4me®

Docusnap Connector

The 4me Docusnap Connector is a one-directional scheduled import of Docusnap data into the 4me Configuration Management Database (CMDB) to keep 4me synchronized with relevant Docusnap data.

Docusnap®

Connect and Manage Items of Specific Service Management Interest

The Connector picks up asset data that Docusnap discovers in an organization's network and uses this data to generate 4me configuration item records (CIs) for PCs and servers. These CI records can be linked with software CIs. Within the 4me CMDB, the organization registers software products of particular interest. Only 4me-registered software products are matched in Docusnap and linked as software CIs in 4me. This best practice allows organizations to manage only the items of interest for service management.

The 4me Docusnap Connector links the person record of each PC user to the CI record of that PC via the 'lastuser' field. It uses a PowerShell framework, a SQL database and the standard Windows scheduler to ensure that the CMDB is synchronized when required.

Flexible Deployment and Configuration

Techwork can provide the 4me Docusnap Connector as a service, without the need for customer infrastructure components or as an installation at the business premises, for customers that run Docusnap within their own organizational network.

The 4me Connector is fully configurable, allowing organizations to specify Docusnap data that they want to see in the CI records of their 4me account. Customer-specific requirements get implemented in QA and after approval moved to production.

FAQs

What happens if Docusnap can't find a device after some period of non-connection to the network, but it is still allocated to a user who is out of the office for a long period (maternity leave, long-term sick etc)?
By default, the 4me Docusnap Connector sets the status of a 4me CI to 'In Production' if it is 'Active' in Docusnap. If it is 'Inactive' in Docusnap, then the 4me CI's status is set to the 'Broken Down' in 4me to allow easy identification by a Configuration Manager.

If the support teams log into a PC to run some jobs as (local) administrators, and Docusnap sees them as last logged in, will the CMDB falsely change the owner of that device?
No, the default mode of operation for the 4me Docusnap Connector is to use the Docusnap 'lastuser' field if it is not an Admin account.

What are the requirements for an installation within in a customer's network?
Windows integration server: PowerShell enabled, MS-SQL Db or SQL-Express database (2008R2 or later), MS-SQL Management Studio, access to "...4me.qa" and "...4me.com", VPN access

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THE SINGLE SOLUTION FOR BETTER SERVICE MANAGEMENT

4me® combines **ITSM** with **ESM** and **SIAM** capabilities making it possible for all internal departments, such as IT, HR and Facilities, to work seamlessly with each other, as well as with external managed service providers.