

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:

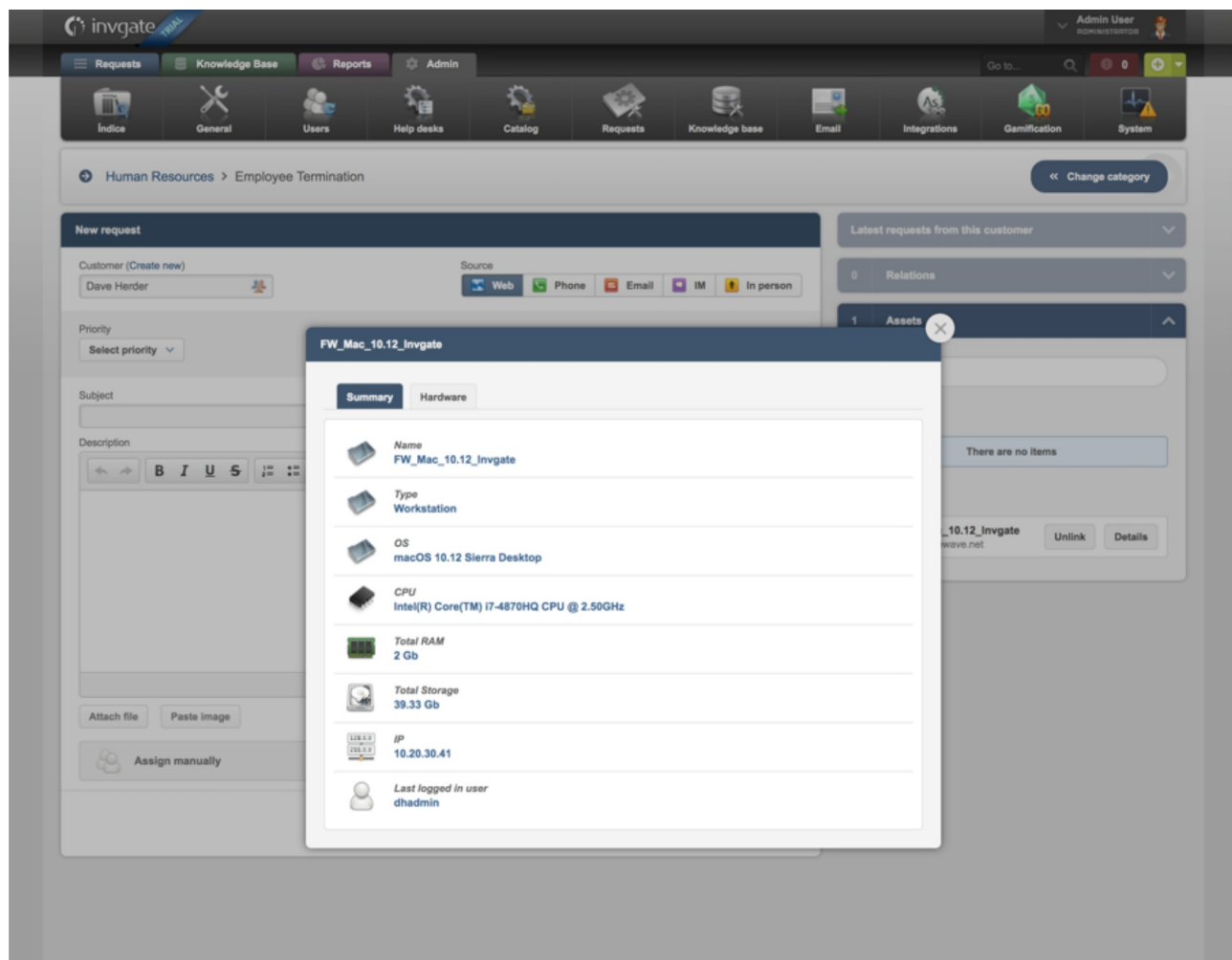
1. Ensure you are capturing User data in Invgate as well as FileWave (LDAP integration in both systems is wise to ensure you are dealing with the same user data across systems).
2. In the Invgate> "Admin"> "Integrations" tab, define the following fields:

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:

- Application:** FileWave (Beta)
- Name:** [Redacted] filewave.net (Define a name to identify this integration.)
- Categories:** All (Categories in which it will be allowed to relate assets from this integration.)
- Link assets:** Enabled (Allow end users to link assets to requests.)
- Search for assets:** Enabled (Allow end users to search for assets.)
- Connection:** (Test button)
- Host:** [Redacted] filewave.net (Server name or IP.)
- Port:** 20443 (The default port is 20443.)
- SSL:** Enabled (When enabled a secure connection will be used.)
- Shared key:** [Redacted] MjExN30= (Share Base64 encoded key for FileWave inventory.)

On the right side of the configuration panel, there is a 'Save' button and a section for '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](#)

🔄Revision #3

★Created 13 July 2023 22:27:12 by Josh Levitsky

✎Updated 23 July 2023 23:57:44 by Josh Levitsky