DEVICE42

User Guide for Jira Service Management Assets Integration

Last Updated: January 17, 2023

Additional Resources

Video: How to Set Up Jira Service Management Assets Integration with Device42.

Device42 Jira Service Management Assets Integration on Atlassian Marketplace

Note: Atlassian rebranded "Insights" in October 2022 to "Assets." As it pertains to Atlassian "Insight" and "Assets," the terms may be used interchangeably throughout this document.

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1. Sync Tab

The **Synchronization** tab is used to configure the respective object schema. Initially,the only button that will appear in the **Synchronization** tab will be *Add Import* as shown in the image.

1.1. Add a New Object Schema Import

When you click the *Add Import* button, the **New Object Schema Import** form will appear.

1. **Object schema.** This field is required to create the new object schema import. The field shows all object schemes on Insight

2. **External Import Token.** This field is required to create the new object schema import *(See section, Generate token for Schema on Insight.)*
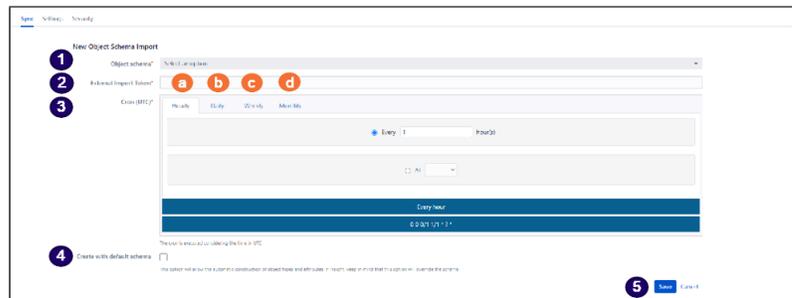
3. **Cron (UTC).** This field is required to create the new object schema import and is used to automatically launch the synchronization process.

> ☐ The schedule will run in the UTC time zone.

   a. **Hourly.** You have the option of choosing discovery to run between every hour(s) and a specific time to execute the cron job.
   b. **Daily.** You can choose either every day(s) of the month or every weekday (MONDAY - FRIDAY) in a specific hour to execute the cron job.
   c. **Weekly.** You can choose between any day(s) of the week and a specific hour to execute the cron job.
   d. **Monthly.** You can choose among the day specific of the month, the last day of every month, the last weekday of every month, and the day(s) before the end of the month in an hour specific to execute the cron job.

4. **Create with default schema.** This field is optional. If this field is checked, it automatically creates default object types and attributes in Assets (formerly Insight) needed to sync with Device42.

> ☐ This option will override the schema.

5. **Save.** When you have completed all fields, click on the *Save* button.

The finished register shows the next object schema import list. All schema import registers are grouped by the schedule.

Scenario 1: Created without the default schema option.

**Scenario 2:** Created with default schema option.

1.1.1.Generate the Token for Schema on Assets (formerly Insight)

1. Go to the **Assets** plugin.
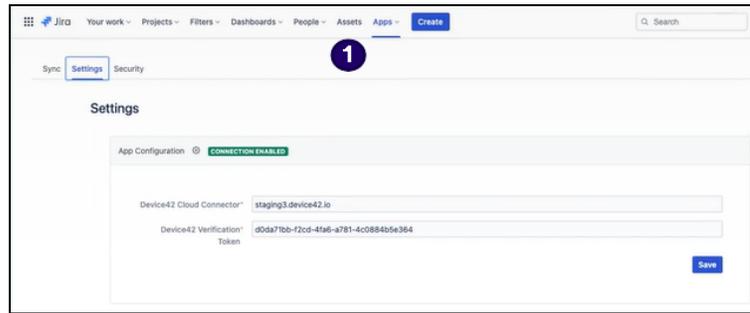
2. Select the desired schema to obtain the token. Click on the option **Object schema → Configure.**
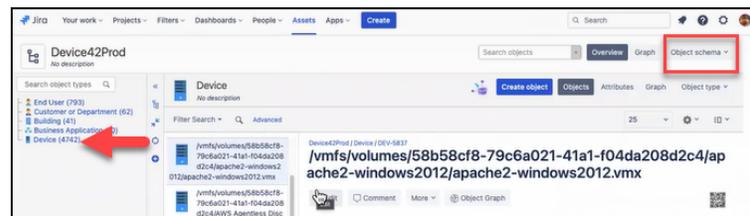
3. Click on the **Import** tab.

4. Click on *Create Import* and create a new **External Import**.

5. Click the *ellipsis* and select *Generate new token*.
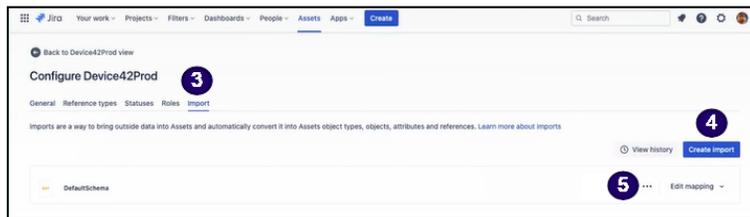

The token will be generated.
.
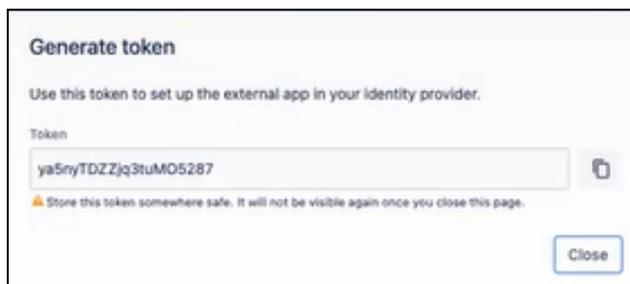
1.2. Edit Object Schema Import

To be able to edit an object schema import, click the *Edit* button. The **Object schema import** form will display.

Complete the following steps to edit the **Object schema import** form.

1. **External Import Token.** This field is required to create the new object schema import. The token generated by the schema on Assets (formerly Insight) should be included in this field.
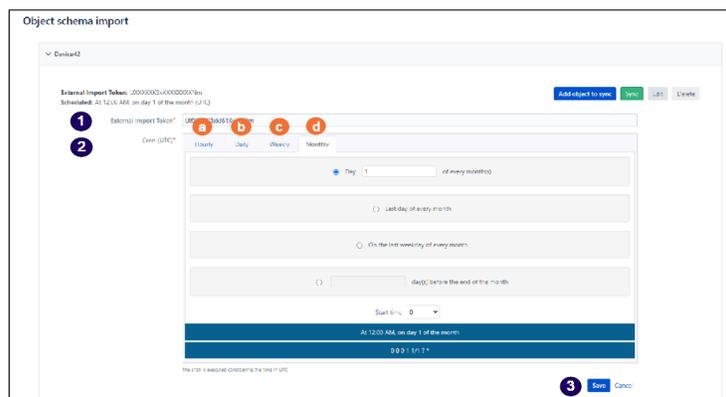
2. **Cron (UTC).** This field is required to create the new object schema import. This field is a user interface to generate a cron expression, which is a string consisting of subexpressions that describe individual details of the schedule. This schedule is when the sync between Device42 and Insight will run in UTC timezone. The user interface for this field has four tabs: Hourly, Daily, Weekly, and Monthly.

   The user interface for this field has four tabs: Hourly, Daily, Weekly, and Monthly.
   a. **Hourly.** You can choose between every hour(s) and a specific time to execute the cron job.
   b. **Daily.** You can choose between every day(s) of the month and every weekday (MONDAY - FRIDAY) in a specific hour to execute the cron job.
   c. **Weekly.** You can choose between any day(s) of the week in a specific hour to execute the cron job.
   d. **Monthly.** Choose among a specific day of the month, the last day of every month, the last weekday of every month, and the day(s) before the end of the month in a specific hour to execute the cron job.

3. **Save.** When you have completed the form, click on the *Save* button to save the information.

> ☐ **Important**
> • The users that will be able to perform this action are those that have the administrator role configured in the *Security* tab or that at the Jira level the logged in user has the *admins-site* role.

1.3. View the Synchronization Status

To view the sync status of the object schema import, click the link *Sync* status button.
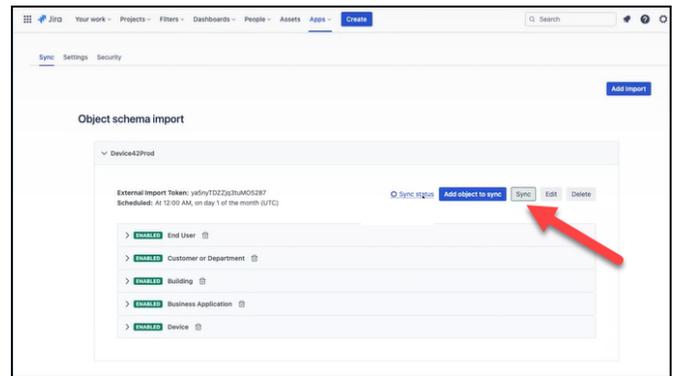
The **Sync Status** window will appear with the following information:

1. **Created.** The date and time that the sync was created.
2. **Identifier.** The synchronization identifier.
3. **Type.** The type of execution.
   - Manual is the execution of the cron job when you select the Sync button.
   - Automatic is the process when a cron job is executed according to the schedule.
4. **Processed.** The count of items that were synced with Assets (formerly Insight).
5. **Started.** The date and time that the sync started.
6. **Ended.** The date and time that the sync ended.
7. **Execution time.** The time it takes to finish the synchronization.
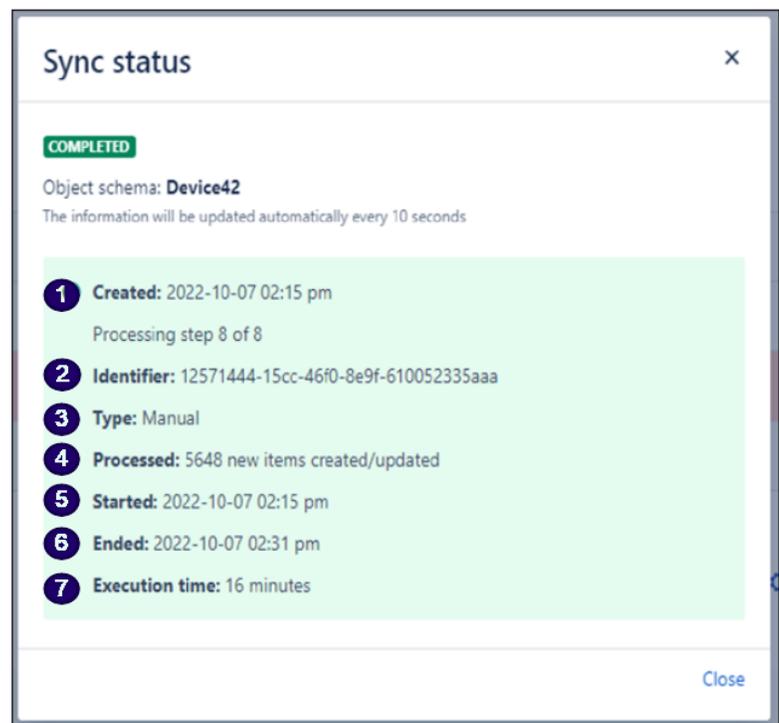
☐ **Information**

Once the sync status window is open, this window will update the information every 10 seconds.

1.4. Synchronization States

There are four possible states for synchronization:

Launched. This state is when the synchronization has started, but the information to synchronize is not yet obtained.

In Progress. This state is when the synchronization has started to get information from Device42 to be processed and registered/updated in Assets (formerly Insight).

Done. This state is when the synchronization has finished and no problems were encountered.

Failed. This state is when the synchronization has finished, but there are some problems.

In this scenario we have the option to download the log errors.
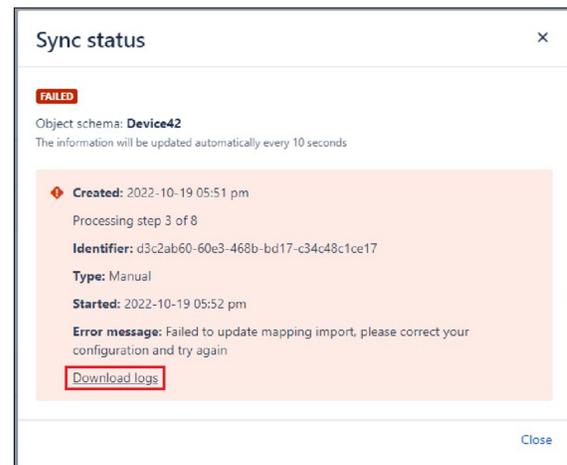
1.5. Delete An Object Schema Import

The **Object schema import** window will appear. To delete an object schema import, click the *Delete* button.

A confirmation window will appear verifying that the object schema import has been deleted.

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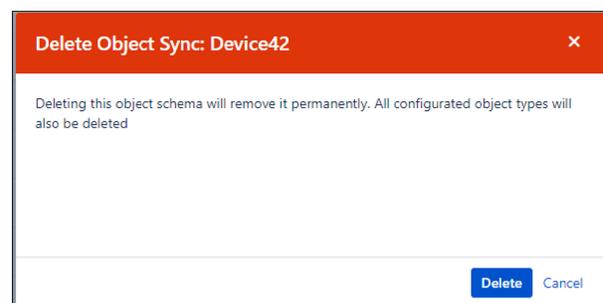
> ☐ **Information**
>
> - Note that you can only delete when all object relationships are in the Disabled state.
> - The users that will be able to perform this action are those that have the administrator role configured in the *Security* tab or that at the Jira level the logged-in user has the *admins-site* role.

1.6. Add A New Object to Sync

Select the ***Add object to sync*** button. Complete the form for the new object to sync.

Complete the following steps to add a new object to sync.

1. **DOQL.** This field is required to create the new object. The field supports DOQL syntax for complex queries, and it is also the DOQL name of the query stored in Device42. (https://docs.device42.com/device42-doql/).

2. **Object Type Name**. This field is required to create the new object type. The field shows all object types for the object schema.
   a. In the scenario that we want to create a new object in Insight, we will have to click on the following ***Object type*** icon.
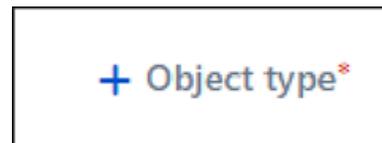
   b. With this option, the form has two new fields for the object type name and icon.

3. **Save.** Select the **Save button** to save the information.

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The finished register shows the next objects list.
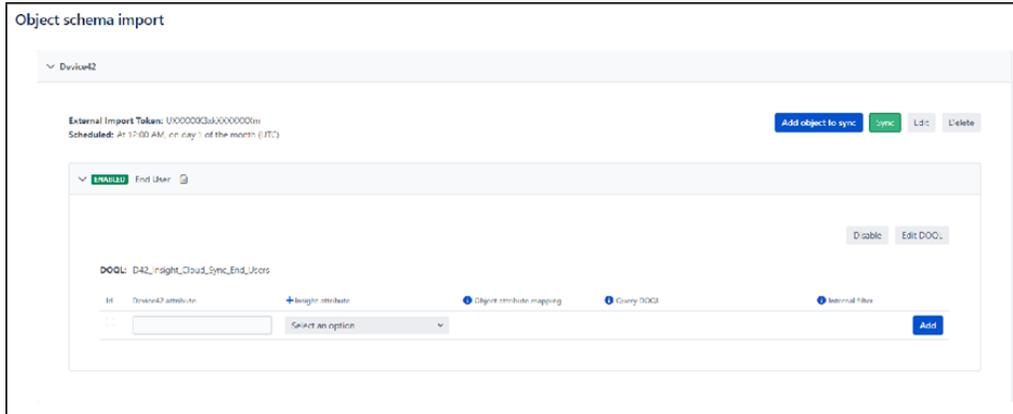
☐ **Important**

- The users that will be able to perform this action are those that have the administrator role configured in the *Security* tab or that at the Jira level the logged-in user has the *admins-site* role.

1.7. Edit DOQL of Object to Sync

To edit an object DOQL, click the button **Edit DOQL**. The form for editing the information for the object will appear.
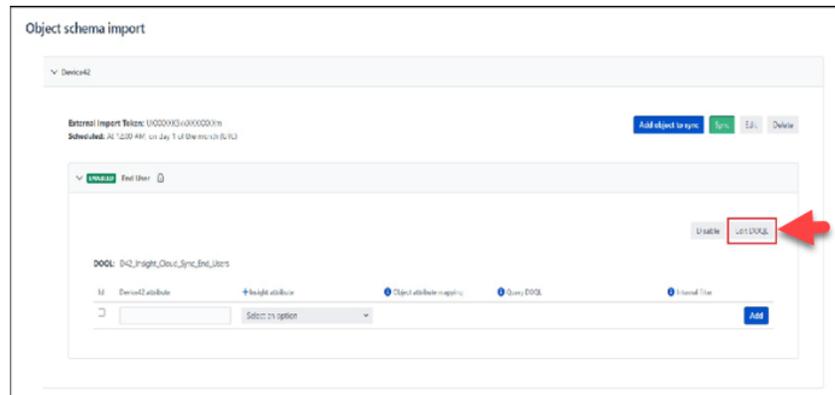
Complete the following steps to edit a DOQL object.

1. **DOQL.** This text field is required to create the new object. The field supports DQOL syntax for complex queries, and it is also the DOQL name of the query stored in Device42. (https://docs.device42.com/device42-doql/).


2. **Save.** When all fields of the form are complete, click the **Save** button to save the information.

1.8. Disable An Object to Sync

To disable an object, click the **Disable** button. The state of the object will change to Disabled.
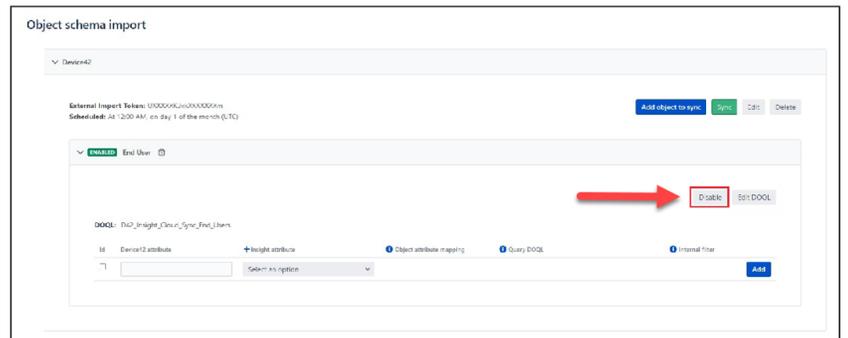
Once selected, the object will be displayed as follows.

1.9. Delete An Object from the Sync

To delete an object from the sync, click the *Delete* button. The window for deleting the object will appear.
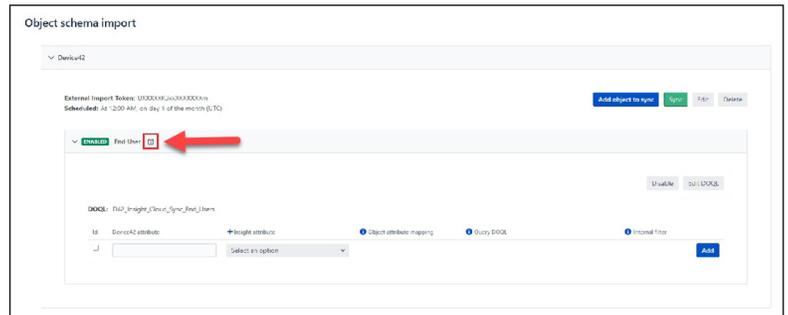
After you have selected the *Delete* button, the confirmation window will appear to confirm the deletion of the object.
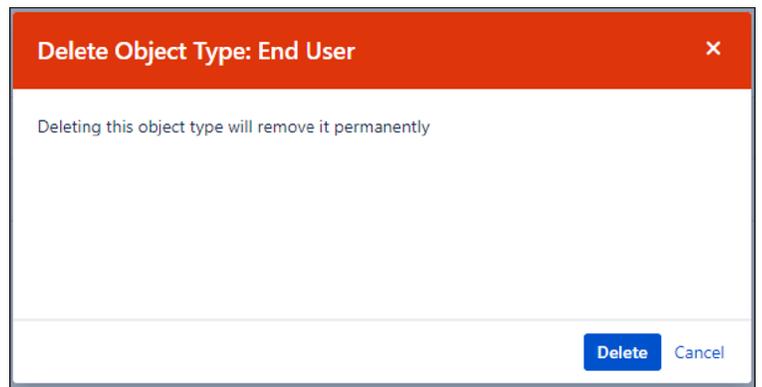
> **Information**
>
> • The users that will be able to perform this action are those that have the administrator role configured in the *Security* tab or that at the Jira level the logged-in user has the *admins-site* role.

1.10. Create a Field

When you click the object to sync, showing a table with all fields registered, in the first row exists some inputs for creating the new field.
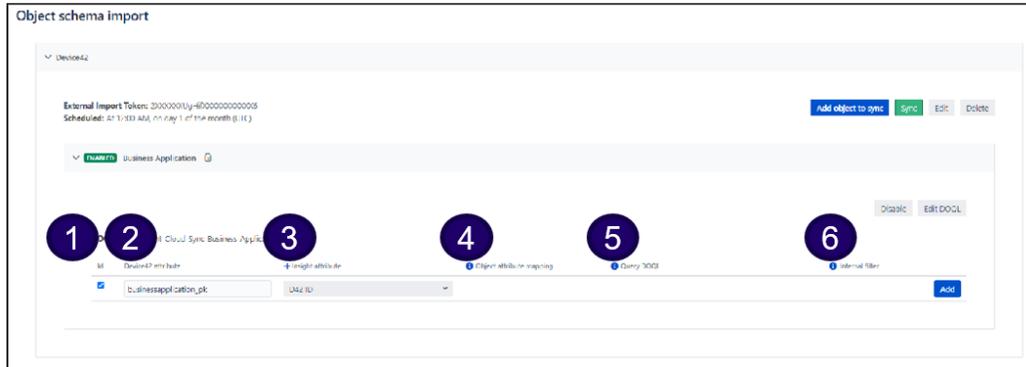
1. **ID.** This field is required as the first field that we register for the selected object. The field is a checkbox indicating the ID of the selected object. There will only be one ID for the object.

2. **Device42 attribute.** This field is a required field. The input indicates the name of the field for Device42, this name must be the name of the attribute that must exist in the DOQL query

3. **Insight attribute**. This field is required. The field is a dropdown indicating the Insight registered field.

4. **Object attribute mapping.** This field is required whenever the Insight attribute has a reference object type. The drop-down field indicates the attributes of the object with which it will be related.

5. **Query DOQL.** This field is required when the Insight attribute has an unlimited reference. The field corresponds to a DOQL query or a Saved DOQL.
   **Example:** selectbusinessapplication_fk,device_fkfrom iew_businessapplicationelement_v1

   Important: The field ID that you set in the mapping must be in the DOQL.

6. **Internal filter.** This field is required when the Insight attribute has an unlimited reference, the field allows filtering the DOQL results and supports simple conditions
   Example: businessaplication_fk = ${businessaplication_pk}

   Important: ${businessaplication_pk} will be replaced with each value of the main DOQL query retrieved.


☐ **Important**

- The users that will be able to perform this action are those that have the administrator role configured in the *Security* tab or that at the Jira level the logged-in user has the *admins-site* role.

1.11.Remove a Field

To delete a field, select the **Remove** button. This action will delete the row from the table. Keep in mind that there will always have to be a field as ID.

☐ **Important**

- The users that will be able to perform this action are those that have the administrator role configured in the *Security* tab or that at the Jira level the logged-in user has the *admins-site* role.

2. Settings Tab

The **Settings** tab is used to configure access to Device42. Complete the following steps with the appropriate information.

1. **Device42 Cloud Connector**
2. **Device42 Verification Token**

3. Select the **Save** button to save the information.

2.1 States for Device42 Configuration

Possible status for the settings:

- Connection enabled.
- Connection not enabled.
- Credentials do not exist.
- Error in verifying Device42 account.
- Request URL not found.
- An error occurred on Device42.

> ☐ **Important**
>
> - The users that will be able to perform this action are those that have the administrator role configured in the *Security* tab or that at the Jira level the logged-in user has the *admins-site* role.

3. Security Tab

The **Security** tab is used to configure access to the application.

To configure security access, follow the steps below.

1. **Administrator role.** This field is required and is multi-dropdown with all existing roles in Jira, those users who have these roles selected will be able to manage the object schema configurations.

2. **User role.** This field is required and is multi-dropdown with all existing roles in Jira. Those users who have these roles selected will only be able to view the object schema configurations and perform manual syncs.

3. **Save.** Select the *Save* button to save the choices.

> ☐ **Important**
>
> - The users that will be able to perform this action are those that have the administrator role configured in the *Security* tab and for default that at the jira level the logged in user has the *admins-site* role.

4. Generate External Token for Schema on Insight

Go to the Insight plugin.
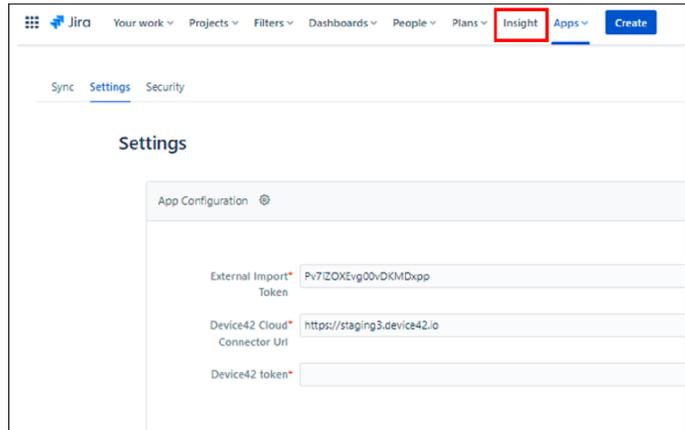
Let's Select the desired schema to obtain the token. Click on the option *Object schema → Configure*
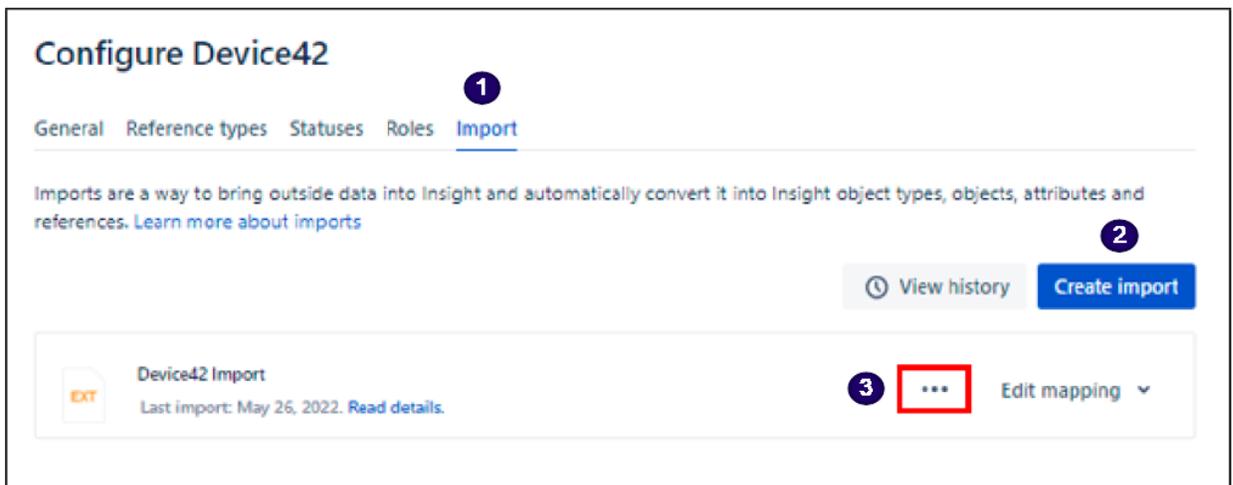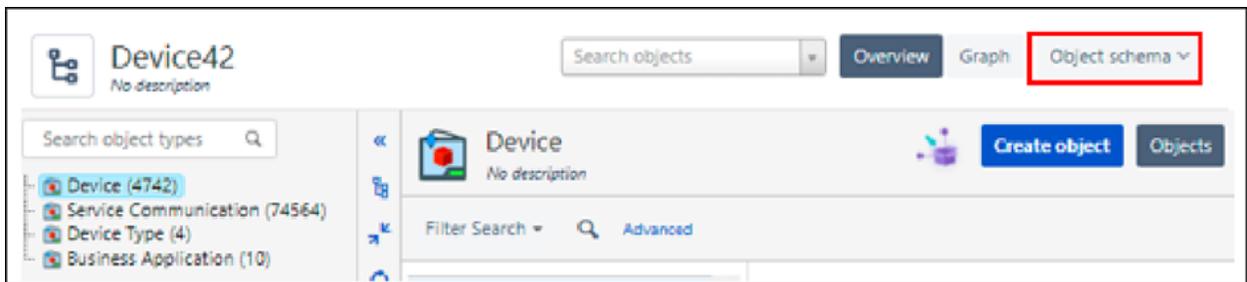
1. Click on the **Import tab.**
2. Click on **Create Import,** and create a new **External Import.**

Click the **eclipse (···),** and select **Generate token**. The token will be generated.