

The 4me SCCM Connector

By techwork, a 4me Partner

techwork

The 4me SCCM Connector makes it possible for organizations to integrate their Microsoft System Center Configuration Manager (SCCM) instance with their 4me account so that their PC and server data is maintained in the 4me configuration management database (CMDB).

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

The Connector picks up asset data that SCCM 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 SCCM and linked as software CIs in 4me. This best practice allows organizations to only manage the items of interest for service management.

The 4me SCCM Connector links the person record of each PC user to the CI record of that PC if the SCCM "device owner" field is maintained. It uses a PowerShell framework, a SQL database and the standard windows scheduler to ensure that the CMDB is synchronized periodically as required.

Techwork can provide the 4me SCCM Connector as a service without the need for customer infrastructure components or as an on-premise installation, for customers that run SCCM within their own organizational network.

The 4me Connector is fully configurable, allowing organizations to specify SCCM 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 SCCM 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 office for a long period (maternity leave, long-term sick etc)?

By default, the 4me SCCM Connector sets the status of a 4me CI to 'In Production' if it is 'Active' in SCCM. If it is 'Inactive' in SCCM, then the 4me CI's status is set to the 'Broken Down' status in 4me to allow easy identification by a Configuration Manager.

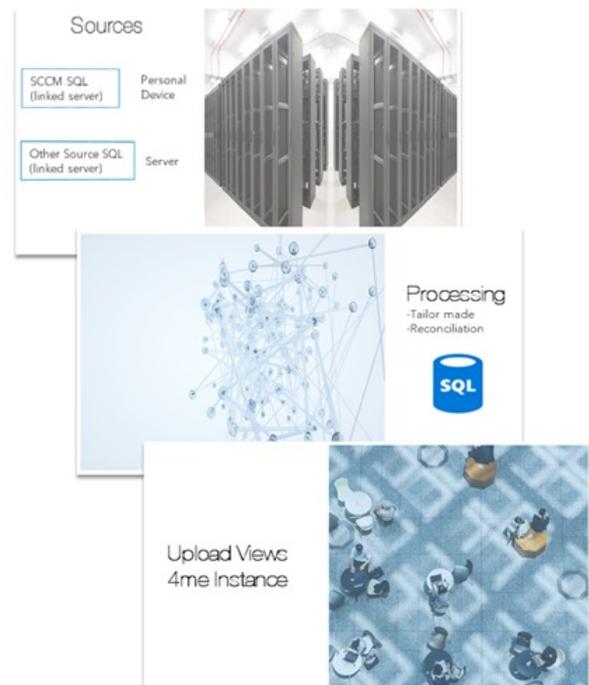
If the support teams log into a PC to run some jobs as (local) administrators, and SCCM sees them as last logged in, will the CMDB falsely change the owner of that device?

No, the default mode of operation for the 4me SCCM Connector is to use the SCCM "device owner" field to link the PC to the user and not the "Last Logon" username.

What are the requirements for an on-premise installation 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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