



Service Manager

Configuration Database (ConfigDB) Guide

2022.4

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About this Guide

- "Using the Service and Asset Manager Configuration Database (ConfigDB)" below
- "Intended Audience" below
- "Document Organization" below
- "Related Documentation" on the next page
- "How to Contact Us" on the next page

Using the Service and Asset Manager Configuration Database (ConfigDB)

Use the Service and Asset Manager configuration database (ConfigDB) for the following:

- To manage different instances (such as production, staging, and UAT) of tenants.
- To update your environment. The information in the ConfigDB is originally populated by the System Configuration Wizard, which is used when installing Service and Asset Manager.



This is the master configuration database for your Service and Asset Manager system. Do not make any changes here, except in the few areas described in the 'Workspaces that Can Be Used' section. Making unauthorized changes to the ConfigDB can lead to disastrous results and may be unrecoverable. Use the ConfigDB with **extreme** caution.

Intended Audience

The *Configuration Database Guide for Service and Asset Manager Version 2022.4* is intended for advanced on-premise Service and Asset Manager administrators and Ivanti Software personnel.

Document Organization

This guide lists the workspaces in the ConfigDB and what, if any, tasks can be performed. This document contains the following sections:

- Information about logging in. See "About Logging into the Configuration Database" on page 6.
- Workspaces that are also available in the Service and Asset Manager Service Desk Console or the Service and Asset Manager Configuration Console. See "Workspaces that Already Exist" on page 7.
- Workspaces that are for internal use only. See "Internal Use Only Workspaces" on page 8.

- Workspaces that are populated by the System Configuration Wizard. Do not make any changes to these workspaces. See "Workspaces Populated by the System Configuration Wizard" on page 9.
- Workspaces where you may make changes. See "Workspaces that Can Be Used" on page 18.

Related Documentation

Ivanti Service Manager has online help available within the application.

Additional documentation is available through

- The [Ivanti community](#) website. You may need to request user access if you cannot log in.

Or through

- The [Ivanti Product Documentation](#) website. Click the Service Manager tile to see a list of the documents available.

How to Contact Us

To contact us about the documentation, or if you have any other questions or issues about Service and Asset Manager, contact Ivanti Global Support services by logging an incident via Self Service at:

<https://www.ivanti.com/support/ivanti-support>.

About Logging into the Configuration Database

To use the Service and Asset Manager configuration database (called ConfigDB), you must log in first. Only administrators can log into the ConfigDB.

By default, the system displays a drop-down menu allowing you to choose either ConfigDB (the Service and Asset Manager configuration database) or ISM (the Service and Asset Manager application database).

Logging in to the ConfigDB

User name: User Name

Password: Password

Application: ConfigDB, Ivanti Service Manager

Login Forgot Password?

ivanti

Ivanti Service Manager

To learn more about our innovative IT Service Management solutions, visit our website at [ivanti](#)

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If you do not see the **Application** drop-down menu, you must configure Service and Asset Manager to show it. For instructions on doing this, see the "Logging into Service and Asset Manager" section of the *Installation and Deployment Guide for Service and Asset Manager*.

Workspaces that Already Exist

The following workspaces found in the ConfigDB also exist in the Service and Asset Manager Console or the Service and Asset Manager Configuration Console. Therefore, they are not described in this document. For information about these workspaces, see the Service and Asset Manager online help within the application as well as at the Ivanti Product Documentation website. Click the "Service Manager" tile to see a list of the documents available.

- Employee
- All Logs
- Logging Configuration
- Notification
- Patch Log
- Encryption Key
- FRS Application Update Notes
- Ivanti Release Package
- Ivanti Release Project
- Ivanti Transaction Detail
- Ivanti Transaction Set
- Logon History
- Public Key
- Schedule Entry
- WS Mapping
- WS Proxy

Internal Use Only Workspaces

The following workspaces in the ConfigDB contain information that you can view, but that you should never change. These workspaces are only used by Ivanti for internal system use.



Do not change the values in any of these workspaces! Changing any values can lead to system degradation.

- CMDB Import History
- Feature Management
- IM Client Agent Version
- Installer Types
- Logging Server Configuration
- Modules
- Remote Host Blocked List
- Service Names
- User Feature Settings

Workspaces Populated by the System Configuration Wizard

The following workspaces found in the ConfigDB contain information that was populated based on information entered in the System Configuration Wizard when Service and Asset Manager was installed.

We recommend that you do not change any of the values in these workspaces.

For complete information about the System Configuration Wizard and the Service and Asset Manager installation, see the *Installation and Deployment Guide for Service and Asset Manager* Version 2022.4

- Database Servers
- Log Operations Locations
- Integration Services Configuration
- Metrics Server
- Report Server
- Survey Information
- Trusted IP Addresses
- Web Servers

Central Config API Authentication

APIs in the Central Config can be accessed only by known users by authenticating the API call. The API Header will pass the API Key which will be authenticated and passed by the Central Config server. This prevents un-authorized users from accessing the APIs.

Install/upgrade Ivanti Service Manager System Configuration Wizard

On installing or upgrading the Service Manager System Configuration Wizard, the API Key is auto-generated in the Central Config DB. This key is used to to authenticate the API calls to the Central Config Server. However, the following should be monitored while installing/upgrading.

Verify the webconfig file

Once the installation/upgradation is complete, verify the webconfig file has the following:

- In the config section:

```
<section name="CentralConfigApiKey"  
type="System.Configuration.NameValueSectionHandler" />
```
- In the new protected section:

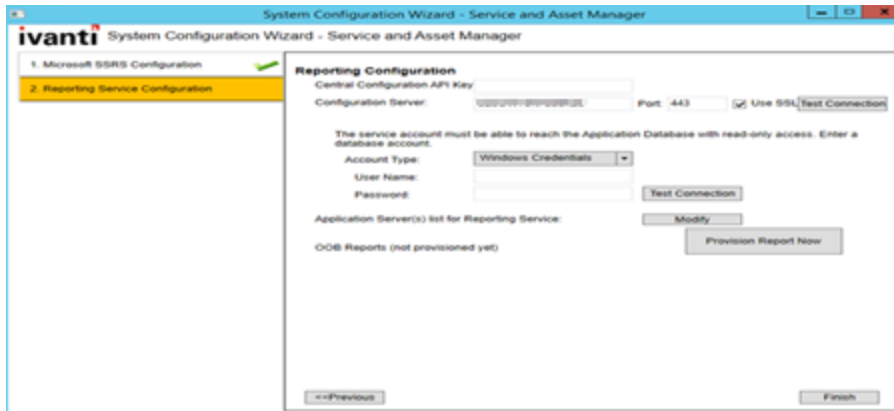
```
<CentralConfigApiKey> <add key="CentralConfigApiKey" value="" />  
</CentralConfigApiKey>
```

Update for Teams Bot Service

If you have installed Teams Bot Service, update the **CentralConfigApiKey** value in **appsetting** file. from *C:\inetpub\TeamBotService/appsettings.json*. Get the **CentralConfigApiKey** from the **Central Config DB table (Frs_data_api_key)**.

Updates if Service Manager System Configuration Wizard and Service Manager Reporting Wizard are installed on different machines

If the Service Manager System Configuration Wizard and Service Manager Reporting Wizard are installed on different machines, update the Centralconfig api key when installing the Reporting Wizard as shown in the below image. Get the **CentralConfigApiKey** from the **Central Config DB table (Frs_data_api_key)**.



Updating the CentralConfigAPIKey

In case you wish to update/change the **CentralConfigAPIKey**, do so by following the below steps:

1. Stop all services that are referencing the centralconfig.
2. Log in to Service Manager with Admin credentials and open the Configuration console.
3. Select **Security Controls** > **CentralCofigAPIKeyGroup** and note down the description .
4. Delete the existing **CentralConfigAPIKey** and recreate a new key inside the **CentralConfigAPIKeyGroup** as shown in the below image.

Configure :: Security Controls :: API Keys :: New API Key

Reference ID: 258DA75DAF4240B481F689566D4C25A6

☒ Activated

Description: CentralConfigApiKey

On Behalf Of: Not Set

In Role: Not Set

Not limited by IPs from which it can be used

Add New IP Save Key Back

5. Once the Key is created in the CentralConfig tenants, re-run the System Configuration Wizard to update the **webconfig** and **appconfig** files.
6. Restart your machine.



The CentralConfigAPIKey should be unique, duplicate/multiple keys will break the feature.

Disabling the Centralconfig API Key Feature

1. Log in to the application with Admin credentials and open the Configuration console.

2. Select **Security Controls** > **API Key** and delete the **CentralConfigAPIKey**.



Ensure you **Delete** and not **De-activate** to disable.

Impacted webconfig file list:

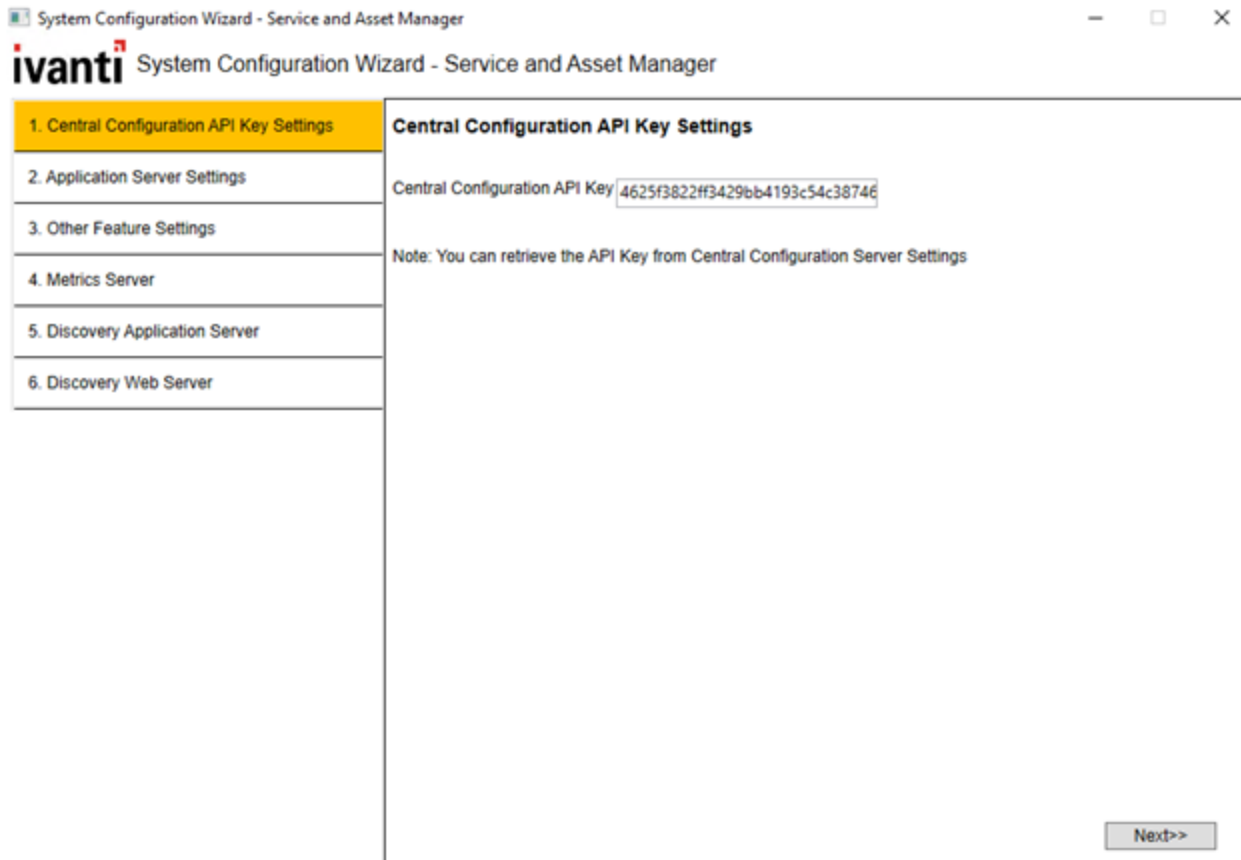
AppDomains	Configuration Files
AppServer	Web.config
WorkFlow	WorkflowService.exe.config
Excalation	EscalationService.exe.config
email	EmailWindowsServiceapp.exe.config
bulkupload	KMBulkUploadTool.exe.config
integrationserver	IntegrationServiceHost.exe.config
systemconfigwizard	ServerConfigurationWizard.exe.config
release tool	ReleaseTool.exe.config
Frsloggingservice	FRSLoggingService.exe.config
metric	HEAT.MetricsServer.exe.config
message queue	MessageQueueServiceHost.exe.config
License service	LicenseServerWindowsService.exe.config
report provinising	reportserver\ReportProvisioning.exe.config
Neurons	appsettings
Teams Bot Service	appsettings
DynamicWebServices	web.config
OpsConsole	web.config
FrsSurvey	web.config
FrsSurveyProxy	web.config
IM	IMServer\IMServices\AssetProcessor\Web.config
IM	IMServer\IMServices\DiscoProcessor\Web.config
IM	IMServer\IMServices\DiscoUtils\Web.config
IM	IMServer\IMServices\IMReadOnlyDataService\Web.config
IM	IMServer\IMServices\TaskProcessor\Web.config

IM	IMServer\WebServices\ClientTransportProcessor\Web.config
reports	C:\Program Files\Microsoft SQL Server\MSRS12.MSSQLSERVER\Reporting Services\ReportServer\Web.config

Custom Installation of SCW

When customers try to install the Configuration Server in one machine and other components in another machine, user has to copy the Central Config API Key from Configuration Server and update the key in the **Central Configuration Settings** page as show in the following image.

Sample image of Custom Installation of SCW



Setting up the Teams Bot Integration

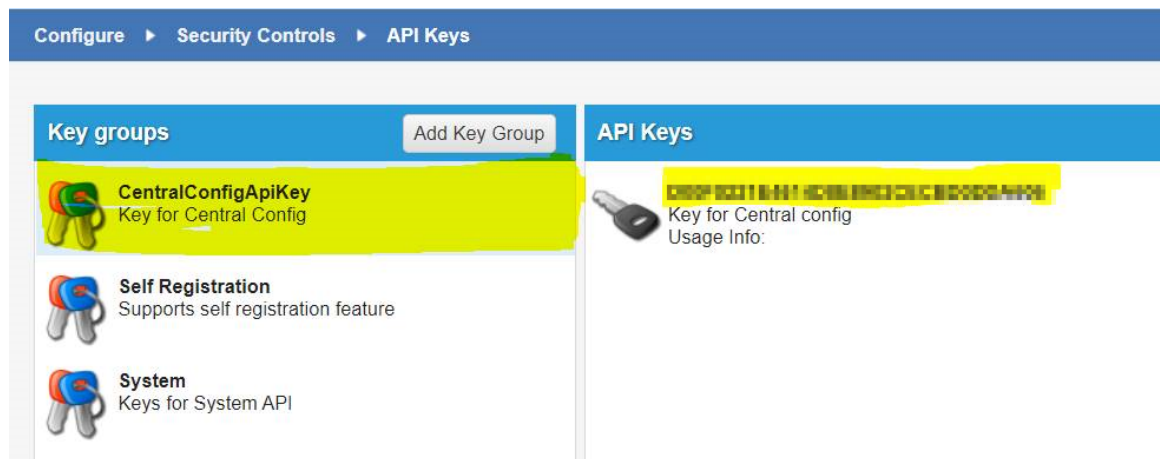
For integrating Microsoft Teams with Ivanti Service Manager, on-premise users should first setup the environment by downloading the package from [Ivanti MarketPlace](#) and executing PowerShell script.

What the Powershell Script does?

- Creates the directory in the **inetpub** folder.
- Creates a new application pool and sets item property for it.
- Creates a new web application and sets item property for it.
- Silently installs the required application, as in you might not get any prompts to proceed with the installation.
- Copies the required binaries to the destination folder.
- Creates the **appsetting.json** once the ipaddress/machine name/local host name is provided.

Setting up the Central Config API Key

1. Log in to the CentralConfig > **Configure Application** > **Security Controls** > **ApiKeys**.
2. Find the **CentralConfigApiKey** as shown below and copy the value.



3. Paste the copied value in the **appsettings.json** file for the **CentralConfigApiKey**. For example, `CentralConfigApiKey"="xx"`

Executing the PowerShell Script

1. Download the zip file to a relevant folder in your machine.
2. Extract the zip file.

3. Open PowerShell as Administrator.
4. Go to the location where the PowerShell script is located, that is, the location where you extracted the zip file.
5. Run the script - `.\TeamsBot.ps1`.
6. You will be prompted for the Appserver as well as the Central Config ipaddress/ Machine name/ localhost name. Enter the appropriate Address/Machine name/localhost.

The configuration is done.

Troubleshooting

Incorrect ipaddress/machine name/local host name

If you provide incorrect IP address/machine name/local host name, open the **Appsetting.json** file from the folder **intepub > Teams Bot Service** and replace the **AppserverIPAddress** with the correct one.

Example of the AppSetting.json file:

```
{ "MicrosoftAppId":"","MicrosoftAppPassword":"","IPCURL"=
"http://$AppserverIPAddress/HEAT/ServiceApi/IPCService.asmx"; "WorkflowURL"=
"http://$AppserverIPAddress/HEAT/ServiceApi/WorkflowService.asmx"; "ConfigURL"=
"http://$CentralConfigIPAddress/CentralConfig/ConfigServiceAPI.asmx"; "RetrieveTenantLogLevel_
ws_url"= "http://$CentralConfigIPAddress/CentralConfig/RetrieveTenantLogLevel.ashx";
"EnableCentralLogging"= false; "LoggingService_ws_url"=
"http://$AppserverIPAddress/Heat.Logging.Service/api/LoggingService/HeatServiceManagementLoggi
ng"; "ElapsedSecondsToFlushLog"= 60; "ItemSizeToFlushLog"= 1000;
"LogSettingCacheTimeoutInMinutes"= 5; "SendLogFileLocation"= "C:\logs";
"WriteLogFileLocation"= "C:\logs"; "SendLogWaitInterval"= 300; "WriteLogWaitInterval"= 300;
"EnableLogging"= true; "CacheTimeout"= "30"; "isOnPremise": false; "CentralConfigApiKey"="" }
```



Make sure that Boolean values (true/false) don't not have double quotes.

To know the execution policy list

Run the command - `PS C:\Users\Administrator>Get-ExecutionPolicy - List`

Sample image of the policy list

```
PS C:\Users\Administrator> Get-ExecutionPolicy -List

Scope ExecutionPolicy
-----
MachinePolicy Undefined
UserPolicy Undefined
Process Undefined
CurrentUser Undefined
LocalMachine Unrestricted
```

To set the execution policy

Once the PowerShell script is executed successfully, execute the command - `Set-ExecutionPolicy -ExecutionPolicy "PROVIDE PREVIOUS VALUE" -Scope LocalMachine` to set the execution policy.

Sample image of setting execution policy

```
PS C:\Users\Administrator> Set-ExecutionPolicy -ExecutionPolicy Unrestricted -Scope LocalMachine

Execution Policy Change
The execution policy helps protect you from scripts that you do not trust. Changing the execution policy might expose
you to the security risks described in the about_Execution_Policies help topic at
https://go.microsoft.com/fwlink/?LinkID=135170. Do you want to change the execution policy?
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "N"): 
```



Workspaces that Can Be Used

There are very few workspaces in the ConfigDB that can be used by administrators. See the following topics for information:

- "Configuring the Message Queue" below
- "Configuring the Message Queue Handler" on the next page
- "Configuring Email" on page 20
- "Viewing All Logs" on page 20
- "Working With Customer Contacts" on page 21
- "Working With Tenants" on page 23
- "Configuring Manual Load Partitioning" on page 27

Configuring the Message Queue

Use the **Message Queue Configuration** workspace to create and configure a message queue.

Follow these steps:

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Message Queue Configuration**. The system displays the **Message Queue Configuration** workspace.
3. Enter information into the fields.

Parameter	Description
Polling Interval (sec)	Specifies how often to check the message queue. The default value is 120.
Processor Threads	Specifies the number of threads. The value depends on the specifications (such as memory and CPU) of your system. The default value is 250.
Metadata Refresh Interval (min)	Specifies the interval for which to refresh the metadata pertaining to the tenant, which is the amount of time for which to retain the cache. After this amount of time, the system purges the cache and reloads it. The default value is 10.

4. Click **Save**.

Configuring the Message Queue Handler

Use the **Message Queue Handler** workspace to configure the message queue handler.

Follow these steps:

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Message Queue Handler**. The system displays the **Message Queue Handler** workspace.
3. Enter information into the fields.

Parameter	Description
Name	Name of the message queue handler web service.
Endpoint	The URL of the message queue handler web service to which queued tasks are dispatched. An example is http://IP_address/IntegrationService.svc . The name of the web method that is implemented as part of the handler web service (which the message queue invokes to dispatch tasks). For example, the Service and Asset Manager XSLT email handler implements a web method called HandleMessage.
Dispatch Method	
	NOTE: The name of the dispatch web method is case sensitive.
Batch Size	The maximum number of tasks that the message queue can dispatch to a message queue handler.
Active	Specifies if the message queue handler is on or off.
Priority	Specifies the order of this handler, in relation to any other handlers that are defined.
Process Timeout Interval (minutes)	Amount of time to wait for a response from the message queue handler before logging an error or before retrying, if you have not exceeded the number of attempts specified by the Max number of attempts parameter.
Include Data with Dispatch	Specifies whether to include the data when this dispatch web method is called. If you do not check this option, the message queue handler must call the dispatch web method to get the data.
Max number of Attempts	The maximum number of times to resend the data before logging an error.
Archive on Completion	Specifies whether to archive the message queue journal, which contains the tasks that the message queue handler has processed. Use this information for troubleshooting purposes. Enabled by default.
Purge Archive	Set to 30 days by default. The amount of days after which

Parameter	Description
after (days)	the archive is purged.
Description	A description of the message queue handler.

4. Click **Save**.

Configuring Email

Use the **Email Configuration** workspace to configure the inboxes for email.

Follow these steps:

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Email Configuration**. The system displays the **Service Provider Email Configuration** workspace.
3. Enter information into the fields.

Field	Description
Message Queue Handler Name	The name of the message queue handler to use. This must be the same name entered in the Name field in the Message Queue Handler workspace. See "Configuring the Message Queue Handler" on the previous page.
Mailbox Poll Interval	The amount of time, in seconds, after which email configuration changes take affect.

4. Click **Save**.

Viewing All Logs

If there are any problems with the ConfigDB, such as email issues or workflow errors, they are reported in the logs. Review the logs to determine the underlying issue and to help resolve it.

- "Setting the Log Level" below
- "Viewing the Logs" on the next page

Setting the Log Level

You can set the amount and detail of information in the logs by adjusting the Log Level. You can do this by going to the **Logging Configuration** workspace. See the Service and Asset Manager Online Help.

Viewing the Logs

Follow these steps to view all of the logs associated with the ConfigDB:

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **All Logs**. The system displays the **LogsAll** workspace with the following information:

Field	Description
Log Entry Id	A unique ID for this log entry.
Log Time	The time at which the log entry was originally created on the server.
Log DB Time	The time when the log was uploaded into the database.
Client IP Address	The IP address of the service that generated the log, such as the workflow server.
SubSystem Id	The subsystem of the service that generated the log. (Each module has predefined subsystems. For example, for the email server, polling is a subsystem.)
Login Id	The login ID for the user who experienced the log event.
Tenant Id	The tenant instance that is experiencing the log event.
Error Code	The category of the error. An example is "trigger not found".
Current Role	The role assigned to the user if the error is generated by a user. If the error is generated by the system, this field is empty.
Host Name	The machine that is reporting the error.
Thread Name	Internal thread ID. Not applicable.

3. Double-click any log entry to view the log details.
4. To refresh the data, click **Refresh**.

Working With Customer Contacts

This section contains the following topics:

- "About this Workspace" on the next page
- "Viewing Customer Contacts" on the next page

- "Adding a Customer Contact" below
- "Editing a Customer Contact" on the next page
- "Deleting a Customer Contact" on the next page

About this Workspace



This workspace is for deployments with multi-tenant configurations.

You can add, edit, or delete a primary contact for a particular tenant. This is the person you contact for all communications regarding the particular tenant.

This information is also listed in the **Account Information** workspace in the Service and Asset Manager Configuration Console.

Viewing Customer Contacts

Follow these steps to view information associated with customer contacts:

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Customer Contacts**. The system displays the **Contacts** workspace with the following information:

Field	Description
Login ID	The login ID for the customer contact.
Full Name	The full name of the customer contact.
Primary Email	The primary email address for the customer contact.
Primary Phone	The primary phone number for the customer contact.

3. Double-click any entry to view the details.
4. To refresh the data, click the refresh icon.

Adding a Customer Contact

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Customer Contacts**. The system displays the **Contacts** workspace.
3. Click **New Contacts**. The system displays the **Contacts** page.
4. Enter information into the fields.
5. Click **Save**.

Editing a Customer Contact

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Customer Contacts**. The system displays the **Contacts** workspace.
3. Double-click the entry to edit.
4. Change the entry.
5. Click **Save**.

Deleting a Customer Contact

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Customer Contacts**. The system displays the **Contacts** workspace.
3. Highlight the entry to delete.
4. If there are dependencies on other items, the system display a confirmation message. Click **Continue**.

Working With Tenants

- "About the Tenants Workspace" below
- "Resetting the Cache for a Tenant" on the next page
- "Adding a Certificate to a Tenant" on the next page
- "Capturing Discovery Messages for Debugging" on page 25
- "Configuring Attachment Options" on page 25
- "Setting Production Metadata to Read-Only" on page 26
- "Setting the Login URL" on page 26
- "Setting the Alternate Login URL (Vanity URL) for an MSP" on page 27
- "Working With Tenants" above

About the Tenants Workspace



The information on this page is populated by the System Configuration Wizard.

Although there is a lot of information in this workspace, you should only do the following tasks from within this workspace:

- Reset the cache for a tenant. See "Resetting the Cache for a Tenant" below.
- Add a certificate. If you want to use SAML authentication, you must upload a certificate and password so that end users can download it. See "Adding a Certificate to a Tenant" below.
- Capture audit files from ISM Discovery, to help with troubleshooting. See "Capturing Discovery Messages for Debugging" on the next page.
- Configure how users attach files. See "Configuring Attachment Options" on the next page.
- Set metadata to read-only. See "Setting Production Metadata to Read-Only" on page 26.
- Set the login URL. See "Setting the Login URL" on page 26.

Resetting the Cache for a Tenant

Service and Asset Manager caches information about each tenant in the ConfigDB. Because of this, changes to the tenant, such as updating the status, database information, and so on, are not immediately reflected in the corresponding tenant. This can lead to situations where Service and Asset Manager allows a user to log into a tenant, even though the status of the corresponding tenant in the ConfigDB is set to closed.

To manually reset the cache for a specific tenant, do the following:

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Tenants**. The system displays the **Tenants** workspace.
3. Highlight the tenant to reset the cache for.
4. Click **Reset Tenant Cache**.

Adding a Certificate to a Tenant



If your implementation includes multiple tenants, the certificate should be for the domain and not the specific tenant. For example, the certificate for Cloud tenants is for *.saasit.com, not for a specific tenant such as *mytenant*.saasit.com.

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Tenants**. The system displays the **Tenants** workspace.
3. Double-click the tenant for which to add a certificate.
4. Click **Add Certificate**.

5. Navigate to the certificate location. Highlight it and click **Open**.
6. Enter the password for the certificate in the **Certificate Password** field.
7. Click **Save**.

Capturing Discovery Messages for Debugging

Perform the following procedure if you are using Discovery and you need to capture the audit files sent to the server from the Discovery client agents. After you capture the audit files, you can review them in a debug environment to find out more details about the problem. The logging can be very long, so be careful about using this feature. For more information, see the Service and Asset Manager online help.

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Tenants**. The system displays the **Tenants** workspace.
3. Double-click the tenant to configure logging for.
4. Check **Log Failed IM Message**.
5. Click **Save**.

Configuring Attachment Options

Perform the following procedure to configure how attachments are saved. You may need to change the format for storing files if users regularly store very large files, such as system log files. After you configure this, when a user saves an attachment to a record, the attachment is stored in the location that you specified here. For information about saving attachments as a file stream, see <https://msdn.microsoft.com/en-us/library/gg471497.aspx>.

We recommend that for system data, such as icons and images, you select **Database** for the **Attachment Save Type** field.

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Tenants**. The system displays the **Tenants** workspace.
3. Double-click the tenant for which to configure attachment options.
4. For the **Attachment Save Type** field, select a type: **Database**, **FILESTREAM**, **File system**, **Amazon S3**, or **Azure Blob**.
5. For the **Attachment Path** field, enter the default path where attachments are saved.
6. Click **Save**.

Setting Production Metadata to Read-Only

If a user makes a change to the metadata in the production instance of the tenant, such as when configuring a workflow for a request offering, but does not make the same change in the UAT or staging instance of the tenant and then pushes the data from the UAT or Staging instance of the tenant to the production instance of the tenant, the data becomes corrupt and the workflow fails.

To avoid this, set the metadata on the production instance of the tenant to read-only. Follow these steps:

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Tenants**. The system displays the **Tenants** workspace.
3. Double-click the tenant for which to set the production metadata to read-only.
4. Check **Is Production Metadata Read-only**.
5. Click **Save**.

If a user tries to edit the workflow for a request offering, the system displays a message stating that the production metadata is read only and cannot be edited. See "Working with Request Offerings" in the Service and Asset Manager online help for more information.

Setting the Login URL

Set the login URL in the following scenarios:

- When configuring Service and Asset Manager Active Directory authentication using Windows Integrated Security (WIS). This feature allows users to access Service and Asset Manager without entering their user name and password. This procedure is only valid for the on-premises version of Service and Asset Manager.
- When configuring the Service and Asset Manager on-premises URL for mobile users.

Follow these steps:

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Tenants**. The system displays the **Tenants** workspace.
3. Double-click the tenant for which to set the login URL.
4. In the **Login Url** field, enter the URL where users go to log in.
5. Click **Save**.

Setting the Alternate Login URL (Vanity URL) for an MSP

Besides setting the login URL as described above, you can also specify an alternate login URL, also known as a vanity URL, for a Managed Service Provider (MSP).

Follow these steps:

1. Log in to the ConfigDB.
2. From the workspace selector bar, select **Tenants**. The system displays the **Tenants** workspace.
3. Double-click the tenant for which to set the alternate login URL (vanity URL).
4. At the bottom, click the **Alternate Login URL** tab.
5. Click **New TenantUrlAlias**. The system displays the **New TenantUrlAlias** dialog box.
6. In the **Url** field, enter the alternate login URL (vanity URL).
7. Click **Save**.

Configuring Manual Load Partitioning

- "About Manual Load Partitioning" below
- "Configuring the Workflow Service Configuration File" on the next page
- "Assigning Tenants to the Workflow or Email Service" on page 29
- "Viewing the Results of the Manual Load Partitioning" on page 29

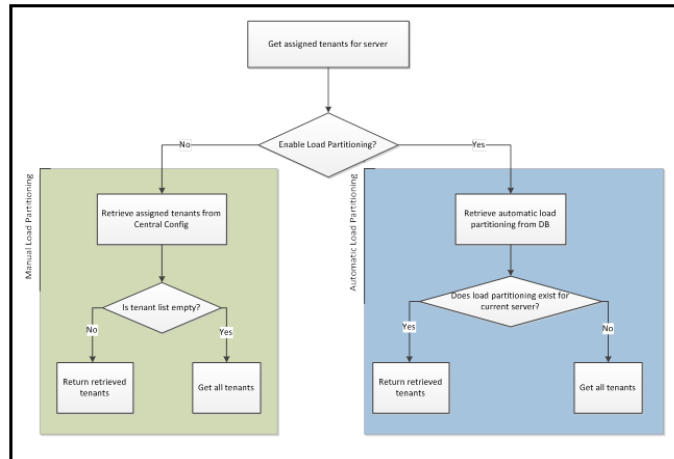
About Manual Load Partitioning

Use the **Service Server** workspace to configure the manual load partitioning feature. The manual load partitioning feature allows you to allocate the load between workflow or email service instances based on your knowledge of the tenant load and server capacity.

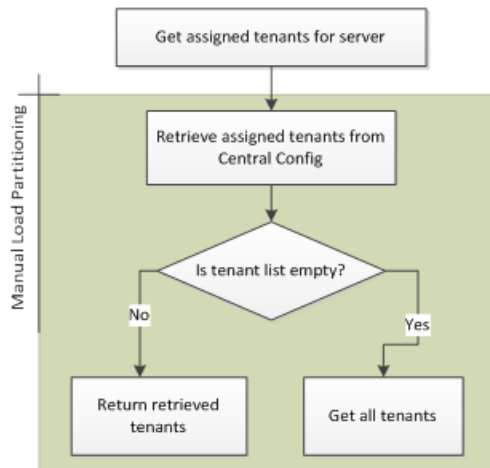
If you do not use the manual load partitioning feature, the workflow or email service load balancing automatically balances the tenants among the participating workflow or email service instances. This guarantees that the tenants are balanced evenly among the servers. However, this creates race conditions among the service instances when starting up and subscribing to events, which can lead to workflow or email subscription failure and deadlock issues.

When you start up the services, the workflow and email services retrieve the list of assigned tenants. The services only process the tasks for the assigned tenants. The system updates the list of assigned tenants in predefined time intervals. If the list of tenants is empty, the system falls back to the default behavior of processing all of the tenants.

Workflow Load Balancing Flowchart



Email Load Balancing Flowchart



Configuring the Workflow Service Configuration File

For the email service, all load partitioning is done manually.

For the workflow service, you can select either manual or automatic (default). To select manual load partitioning for the workflow service, do the following:

1. Navigate to the workflow binary folder and open the file called **WorkflowApp.config** with a text editor.
2. Find the key called **EnableLoadPartitioning** and set it to **false**.
3. Save the file.

Assigning Tenants to the Workflow or Email Service

When you configure workflow or email service servers, ensure that at least one server is defined as the "catch all" server. A "catch all" server manages all of the live tenants, even if it does not have any tenants associated with it. Each host should have at least one "catch all" server. This server processes workflow and email events for all tenants.

For each server, you must enable either the email service, the workflow service, or both. If you do not enable a service on the server but the service is running, the service gets an empty tenant list and it runs as a "catch all" server.

If a service instance crashes or stops, the system deletes the partition details from the database and no other instance will pick these tenants except for the "catch all" server.

1. Log in to the ConfigDB.
2. From the workspace selector bar, click **More...**
3. Select **Service Server**. The system displays the **Service Server** workspace.
4. Click **New Service Server**.
5. Enter the host name in the **Host Name** field.
6. If the email service will run on this server, check **Is Email Service Enabled**.
7. If the workflow service will run on this server, check **Is Workflow Service Enabled**.
8. If the server is a catch all server, check **Is Catch All**.
9. If the server is not a catch all server, do the following:
 - a. Click the **Tenants** tab.
 - b. Click **Link**.
 - c. Highlight a tenant from the list and click **Select**.
10. Click **Save**.

Viewing the Results of the Manual Load Partitioning

You can view the results of the manual load partitioning in one of two ways:

- Viewing the INFO log for a service. See "Setting the Log Level for the Workflow or Email Service" below and "Viewing the Workflow or Email Manual Load Partitioning" on the next page.
- Viewing a report of the load partitioning through Microsoft SQL. See "Viewing a Report of the Manual Load Partitioning" on the next page.

Setting the Log Level for the Workflow or Email Service

To configure the logs, do the following:

1. Log in to the ConfigDB.

2. Open the **Logging Configuration** workspace.
3. Open the **WorkflowService** service.
4. Change the value of the **Log Level** field to **INFO**.
5. Open the **EmailService** service.
6. Change the value of the **Log Level** field to **INFO**.
7. Click **Save**.

Viewing the Workflow or Email Manual Load Partitioning

After you configure the logs, to view the results, do the following:

1. Log into the ConfigDB.
2. Open the **Logs** workspace.
3. Use a saved search to show all logs with a service name of **WorkflowService** or a service name of **EmailService**.

Logs Saved Search

The screenshot shows the Ivanti ConfigDB interface. At the top, there's a navigation bar with tabs like Tenants, Modules, Trusted Host Addresses, Web Servers, DB Servers, Metrics Server, Logs, All Logs, Customer Contacts, and More. Below this, there's a 'New Saved Search' section with a search criteria table. The criteria are: 'where Logs' and 'IcaName (Service Name) Equal to WorkflowService', and 'and Logs' and 'IcaName (Service Name) Equal to EmailService'. Below the search criteria, there's a 'Run Search' button. The results table shows log entries with columns: Log Entry Id, Log Time, Log DB Time, Client IP Address, Sub System Id, Login Id, Tenant Id, Error Code, Service Name, Current Role, Host Name, Thread Name, and Log Severity. The first row shows a 'WARN' log for 'WorkflowService' on 'Server12181'. The second row shows an 'INFO' log for 'WorkflowService' on 'Server12181'. The third row shows an 'INFO' log for 'EmailService' on 'Server12181'. Below the table, there's a 'Page Size' dropdown set to 'Best Fit'. At the bottom, there's an 'Exception' message box with a detailed error message.

Find Logs

Find	where	and	Log	IcaName (Service Name)	Equal to	WorkflowService	fx	+	-	x

Run Search

Log Entry Id	Log Time	Log DB Time	Client IP Address	Sub System Id	Login Id	Tenant Id	Error Code	Service Name	Current Role	Host Name	Thread Name	Log Severity
0738339378...	7/12/2018 1...	7/12/2018 1...		WFQueryEx...				WorkflowService		Server12181	7	WARN
a927483965...	7/11/2018 7...	7/11/2018 7...		WFEngine				WorkflowService		Server12181	7	INFO
2086489ef1...	7/11/2018 7...	7/11/2018 7...		WFEngine				WorkflowService		Server12181	7	INFO
aeedec77c...	7/11/2018 7...	7/11/2018 7...		WFEngine				WorkflowService		Server12181	7	INFO

Page Size Best Fit

Exception

Message

LongRunningQueryError: Time=514 ms; Database=ConfigDB; command=merge Frs_ops_workflow_heart_beat as target using (select '47622bca99b4d49b67e198aa39c33e9' 'Workflow Engine') as source (ServiceId, ServiceType) on (target.ServiceId = source.ServiceId and target.ServiceType = source.ServiceType) when MATCHED then update set LastUpdateDateTime = GETUTCDATE(), NextUpdateDateTime = DATEADD(second, @@param1, GETUTCDATE()) when NOT MATCHED then insert (LastUpdateDateTime, NextUpdateDateTime, ServiceId, ServiceType, HostName, InstanceNumber) values (GETUTCDATE(), DATEADD(second, @@param1, GETUTCDATE()), 47622bca99b4d49b67e198aa39c33e9, 'Workflow Engine', @@param2, @@param3); Parameters @@param0=15; @@param1=15; @@param2=SERVER12181; @@param3=2 Query originated from: at FrontRange.Workflow.Database.Common.DbWorkflowHeartbeatAccess.MergeWorkflowHeartbeat(String serviceId, String serviceType, int32 intervalInSeconds, String hostName) at FrontRange.Workflow.ManualLoadPartition.UpdateHeartbeat() at FrontRange.Workflow.WorkflowEngine.mainLoop() at FrontRange.Workflow.WorkflowTriggerObjectMonitor.RefreshTriggers() at FrontRange.Workflow.WorkflowTriggerObjectMonitor.mainLoop() at FrontRange.Workflow.WorkflowEngine.mainLoop() at System.Threading.ExecutionContext.RunInternal(ExecutionContext executionContext, ContextCallback callback, Object state, Boolean preserveSyncCtx) at System.Threading.ExecutionContext.Run(ExecutionContext executionContext, ContextCallback callback, Object state, Boolean preserveSyncCtx) at System.Threading.ThreadHelper.ThreadStart()

4. Verify that the tenants listed under the current assigned tenant list match the linked tenants for this server.

Viewing a Report of the Manual Load Partitioning

The workflow or email service retrieves the assigned tenants and updates the **Frs_ops_workflow_heart_beat** and **Frs_ops_workflow_partition** tables in the ConfigDB.

Before you begin, start the workflow or email service. Keep the current session.

Run the following query in Microsoft SQL on the ConfigDB to see the details of the services that are assigned to each tenant:

```
SELECT ServiceType, HostName, InstanceNumber, TenantId
FROM Frs_ops_workflow_heart_beat heartbeat
JOIN Frs_ops_workflow_partition partition
ON heartbeat.ServiceId = partition.ServiceId
```

The following is an example of the partitioning details:

Service Type	Host Name	Instance Number	Tenant ID
Workflow Engine	CA-L02552	1	ConfigDB, ITSM_7_Daily_Build
Email Engine	CA-L02552	1	ConfigDB, ITSM_7_Daily_Build

Firestore Configuration for Mobile Push Notification

A new workspace - **FCM Configuration** is added to ConfigDB. The following are its sections:

- **Project Id:** Project Id of the firebase which we going to configure in future step. This Id is used by the server to send the push notification.
- **Server Key:** Unique key that is present inside the firebase project. This key is used by the Server to send the push notification.
- **Client configuration for Android:** json configuration which is used by android mobile to generate FCM token. This configuration will be present in Firebase project we need to add in config Database
- **Client configuration for iOS:** Configuration which used by iOS device to generate FCM token.

The following steps should be performed for Mobile Push Notification to work:

- [Creating a new Project in Firebase console](#)
- [Configure iOS and Android app in Firebase](#)
- [Apply iOS Certificate for iOS app](#)
- [Configure Firebase in config Database of ISM](#)

Creating a new Project in Firebase

1. Navigate to <https://firebase.google.com/> to create a new project. Since Firebase is from google, you need to sign into your Gmail account so the Firebase project is associated with your Gmail account.
2. Navigate to firebase.com and click **Go to console** on the top right corner of the page.
3. Click the **Create a project** tile (for new Users) or **Add Project** (for existing users) in the firebase.
4. Enter the project name, select the **I accept the firebase terms** check box and click **Continue**.
5. Disable Google Analytics and click Create Project.

×

Create a project(Step 2 of 2)

Google Analytics for your Firebase project

Google Analytics is a free and unlimited analytics solution that enables targeting, reporting and more in Firebase Crashlytics, Cloud Messaging, In-App Messaging, Remote Config, A/B Testing, Predictions and Cloud Functions.

Google Analytics enables:

×

A/B testing ⓘ

×

Crash-free users ⓘ

×

User segmentation and targeting across Firebase products ⓘ

×

Event-based Cloud Functions triggers ⓘ

×

Predicting user behaviour ⓘ

×

Free unlimited reporting ⓘ

☐

Enable Google Analytics for this project
Recommended

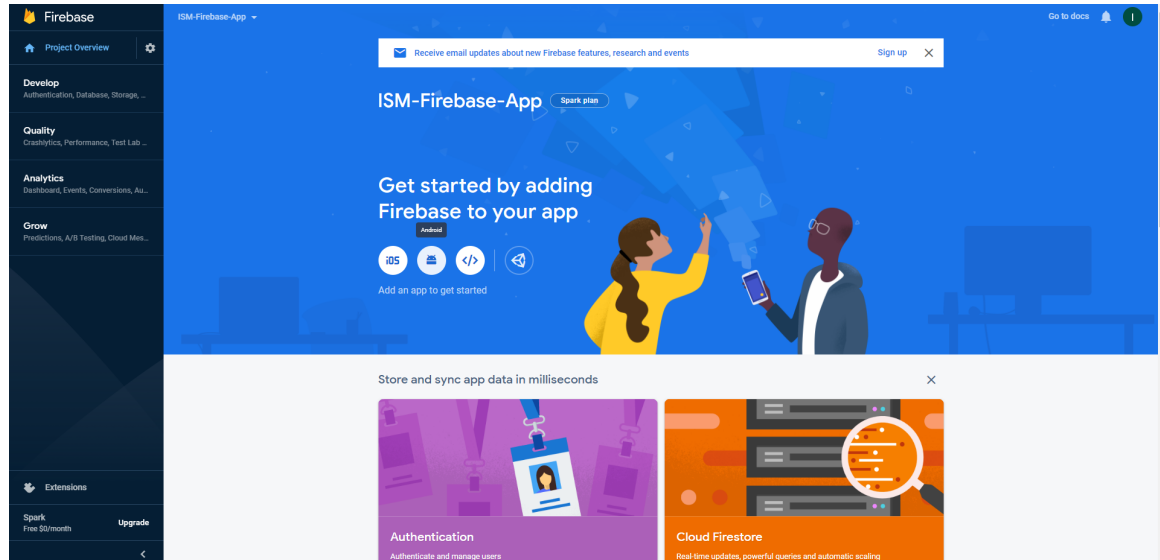
[Previous](#)

Create project

Configure iOS and Android app in Firebase.

In this step, you will create iOS and Android app in the firebase project.

1. Navigate to the newly created project.
2. Click on the **Android** icon to create new Android app.



3. Enter the name of the package - it should always be **com.ivanti.sm** in the **Android Package name** and enter any name in **App Nickname**. Ensure the package name is right and click on **Register app**.

×

Add Firebase to your Android app

1

Register app

Android package name ?

com.ivanti.sm

App nickname (optional) ?

ism-android-app

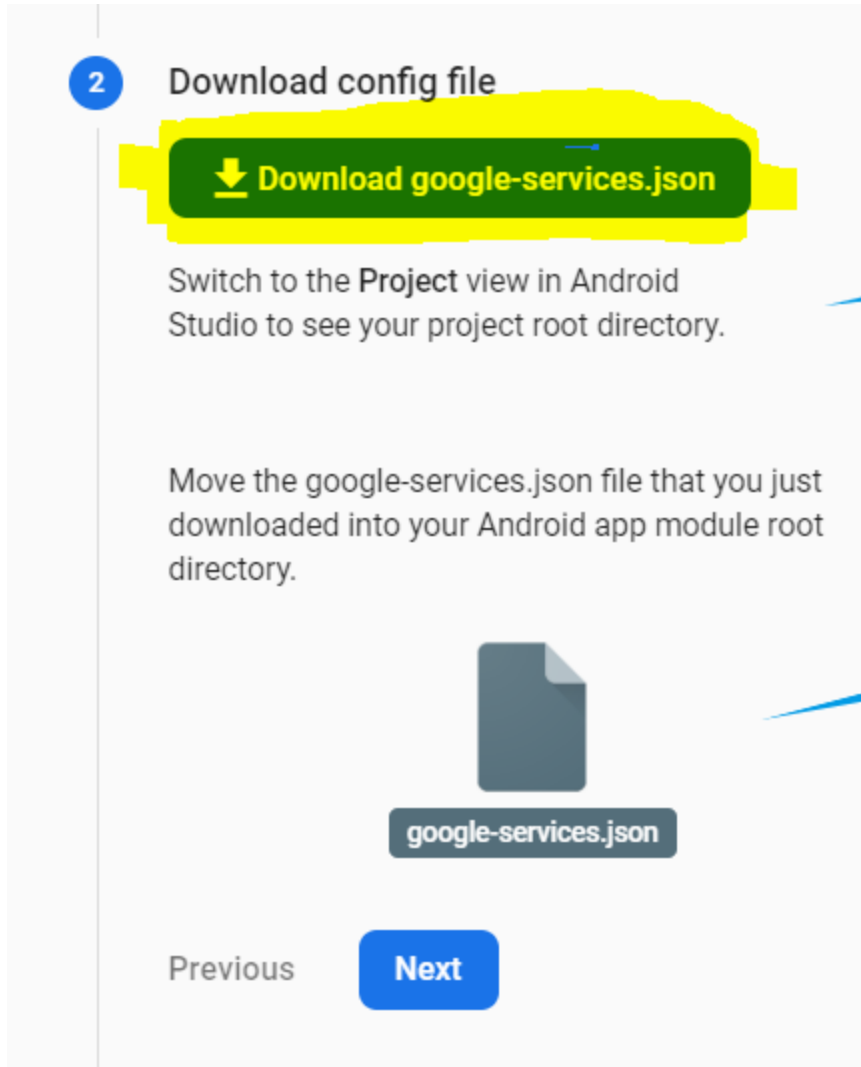
Debug signing certificate SHA-1 (optional) ?

00:00:00:00:00:00:00:00:00:00:00:00:00:00:00:00:!

Required for Dynamic Links, Invites and Google Sign-In or phone-number support in Auth. Edit SHA-1s in Settings.

Register app

Click on **download google.service.json** which is json configuration for Android. Download this file and click **Next**.



4. Skip Step 3 by clicking on **Next – (Add Firebase SDK)**
5. Click **Continue to the console.**



If you see “**Run your app to verify installation**” step then you can click on “**Skip this step**” and then click **Continue to console.**

4 Read the getting started guide for Android

You're ready to start building with Firebase!

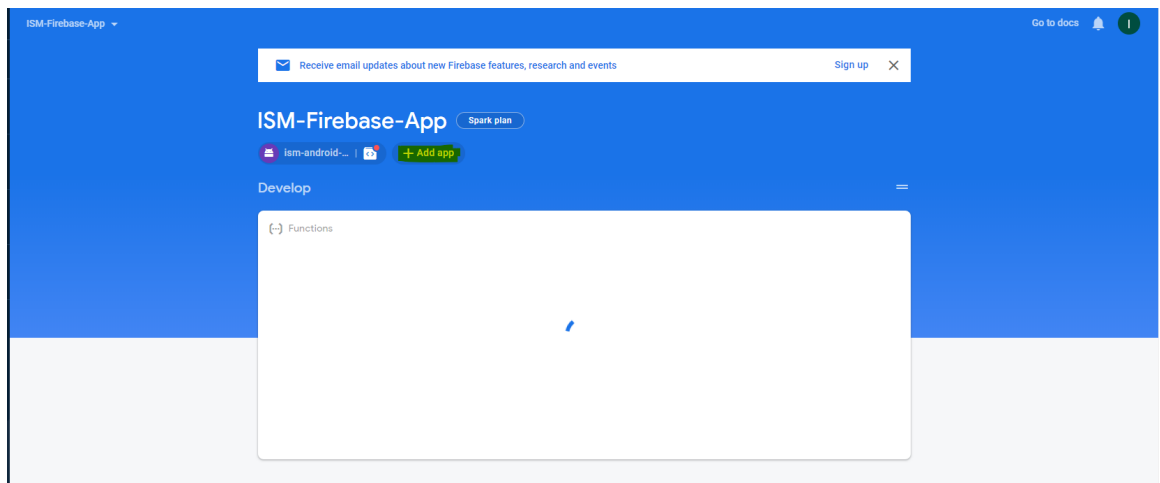
Follow the [Firebase getting started guide for Android](#), where you'll find details about the various Firebase SDKs that you can add to your app and more.

Or, continue to the console to explore Firebase.

Previous

Continue to the console

6. Once all these steps are completed, you have the Android app ready in the firebase project.
7. Now, do the same for iOS.
8. Click on **Add app** again in the firebase project and select iOS.



9. Specify the same package name **com.ivanti.sm** in the iOS bundle ID, enter the **App nickname** and click on **Register app**.

× Add Firebase to your iOS app

1 Register app

iOS bundle ID ⓘ

com.ivanti.sm

App nickname (optional) ⓘ

ism-ios-app

App Store ID (optional) ⓘ

123456789

Register app

10. Click on **Download GoogleServiceInfo.plist** which contains the configuration for iOS device. and click **Next**.

2 Download config file

Download GoogleService-Info.plist

Move the GoogleService-Info.plist file that you just project and add it to all targets.

GoogleService-Info.plist

Previous Next

11. Skip Step 3 by clicking on **Next – (Add Firebase SDK)**.
12. Skip Step 4 by clicking on **Next – (Add Initialisation code)**.

13. Click **Continue to Console** in step 5.



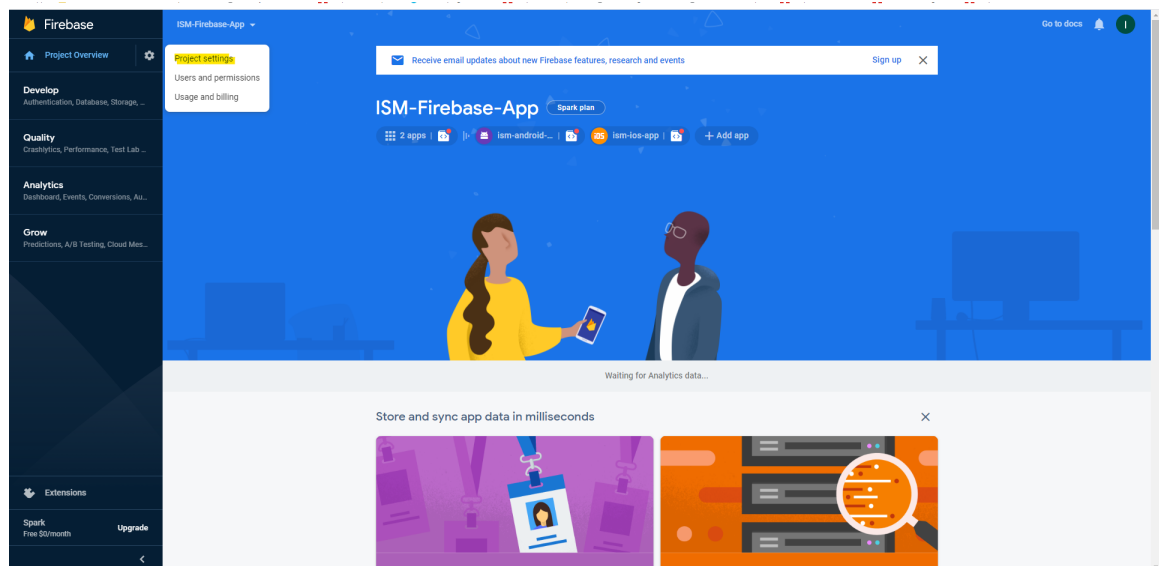
If you see Run your app to verify installation step, click **Skip this step** and then click **Continue to console**.

Once these steps are completed, you have iOS and Android app configuration is ready in the firebase.

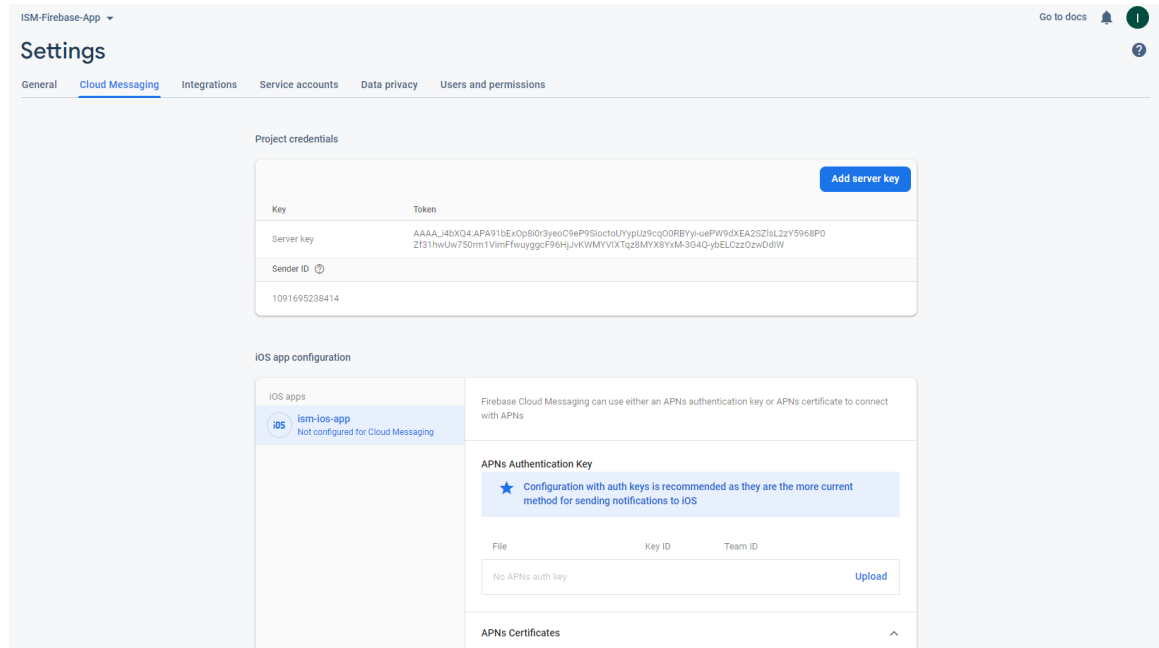
Apply iOS Certificate for iOS app

Ivanti will provide the APNs Certificate for iOS app. You can find the certificate at [Ivanti Market Place](#).

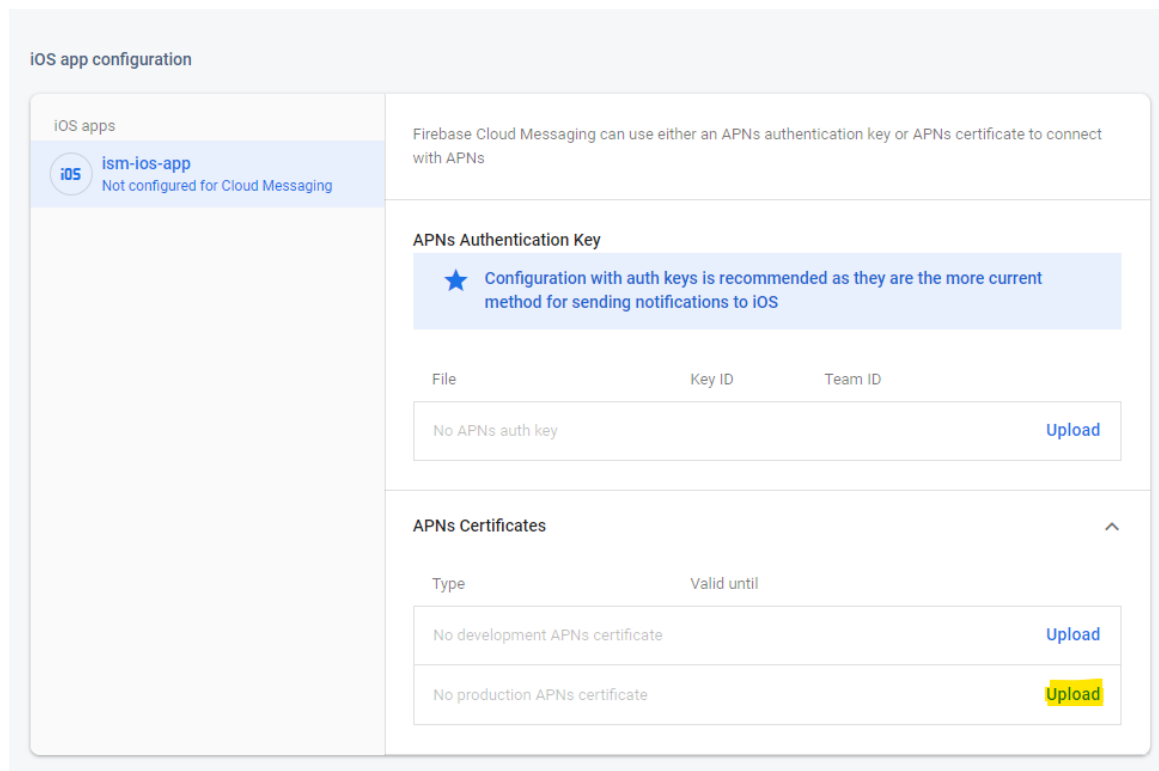
1. Click the **Setting** button from top left and click on **Project settings**.



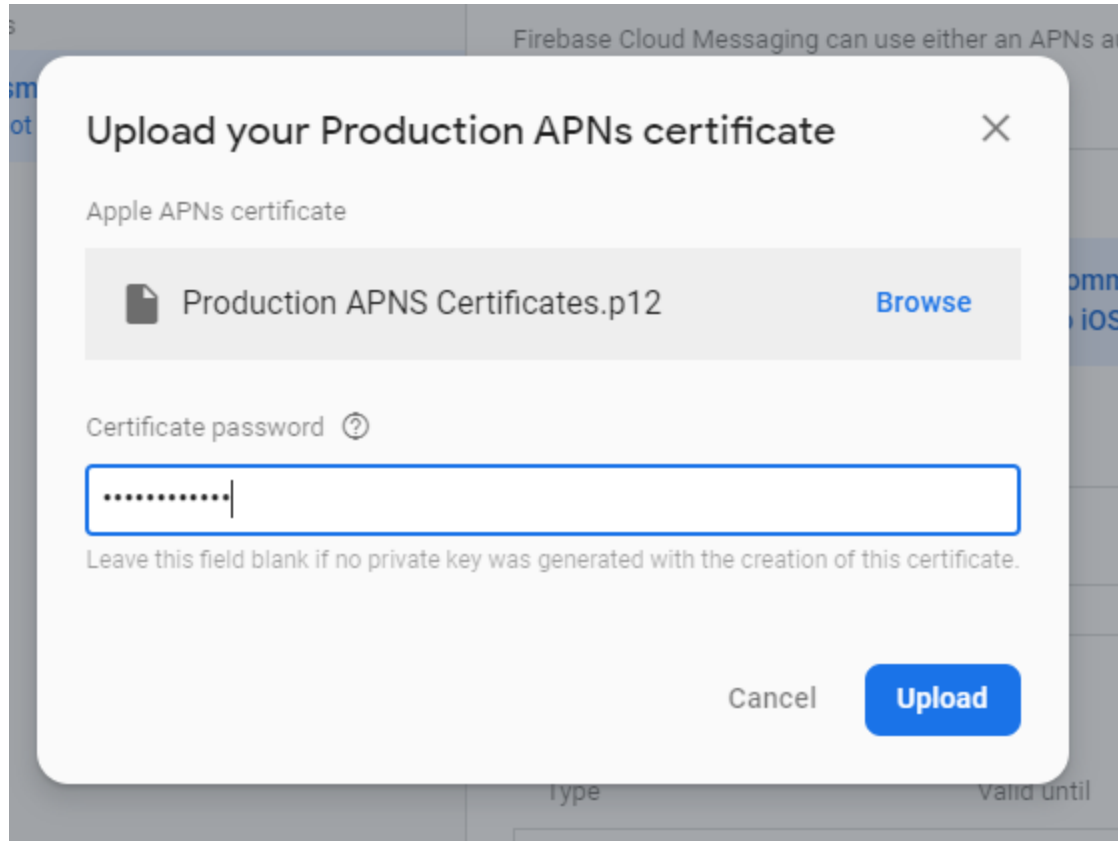
2. Click the **Cloud Messaging** tab.



3. Scroll down to the **APNS Certificate** section and click the **Upload** button.

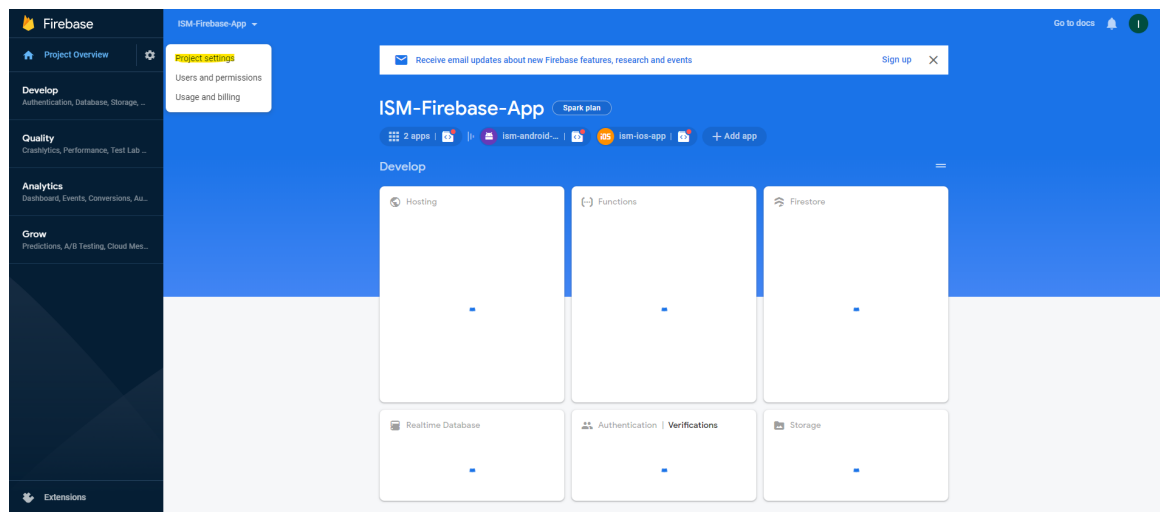


4. Upload the APNs Certificate with password.



Configure Firebase in Config Database of ISM

1. Navigate to **Project settings** from the main page of Firebase Project.



2. Navigate Cloud Messaging Copy the Sender ID.

Project credentials

Key	Token
Server key	AAAA_J4bXQ4:APA91bExOp8IOr3yeoC9eP9SiocToUYypUz9cq00RBYyl-uePW9dKEA2SZlsLZyY5968P0Zf31hwUw750rm1VimFhwuyggcF96HjvKWMYVIXTqz8MYX8YmM-3G4Q-ybELCzz0zwDdlW
Sender ID ⓘ	
	1091695238414

Add server key

- Go to **ISM CentralConfig**, open **FCM Configuration** workspace and paste **Sender ID** which is copied to the **Project ID** in workspace.

Project Id * 1091695238414

Server Key *

Client Configuration For Android

Client Configuration For iOS

- Copy the **Server Key** from **Cloud Messaging** tab.

Project credentials

Add server key

Key	Token
Server key	AAAA_i4bXQ4:APA91bExOp8i0r3yeoC9eP9SloctoUYypUz9cq00RBYyi-uePW9dXEA2SZlsL2zY5968P0Zf31hwUw750rm1VimFfwuyggcF96HjJvKWMYVIXTqz8MYX8YxM-3G4Q-ybELCzzOzwDdlW

Sender ID ⓘ

1091695238414

5. Paste the **Server Key** in **FCM Configuration** workspace.


Save ↺

Project Id * 1091695238414

Server Key *
AAAA_i4bXQ4:APA91bExOp8i0r3yeoC9eP9SloctoUYypUz9cq00RBYyi-uePW9dXEA2SZlsL2zY5968P0Zf31hwUw750rm1VimFfwuyggcF96HjJvKWMYVIXTqz8MYX8YxM-3G4Q-ybELCzzOzwDdlW

Client Configuration For Android

- Copy the entire content from **google-service.json** which is downloaded from Step – 3 and paste in the **Client Configuration** for Android.

Save 

Project Id * 1091695238414

Server Key *
AAAA i4bXQ4:APA91bExOp8i0r3yeoC9eP9SlctoUYypUz9cqO0RBYi-
uePW9dXEA2SZIsL2zY5968P0Zf31hwUw750rm1VimFfwuyggcF96HjJvKWMYVIXTqz8
MYX8YxM-3G4Q-ybELCzzOzwDdlW

Client Configuration For Android

```

"appinvite_service": {
  "other_platform_oauth_client": [
    {
      "client_id": "1091695238414-
m3suoafm936ddhkoho9g562ggro6if6s.apps.googleusercontent.com",
      "client_type": 3
    },
    {
      "client_id": "1091695238414-
giditv69o2sm7b4obmr7m3brosnbpsq4.apps.googleusercontent.com",
      "client_type": 2,
      "ios_info": {
        "bundle_id": "com.ivanti.sm"
      }
    }
  ]
},
],
"configuration_version": "1"

```

- Finally, you need to add the **iOS FCM configuration** in **config DB**. Copy the entire content from **GoogleService-Info.plist** which is downloaded in step-3 and paste it in the **Client Configuration for iOS** and **Save**.

The screenshot shows the Xcode interface with the 'Client Configuration For iOS' plist file open. The configuration is as follows:

```
<dict>
    <key>BUNDLE_ID</key>
    <string>com.ivanti.sm</string>
    <key>PROJECT_ID</key>
    <string>ism-firebase-app</string>
    <key>STORAGE_BUCKET</key>
    <string>ism-firebase-app.appspot.com</string>
    <key>IS_ADS_ENABLED</key>
    <false></false>
    <key>IS_ANALYTICS_ENABLED</key>
    <false></false>
    <key>IS_APPINVITE_ENABLED</key>
    <true></true>
    <key>IS_GCM_ENABLED</key>
    <true></true>
    <key>IS_SIGNIN_ENABLED</key>
    <true></true>
    <key>GOOGLE_APP_ID</key>
    <string>1:1091695238414:ios:db8afa9f2d1aa8f1424b5f</string>
    <key>DATABASE_URL</key>
    <string>https://ism-firebase-app.firebaseio.com</string>
</dict>
```

Decommissioning FTP and File on Shared folder Integration

Currently, ITSM customers can import data from FTP and Shared Path locations. Since these sources pose a security threat to the cloud environment, restrictions are added to the use of these options. These restrictions are feature flagged which can enable or disable the options available to an end user either while importing or exporting data to ITSM.



- Both FTP and File on Shared Folder controls are disabled using the feature flag from 2022.3 onwards. These feature flags can be turned off by the Cloud Ops in the Config DB under Feature Management workspace.
- The feature flag is not turned off to make sure both FTP and File on Shared Folder controls are still available and customer can migrate to Secure FTP without impacting their automation. However, it would be temporary.
- It's highly recommended to move your file upload related automation from FTP and File on Shared Folder location to Secure FTP on priority. Refer SecureFTP configuration documentation further.

Steps to enable or disable the feature flag

Navigate to the **Feature Management** Business Object in the Config DB and search for your tenant feature.

- Once you open the feature, set the **State** as **Unconditionally ON** to enable the feature.

Feature flag on

The screenshot shows the 'Feature Management' interface. The 'Tenant' is 'MASTER_TENANT10'. The 'Feature' is 'EnableFTPSharing'. The 'State' is 'Unconditionally ON'. Below the form is a 'Change History' table with 4 records.

Date	User	Event Type	Description
08/02/2022 ...	Admin	Insert	[State] set up to [Disable]
08/02/2022 ...	Admin	Update	[State] changed from [Disable] to [Unconditionally ON]
08/02/2022 ...	Admin	Update	[State] changed from [Unconditionally ON] to [TrialPeriod]
08/02/2022 ...	Admin	Update	[State] changed from [TrialPeriod] to [TrialCompleted]

- Set the **State** as **Disable** or **Trial Completed**, this disables the feature.

Feature flag off

Tenants Feature Management x

All (record 9 of 13 search records) < >

List View New TenantFeature Save Refresh

Tenant MASTER_TENANT10

Feature EnableFTPSHaring

State Disable

Change History (4)

Date	User	Event Type	Description
08/02/2022 ...	Admin	Insert	[State] set up to [Disable]
08/02/2022 ...	Admin	Update	[State] changed from [Disable] to [Unconditionally ON]
08/02/2022 ...	Admin	Update	[State] changed from [Unconditionally ON] to [TrialPeriod]
08/02/2022 ...	Admin	Update	[State] changed from [TrialPeriod] to [TrialCompleted]

Post Feature Configuration

- From the Configuration console navigate to **Data Import Connections** under **Integration tools**.
- Click **Add new** and select the **Connection Type** field.
 - When the feature is enabled - in the **Connection Type** field drop-down list, **FTP** and **File on Shared Folder** options are available.
 - When the feature is disabled - in the **Connection Type** field drop-down list, **FTP** and **File on Shared Folder** options are not available.
- Similarly, the **Location** field in the **Data Export Connections**,
 - When the feature is enabled, the **Location** will show **FTP** and **Secure FTP**.
 - When the feature is disabled, the **Location** will show only **Secure FTP**.