

# *Absolute ITSM Connector Configuration Guide*

[www.absolute.com](http://www.absolute.com)

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** ABSOLUTE®**

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This guide provides information about the integration of ServiceNow® IT Service Management (ITSM) with Absolute using Absolute ITSM Connector (Connector). This application enhances reporting and compliance by streaming asset intelligence from every computer, whether the devices are on or off the corporate network.

**IMPORTANT** A new and improved Connector is now available. If you want to set up a new integration, or upgrade your existing integration, install and configure the *Absolute Connector*. You can download the new Absolute Connector from the [ServiceNow Store](#).

For more information about the new Connector, see *ServiceNow integration* in the Absolute console Help.

## Audience

This guide is intended for ServiceNow administrators who manage applications in their ServiceNow instance.

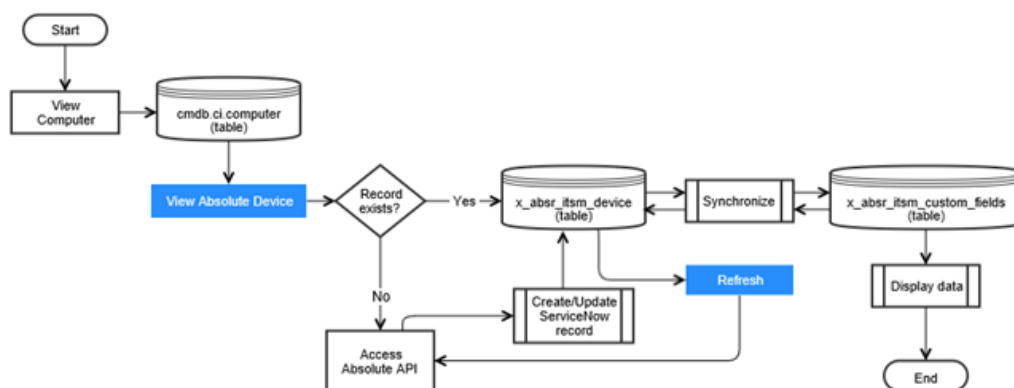
## About Absolute ITSM Connector

The Connector enables ServiceNow users to retrieve the following data about their *Windows* and *Mac* computers from Absolute, and view that data in their ServiceNow instance:

- Asset data, including system information and antivirus and encryption status details
- Custom Fields, which are device fields that are defined and populated by users in the Absolute console

To see the complete list of fields retrieved from Absolute, see "Fields available on the Device form" in the *Absolute ITSM Connector User Guide*.

After you install and configure the Connector, authorized ServiceNow users can begin syncing Absolute data for individual computers by clicking the **View Absolute Device** button on a Computer form. This action initiates a request to the Absolute API to retrieve the computer's device data from the Absolute database. The retrieved data shows on a new form named **Device**. Users can update a computer's data at any time by clicking the **Refresh** button on the Device form.



**Figure 1:** Absolute/ServiceNow integration - requesting Absolute data

## Compatibility

Absolute ITSM Connector is compatible with the following versions of ServiceNow ITSM:

- San Diego
- Rome
- Quebec

## Prerequisites

To use Absolute ITSM Connector in your ServiceNow instance, the following prerequisites must be met:

- Your organization has an existing account with Absolute and your Absolute product licenses are active.
- The Absolute agent is installed and activated on the devices that you want to sync in ServiceNow.

## Configuration overview

Configuration of this integration includes six key steps, which need to be completed in the following order:

1. [Install](#) the Absolute ITSM Connector in your ServiceNow instance.
1. [Create](#) an integration user in Absolute.
2. [Generate](#) an API token.
3. [Configure](#) API authentication settings in ServiceNow.
4. [Test](#) the integration.
5. [Assign](#) user roles to non-administrator users (optional).

## Installing the Absolute ITSM Connector

If you downloaded the Absolute ITSM Connector prior to May 2022, you can install it in your ServiceNow instance.

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**NOTE** The Absolute ITSM Connector is no longer available for download from the ServiceNow Store. If you are setting up a new integration, we recommend that you download the new Absolute Connector from the [ServiceNow Store](#). Integration using the new Connector is greatly enhanced. For more information, see *ServiceNow integration* in the Absolute console Help.

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### → To install the Absolute ITSM Connector:

1. On the Applications page in ServiceNow, click the **Not Installed** tab.
2. Locate **Absolute ITSM Connector** and click **Install**. The application is installed onto your instance.

Installation of Absolute ITSM Connector creates the following items in your ServiceNow instance:

Area	Items created
Roles	x_absr_itsm.device_user x_absr_itsm.custom_fields_user

Area	Items created
Modules (tables)	Custom Fields (x_absr_itsm_custom_fields) Devices (x_absr_item_device)
System properties	x_absr_itsm.API_Secret x_absr_itsm.API_Token x_absr_itsm.Region x_absr_itsm.logging.verbosity

## Creating a dedicated integration user

Absolute highly recommends that you create a dedicated integration user to authenticate the communication between Absolute and ServiceNow.

### → To create a dedicated integration user:


1. Create a generic email address in your corporate email system. For example, create ABS\_ITSM@<domain>where <domain> is your corporate domain.
2. In the Absolute console, create a new user with the following attributes:
  - Role: Guest User
  - Device Group: All active devices

For more information about creating users in Absolute, see *Adding a new user* in the Absolute console Help.

## Generating an API token in Absolute

Absolute ITSM Connector retrieves device data from Absolute using the Absolute API. To enable these API requests to be authenticated, you need to generate an API token using the Absolute console. The token consists of a token ID and secret key.

### → To generate an API token:

1. Log in to the Absolute console as the integration user you created in the section, *Creating a dedicated integration user*.
2. On the quick access toolbar on any console page, click  > **API Token** and create a token.

For detailed instructions, see *Managing tokens used to access Absolute APIs* in the Absolute console Help.

## Configuring authentication settings in ServiceNow

To authenticate the communication between Absolute ITSM Connector and the Absolute API, you need to add the API token generated in the previous task to the applicable ServiceNow system properties.

### → To configure authentication settings:

1. Log in to your ServiceNow instance as a ServiceNow administrator.
2. Ensure that the Absolute ITSM Connector application is in scope.

- In the **Filter navigator** field, enter **sys\_properties.list**. The list of system properties shows.
- Search for the system properties associated with the Absolute ITSM Connector by entering **x\_abs** in the **Search** field. Three properties show in the filtered list of system properties.

Name	Value	Type	Application	Description
x_absr_itsm_API_Secret		string	Absolute ITSM Connector	API Secret as provided from the API token...
x_absr_itsm_API_Token		string	Absolute ITSM Connector	API Token as provided from the API token...
x_absr_itsm_logging_verbosity	debug	string	Absolute ITSM Connector	Logging verbosity for the Absolute ITSM ...
x_absr_itsm_Region	USDC	choice list	Absolute ITSM Connector	Determines the Data Center region for Ab...

- To add the secret key:
  - Click **x\_absr\_itsm.API\_Secret** to open the record.
  - In the **Value** field, enter the secret key you recorded in step 6 of *Generating an API token in Absolute* and click **Update**.
- To add the token ID:
  - Click **x\_absr\_itsm.API\_Token** to open the record.
  - In the **Value** field, enter the token ID you recorded in step 6 and click **Update**.
- To specify the Absolute data center associated with your account:
  - Click **x\_absr\_itsm.Region** to open the record.
  - In the **Value** field, do one of the following depending on the URL you use to log in to your Absolute account:
    - If you use cc.absolute.com, enter CADC.
    - If you use cc.us.absolute.com, enter USDC.
    - If you use cc.eu2.absolute.com, enter EUDC.

**NOTE** If you use the CADC data center, this step is optional. However, we recommend that you enter a value in this field to explicitly identify the applicable data center, especially if your organization manages multiple ServiceNow instances. It also ensures that any changes introduced in a future release of the application do not interfere with the integration.

## Testing the integration

Absolute recommends that you test the integration by attempting to retrieve Absolute data for a test computer.

### → To test the integration:

- Log in to your ServiceNow instance as a ServiceNow administrator.
- In the **Filter navigator** field, type `Computers` and press **Enter**.
- In the **Search** field, enter the name of a test computer.
- Click the computer name to open its record.

5. Click **View Absolute Device**.

The screenshot shows a 'Computer' form for asset ABT21344. The form includes fields for Name, Asset tag, Manufacturer (Dell Inc.), Asset (Unknown), Company, Serial number (HXFQSY1), Model ID (Unknown), and Assigned to. Below the form is a 'Configuration' section with 'Update', 'View Absolute Device', and 'Delete' buttons. A 'Related Links' section contains a 'Subscribe' link.

**Figure 2:** Computer form showing Absolute integration interface enhancement

A new form named **Device** opens and shows the data retrieved from Absolute for this computer.

The screenshot shows a 'Device' form for asset ABT21344. The form displays various fields including ID, Identifier, Device Name, Last Connected, Username, Enrolled Date, Public IP Address, Usage Classification, Local IP Address, Average Daily Usage, Timezone, and Domain. Below this is a 'Hardware Details' section with tabs for Policy Status, Operating System, Antivirus, Encryption, CPU, BIOS, History, and Raw. The Hardware Details section shows fields for Make (Dell Inc.), Model (Latitude E6430), Serial (HXFQSY1), Hard Drive Free Space (172.69 GB), Total Physical Memory (7.91 GB), Available Physical Memory (5.92 GB), and Page File Space (5.86 GB). At the bottom, there is a 'View SN Computer' button, a 'Refresh' button, and a 'Related Links' section with a 'View SN Computer' link. A table at the bottom shows 'Absolute Custom Fields' with a search bar and a table with columns for Name and Value, containing one entry: Asset Number with value 1234.

**Figure 3:** Device form showing data retrieved from Absolute

To view the full list of fields retrieved from Absolute, see "Fields available on the Device form" in the *Absolute ITSM Connector User Guide*.



**NOTE** You can't edit or delete the Absolute data shown on the Device form, but you can [refresh](#) it.

- To close the Device form and return to the Computer form, click **View SN Computer**.

## Troubleshooting the integration

Absolute ITSM Connector may fail to retrieve data from Absolute for the following reasons:

Scenario	Resolution
The test computer does not exist in Absolute	A device record is created in Absolute when a computer's Absolute agent first connects to the Absolute Monitoring Center. Check that the agent is installed on the computer and that the computer is connected to the Internet.
The token ID and secret key are invalid	<a href="#">Generate a new API token</a> in the Absolute console and update the applicable <a href="#">ServiceNow system properties</a> .
The dedicated integration user is suspended in Absolute	To restore a user that has been suspended temporarily, see <i>Suspending or restoring a user</i> in the Absolute console Help.

### → To log additional debug messages to the System Log:

- Log in to your ServiceNow instance as a ServiceNow administrator.
- Ensure that the Absolute ITSM Connector application is in scope.
- In the **Filter navigator** field, enter **sys\_properties.list**. The list of system properties shows.
- Search for the system properties associated with the Absolute ITSM Connector by entering **x\_absr** in the **Search** field. Three properties show in the filtered list of system properties.
- Click **x\_absr\_itsm.logging.verbosity** to open the record.
- In the **Value** field, enter "debug" and click **Update**.

You can provide the logged events to Absolute for further review and troubleshooting.

## Assigning roles for Absolute ITSM Connector

By default, all ServiceNow administrators are assigned the roles associated with Absolute ITSM Connector. However, if you want other users to have the ability to retrieve the latest Absolute data for computers, assign the following roles to those users:

- x\_absr\_itsm.device\_user
- x\_absr\_itsm.custom\_fields\_user

For more information about assigning roles to users, refer to ServiceNow product documentation.

## Updating Absolute data for a computer

After a user retrieves a computer's data from Absolute, that data remains unchanged until a new request is submitted to refresh the data. Users must wait at least 5 minutes before refreshing data for the same computer.

**→ To update Absolute data for a computer:**

1. In the **Filter navigator** field, enter `Computers` and press **Enter**.
2. In the page's **Search** field, enter the name of the computer you want to update and click the computer name to open its record.

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**NOTE** You can update data for only one computer at a time.

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3. Click **View Absolute Device**. The Device form opens to show the most recently retrieved Absolute data for the computer.
4. To determine when the data was last retrieved from Absolute, click the **History** tab and view the date and time in the **Updated** field. If this field is blank, refer to the **Created** field.
5. Update this computer's Absolute data by clicking **Refresh**. The fields are updated with the most up-to-date information available in Absolute.
6. To close the Device form and return to the Computer form, click **View SN Computer**.

## Contacting Absolute Technical Support

If you need help integrating ServiceNow ITSM with Absolute using Absolute ITSM Connector, you can contact Absolute Technical Support.

**→ To contact Absolute Technical Support:**

1. Log in to your ServiceNow instance as a ServiceNow administrator.
2. In the **Filter navigator** field, enter `Absolute`.
3. Under Absolute ITSM Connector, click **Contact Support**.
4. On the page that opens, click the <https://www.absolute.com/support/servicenow> link.