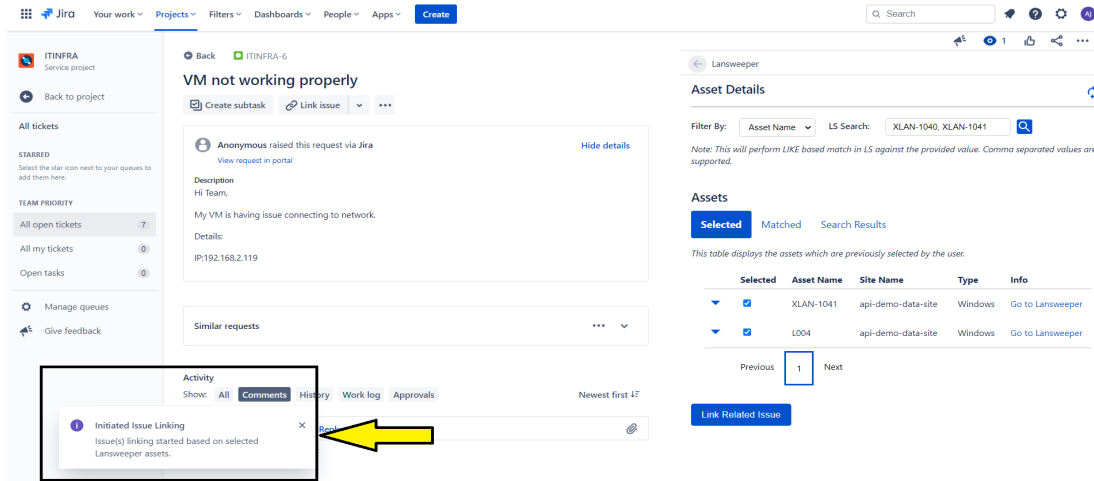
The screenshot displays the Jira interface for a ticket titled "VM not working properly" within the ITINFRA-6 project. The ticket description states: "My VM is having issue connecting to network. Details: IP:192.168.2.119".

On the right side, the "Lansweeper" integration is active, showing "Asset Details" for the search terms "XLAN-1040, XLAN-1041". A table of "Assets" is displayed with the following data:

Selected	Asset Name	Site Name	Type	Info
<input checked="" type="checkbox"/>	XLAN-1041	api-demo-data-site	Windows	Go to Lansweeper
<input checked="" type="checkbox"/>	L004	api-demo-data-site	Windows	Go to Lansweeper

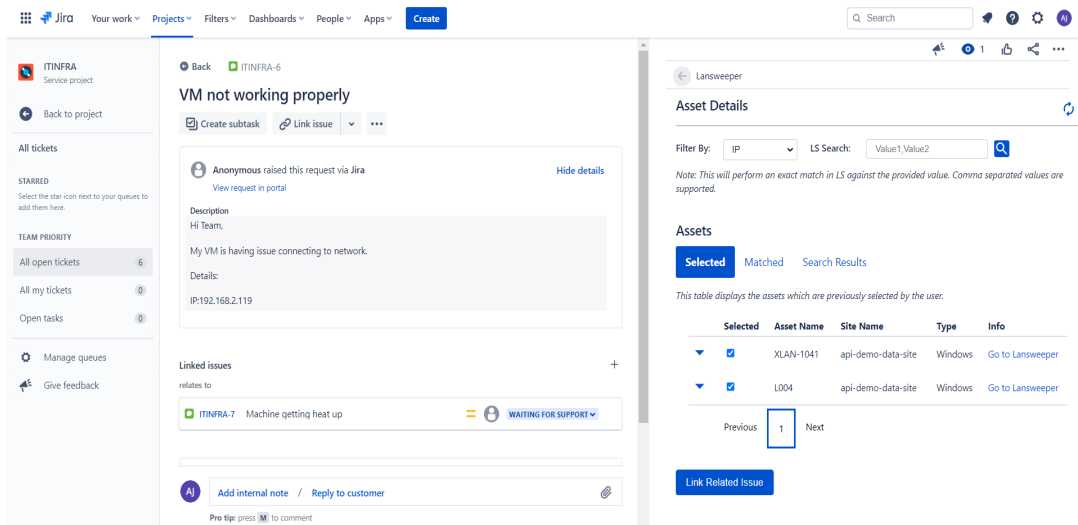
Below the table, a "Link Related Issue" button is highlighted with a yellow arrow. A tooltip above the button states: "This would link all the Jira issues having any of the selected assets matching to the selected assets in this Jira issue." The interface also shows a "Comments" section with an "Add internal note" field and a "Pro tip: press IM to comment" message.

- Clicking on the *Link Related Issue* button would link all the Jira issues having any of the selected assets matching to the selected assets in the current Jira issue. It would show a prompt as shown in the below image indicating the linking process has been initiated. The user would need to refresh the page to see the linked issues.



It would only link issues that are not having the Jira status category as **Done** which includes the status: Resolved, Closed, Declined, Canceled, Completed, Failed, Done, Published, Approved, Canceled, and Rejected.

Eg: Here we have three issues, ITINFRA-6, ITINFRA-7 and ITINFRA-9, all having XLAN-1041 as selected assets, where INFRA-9 is in the closed state. As seen in the below image, after clicking on the Link Related Issue button in ITINFRA-6, it linked ITINFRA-7 which was not in the closed state.



Third-Party Libraries Used

Library	Version	Github/Bitbucket	License
eslint	7.32.0	https://github.com/eslint/eslint	https://github.com/eslint/eslint/blob/v7.32.0/LICENSE
eslint-plugin-react-hooks	4.2.0	https://github.com/facebook/react	https://github.com/facebook/react/blob/main/LICENSE
cryptojs	4.1.1	https://github.com/brix/crypto-js	https://github.com/brix/crypto-js/blob/4.1.1/LICENSE
atlaskit/css-reset	6.0.1	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
lodash.debounce	4.0.8	https://github.com/lodash/lodash	https://github.com/lodash/lodash/blob/4.0.8-npm-packages/lodash.debounce/LICENSE
emotion	11.10.4	https://github.com/emotion-js/emotion/tree/main/packages/emotion	MIT
fontsource	4.5.8	https://github.com/fontsource/fontsource	https://github.com/fontsource/fontsource/blob/main/README.md
mui	5.10.9	https://github.com/mui/material-ui	https://github.com/mui/material-ui/blob/master/LICENSE

styled-components	5.3.1	https://github.com/styled-components/styled-components	https://github.com/styled-components/styled-components/blob/main/LICENSE
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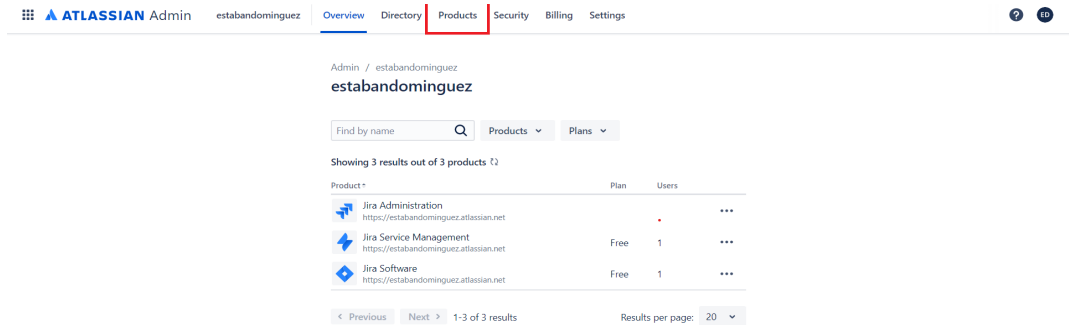
Known Behavior

1. If the Identity Code provided does not have any site selected then it will display an error message.
2. If the process of linking is initiated in two issues with the same selected assets at the same time then duplication may occur for a few issues linked.
3. The IP and MAC provided in the summary and description of the issue should be in plaintext. Example: If IP or MAC is provided in the format of a link in the summary or description then assets related to it may not be displayed in Asset Details.
4. To view the linked Assets, the user needs to refresh the page after clicking on the Link Related Issue button.

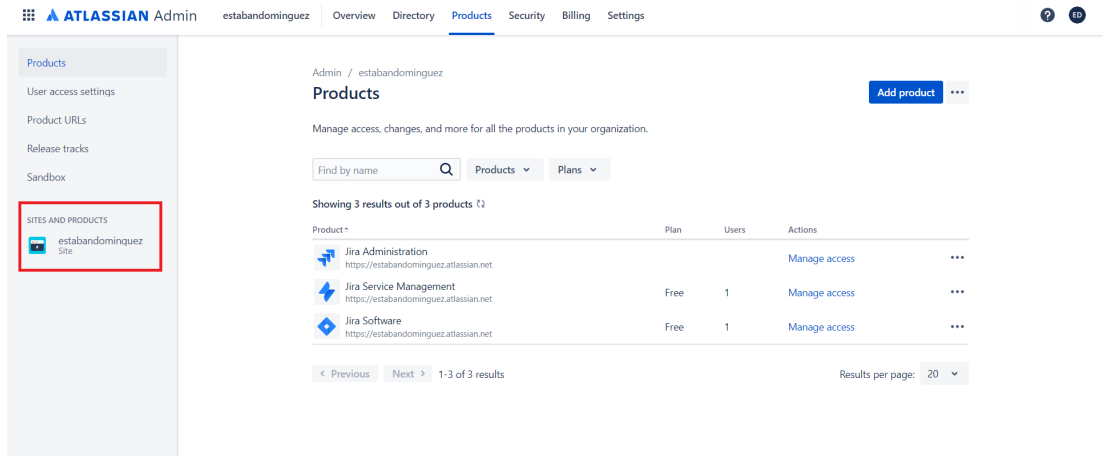
Troubleshooting

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.

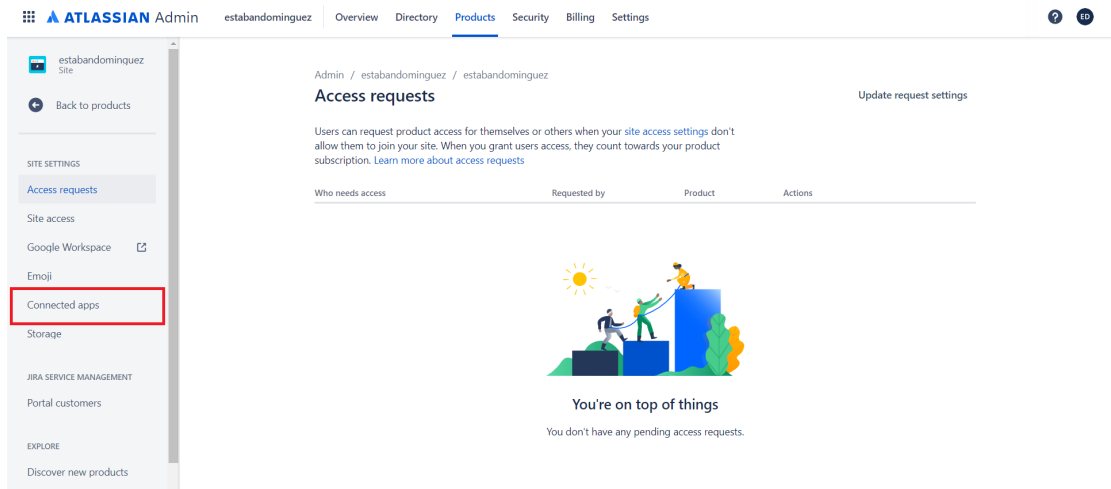
- Go to <https://admin.atlassian.com/>.
- Click on Products.



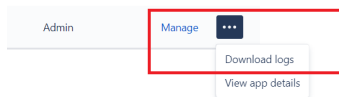
- Click on SITES AND PRODUCTS.



- 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. Issue encountered in Issue Enrichment UI
 - If any issue is faced while viewing the asset details, selecting/deselecting the assets or viewing the updated asset data, a refresh button has been provided on the right side of the Asset Details page. Click on the refresh button or hard refresh the page.

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