Lansweeper App for Jira

Release Documentation and User Guide

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

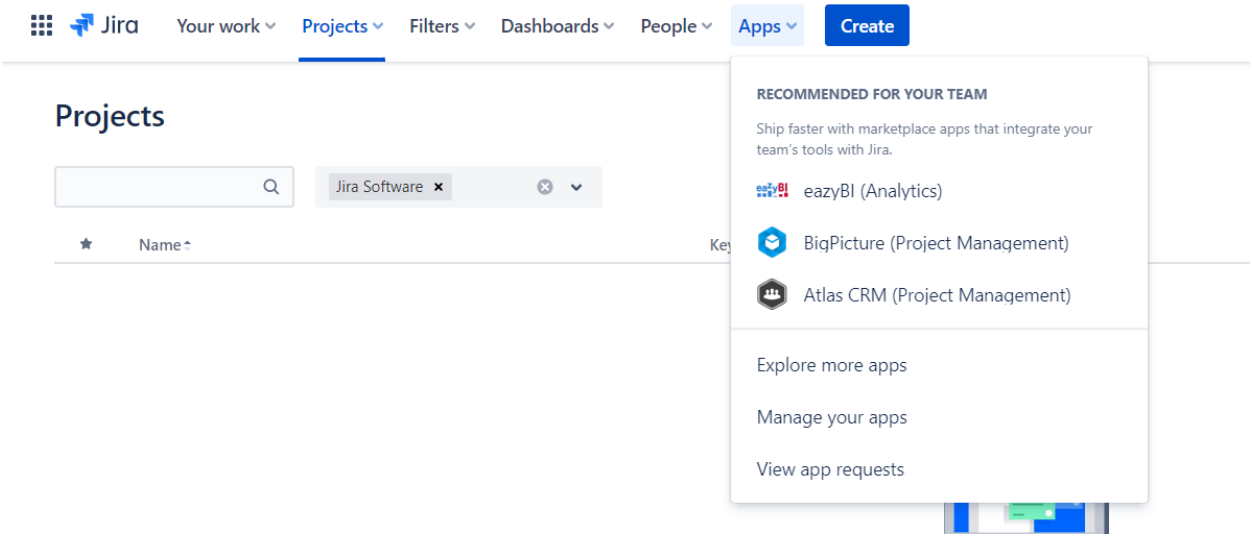
v1.0.0

- 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.



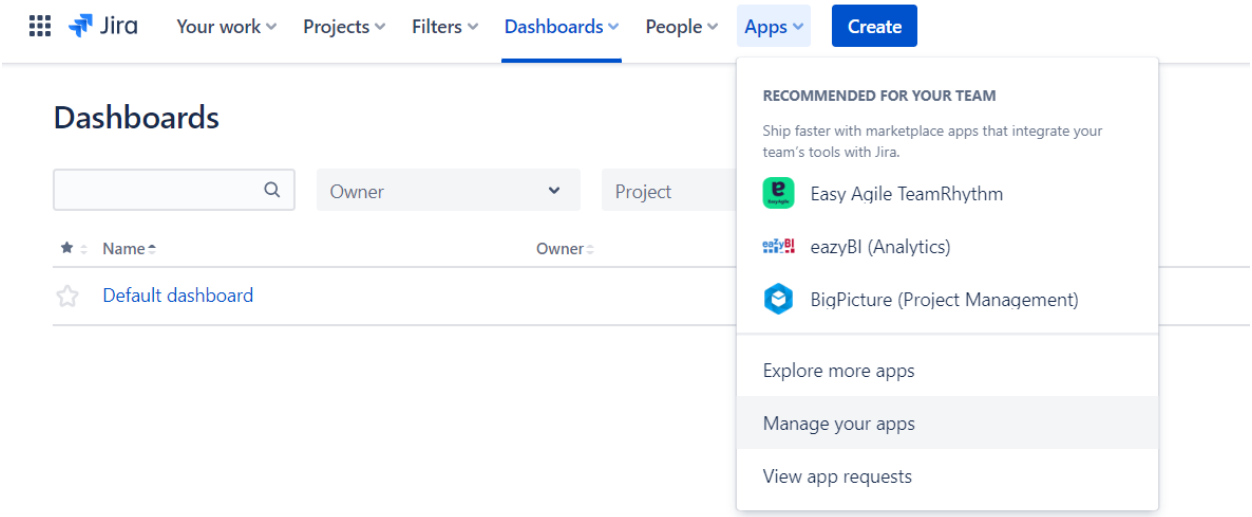
2. In the search bar, search for the Lansweeper App for Jira. Click on the app and then press the *Get App* button. A pop-up would appear, then click on the *Get it now* button. Pressing that would begin the installation process. Once installed, a message would appear on the bottom left indicating that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

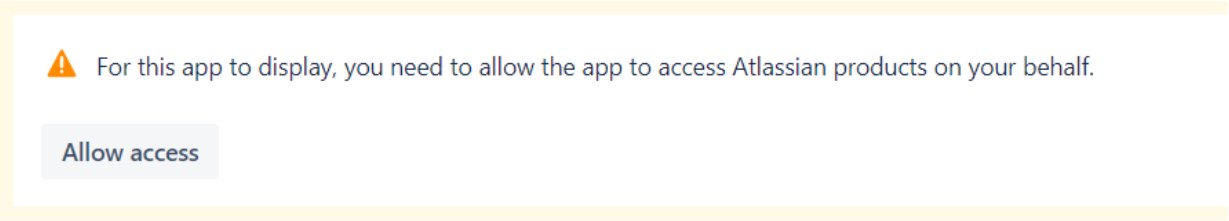
Configuring Lansweeper Ticket Enrichment App

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.

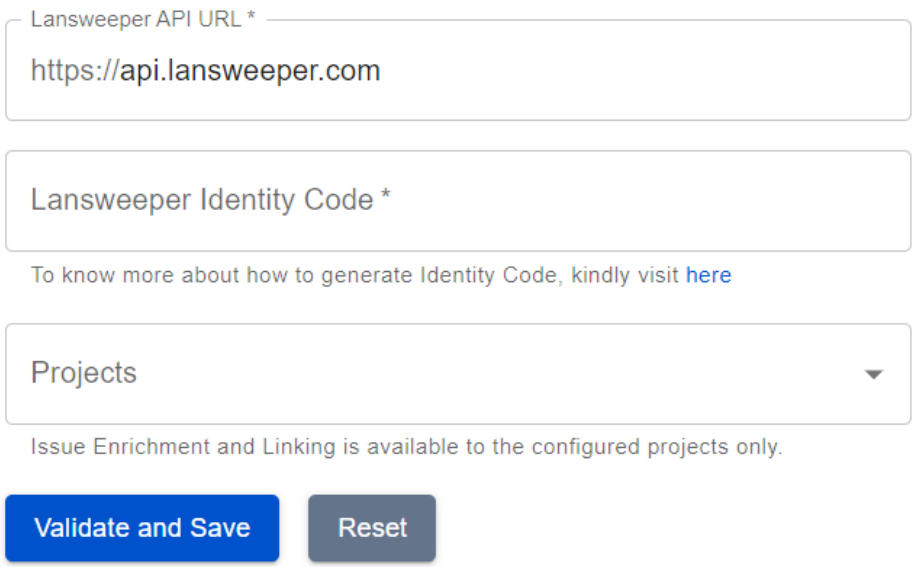


2. On the left panel, the Lansweeper App for Jira under the Apps section would be visible, Clicking on it would open the configuration page for the Lansweeper App for Jira.

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.

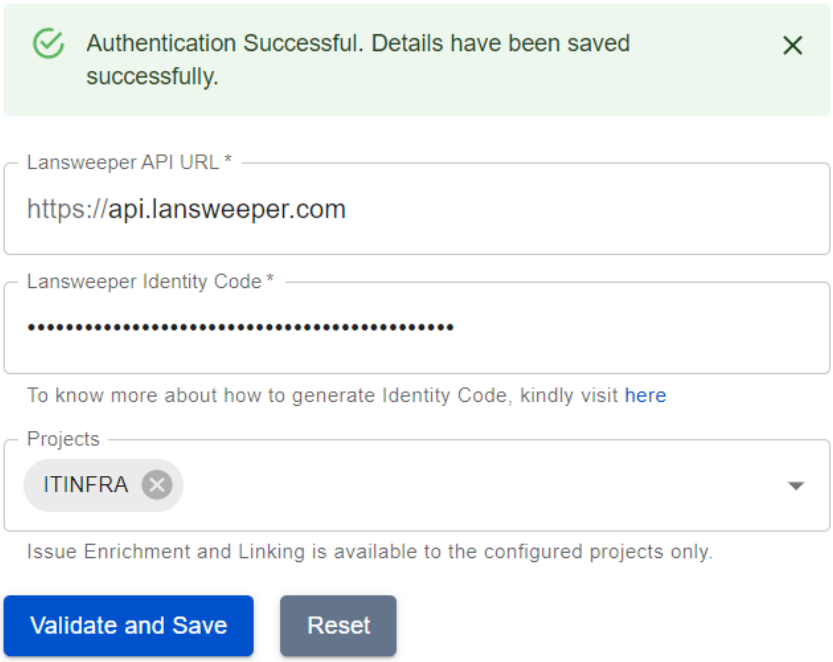


4. The user needs to provide the *Lansweeper Identity Code*.

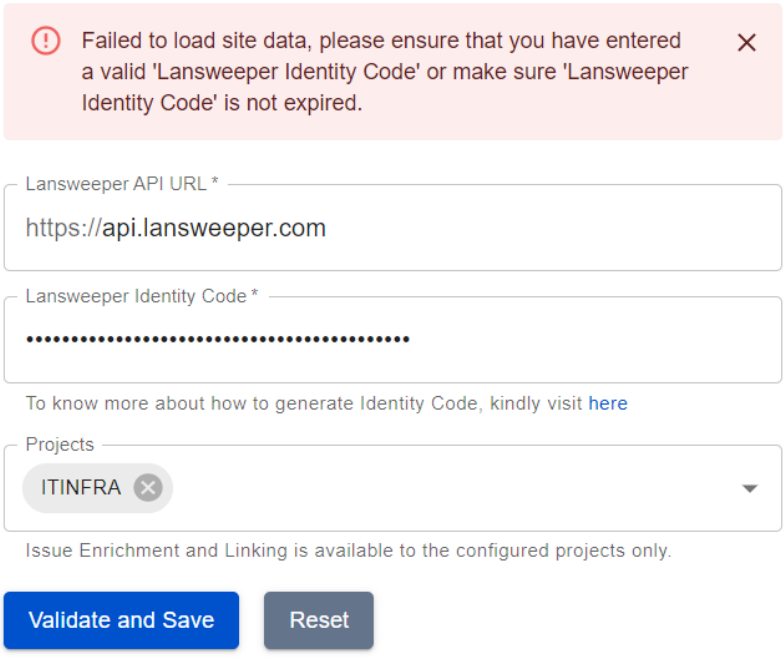


5. The app would be functional in the selected projects under the Projects field. It is a multi-select field and allows the selection of a maximum of 50 projects. The dropdown would populate certain recently accessed projects by the user and allows searching of the projects as text is entered in the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



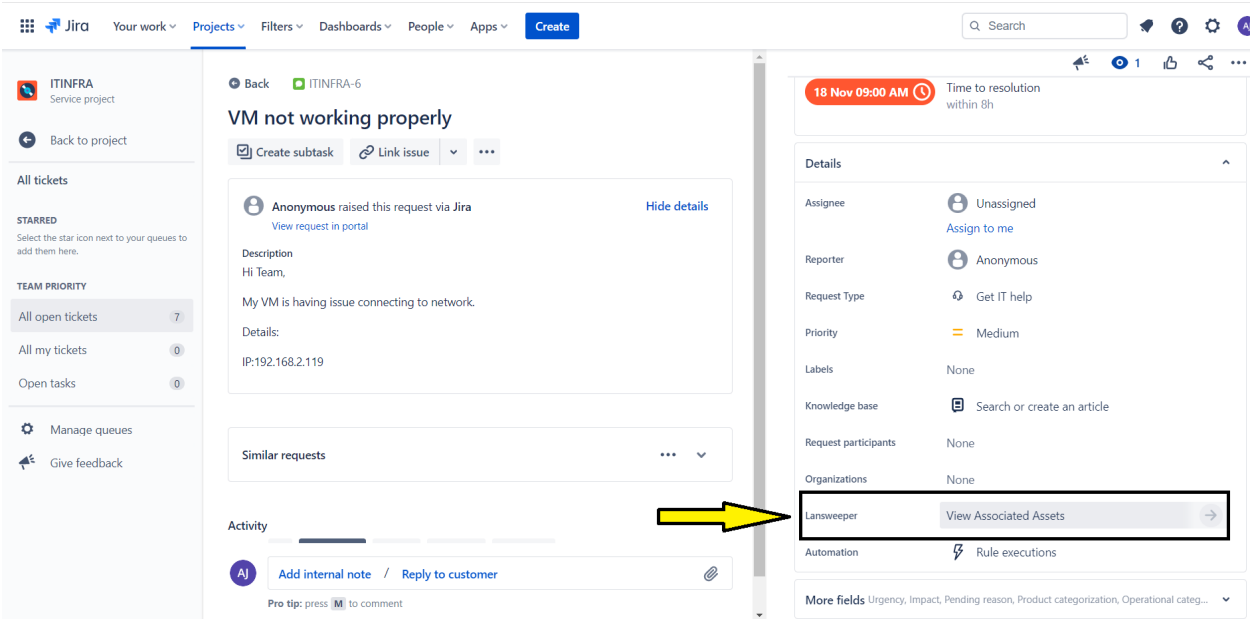
In case of a failed validation, it would show a message as seen in the below image.



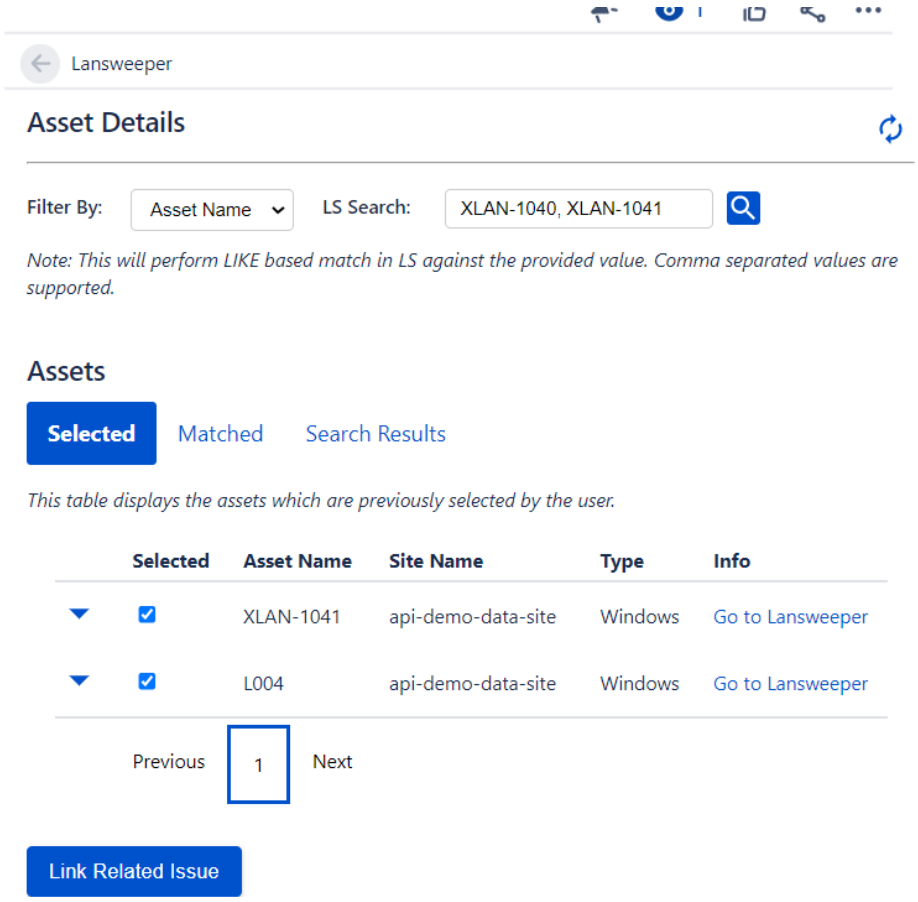
7. Reset Button: When the *Reset* button is clicked it would clear all the previously saved configuration parameters.
   Note: If any of the selected projects on the configuration are deleted and the configuration page is opened after that, the project would still be visible in the selected projects. 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

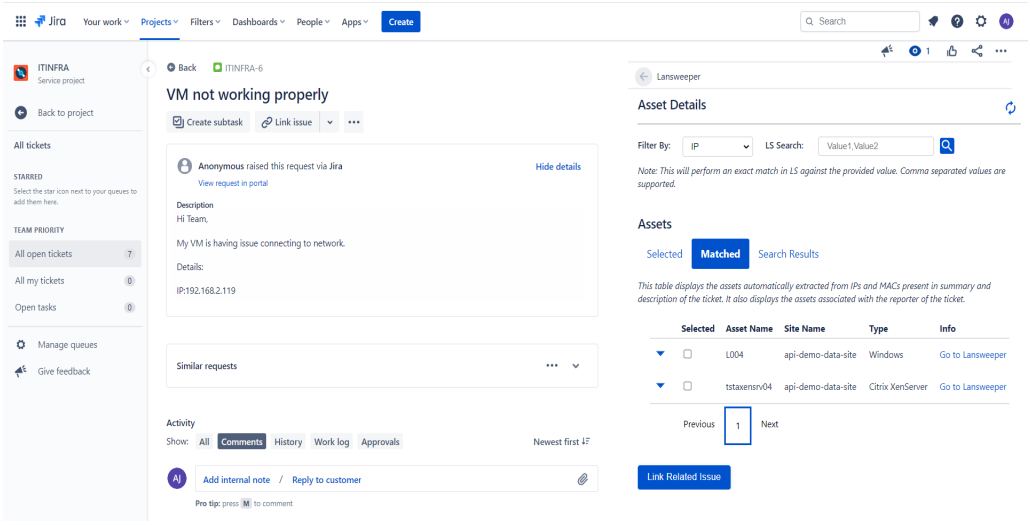
1. Users can navigate to any Jira issue and would be able to see a Lansweeper field on the right side Details tab. Clicking on the *View Associated Assets* will open the Asset Details tabular view.



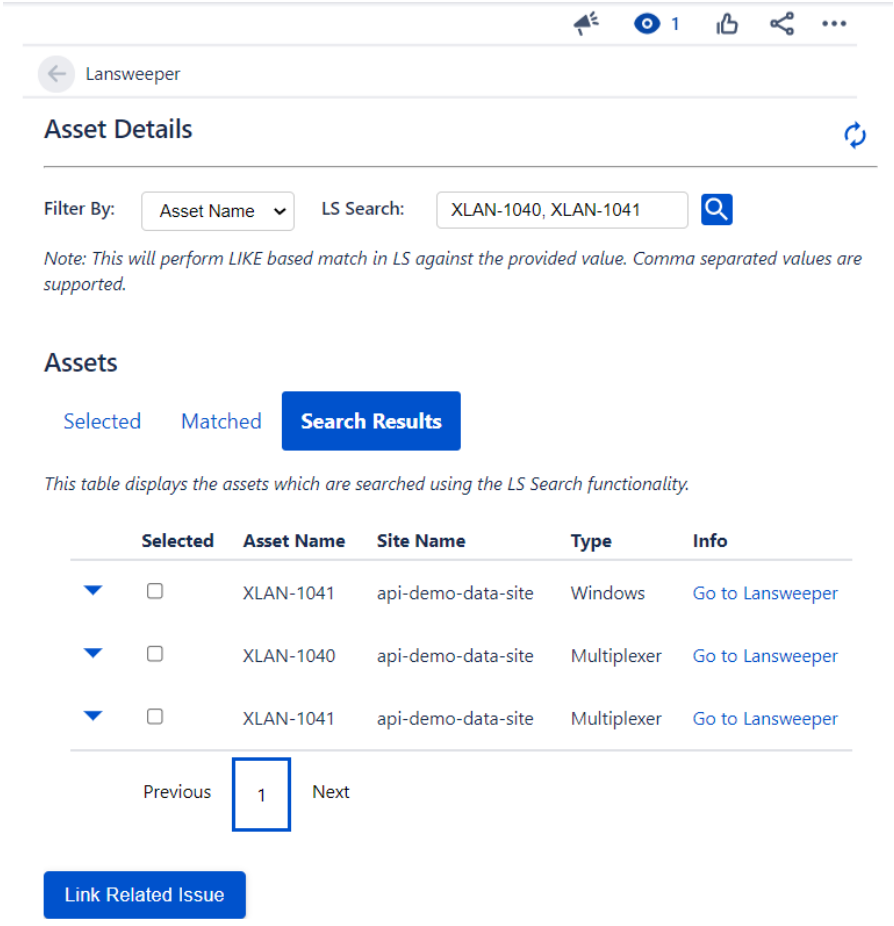
2. Users would be able to see the assets in a tabular view with the following tabs:
    - *Selected*: This tab would display the assets that have been selected for the particular Jira issue previously. (These details are saved in the Jira Cloud storage issue-wise. For each Jira issue information like 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.



- *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.

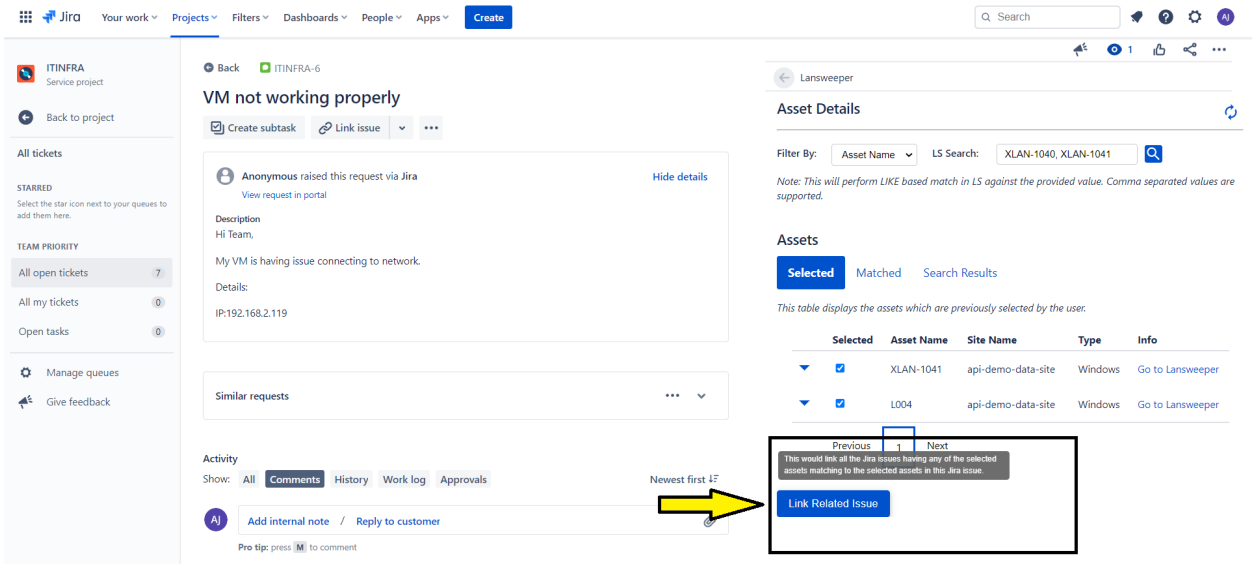


- *Search Results*: This tab would display the assets that have been fetched from the Lansweeper using the LS search functionality. LS search can be done based on IP, MAC, Asset Name or User Name.
  Eg: In the image below, three assets have been fetched from the Lansweeper based on the search which is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

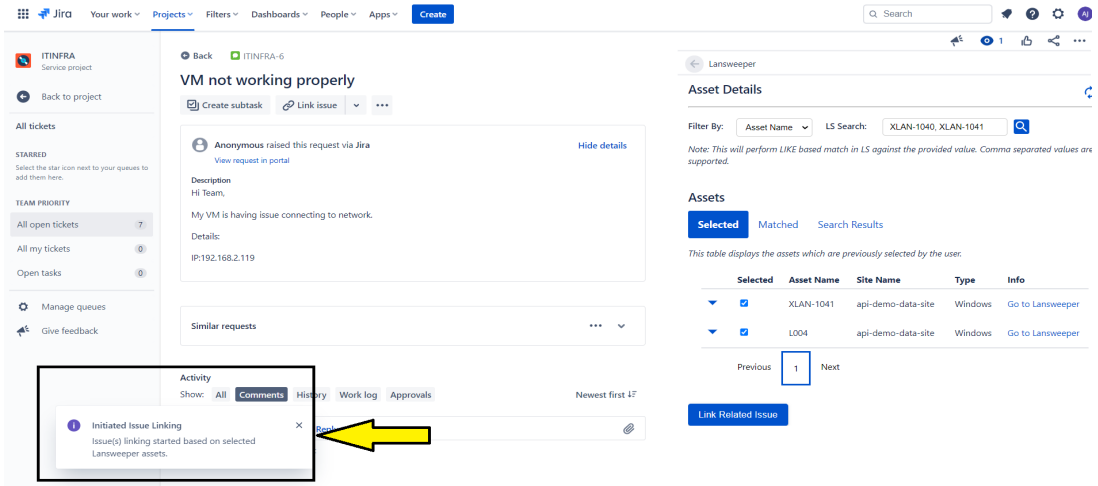


Issue Linking

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.

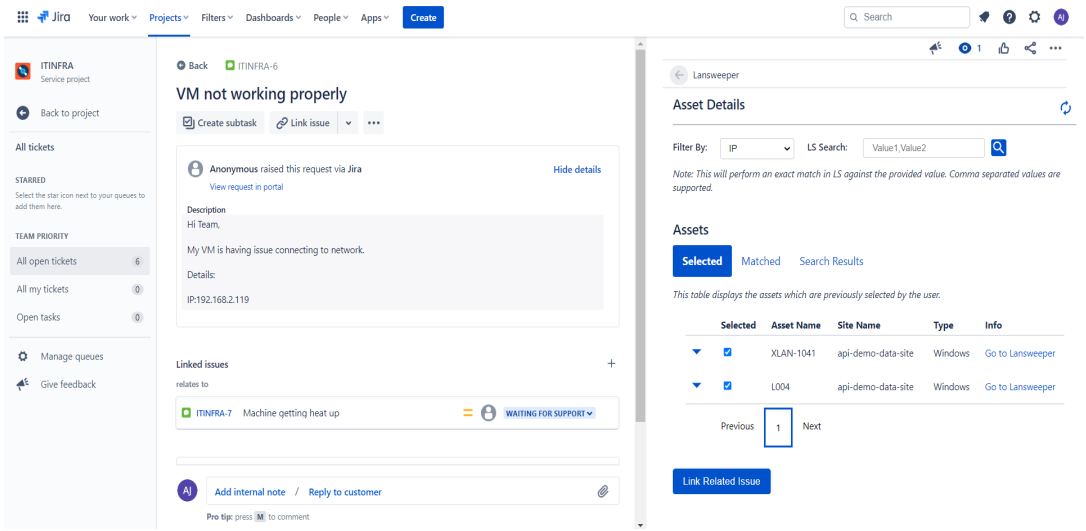


2. Clicking on the *Link Related Issue* button would link all the Jira issues having any of the selected assets matching to the selected assets in the current Jira issue. It would show a prompt as shown in the below image indicating the linking process has been initiated. The user would need to refresh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

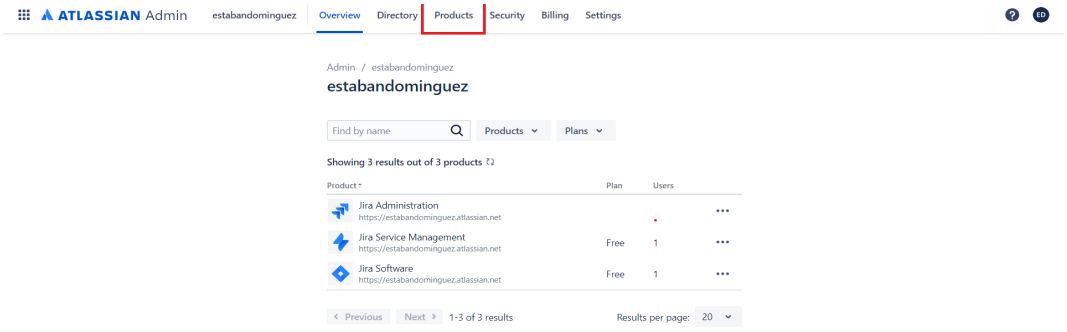
Known Behavior

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.

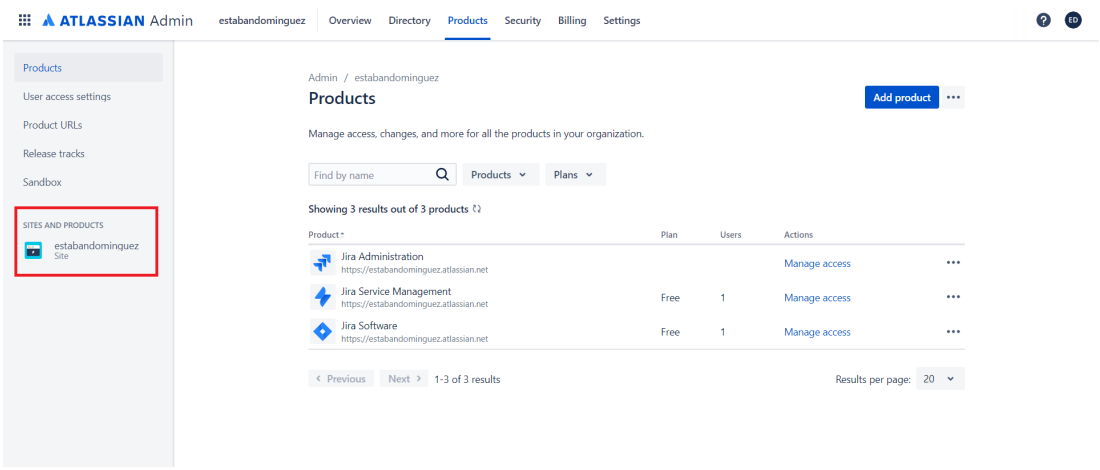
Troubleshooting

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.

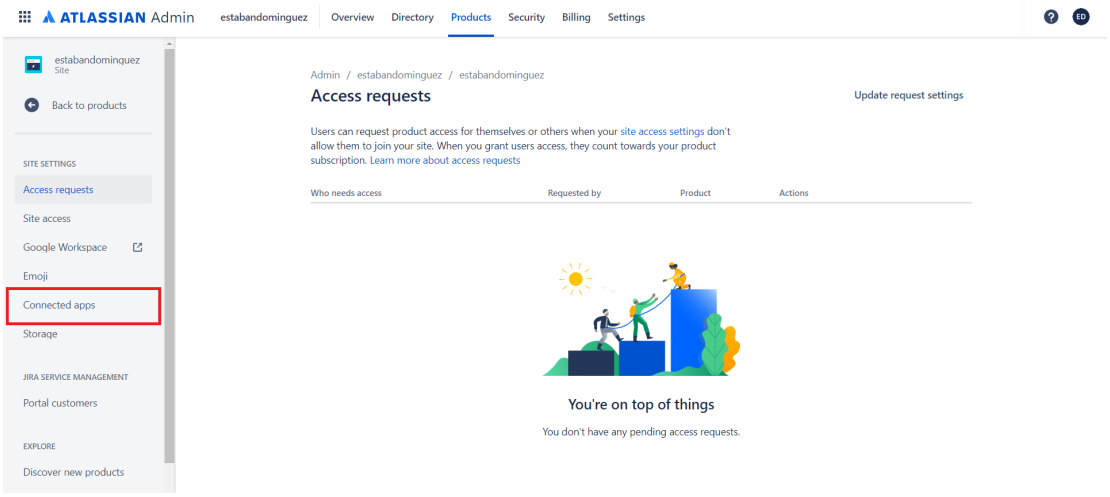
    - Go to https://admin.atlassian.com/.
    - Click on Products.



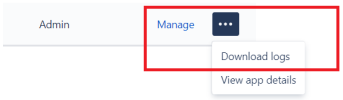
    - Click on SITES AND PRODUCTS.



- 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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