

Invgate integration with FileWave

A common need of an IT admin is to see computer and mobile assets from within a Help Desk system. FileWave can send asset information, keyed by the FileWave "Last Logged in User" to the Invgate ITSM solution.



Third Party Software

Slack is a third party application. The details provided are for example only and are unsupported by FileWave.

Step-by-step guide

Setup the integration on the Invgate side:

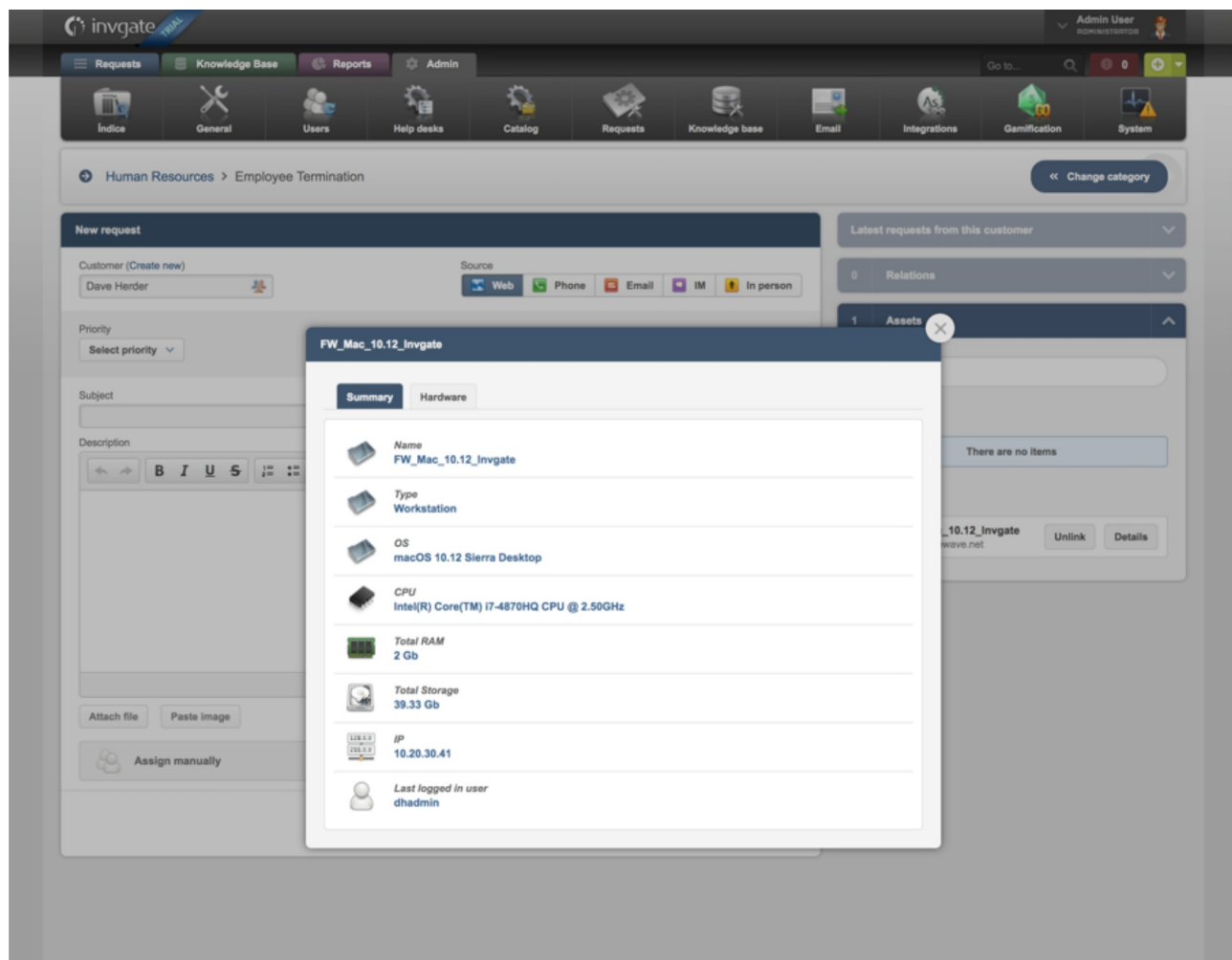
1. Ensure you are capturing User data in Invgate as well as FileWave (LDAP integration in both systems is wise to ensure you are dealing with the same user data across systems).
2. In the Invgate> "Admin"> "Integrations" tab, define the following fields:

The screenshot shows the Invgate Admin interface. The top navigation bar includes 'Requests', 'Knowledge Base', 'Reports', and 'Admin'. The 'Admin' tab is active, and the 'Integrations' sub-tab is selected. The main content area is titled 'Asset management' and contains a 'Configuration' section for the FileWave integration. The configuration fields are as follows:

Field	Value
Application	FileWave Beta
Name	[Redacted]filewave.net
Categories	All
Link assets	Enabled
Search for assets	Enabled
Host	[Redacted]filewave.net
Port	20443
SSL	Enabled
Shared key	[Redacted]MjExN30=

Buttons for 'Save' and 'Test' are visible. A sidebar on the right shows 'API settings'.

1. Click "Save"
2. Wait for the data to be synchronized from FileWave to Invgate
3. Create a new request based on the new Asset information now populating Invgate. Note the new assets populating in the left hand column of the Invgate "New Request" dialog.



Related articles

- [How to write to a custom field using the FileWave API](#)

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