

Configuring the Web Help Desk LANrev Integration

Introduction

The Web Help Desk integration with LANrev includes the following two components.

- The automatic import of LANrev inventory data from an external MySQL database into Web Help Desk to create new asset entries.
- The ability to view inventory details about a client in the LANrev admin console and initiate a remote control session through LANrev via a hyperlink in the Web Help Desk console.

For the integration to work correctly you must do the following.

- Install a MySQL database and configure LANrev to export inventory data to that database.
- Configure Web Help Desk to import client inventory data from the LANrev MySQL database and enable the LANrev inventory detail and remote control links.
- Optionally add asset custom fields in Web Help Desk as needed and map LANrev information items to the built-in asset fields or custom ones that you added.

Configuring LANrev's MySQL ODBC export

The following steps are required to configure LANrev's MySQL ODBC export.

1. Install a MySQL server if one is not already present
2. Add a database on the MySQL server to host the LANrev client inventory data
3. Install the MySQL ODBC driver on the LANrev server
4. Add an ODBC data source on the LANrev server
5. Enable and configure the MySQL ODBC export in LANrev
6. Verify the export

For instructions on how to complete the above steps please consult the following LANrev ODBC Export Guide at http://www.lanrev.com/fileadmin/documents/LANrev_ODBC_Export_Guide.pdf.

Adding an Asset Discovery Connection in Web Help Desk

For WHD to be able to pull client inventory data from the external LANrev MySQL inventory database, an asset discovery connection with the correct access settings must be set up in WHD to connect to this database.

1. In the WHD interface click the *Setup* icon, browse to *Assets > Discovery Connections*, and click the *New* button to add a new asset discovery connection that points to the LANrev MySQL database.
2. From the *Discovery Tool* pull-down pick *LANrev*. You will also need to enter the MySQL server address, database name, and credentials to access the database over the network. The connection will read the LANrev client inventor data into WHD's asset tables and add new asset entries for computers or synchronize asset data for existing WHD assets.

The screenshot shows the WHD Setup interface. The top navigation bar includes icons for Tickets, Calendar, Clients, Assets, Parts, FAQs, Reports, Messages, and Setup (highlighted). The user is identified as Joe Admin. The left sidebar shows a menu with 'Discovery Connections' highlighted. The main content area is titled 'Connection Basics' and 'Attribute Mapping'. The 'Connection Basics' tab is active, showing the following fields:

- Connection Name: LANrev (Optional)
- Discovery Tool: LANrev (dropdown menu)
- LANrev MySQL Database Host: 127.0.0.1, Port: 3306
- Database Name: lanrev
- Username: lanrev
- Password: [masked]
- Include Virtual Machines:
- Auto-Sync Schedule: Radio buttons for 'Every' (Su, M, Tu, W, Th, F, Sa) and 'Every 12 hrs 0 mins'.
- Advanced Options: Ignore Blank Discovered Values (checked), Client Relationships (Add Clients selected), When Assets Are Removed (Delete Asset selected).

Buttons for 'Reset Mappings', 'Cancel', and 'Save' are visible at the bottom.

3. If you do not want to create asset entries for virtual machines leave the *Include Virtual Machines* option unchecked.
4. The *Auto-Sync Schedule* section lets you configure the connection to re-sync automatically on certain days of the week at a specified time or you can specify a time interval instead.
5. Leave the *Ignore Blank Discovered Values* option enabled if you want to be able to be able to retain manually edited WHD field data after it has been imported from LANrev. This option indicates whether blank values provided by LANrev should wipe out corresponding fields in WHD asset records. For instance, if there is a manually entered operating system value for a particular asset via the WHD web interface, but LANrev does not have OS information for that particular system, then checking this setting would prevent the asset synchronization from wiping out the value that was entered manually in WHD.

6. Decide how WHD should handle the creation of assets for computers found in LANrev.
 - Add Clients - When new Client associations are found in the LANrev database, add them to the Asset's list of associated Clients.
 - Replace Clients - When new Client associations are found in the LANrev database, use them to replace any existing Client association for the Asset.
 - Ignore Clients - Do not modify the Asset's Client relationships.
7. The *When Assets Are Removed* setting determines whether an asset that was previously found by LANrev in previous syncs but not in the current one should be removed. If you do not want WHD to automatically delete assets that are not longer in LANrev then pick any option other than *Delete Asset*. Not automatically deleting assets will allow you to track retired or decommissioned computers even after they have been removed from LANrev.
8. Click the *Save* button at the bottom when you are done.

Mapping LANrev Information Items to Web Help Desk Asset Attributes

The *Attribute Mapping* tab lets you map WHD built-in asset fields and asset custom fields to LANrev information items. These values are taken directly from the values provided the LANrev MySQL database. The specific set of LANrev information items that can be mapped are hard coded into WHD and cannot be modified. In some cases you may need to add a WHD asset custom field before mapping a LANrev information item to it.

1. In the WHD interface click the *Setup* icon, browse to *Assets > Asset Custom Fields*, and click the *New* button. Fill out the required items to add the custom field, especially the *Label* field which corresponds to the name you want to assign to the field, and click the *Save* button. Repeat for any additional asset custom fields you want to add.

Asset Custom Fields

Label Display Order

Type

Height Width

Info

Encrypt in database

	Hidden	Visible	Editable	Req'd
Clients	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Techs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Label	Clients: Hidden	Visible	Editable	Req'd	Techs: Hidden	Visible	Editable	Req'd
SMC Version ⓘ			•					•
OS Version ⓘ			•					•
Installed RAM ⓘ			•					•
Custom 4			•					•

◀ ◁ 4 items ▷ ▶

2. Click the *Setup* icon, browse to *Assets > Discovery Connections*, and select your previously created asset discovery connection for LANrev.
3. In the *Attribute Mapping* tab click the *Edit* icon that looks like a pencil, located immediately underneath the *Connection Basics* tab.



- For each WHD asset field click the *Attribute* pull-down and select the LANrev information item you would like to map to it. If you would like to retain manually entered changes to the asset field and prevent the LANrev discovery connection from overwriting data for this field enable the *Do not overwrite existing value* checkbox.

Asset Field	Attribute	Fixed Value	Do not overwrite existing value
Asset No.	Web Help Desk numbering	265C311C-6BCA-4034-96	<input type="checkbox"/>
Asset Type	Asset Type	Hardware	<input type="checkbox"/>
Model	Model Name	iMac Intel 20" (Apr 2008)	<input checked="" type="checkbox"/>

- Scroll to the bottom and click the *Save* button when you are done mapping LANrev information items to WHD asset fields.

Performing the Initial Sync

To perform the initial sync click the *Setup* icon, browse to *Assets > Discovery Connections*, and click the *Sync Now* icon to the right of the LANrev discovery connection.

Asset Discovery Connections		
Connection	Status	Sync Now
LANrev	 	

1 item

[New](#)

Enabling the LANrev Links for Web Help Desk Tech Accounts

WHD also lets you view inventory details about a computer asset in the LANrev admin console and initiate a remote control session through LANrev via a web link in the WHD console. In the WHD interface click the *Setup* icon, browse to *Assets > Options*, and enable the *LANrev Links Enabled* checkbox. Note that enabling this option will globally enable the LANrev links for all of your tech accounts.

If you would rather enable the LANrev links individually for particular tech accounts then leave this checkbox disabled. To enable the links individually for particular tech accounts click the *Setup* icon, browse *Techs > Techs*, select the desired tech account to view its details, and check the *Enable LANrev Admin Links* checkbox there.

With the LANrev links enabled, wherever assets are referenced in WHD, icons will appear allowing you to open the asset in the LANrev admin console, or to control it via LANrev.



No.	Type	Model	Version	Status	Serial No.	Location	Client
F5EEA1EF-4191-4265-986F-C44391FFF939	Hardware	micronpc.com PC Compatible			2652074-0001		
E0A0F3F8-3075-4CE3-A6F7-74CA7C4826F9	Hardware	Apple PowerBook G3 (FireWire)			QT03925CK35		

If the LANrev admin console is not already open it will be launched automatically. You would then have to provide LANrev admin credentials before being able to view system details for the target machine or remote control it. Please note that you may also have to authenticate a second time for the remote control connection itself if the remote control application does not allow you to save session credentials in the LANrev admin console preferences.