



**cockpit**  
IT Service Manager

## **Office - Inventory management**

**FAQ document**

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## Introduction

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### I. Document objective

- Install and configure workstation inventory agents.
- Configure agent API accesses for portal synchronization.

### II. Principles

- Workstation inventories are performed by an agent installed locally on each workstation's operating system.
- The agent only works on Microsoft Windows operating systems.
- Agents regularly connect to the ITSM Cockpit portal via a REST API in order to synchronize, update, etc.

## Connection between the agent and the portal

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### I. API connection configuration

Menu: Office / Configuration / Agents

#### A. Current configuration

The "Current configuration" section indicates the configuration of the "agent-api" API connection used by the office agent to send the information. It is not necessary to change the default configuration. Note the following elements, they will be required during the agent installation:

- URL
- Client ID
- Client secret

#### B. Configuration update

The "New configuration" section allows you to modify the API connection for office agents. This may be necessary if the URL of the portal is changed, for example.

To modify the URL fill in the fields:

- URL: New URL that will be considered as a secondary URL
- Client ID: The customer ID must not already be used
- Client secret: Enter a secured password

Click on "Save".

During synchronizations, office agents try to connect to the secondary URL, if the connection works the secondary URL replaces the old URL.

#### C. API connection status

Menu: Administration / Connections / API Access

Principles:

- In the menu, the API access for the office inventory agents has the client ID "office-agent".
- The parameters (client ID, client secret, scope, etc.) cannot be modified except the "Status" field:
  - Inactive: Office inventory agents cannot communicate with the API, inventory data is not synchronized with the portal.
  - Active: Office inventory agents communicate with the API, inventory data is synchronized with the portal.

## Agent management

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### I. Installation

#### A. Prerequisites

The agent can be installed on a Microsoft Windows 8 operating system or higher.

#### B. Installer download

Menu: Administration / Engines - Agents / Distribution

Principles:

- In the "Inventory agent distribution" section click on "Download".
- The installation program is a Microsoft Software Installer (MSI).

#### C. Local installation

Execute the MSI installer "InventoryAgent-x.x.x.msi", click on "Next".

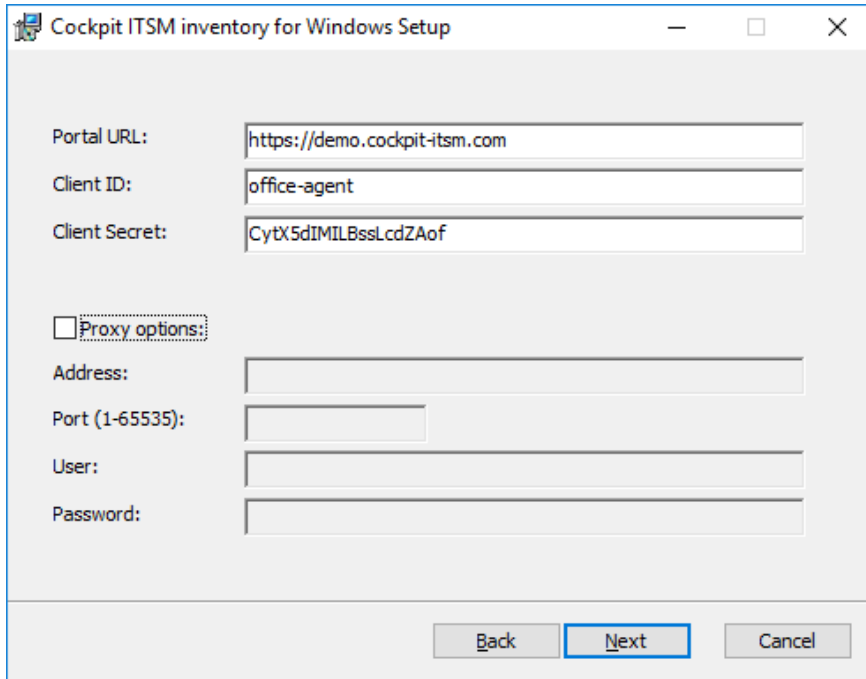
Specify the installation path if you don't want to use the default one.

Fill in the following mandatory fields with the information available on the portal in the "Administration / Settings / Engines & Agents / Agent Configuration" menu.

- URL
- Client ID
- Client secret

If workstations do not directly access the portal URL but use a proxy, tick "Proxy options" and fill in the following fields:

- Address
- Port
- User
- Password



Agreed the license terms and click on "Next".

Click on "Install".

Finish the installation by clicking on "Finish".

#### D. Deployment on several workstations

The agent can be deployed on several workstations by GPO for example.

Settings:

Parameter	Remarks
CLIENTID (required)	String data type
CLIENTSECRET (required)	String data type
PORTALURL1 (required)	String data type
PROXYENABLED (optional)	optional 0 = proxy disabled 1 = proxy enabled

PROXYURL (optional)	String data type
PROXYPORT (optional)	Integer between 1 and 65535
PROXYUSER (optional)	String data type
PROXYPASSWORD (optional)	String data type

**Command line installation example:**

```
msiexec /qn /i InventoryAgent.Setup.msi CLIENTID="office-agent" CLIENTSECRET="FE76JHDEU76FEJK"  
PORTALURL1="https://demo.cockpit-itsm.com" PROXYENABLED=1 PROXYURL="proxy.url"  
PROXYPORT=8080 PROXYUSER="user" PROXYPASSWORD="password"
```

## II. How the agent works

### A. Local service and files

Once the installation is complete, the office agent appears in the software installed under the name "Cockpit ITSM inventory for Windows".

A "Cockpit ITSM inventory for Windows" Windows service is created and started automatically after installation.

Operations performed by the agent (data collection, connection to the portal, etc.) are traced in the "ProgramData \ ITSM Cockpit \ Inventory for Windows \ InventoryAgent.log" file.

### B. Synchronization process

The last synchronization date and the last inventory status (content of all inventoried elements) are stored locally.

When the Windows service is started and then every hour after the Windows service is started, the agent collects the local data to be inventoried and checks the date of its last synchronization.

- If the local data has not changed since the last inventory and the last synchronization is less than 7 days old: The agent does not synchronize.
- If local data has been updated or if the last synchronization was more than 7 days ago: The agent synchronizes.

During each synchronization with the portal, the agent always sends the following information: the date, the agent status, the agent version.

### C. Update process

When the agent is synchronizing, the portal indicates 2 types of updates:

- Agent update: If a more recent version of the agent is available, the automatic update of the agent is triggered.
- Configuration update (URL, etc.): If a secondary configuration is reported by the portal, the agent considers that there is configuration update. The agent recovers the secondary configuration without overwriting the previous local configuration. Then, the local configuration keeps the 2 configurations. The agent tests the 2 configurations, it will only replace the old one with the new one when the new one works (operational connection).

## III. Agent uninstallation

To uninstall the program manually, simply use the Windows program management menu. The process permanently deletes the agent's directories and service.



## Equipment management in the portal

### I. Pending equipments

Menu: Office / Equipment / Pending

Principles:

Office agents synchronize the data with the portal:

- If the agent is already associated with an office equipment, the equipment data are updated.
- If the agent is not associated with an equipment, the equipment is added on a pending list.

Pending inventory details:

Field	Notes
Name	Equipment name as it appears on the system
System	Equipment's operating system
UUID	Universal Unique Identifier, allows to identify the inventory and associate it with an equipment.
Last inventory date	

Allowed actions on the pending equipments:

- Associate with a portal device: Once associated with a device, the configuration of the device is automatically updated by the agent. Only equipment of the "Workstation" and "Laptop" types are displayed.
- Create new equipment in the portal from the data collected by the agent.
- Remove the equipment from the queue.

### II. Inventory status

Menu: Office / Equipments / Management

To check the last inventory date, edit the equipment sheet in the "Components" tab and consult the "Last Inventory" field.

### III. Notifications

You can be informed by a notification when a new equipment is added in the pending queue.

## FAQ

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### **I. The agent is unable to connect to the portal**

In the event that the agent is unable to connect to the portal, check the following points:

- Possible blockage (firewall, etc.) between the agent and the portal.
- Data manipulation/transcription between the agent and the portal.
- For On Premise portals only, the SSL certificate validity. The portal SSL certificate must be valid, otherwise the agent refuses the connection.

Document end