
LANrev Integration Note

 **HEAT** software

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HEAT Software USA Inc., 490 N. McCarthy Blvd., Milpitas, California USA 95035.

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LANrev Integration Note

Introduction

Thank you for choosing LANrev. The LANrev suite is a uniquely seamless, multi-platform client management solution for managing all of your macOS and Windows workstations in a single unified console on the platform of your choice. All LANrev components including the server, admin console, and clients can be mixed and matched from either platform.

There are several integration points for incorporating LANrev into your existing help desk infrastructure. These include ways to:

- Launch the admin console and bring up the details view for an agent
- Initiate a remote control (RC) connection to agents with RC software specified in the admin console
- Import agent inventory data from LANrev into your help desk application
- Check for new packages or bring up the list of available on-demand software packages

Accessing the LANrev admin console

LANrev includes a URL handler for help desk integration. You can trigger it via any web browser with a URL beginning with "lanrevadmin:///". This allows the LANrev admin console to be easily integrated into any web-based help desk application simply by dynamically linking to one of these URLs. For example

- `lanrevadmin:///showagent?agentserial=6E2957D0-7BD0-4C7B-8904-E4A144796745`
- `lanrevadmin:///remotecontrolagent?agentip=1.2.3.4`

The URLs are constructed with the first component being the action, followed by a query string containing a key specifying the target agent. Available actions include

- `showagent`: Launch LANrev admin console and bring up the details view for target.
- `remotecontrolagent`: Initiate an RC connection to target based on settings in the Remote Control tab of the admin console preferences/settings.

The second component, as noted, is a key field identifying the target computer. The following table lists the supported key fields along with the equivalent information items.

Key field name	Information item name
adcomputername	AD Computer Name
agentip	Agent Active IP Address
agentserial	Agent Serial Number
clientinfo1	Client Information 1
clientinfo2	Client Information 2
clientinfo3	Client Information 3
clientinfo4	Client Information 4
clientinfo5	Client Information 5
clientinfo6	Client Information 6
clientinfo7	Client Information 7
clientinfo8	Client Information 8
clientinfo9	Client Information 9
clientinfo10	Client Information 10
computername	Computer Name
computerserial	Computer Serial Number
computerservicetag	Computer Service Tag
currentuseraccount	Current User Account
currentusername	Current User Name
customagentname	Custom Agent Name
mainboardassettag	Mainboard Asset Tag
mainboardserial	Mainboard Serial Number
osproductid	OS Product ID
osserial	OS Serial Number
primarymacaddress	Primary MAC Address
securityid	Security Identifier
systemenclosureserial	System Enclosure Serial Number
systemenclosuretag	System Enclosure Tag

Importing LANrev agent inventory data

Access to the LANrev server inventory database is restricted to local access only. This means that there is no way to directly access the LANrev server database over the network. The two main advantages are stability and security. Restricting network access firstly prevents other applications that may be accessing LANrev inventory data from inadvertently corrupting the data, and secondly prevents other applications with the exception of the LANrev admin console itself from remotely modifying LANrev inventory data.

For network access to LANrev agent inventory data for importing into a help desk application, you should enable the MySQL ODBC export. This lets you export all LANrev inventory data to an external MySQL database on a recurring basis at configurable intervals. You can pull any client information from this MySQL database as needed without modifying the original inventory information on the LANrev server itself. For more information, see the LANrev ODBC Export Guide.

To find the fields that you may want to pull information from and the tables that they are in, download the MySQL Query Browser tool (<http://dev.mysql.com/downloads/gui-tools/5.0.html>) so you can examine the MySQL database after an export and run sample queries for the information you want to import into your help desk application.

Accessing the LANrev agent

LANrev also includes a "lanrevagent://" URL handler for the LANrev agent that supports the following actions:

- ShowOnDemandPackages: Displays a list of available on-demand software packages.
- RunSDCheck: Install assigned software packages.

These links are meant to be embedded in a web page to allow the end-user to bring up the list of on-demand software packages or check for newly assigned software packages even if you have chosen to hide the LANrev agent preference pane or control panel. For example:

- lanrevagent://ShowOnDemandPackages

There is also a separate external interface for controlling LANrev Agent via third-party applications. On macOS this is done by calling the LANrev Agent executable "/Library/Application Support/LANrev Agent/LANrev Agent.app/Contents/MacOS/LANrev Agent" with the following command line parameters. In Windows this is done by calling the Agent executable at %ProgramFiles%\Pole Position Software\LANrevAgent\LANrev Agent.exe with parameters as specified in this table:

macOS command line parameter	Windows registry value	Action
--SDCheck	SDCheck	Perform software distribution check
--SendHeartbeat	SendHeartbeat	Send heartbeat
--SendInventory	SendInventory	Send inventory
--ShowOnDemandPackages	ShowOnDemandPackages	Show available on-demand software packages