



# Ivanti Automation Task Overview

**VERSION 2018.1**

## Contents

<b>Chapter 1: Introduction .....</b>	<b>3</b>
<b>Chapter 2: Built-in Tasks.....</b>	<b>3</b>
2.1 Configuration .....	4
2.2 Provisioning.....	6
2.3 PC Lifecycle Management .....	9
2.4 Virtualization.....	9
2.5 Security.....	10
2.6 System State .....	12
2.7 Advanced .....	13
2.8 Ivanti Automation.....	15
2.9 Unix/Linux.....	16
2.10 Apple Mac OS .....	17
<b>Chapter 3: Connectors .....</b>	<b>18</b>
3.1 PC Lifecycle Management .....	18
3.2 Virtualization.....	19
3.3 Software as a Service .....	23
3.4 Infrastructure as a Service .....	24
3.5 Service Desk Integration .....	25
3.6 Mobile Device Management.....	26
3.7 Security.....	28

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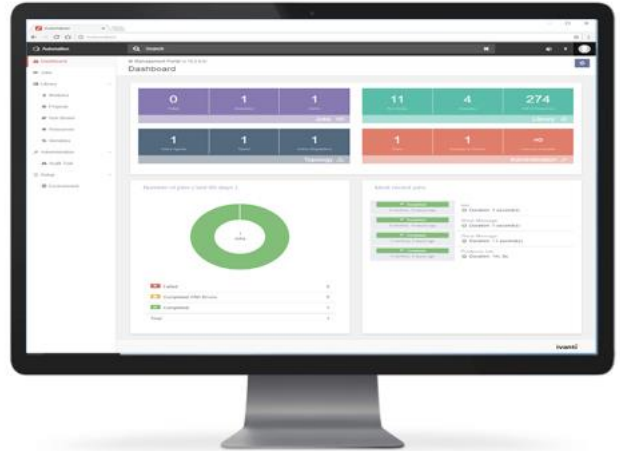
## Chapter 1: Introduction

This document provides an overview of all available Tasks and Connectors for Ivanti® Automation 2018.1

- Built-in Tasks: These Tasks are available when you install or update Ivanti Automation.
- Connectors / Add-ons: These Tasks are part of an Add-on and can be downloaded via [Ivanti Marketplace](#).

### More information

Please refer to the online help for Ivanti Automation at: [https://help.ivanti.com/res/help/en\\_US/IA/2018/Admin/Default.htm](https://help.ivanti.com/res/help/en_US/IA/2018/Admin/Default.htm)



## Chapter 2: Built-in Tasks

The following built-in Tasks are available, grouped by functionality in libraries:

- The library **Configuration** contains Tasks that relate to the configuration of a computer, such as applying registry settings, managing service parameters, and performing file operations.
- The library **Provisioning** contains Tasks that relate to routine administrative management, such as Active Directory Tasks, Exchange Mailbox Tasks, and the provisioning of applications and services.
- The library **PC Lifecycle Management** contains Tasks that relate to managing PC lifecycles, such as applying actions via IBM Endpoint Manager and distributing software with Ivanti Endpoint Manager.
- The library **Virtualization** contains Tasks that relate to management of virtual applications and machines, such as Microsoft Hyper-V, Microsoft App-V, and VMware machines.
- The library **Security** contains Tasks that relate to security, such as querying security risks, installing security updates, and managing local groups and users.
- The library **System State** contains Tasks that relate to the system state of a computer, such as defragmenting disks, and querying events logs and installed programs.
- The library **Advanced** contains advanced Tasks, such as sending SMTP traps and executing Microsoft Windows PowerShell scripts.
- The library **Ivanti Automation** contains Tasks that relate to maintaining the Ivanti Automation environment, such as deploying components and deleting Job results.
- The library **Unix/Linux** contains Tasks that can be executed by Agents running on Linux and Unix.
- The library **Apple Mac OS** contains Tasks that can be executed by Agents running on Mac OS X.

## 2.1 Configuration

The library **Configuration** contains Tasks that relate to the configuration of a computer, such as applying registry settings, changing service parameters, and performing file operations.



### Computer Properties (Manage, Query)

- With the Task **Manage Computer Properties** you can manage the computer properties of Agents. These properties identify a computer on the network. Combine this Task with the Task **Query Computer Properties** for an overview of the current properties of Agent computers before you change them. For example, you can add an Agent to another domain or change an incorrect Agent description based on the query results.
- With the Task **Query Computer Properties** you can gather detailed information about the computer name and domain of Agent computers in order to identify the behavior of these machines in your network. Combine this Task with the Task **Change Computer Name Properties** to join a computer to another domain or work group based on the query results.



### Environment Variables (Set, Delete, Query)

- With the Tasks **Set** and **Delete Environment Variables** you can change, add, and delete environment variables on Agent computers. For example, combine this Task with a Task **Query System Environment Variables** to modify the location in which programs place the temporary files by setting the %Temp% system environment variable, based on the query results.
- With the Task **Query Environment Variables** you can get information about environment variables on Agent computers. This Task is useful if you want to check if system environment variables have been set correctly, or if you want to compare the system environment variables on various Agents. Combine this Task with the Task **Set System Environment Variables** to change incorrect value names or value data, based on the query results.



### Files (Perform Operations, Query)

- With the Task **Perform File Operations** you can perform file operations on Agent computers. The Task enables you to copy, move, rename, and delete files and folders; to create folders; and to create and change configuration files. Combine this Task with the Task **Query Disk Space** to check the available disk and folder space before you perform file operations.
- With the Task **Query Files** you can check the version of a file on Agent computers, and check for a specific term in the file contents. For example, you can use this Task to check if a specific version of a DLL file is available where necessary. If not, you can set the Task **Download Resources** to get the correct file so that it can be installed. The Currently Installed Programs list in Microsoft Windows does not always list applications that have been installed through a command line. With the Task **Query Files**, you can check for the relevant EXE file on Agent computers.



### Microsoft Windows Product Key (Set, Query)

- With the Task **Set Microsoft Windows Product Key** you can change the product key for Microsoft Windows. For example, this can be useful if you need to replace an old license key with a new one. You can trace current product keys with the Task **Query Microsoft Product Keys**, and then decide where the new key must be set, depending on the query results.
- With the Task **Query Microsoft Windows Product Key** you can get a detailed overview of Microsoft Windows and Office product keys per Agent computer. You can also perform a Microsoft Windows Genuine Advantage Validation (WGA). Combine this Task with the Task **Set Microsoft Windows Product Key** to modify an incorrect Microsoft Windows product key based on the query results.



### Printer (Add, Remove, Query)

- With the Task **Add Printer** you can add local printers and network printers and install their associated printer drivers on Agent computers.
- With the Task **Remove Printer** you can remove printers from Agents.
- With the Task **Query Printer** you can query printers on Agents.



### Printer Driver (Add, Remove, Query)

- With the Tasks **Add** and **Remove Printer Driver** you can add and remove printer drivers on Agent computers so that users always have the correct set of printer drivers available. Combine this Task with the Task **Query Printer Driver** to take action based on the query results.
- With the Task **Query Printer Driver** you can check which printer drivers have been installed on Agent computers. Combine this Task with the Tasks **Add** or **Remove Printer Driver** to install or remove printer drivers based on the query results.



### Registry Settings (Apply, Query)

- With the Task **Apply Registry Settings** you can change registry settings at Agent computers. The Task enables you to import or export registry keys and you can connect to another Agent to open its registry. You can use this Task to push a new registry setting or change an existing one. Combine this Task with the Task **Query Registry Settings** to trace the current registry settings of Agents. For example, you can change an incorrect registry key based on the query results.
- With the Task **Query Registry Settings** you can check the registry values of Agent computers in a detailed overview. For example, you could check if a Microsoft App-V client is run at startup by querying the registry Key `HKLM/software/Microsoft/Windows/current version/run`. You could then use the Task **Apply Registry Settings** to change this key if necessary.



### Remote Terminal Server Logons (Change, Query)

- With the Task **Change Remote Terminal Server Logons** you can enable or disable remote connections to a terminal server. This can be useful if you need to perform maintenance work. Combine this Task with the Task **Query Remote Terminal Server Logons** to check whether a terminal server accepts remote logons, and then change this setting based on the query results.
- With the Task **Query Remote Terminal Server Logons** you can discover whether a terminal server accepts remote connections. Combine this Task with the Task **Change Remote Terminal Server Logons** to check a terminal server's acceptance of remote connections, and then enable or disable this feature based on the query results.



### Service Properties (Manage, Query)

- With the Task **Manage Service Properties** you can change the settings of local services on Agent computers. Combine this Task with the Task **Query Service Properties** to get a detailed overview of the current services and their settings on Agents. For example, you can check if Microsoft Alert Services is enabled on all computers at startup. If not, you can change this where necessary based on the query results.
- With the Task **Query Service Properties** you can check information about services that are present on Agent computers. This Task enables a comparison of the services and their settings on multiple Agents; or you can look for a specific service. For example, you can check if the service Telnet is running on a set of machines, and then schedule a Task **Manage Service Properties** to change the "Service State" of this service to "Start Service" based on the query results.



### Share (Add, Remove, Query)

- With the Task **Add Share** you can create file shares or printer shares in your network. Combine this Task with the Task **Query Share** to check for existing shares and their details before you execute a Task.
- With the Task **Remove Share** you can remove file shares and printer shares from your network. Combine this Task with the Task **Query Share** to check for existing shares and their details before you execute a Task.
- With the Task **Query Share** you can search for file shares and printer shares on Agent computers. Based on the query results of this Task, you can configure the Tasks **Add/Remove Share** to create or remove shares.



### TCP/IP Properties (Query)

- With the Task **Query TCP/IP Properties** you can get details about TCP/IP configuration settings on Agent computers. You can use this Task to check if settings are correct, to discover the cause of a specific problem, or to compare settings on various Agents. Combine this Task with a Task **Apply Registry Settings** to fix incorrect DNS Server settings, based on the query results.



### Windows Shell (Set, Query)

- With the Task **Set Windows Shell** you can change the Windows shell on Agent computers on which multiple shells are available, for example, because Ivanti Workspace Control, Ivanti Subscriber for VDX, and/or Ivanti Subscriber are installed. Combine this Task with the Task **Query Windows Shell** to check which shells are currently in use in your Ivanti Workspace Control environment, and then change the shells on several Agents, based on the query results.
- With the Task **Query Windows Shell** you can check which shells are active within a network: Microsoft Windows, Ivanti Workspace Control, Ivanti Subscriber for VDX (Ivanti Subscriber), or a custom shell. This enables you to compare the active shells on various Agents. Combine this Task with the Task **Set Windows Shell** to change an incorrect shell based on the query results.

## 2.2 Provisioning

The library **Provisioning** contains Tasks that relate to routine administrative management tasks, such as adding new users, and the provisioning of applications and services.



### Active Directory Computer (Create, Manage, Delete, Query)

- With the Task **Create Active Directory Computer** you can create an AD Computer with a specific name in a specific OU and determine which users or groups can join this computer to a domain.
- With the Task **Manage Active Directory Computer** you can set and change the AD Properties and the group memberships of AD Computers.
- With the Task **Delete Active Directory Computer** you can delete AD Computers.
- With the Task **Query Active Directory Computer** you can get overviews of all AD computers.



### Active Directory Group (Create, Manage, Delete, Query)

- With the Task **Create Active Directory Group** you can create an AD Group with a specific name in a specific Organizational Unit, and you can determine the group scope and type.
- With the Task **Manage Active Directory Group** you can set and change the AD Properties, members, and the group memberships of AD Groups.
- With the Task **Delete Active Directory Group** you can delete AD Groups.
- With the Task **Query Active Directory Group** you can get overviews of all AD Groups.



### Active Directory Object (Move, Query)

- With the Task **Move Active Directory Object** you can move target AD Objects to another AD folder.
- With the Task **Query Active Directory Object** you can get overviews of all AD Objects.



### Active Directory Organizational Unit (OU) (Create, Manage, Delete, Query)

- With the Task **Create Active Directory Organizational Unit** you can create an AD Organizational Unit with a specific name in a specific AD folder.
- With the Task **Manage Active Directory Organizational Unit** you can set and change the AD Properties of AD Organizational Units.
- With the Task **Delete Active Directory Organizational Unit** you can delete AD Organizational Units.
- With the Task **Query Active Directory Organizational Unit** you can get overviews of all AD Organizational Units.



### Active Directory User (Create, Manage, Delete, Query)

- With the Task **Create Active Directory User** you can create an AD User with a specific user logon name in a specific OU.
- With the Task **Manage Active Directory User** you can set and change the AD Properties, group memberships, and SMTP e-mail addresses of AD Users.
- With the Task **Delete Active Directory User** you can delete AD Users.
- With the Task **Query Active Directory User** you can get overviews of all AD Users.



### Citrix Workflow (Invoke)

- With the Task **Invoke Citrix Workflow** you can schedule workflows that have been created with Citrix Workflow Studio on Agents. This makes it easy to schedule Citrix workflows on many computers (Agents). The same version of the Citrix workflow is executed in the same way across the entire set of Agents, ensuring consistent results.



### Microsoft Exchange Mailbox (Create, Manage, Move, Export, Disable, Query)

Ivanti Automation supports Microsoft Exchange Server 2003-2013.

- With the Task **Create Exchange Mailbox** you can create an Exchange mailbox for a specific user, on a default or specific mailbox store location, and with default or custom storage limits.

- With the Task **Manage Exchange Mailbox** you can change the Storage Limits settings of existing mailbox stores. You can also use this Task to set and change SMTP e-mail addresses of AD Users for Microsoft Exchange 2010 and 2013.
- With the Task **Move Exchange Mailbox** you can move mailboxes to the default store on a local machine, or to a specific location.
- With the Task **Export Exchange Mailbox** you can export mailboxes on Microsoft Exchange servers to a PST file. This is useful if you want to back up or archive Exchange mailboxes, for example for legal purposes or before you delete mailboxes.
- With the Task **Disable Exchange Mailbox** you can disable mailboxes on Microsoft Exchange servers.
- With the Task **Query Exchange Mailbox** you can get an overview of the mailboxes on Microsoft Exchange Servers running Ivanti Automation Agents.



### Ivanti Workspace Control (Refresh)

- With the Task **Refresh Ivanti Workspace Control** you can force a refresh of active user workspaces on the target computer(s). For example, this is useful if new applications have been added to the Ivanti Workspace Control environment: when the session is refreshed, the new applications will become available in the user workspace.



### Resource (Download)

- With the Task **Download Resource** you can download and save files from the Datastore to Agent computers. The Task creates a subdirectory automatically in the directory that contains the Agent and stores the download at this location. For example, you can use this Task to send a specific version of a DLL file to Agents on which it needs to be installed.



### Unattended Installation (Perform)

- With the Task **Perform Unattended Installation** you can install packages unattended based on command line switches. Combine this Task with the Task **Query Installed Programs** to check which programs are currently installed on an Agent machine, and to perform an unattended installation of a program based on the query results.



### Windows Installer Package (Install, Repair, Patch, Remove)

- With the **Windows Installer Package** Tasks you can deploy MSI packages on Agents automatically. Public properties are also available for the installation of Microsoft App-V/SoftGrid clients, Ivanti Workspace Control, and Ivanti Workspace Control Relay Server. Combine this Task with the Task **Query Installed Programs** to check if a program is already available on an Agent, and then install an update based on the query results.



## 2.3 PC Lifecycle Management

The library **PC Lifecycle Management** contains Tasks that relate to managing PC lifecycles.



### Ivanti Endpoint Manager (Distribute Software)

- With the Task **Distribute Software with Ivanti Endpoint Manager** you can invoke Ivanti Endpoint Manager software distribution tasks on Agents on which an Ivanti Endpoint Manager agent is running. You can also use this Task to delegate control over the distribution of Ivanti Endpoint Manager software packages, for example, in scenarios where help desk employees are allowed to distribute packages, but aren't allowed to access the Ivanti Endpoint Manager Management Console itself.



### Microsoft System Center Configuration Manager (Distribute Software, Query Client)

- With the Task **Distribute Software with Microsoft System Center Configuration Manager** you can deploy software distribution packages and applications on Agents on which a Microsoft System Center Configuration Manager client is running. You can also use this Task to delegate control over the deployment of Configuration Manager packages and applications, for example in scenarios where help desk employees are allowed to deploy packages and applications, but don't have access to the Configuration Manager Console itself.
- With the Task **Query Microsoft Configuration Manager** you can create status reports of Configuration Manager clients, and get an overview of all software distribution packages or applications that have ever been advertised or deployed to the target computer.

## 2.4 Virtualization

The library **Virtualization** contains Tasks that relate to management of virtual applications and machines, such as Microsoft App-V.



### App-V Client (Invoke, Query)

- With the Task **Invoke Microsoft App-V Client** you can preload and publish Microsoft App-V applications on remote Agent computers. You can also use it to set the logging level of the Microsoft App-V Client and to remove the application cache.
- With the Task **Query Microsoft App-V Client** you can check which Microsoft App-V applications are loaded on Agent computers and if they are cached, or to query log files created by Microsoft App-V. This Task is useful if you want to compare the loaded applications on various Agents. For example, if you use it to check if Adobe Acrobat is preloaded on all machines, you can then schedule a Task **Invoke Microsoft App-V Client** to preload the application or to remove its cache based on the query results.

## 2.5 Security

The library **Security** contains Tasks that relate to security, such as querying security risks, installing security updates, and managing local groups and users.



### Baseline Security (MBSA) (Query)

- With the Task **Query Baseline Security (MBSA)** you can assess the status of Agent computers with regard to security updates. Based on the MBSA technology, this Task enables you to identify various risks on Agents, like Windows vulnerabilities, weak passwords, IIS and SQL vulnerabilities, and the status of security updates. Combine this Task with the Task **Install Microsoft Update** to discover which Windows security files need to be updated, and then perform the necessary updates based on the query results.



### Certificate (Import, Delete, Query)

The **Certificate** Tasks will help you maintain an up-to-date store of digital certificates, which is crucial for the security of the software on your site.

- With the Task **Import Certificate** you can install Certificates, Certificate Revocation Lists, and Certificate Trust Lists. Before you execute this Task, you can execute the Task **Query Certificate** to, for example, discover which certificates will expire within the next month. Based on this information, you can decide to get new certificates and add them to the relevant stores with a Task **Import Certificate**.
- With the Task **Delete Certificate** you can remove Certificates, Certificate Revocation Lists, and Certificate Trust Lists. Before you execute this Task, you can execute the Task **Query Certificate** to, for example, discover which certificates will expire within the next month. Based on this information, you can decide to remove these certificates with a Task **Delete Certificate**.
- With the Task **Query Certificate** you can get a detailed overview of digital certificates on Agent computers. This will help you maintain an up-to-date store of certificates, which is crucial for the security of the software on your site. For example, you can use the Task **Query Certificate** to discover which certificates will expire within the next month. Based on this information, you can decide to get new certificates and add them to the relevant stores with a Task **Import Certificate**.



### File Permissions (Set, Query)

- With the Task **Set File Permissions** you can manage permissions on files and folders. Combine this Task with the Task **Query File Permissions** to check first which security settings are active in your network, and then change these with the Task, depending on the query results.
- With the Task **Query File Permissions** you can search for specific security settings on files and folders on Agent computers. Combine this Task with the Task **Set File Permissions** to maintain up-to-date and pertinent security settings on the files and folders on your network.



### Local Group (Create, Manage, Delete, Query)

- With the Tasks **Create/Manage/Delete Local Group** you can create, change, and delete local groups on Agent computers and perform management activities like changing a local group or group membership. Combine this Task with the Task **Query Local Groups** to examine the details of local groups that exist on Agents, and then create a local group on an Agent or change the properties of a local group, based on the query results.
- With the Task **Query Local Groups** you can get a detailed overview of the local groups that exist on Agent computers. Combine this Task with the Tasks **Create/Manage/Delete Local Groups** to maintain the Local Groups in your site. For example, based on the results you can create a local group or change the properties of an existing one.



### Local User (Create, Manage, Delete, Query)

- With the Tasks **Create/Manage/Delete Local User** you can create, change, and remove local users and change users' group membership. Combine this Task with the Task **Query Local User** to get details of local users that exist on Agents. For example, based on the query results you can decide to change the properties of a local user, or remove a local user from a local group altogether.
- With the Task **Query Local User** you can check which local user accounts exist on Agent computers, and get detailed information about each account's password policy and status (locked out and enabled or disabled). Combine this Task with the **Create/Manage/Delete Local Users** Tasks to maintain Local User Accounts in your site. For example, you can enforce a password change based on the results.



### Microsoft Update (Install)

- With the Task **Install Microsoft Update** you can install Microsoft hotfixes and service packs on Agent computers. For example, you can first perform a Task **Query Installed Programs** to discover which machines run Microsoft Office, and then schedule a Task **Install Microsoft Update** to install Office 2013 Service Pack 1.



### Printer Permissions (Set, Query)

- With the Task **Set Printer Permissions** you can add, change, replace, and remove security permissions on specific printers. Combine this Task with the Task **Query Printer Permissions** to check first which permissions on specific printers are active in your network, and then change these based on the query results.
- With the Task **Query Printer Permissions** you can search for permissions on specific printers on Agent computers. Combine this Task with the Task **Set Printer Permissions** to maintain up-to-date and pertinent permissions on the printers in your network.



### Registry Permissions (Set, Query)

- With the Task **Set Registry Permissions** you can manage permissions on registry settings. Combine this Task with the Task **Query Registry Permissions** to check first which security settings are active in your Registry, and then change these based on the query results.
- With the Task **Query Registry Permissions** you can search for specific security settings on registry settings on Agent computers. Combine this Task with the Task **Set Registry Permissions** to maintain up-to-date and pertinent security settings on the registries on your network.



### Share Permissions (Set, Query)

- With the Task **Set Share Permissions** you can manage permissions on shares. Combine this Task with the Task **Query Share Permissions** to check first which security settings are active in your network, and then change these based on the query results.
- With the Task **Query Share Permissions** you can search for specific security settings on shares on Agent computers. Combine this Task with the Task **Set Share Permissions** to maintain up-to-date and pertinent security settings on the shares in your network.



## Windows Firewall Settings (Manage, Query)

- With the Task **Manage Windows Firewall Settings** you can change the Windows Firewall settings on Agent computers if these conflict with certain types of communications. Combine this Task with the Task **Query Windows Firewall Settings** to implement a change based on the query results.
- With the Task **Query Windows Firewall Settings** you can retrieve Windows Firewall settings. Combine this Task with the Task **Manage Windows Firewall Settings** to change general settings, exceptions, and advanced settings based on the query results.

## 2.6 System State

The library **System State** contains Tasks that relate to the system state of a computer, such as defragmenting disks, and querying events logs and installed programs.



### Citrix Published Applications (Query)

- With the Task **Query Citrix Published Applications** you can get a detailed overview of Citrix Published Applications on Agent computers. For example, you can use this Task after the installation of new Citrix servers to compare the published applications that run on all Citrix servers and ensure consistency. You can also query for specific published applications that are installed on Agents. For example, based on the query results you can then publish a missing application on an Agent.



### Computer (Reboot, Shutdown, Inventory, Uptime)

- With the Task **Reboot Computer** you can restart Agents automatically. This is often necessary to activate changes and to make applications available.
- With the Task **Shutdown Computer** you can restart or shut down Agents automatically.
- With the Task **Computer Inventory** you can create a detailed list of the hardware installed on Agent computers. For example, use this Task to discover which Agents already have a DVD drive, and on which Agents you need to install one.
- With the Task **Uptime Computer** you can get information about the uptime of Agent computers. This information can be useful to determine if Agents have a memory leak. Based on the query results, you can decide to reboot an Agent with a Task **Reboot Computer**. The results of the Task **Uptime Computer** can also be useful for reporting purposes (statistics).



### Disk Fragmentation (Defragment, Analyze)

- With the Task **Defragment Disks** you can defragment the local drives of Agent computers in order to optimize performance. Combine this Task with the Task **Analyze Disk Fragmentation** to check which drives need to be optimized and then defragment a local drive based on the query results.
- With the Task **Analyze Disk Fragmentation** you can check the degree of fragmentation of the drives on Agent computers. Because the performance of fragmented disks gradually deteriorates, regular defragmentation is recommended. Combine this Task with the Task **Defragment Disks** to automate the defragmentation of Agent drives.



### Disk Space (Query)

- With the Task **Query Disk Space** you can examine the amount of available disk or folder space on Agent computers. For example, you can use this Task to check the available disk space at regular intervals to prevent the server from running out of disk space, or to check if there's enough disk or folder space available before you install an application on a computer.



### Event Logs (Query, Write)

- With the Task **Query Event Logs** you can examine all Microsoft event logs of your site. You can schedule this Task regularly as part of your maintenance routine or configure a specific Task to remedy a specific error or warning. For example, based on the query results, you can schedule a Task **Apply Registry Settings** to change a registry key if an event log shows an error in a registry. You can also use the Task **Query Event Logs** as a backup solution for event logs; this data is normally lost when the Microsoft Event Viewer reaches its maximum size.
- With the Task **Write Event Logs** you can write an entry in an Agent's Application Event Log, Security Event Log, or System Event Log.



### Installed Programs (Query)

- With the Task **Query Installed Programs** you can create a detailed overview of the programs installed on Agent computers, and you can also check where or whether specific programs have been installed. You can use this Task for reporting purposes, but you can also, for example, check whether Microsoft Office is installed. Based on the query results, you can then use a Task **Invoke Windows Installer** to install Microsoft Office.

## 2.7 Advanced

The library **Advanced** contains advanced Tasks, such as sending SMTP traps and executing Microsoft Windows PowerShell scripts.



### Command (Execute)

- With the Task **Execute Command** you can schedule any action that can be performed by the command line on Agent computers.



### Database Statement (Execute, Query)

- With the Task **Execute Database Statement** you can run a preconfigured SQL (Structured Query Language) script on a database. This enables you to maintain your database with Ivanti Automation. For example, you can schedule a recurring cleanup Task of the database.
- With the Task **Query Database Statement** you can connect to a database and execute an SQL Query. This enables you to query records in a database table.



### E-Mail (Send)

- With the Task **Send E-Mail** you can send e-mails and their attachments using SMTP. This Task is especially useful when you combine it with other Tasks. For example, if a Module contains a Task **Create Exchange Mailbox**, you can use the Task **Send E-mail** to send an e-mail to this mailbox once it has been created. You can also use this Task to send e-mail notifications if another Task fails.



### Hosts (Discover)

- With the Task **Discover Hosts** you can check which hosts exist within a specified IP range. This information is useful in the preparation of Tasks such as rolling out new Agents. You can schedule this Task regularly to discover any new machines in your network.



### Job (Postpone)

- With the Task **Postpone Job** you can postpone the execution of a Job. This temporary delay can be determined by the Console user on the Agent that executes the Job and/or by a pre-defined period of time. This can be useful if, for example: 1) the bandwidth at the user's location is insufficient to install certain software; 2) if the Job is executed during a company-wide presentation; or 3) if a certain Task must be completed first before a succeeding Task can be executed successfully.



### Message Box (Show)

- With the Task **Show Message Box**, you can send messages to Agent computers. You can configure different types of messages (information, warning, and error). For example, you can use this Task to notify users about maintenance operations, about an exchange server that is not working, or about a new program that's installed.



### Parameters (Query)

- With the Task **Query Parameters** you can examine which actual parameter values are applied at an Agent after a Job has been executed. During execution of a Job, the values of parameters can change based on conditions. All parameters are reported on a detailed level.



### SNMP trap (Send)

- With the Task **Send SNMP trap** you can send SNMP traps that can be received by third-party SNMP managers, such as HP OpenView or CA Unicenter. This Task is especially useful when you combine it with other Tasks. For example, you can use this Task to send a message when another Task fails.



### Secure Shell (SSH) Commands (Execute)

- With the Task **Execute Secure Shell (SSH) Commands** you can build your own, custom RES ONE Automation Tasks that use Secure Shell commands. SSH is a network protocol that enables you to connect to a shell on remote devices and to execute commands on these devices, for example, on Linux and Unix systems or devices like ethernet switches. You can schedule the Task **Execute Secure Shell (SSH) Commands** on any Agent, which will then connect to the specified computer and execute the specified commands. For example, if the servers in a server farm are equipped with a remote access card, you can use this Task to power down most servers in the server farm during the weekend and save considerable costs.



### Service (Invoke)

- With the Task **Invoke Web Service** you can communicate with a remote web service and, depending on the web service, use it to perform specific actions.



### Windows PowerShell Script (Execute)

- With the Task **Invoke Windows PowerShell** you can build your own, custom RES ONE Automation Tasks that use Windows PowerShell scripts. You can then schedule and maintain these custom Tasks centrally. Microsoft Windows PowerShell is a command-line shell and Task-based scripting technology for automating a wide range of system administration Tasks.

## 2.8 Ivanti Automation

The library Ivanti **Automation** contains Tasks that relate to maintaining the Ivanti Automation environment, such as deploying components and deleting Job results.



### Ivanti Automation Component (Deploy, Repair, Remove, Update)

- With the Tasks **Deploy, Repair, and Remove Ivanti Automation Component** you can use an Agent as a proxy to deploy, repair, or remove Ivanti Automation Consoles, Dispatchers, and Agents automatically.
- With the Task **Update Ivanti Automation Component** you can force Agents to update to the latest version. Normally, Agents always update automatically to the latest version when it becomes available. This may lead to issues in large environments with many Agents that all updated simultaneously. You can manage this behavior with the global setting **Auto Update Agents**. By executing a Task **Update Ivanti Automation Agent**, you can force Agents to update to the latest version, irrespective of this global setting.



### Ivanti Automation Dispatchers (Discover)

- With the Task **Discover Ivanti Automation Dispatchers** you can query which Dispatchers are actually available to an Agent with the current Agent settings. This enables you to document and check your Ivanti Automation topology. You can also use this Task to test which Dispatchers are available to an Agent if you were to change its settings. Based on the query results, you can then decide whether you actually want to change the Agent settings.



### Ivanti Automation Job Results (Delete, Export)

- With the Task **Delete Ivanti Automation Job Results** you can clean up the Datastore from Job results that are no longer relevant, for example, because they have become obsolete through Snapshot Intelligence or because they are the results of recurring Jobs.
- With the Task **Export Ivanti Automation Job Results** you can export Job results to XML files. This enables you to back up Job results for review purposes. This Task is especially useful when you combine it with the Task **Delete Ivanti Automation Job Results**, in which you first back up certain Job results by exporting them to zipped XML files, and then clean up the Datastore by deleting them.



### Ivanti Automation Team Membership (Change)

- With the Task **Change Ivanti Automation Team Membership** you can add or remove Agents to or from a Team. Combine this Task with a Task in which an evaluator determines whether the succeeding Task **Change Ivanti Automation Team Membership** should be executed.

## 2.9 Unix/Linux

The library **Unix/Linux** contains Tasks that can be executed on Agents running on Linux and Unix operating systems.



### Unix/Linux Command (Execute)

- With the Task **Execute Unix/Linux Command** you can execute Unix/Linux commands on Agents running on Linux or Unix operating systems. With this Task you can schedule any action that can be performed by the command line. For example, you can use this Task to execute scripts.



### Unix/Linux Computer (Reboot, Shutdown)

- With the Task **Reboot Unix/Linux Computer** you can restart Agents automatically. This is often necessary for changes to become active and applications to become available.
- With the Task **Shutdown Unix/Linux Computer** you can restart and/or shut down Agents automatically.



### Unix/Linux Parameters (Query)

- With the Task **Query Unix/Linux Parameters** you can examine which actual parameter values are applied at a Unix/Linux Agent after a Job has been executed. During execution of a Job, the values of parameters can change based on conditions. All parameters are reported on a detailed level.



### Unix/Linux Resource (Download)

- With the Task **Download Unix/Linux Resource** you can download Resources stored in the Datastore to Agents running on Linux or Unix operating systems. For example, you can use this Task to pre-cache large files or to send a specific version of an MSD file to Agents on which it is needed.



### User Management (Create, Delete, Lock, Unlock, Change Password, Query)

- With the Task **Create User Management** you can create user accounts on Agents running Linux or Unix operating systems.
- With the Task **Delete User Management** you can delete user accounts on Agents running Linux or Unix operating systems.
- With the Task **Lock User Management** you can delete user accounts on Agents running Linux or Unix operating systems.
- With the Task **Unlock User Management** you can unlock user accounts on Agents running Linux or Unix operating systems.



- With the Task **Change Password User Management** you can change the passwords on Agents running Linux or Unix operating systems.
- With the Task **Query User Management** you can query user accounts on Agents running Linux or Unix operating systems.

## 2.10 Apple Mac OS

The library **Apple Mac OS X** contains Tasks that can be executed on Agents running on Mac OS X.



### Mac OS X Automator (Invoke)

- With the Task **Invoke Mac OS X Automator workflow** you can invoke an Automator workflow on Agents running on Apple Mac OS X. With Automator, you can create custom workflows and deliver automation in Apple Mac OS to customers without needing to write any scripts, routines, or computer code.



### Mac OS X Command (Execute)

- With the Task **Execute Mac OS X Command** you can execute Mac OS commands on Agents running Apple Mac OS X. With this Task you can schedule any action that can be performed by the command line. For example, you can use this Task to execute scripts.



### Mac OS X Computer (Reboot, Shutdown, Inventory, Uptime)

- With the Task **Reboot Mac OS X Computer** you can restart Agents automatically. This is often necessary for changes to become active and applications to become available.
- With the Task **Shutdown Mac OS X Computer** you can restart or shut down Agents automatically.
- With the Task **Inventory Mac OS X Computer** you can get information about the hardware and operating system that's installed on Apple Mac OS X computers. For example, this enables you to determine which Agents for Apple Mac OS X already have a DVD/CD drive and on which Agents you need to install one.
- With the Task **Uptime Mac OS X Computer** you can view information about the boot time and uptime of Ivanti Automation Agents for Apple Mac OS X. This is useful to determine if you are dealing with a memory leak. Based on the results of this query, you can decide to reboot the Agent. You can automate this sequence of events by combining the Task with a Task **Reboot Mac OS X Computer**.



### Mac OS X Disk Space (Query)

- With the Task **Query Mac OS X Disk Space** you can examine the amount of disk or folder space available on Agents running on Apple Mac OS X. For example, you can use this Task to check the available disk space at regular intervals and prevent the server from running out of disk space. You can also use the Task to check if sufficient disk or folder space is available before you install an application on a computer.



### Mac OS X Installed Programs (Query)

- With the Task **Query Mac OS X Installed Programs** you can create a detailed overview of the programs installed on Agents running on Mac OS X, and you can also check if and where specific programs have been installed. You can use this Task for reporting purposes, but you can also, for example, check whether Microsoft Office is installed. Based on the query results, you can choose to install Microsoft Office.



### Mac OS X Parameters (Query)

- With the Task **Query Mac OS X Parameters** you can examine which actual parameter values are applied at a Mac OS X Agent after a Job has been executed. During a Job's execution, the values of parameters can change based on conditions. All parameters are reported on a detailed level.



### Mac OS X Resource (Download)

- With the Task **Download Mac OS X Resource** you can download Resources stored in the Datastore to Agents running on Apple Mac OS X.



### Mac OS X Software Package (Install, Remove)

- With the Task **Install Mac OS X Software Package** you can install disk images (.DMG) and installer packages (.PKG) on Mac OS X Agents.
- With the Task **Remove Mac OS X Software Package** you can remove installed programs(.APP) from Agents running on Apple Mac OS X.

## Chapter 3: Connectors

The following Connectors are available via the [Ivanti Marketplace](#):

- The library **PC Lifecycle Management** contains Tasks that relate to managing PC lifecycles, such as applying actions via IBM Endpoint Manager.
- The library **Virtualization** contains Tasks that relate to management of virtual applications and machines, such as Microsoft Hyper-V, Microsoft App-V, and VMware machines.
- The library **Software as a Service** contains Tasks that relate to provisioning of software services, such as cloud solutions.
- The library **Infrastructure as a Service** contains Tasks that relate to infrastructure services, such as creating Virtual Servers via IBM SoftLayer.
- The library **Service Desk Integration** contains Tasks that relate to integrating service desk services, such as BMC Remedy, IBM Maximo, and ServiceNow.
- The library **Mobile Device Management** contains Tasks that relate to managing mobile devices, such as adding devices via AirWatch, Fiberlink, and MobileIron.

### 3.1 PC Lifecycle Management

The library **PC Lifecycle Management** contains Tasks that relate to managing PC lifecycles.



#### IBM Endpoint Manager Action (Apply, List)

- With the Task **Apply IBM Endpoint Manager Action** you can apply a fixlet or tasklet to a computer.
- With the Task **List IBM Endpoint Manager Action** you can list fixlets and tasklets.



#### IBM Endpoint Manager Baseline (Apply, List)

- With the Task **Apply IBM Endpoint Manager Action** you can apply a baseline to a computer or a computer group.

- With the Task List **IBM Endpoint Manager Action** you can list available baselines for a site. The result is a list or a table with baseline names and IDs.

## 3.2 Virtualization

The library **Virtualization** contains Tasks that relate to management of virtual applications and machines, like Citrix XenServer, Microsoft Hyper-V, and Nutanix and VMware machines.



### Citrix XenServer Snapshot (Create, Delete, Revert, Rename, Query, Query All)

- With the Task **Create Citrix XenServer Snapshot** you can create a snapshot of a Citrix XenServer virtual machine.
- With the Task **Delete Citrix XenServer Snapshot** you can delete a snapshot of a Citrix XenServer virtual machine.
- With the Task **Revert Citrix XenServer Snapshot** you can revert a Citrix XenServer virtual machine to a snapshot.
- With the Task **Rename Citrix XenServer Snapshot** you can rename a snapshot of a Citrix XenServer virtual machine.
- With the Task **Query Citrix XenServer Snapshot** you can query the snapshots of a Citrix XenServer virtual machine.
- With the Task **Query All Citrix XenServer Snapshot** you can get a list of all snapshots of a Citrix XenServer virtual machine.



### Citrix XenServer Virtual Machine (Start, Stop, Restart, Rename, Query)

- With the Task **Start Citrix XenServer Virtual Machine** you can start a Citrix XenServer virtual machine.
- With the Task **Delete Citrix XenServer Snapshot** you can shut down a Citrix XenServer virtual machine.
- With the Task **Restart Citrix XenServer Virtual Machine** you can reboot a Citrix XenServer virtual machine.
- With the Task **Rename Citrix XenServer Virtual Machine** you can rename a Citrix XenServer virtual machine.
- With the Task **Query Citrix XenServer Virtual Machine** you can get a list of all Citrix XenServer virtual machines on an Agent.



### Microsoft Hyper-V Snapshot (Create, Delete, Revert, Rename, Query)

- With the Task **Create Microsoft Hyper-V Snapshot** you can create a snapshot of a Microsoft Hyper-V virtual machine.
- With the Task **Delete Microsoft Hyper-V Snapshot** you can delete a snapshot of a Microsoft Hyper-V virtual machine.
- With the Task **Revert Microsoft Hyper-V Snapshot** you can revert a Microsoft Hyper-V virtual machine to a snapshot.
- With the Task **Rename Microsoft Hyper-V Snapshot** you can rename a snapshot of a Microsoft Hyper-V virtual machine.
- With the Task **Query Microsoft Hyper-V Snapshot** you can query the snapshots of a Microsoft Hyper-V virtual machine.



### Microsoft Hyper-V Virtual Machine (Start, Stop, Restart, Rename, Query)

- With the Task **Start Microsoft Hyper-V Virtual Machine** you can start a Microsoft Hyper-V virtual machine.
- With the Task **Stop Microsoft Hyper-V Virtual Machine** you can shut down a Microsoft Hyper-V virtual machine.
- With the Task **Restart Microsoft Hyper-V Virtual Machine** you can reboot a Microsoft Hyper-V virtual machine.
- With the Task **Rename Microsoft Hyper-V Virtual Machine** you can rename a Microsoft Hyper-V virtual machine.
- With the Task **Query Microsoft Hyper-V Virtual Machine** you can get a list of all Microsoft Hyper-V virtual machines on an Agent.



### Nutanix Data Protection Domain (Create, Add Schedule, List, Add VM, Remove VM)

- With the Task **Create Nutanix Data Protection Domain** you can create a new Data Protection Domain in Nutanix.
- With the Task **Add Schedule Nutanix Data Protection Domain** you can add a new snapshot schedule to an existing Data Protection Domain in Nutanix.
- With the Task **List Nutanix Data Protection Domain** you can retrieve a list of Data Protection Domains in Nutanix, including configuration details.
- With the Task **Add VM Nutanix Data Protection Domain** you can add an existing Virtual Machine to an existing Data Protection Domain in Nutanix.
- With the Task **Remove VM Nutanix Data Protection Domain** you can remove a Virtual Machine from a Data Protection Domain in Nutanix.



### Nutanix Virtual Machine (Create, Delete, List, Update, Get Details, Check Task Status, Clone)

- With the Task **Create Nutanix Virtual Machine** you can create a virtual machine with basic configuration in Nutanix. This also creates an empty CD-ROM (device IDE.0) automatically.
- With the Task **Delete Nutanix Virtual Machine** you can delete one or more virtual machines from Nutanix based on their unique identifier (VM uuid).
- With the Task **List Nutanix Virtual Machine** you can retrieve an overview of all existing virtual machines in Nutanix.
- With the Task **Update Nutanix Virtual Machine** you can change the basic configuration of an existing virtual machine in Nutanix based on a VM unique identifier (VM uuid). The virtual machine needs to be powered off to execute this task successfully.
- With the Task **Get Details Nutanix Virtual Machine** you can get the current configuration details of a specified Nutanix virtual machine based on a VM unique identifier (VM uuid).
- With the Task **Check Task Status Nutanix Virtual Machine** you can send a request (poll) to Nutanix to check if the Nutanix task of the virtual machine is completed (status is succeeded or failed).
- With the Task **Clone Nutanix Virtual Machine** you can clone an existing virtual machine in Nutanix based on a VM unique identifier (VM uuid).



### Nutanix Virtual Machine CD-ROM (Mount)

- With the Task **Mount Nutanix Virtual Machine CD-ROM** you can mount or unmount an image to CD-ROM (device IDE-0). When you create a new virtual machine in Nutanix, you create an empty CD-ROM automatically. With this Task you can execute several operations in relation to the CD-ROM of an existing virtual machine in Nutanix (based on a VM uuid).



### Nutanix Virtual Machine Disk (Add, Delete)

- With the Task **Add Nutanix Virtual Machine Disk** you can add a new disk to an existing virtual machine in Nutanix (based on a VM uuid). This Task will create a new disk and link it to the virtual machine.
- With the Task **Delete Nutanix Virtual Machine Disk** you can delete a disk in an existing virtual machine in Nutanix (based on a VM uuid).



### Nutanix Virtual Machine NIC (Add, Delete)

- With the Task **Add Nutanix Virtual Machine NIC** you can add a new NIC (Network Interface Controller) to an existing virtual machine in Nutanix (based on a VM uuid). This Task will create a new NIC with its own MAC address as identifier and link it to an existing VLAN based on the VLAN id.
- With the Task **Delete Nutanix Virtual Machine NIC** you can remove an existing NIC from an existing virtual machine in Nutanix (based on a VM uuid). When you delete the NIC, use the MAC address as the unique identifier for the NIC. Use the Task **List Details Nutanix Virtual Machine** to retrieve the NIC details.



### Nutanix Virtual Machine Power State (Get, Set)

- With the Task **Get Nutanix Virtual Machine Power State** you can retrieve the current power state of a specified Nutanix Virtual Machine (based on a VM uuid).
- With the Task **Set Nutanix Virtual Machine Power State** you can set the power state of a specified Nutanix Virtual Machine (based on a VM uuid).



### Nutanix Virtual Machine Snapshot (Create, List, Restore, Delete, Clone)

- With the Task **Create Nutanix Virtual Machine Snapshot** you can create a snapshot of an existing virtual machine in Nutanix, based on a VM unique identifier (VM uuid).
- With the Task **List Nutanix Virtual Machine Snapshot** you can retrieve a list of snapshots for an existing virtual machine in Nutanix, based on a VM unique identifier (VM uuid).
- With the Task **Restore Nutanix Virtual Machine Snapshot** you can restore a virtual machine to a snapshot, based on a VM unique identifier (VM uuid) and Snapshot unique identifier (Snapshot uuid).
- With the Task **Delete Nutanix Virtual Machine Snapshot** you can delete a snapshot based on a Snapshot unique identifier (Snapshot uuid).
- With the Task **Clone Nutanix Virtual Machine Snapshot** you can create a virtual machine based on an existing snapshot in Nutanix, based on a Snapshot unique identifier (Snapshot uuid).



### VMware App Volumes AppStack (List, Get Details, Update Assignment, List Assignments)

- With the Task **List VMware App Volumes AppStack** you can retrieve a complete or filtered list of AppStacks in App Volumes.
- With the Task **Get Details VMware App Volumes AppStack** you can retrieve details for one existing AppStack in App Volumes.
- With the Task **Update Assignments VMware App Volumes AppStack** you can assign or unassign an AppStack in App Volumes.
- With the Task **List Assignments VMware App Volumes AppStack** you can retrieve a complete or filtered list of AppStack assignments in App Volumes.



### VMware App Volumes Directory (List Online Entities, List Users, List Computers, List Groups, List OUs)

- With the Task **List Online Entities VMware App Volumes Directory** you can retrieve from the App Volumes Directory a complete or filtered list of users and computers that are currently online.

- With the Task **List Users VMware App Volumes Directory** you can retrieve a complete or filtered list of users from the App Volumes Directory.
- With the Task **List Computers VMware App Volumes Directory** you can retrieve a complete or filtered list of computers from the App Volumes Directory.
- With the Task **List Groups VMware App Volumes Directory** you can retrieve a complete or filtered list of groups from the App Volumes Directory.
- With the Task **List OUs VMware App Volumes Directory** you can retrieve a complete or filtered list of OUs from the App Volumes Directory.



### VMware ESXi Snapshot (Create, Delete, Revert, Rename, Query)

- With the Task **Create VMware ESXi Snapshot** you can create a snapshot of a VMware ESXi virtual machine.
- With the Task **Delete VMware ESXi Snapshot** you can delete a snapshot of a VMware ESXi virtual machine.
- With the Task **Revert VMware ESXi Snapshot** you can revert a VMware ESXi virtual machine to a snapshot.
- With the Task **Rename VMware ESXi Snapshot** you can rename a snapshot of a VMware ESXi virtual machine.
- With the Task **Query VMware ESXi Snapshot** you can query the snapshots of a VMware ESXi virtual machine.



### VMware ESXi Virtual Machine (Start, Stop, Restart, Rename, Query)

- With the Task **Start VMware ESXi Virtual Machine** you can start a VMware ESXi virtual machine.
- With the Task **Stop VMware ESXi Virtual Machine** you can shut down a VMware ESXi virtual machine.
- With the Task **Restart VMware ESXi Virtual Machine** you can reboot a VMware ESXi virtual machine.
- With the Task **Rename VMware ESXi Virtual Machine** you can rename a VMware ESXi virtual machine.
- With the Task **Query VMware ESXi Virtual Machine** you can get a list of all VMware ESXi virtual machines on an Agent.



### vCenter Resources (List)

- With the Task **List vCenter Resources** you can retrieve a list of the available resources in the configured vCenter environment.



### vCenter Virtual Machine (Move, Delete, Power, Tools)

- With the Task **Move vCenter Virtual Machine** you can move a vCenter virtual machine.
- With the Task **Delete vCenter Virtual Machine** you can delete a vCenter virtual machine.
- With the Task **Power vCenter Virtual Machine** you can power on, power off, suspend, or restart a vCenter virtual machine.
- With the Task **Tools vCenter Virtual Machine** you can upgrade the VMware Tools on a vCenter virtual machine.



### vCenter Virtual Machine Creation (Create, Clone, Template)

- With the Task **Create vCenter Virtual Machine Creation** you can create a vCenter virtual machine.
- With the Task **Clone vCenter Virtual Machine Creation** you can clone a vCenter virtual machine.

- With the Task **Template vCenter Virtual Machine Creation** you can create a new vCenter virtual machine based on an existing vCenter template.



### vCenter Virtual Machine Properties (List, Change)

- With the Task **List vCenter Virtual Machine Properties** you can retrieve a list with certain properties of a vCenter virtual machine.
- With the Task **Change vCenter Virtual Machine Properties** you can make changes to the properties of a vCenter virtual machine.



### vCenter Virtual Machine Snapshot (Take, Revert, List, Delete)

- With the Task **Take vCenter Virtual Machine Snapshot** you can take a snapshot of a vCenter virtual machine.
- With the Task **Revert vCenter Virtual Machine Snapshot** you can revert a vCenter virtual machine to a snapshot.
- With the Task **List vCenter Virtual Machine Snapshot** you can retrieve a list of the snapshots of a vCenter virtual machine.
- With the Task **Delete vCenter Virtual Machine Snapshot** you can delete a snapshot of a vCenter virtual machine.



### Microsoft Azure Virtual Machine (Create, Delete, Power, Get Resources)

- With the Task **Create Microsoft Azure Virtual Machine** you can create a new virtual machine.
- With the Task **Delete Microsoft Azure Virtual Machine** you can delete virtual machine.
- With the Task **Power Microsoft Azure Virtual Machine** you can change the power state of a virtual machine.
- With the Task **Get Resources** you can query for specific information on your subscription. This is useful when combining with the **Create** task.

## 3.3 Software as a Service

The library **Software as a Service** contains Tasks that relate to provisioning of software services, such as cloud solutions.



### Microsoft Office 365 (Get Plans, Enable Plan, Disable Plan, Wipe Deleted User Accounts)

- With the Task **Get Plans Microsoft Office 365** you can query plans for Microsoft Office365 user accounts (for example access to Microsoft Office Web Apps).
- With the Task **Enable Plan Microsoft Office 365** you can enable plans for Microsoft Office 365 user accounts.
- With the Task **Disable Plan Microsoft Office 365** you can disable plans for Microsoft Office 365 user accounts.
- With the Task **Wipe Deleted User Accounts Microsoft Office 365** you can remove deleted Microsoft Office 365 user accounts permanently.



### Microsoft Office 365 User Accounts (Create, Reset Password, Enable, Delete, Set Location)

- With the Task **Create Microsoft Office 365 User Account** you can create Microsoft Office 365 user accounts.

- With the Task **Reset Password Microsoft Office 365 User Account** you can reset passwords of Microsoft Office 365 user accounts.
- With the Task **Enable Microsoft Office 365 User Account** you can enable Microsoft Office 365 user accounts.
- With the Task **Delete Microsoft Office 365 User Accounts** you can delete Microsoft Office 365 user accounts.
- With the Task **Set Location Microsoft Office 365 User Account** you can set the location of Microsoft Office 365 users.



### Salesforce.com Settings (Get Overview)

- With the Task **Get Overview Salesforce.com Settings** you can retrieve an overview of Salesforce.com settings.



### Salesforce.com User (Create, Enable/Disable, Reset Password, Update Role/Profile)

- With the Task **Create Salesforce.com User** you can create a Salesforce.com user.
- With the Task **Enable/Disable Salesforce.com User** you can enable or disable a Salesforce.com user account.
- With the Task **Reset Password Salesforce.com User** you can reset the password of a Salesforce.com user.
- With the Task **Update Role/Profile Salesforce.com User** you can update the role or profile of a Salesforce.com user.

## 3.4 Infrastructure as a Service

The library **Infrastructure as a Service** contains Tasks that relate to infrastructure services.



### IBM SoftLayer Device (Cancel)

- With the Task **Cancel SoftLayer Device** you can cancel (delete) a virtual server.



### IBM SoftLayer Virtual Server (Create Hourly, Create Monthly, Modify, Change Power State, List)

- With the Task **Create Hourly SoftLayer Virtual Server** you can create one or more virtual server(s) with an hourly billable rate.
- With the Task **Create Monthly SoftLayer Virtual Server** you can create one or more virtual servers with a monthly billable rate.
- With the Task **Modify SoftLayer Virtual Server** you can modify the configuration of a virtual server.
- With the Task **Change Power State SoftLayer Virtual Server** you can change the power state of a virtual server.
- With the Task **List SoftLayer Virtual Server** you can obtain an up-to-date list of details of the existing virtual servers.



### IBM SoftLayer Virtual Server Resources (List)

- With the Task **List SoftLayer Virtual Server Resources** you can get an up-to-date list of all resources for the virtual servers.



## 3.5 Service Desk Integration

The library **Service Desk Integration** contains Tasks that relate to integrating service desk services.



### BMC Remedy (List Incidents)

- With the Task **List Incidents BMC Remedy** you can retrieve a list of all open incidents in BMC Remedy.



### BMC Remedy Incident (Create, Details, Update, Add work info)

- With the Task **Create BMC Remedy Incident** you can create an incident in BMC Remedy.
- With the Task **Update BMC Remedy Incident** you can update an incident in BMC Remedy.
- With the Task **Details BMC Remedy Incident** you can retrieve the details of a BMC Remedy incident.
- With the Task **Add work info BMC Remedy Incident** you can add work info to an incident in BMC Remedy.



### IBM Maximo Service Request (Create, Update, Query, Details, Add work log)

- With the Task **Create IBM Maximo Service Request** you can create a new IBM Maximo service request.
- With the Task **Update IBM Maximo Service Request** you can update or close an IBM Maximo service request.
- With the Task **Query IBM Maximo Service Request** you can query open IBM Maximo service requests.
- With the Task **Details IBM Maximo Service Request** you can retrieve the details of an IBM Maximo service request.
- With the Task **Add work log Maximo Service Request** you can add a work log to an IBM Maximo service request.



### ServiceNow (Mandatory Fields)

- With the Task **Mandatory Fields ServiceNow** you can retrieve an overview of the mandatory fields in ServiceNow incidents.



### ServiceNow Incident (Create, Update, User Incidents, Details, Close, Update Ivanti Automation Data)

- With the Task **Create ServiceNow Incident** you can create a new ServiceNow incident.
- With the Task **Update ServiceNow Incident** you can update a ServiceNow incident.
- With the Task **User Incidents ServiceNow Incident** you can retrieve a list of all ServiceNow incidents for a specific user.
- With the Task **Details ServiceNow Incident** you can retrieve the details of a ServiceNow incident.
- With the Task **Close ServiceNow Incident** you can close a ServiceNow incident.
- With the Task **Update Ivanti Automation Data ServiceNow Incident** you can update information on the **Ivanti Automation** tab of the ServiceNow incident.



### TOPdesk Incident (Create, Update, List, Get Details)

- With the Task **Create TOPdesk Incident** you can create a new incident for an existing user in TOPdesk.

- With the Task **Update TOPdesk Incident** you can change the details of an existing incident in TOPdesk based on the incident number.
- With the Task **List TOPdesk Incident** you can get an overview of all open incidents in TOPdesk for a user, based on the user's e-mail address.
- With the Task **Get Details TOPdesk Incident** you can get the basic details of one specified TOPdesk incident, based on the incident number.



### Ivanti Service Manager Incident (Create, Update, User Incidents, Details, Close)

- With the Task **Create Incident** you can create a new incident for an existing user in Ivanti Service Manager.
- With the Task **Update Incident** you can change the details of an existing incident in Ivanti Service Manager.
- With the Task **User Incidents** you can get an overview of all open incidents in Ivanti Service Manager for a user, based on the user's e-mail address.
- With the Task **Details** you can get the basic details of one specified incident, based on the incident number.
- With the Task **Close Incident** you can close an incident for an existing user in Ivanti Service Manager.



### Ivanti Service Manager Attachment (Add, Get)

- With the Task **Add attachment** you can add an attachment to an existing incident.
- With the Task **Get Attachment** you can retrieve one or more attachments from an existing incident.



### Ivanti Service Manager Journal (Add Email Entry, Add Journal Entry)

- With the Task **Add Email Entry** you can create a new email entry for a specified incident.
- With the Task **Add Journal Entry** you can create a new journal entry for a specified incident.

## 3.6 Mobile Device Management

The library **Mobile Device Management** contains Tasks that relate to managing mobile devices.



### AirWatch (Install Application, Uninstall Application, List Devices)

AirWatch secures and manages mobile apps, content, and devices across leading mobile OS platforms.

- With the Tasks **Install application AirWatch** you can install an application on an AirWatch device.
- With the Tasks **Uninstall Application AirWatch** you can uninstall an application on an AirWatch device.
- With the Task **List Devices AirWatch** you can retrieve a list of all AirWatch devices.



### AirWatch Device (Add, Remove, Lock, Unlock, Wipe, Send Message, Locate)

AirWatch secures and manages mobile apps, content, and devices across leading mobile OS platforms.

- With the Task **Add AirWatch Device** you can add an AirWatch device.
- With the Task **Remove AirWatch Device** you can remove an AirWatch device.
- With the Task **Lock AirWatch Device** you can lock an AirWatch device.
- With the Task **Unlock AirWatch Device** you can unlock an AirWatch device.

- With the Task **Wipe AirWatch Device** you can remove data from an AirWatch device permanently.
- With the Task **Send Message AirWatch Device** you can send a message to an AirWatch device.
- With the Task **Locate AirWatch Device** you can locate AirWatch devices.



### Citrix XenMobile (List Devices, Get Details, Locate Device)

- With the Task **List Devices Citrix XenMobile** you can retrieve a list of all Citrix XenMobile devices.
- With the Task **Locate Device Citrix XenMobile** you can locate a Citrix XenMobile device.
- With the Task **Get Details Citrix XenMobile** you can retrieve the details of a Citrix XenMobile device.



### Citrix XenMobile Device (Add, Remove, Lock, Unlock, Wipe)

- With the Task **Add Citrix XenMobile Device** you can add a Citrix XenMobile device.
- With the Task **Remove Citrix XenMobile Device** you can remove a Citrix XenMobile device.
- With the Task **Lock Citrix XenMobile Device** you can lock a Citrix XenMobile device.
- With the Task **Unlock Citrix XenMobile Device** you can unlock a Citrix XenMobile device.
- With the Task **Wipe Citrix XenMobile Device** you can remove data from a Citrix XenMobile device permanently.



### Fiberlink (Provision Application, Deprovision Application, List Devices)

- With the Task **Provision Application Fiberlink** you can distribute an application into a Fiberlink device application catalog.
- With the Task **Deprovision Application Fiberlink** you can remove an application from a Fiberlink device application catalog.
- With the Task **List Devices Fiberlink** you can retrieve a list of all active Fiberlink devices.



### Fiberlink Device (Add, Remove, Lock, Unlock, Wipe, Send Message, Locate)

- With the Task **Add Fiberlink Device** you can add a Fiberlink device.
- With the Task **Remove Fiberlink Device** you can remove a Fiberlink device.
- With the Task **Lock Fiberlink Device** you can lock a Fiberlink device.
- With the Task **Unlock Fiberlink Device** you can unlock a Fiberlink device.
- With the Task **Wipe Fiberlink Device** you can remove data from a Fiberlink device permanently.
- With the Task **Send Message Fiberlink Device** you can send a message to a Fiberlink device.
- With the Task **Locate Fiberlink Device** you can locate Fiberlink devices.



### MobileIron (List Devices, Get Details, Locate Device, Get Operators)

- With the Task **List MobileIron Devices** you can retrieve a list of all MobileIron devices.
- With the Task **Get Details MobileIron Devices** you can retrieve the details of a MobileIron device.
- With the Task **Locate MobileIron Devices** you can locate MobileIron devices.
- With the Task **Get Operators MobileIron Devices** you can get an overview of all operators that support MobileIron.



### MobileIron Device (Add, Remove, Lock, Unlock, Wipe, Send Message, Set Label)

- With the Task **Add MobileIron Device** you can add a MobileIron device.
- With the Task **Remove MobileIron Device** you can remove a MobileIron device.
- With the Task **Lock MobileIron Device** you can lock a MobileIron device.
- With the Task **Unlock MobileIron Device** you can unlock a MobileIron device.
- With the Task **Wipe MobileIron Device** you can remove data from a MobileIron device permanently.
- With the Task **Send Message MobileIron Device** you can send a message to a MobileIron device.
- With the Task **Set Label MobileIron Device** you can apply or remove a label on a MobileIron device.

## 3.7 Security



### Ivanti Patch for Windows - Machine Group (Add, Remove, Get, Add Credentials, Add Endpoint, Remove Endpoint)

- With the Task **Machine Group - Add** you can add a new machine group to your environment.
- With the Task **Machine Group - Remove** you can remove machine group from your environment.
- With the Task **Machine Group - Get** you can retrieve information about an existing machine group.
- With the Task **Machine Group - Add Credentials** you can set credentials for a specific Machine group.
- With the Task **Machine Group - Add Endpoint** you can add a computer to a specific machine Group.
- With the Task **Machine Group - Remove Endpoint** you can remove a computer to a specific machine Group.



### Ivanti Patch for Windows Patch Deploy (Download, Start, Watch / Results)

- With the Task **Deploy - Download** you can download missing patches for a patch group.
- With the Task **Deploy - Start** you can start a patch job with a specified template.
- With the Task **Deploy - Watch / Results** you can retrieve the results of a patch deployment.



### Ivanti Patch for Windows Patch Group (Add, Remove, Add Item, Remove Item)

- With the Task **Patch Group - Add** you can add a new patch group to your environment.
- With the Task **Patch Group - Remove** you can remove a new patch group to your environment.
- With the Task **Patch Group - Add Item** you can add a Knowledge Base, Cve, or Bulletin to a specific Patch Group.
- With the Task **Patch Group - Remove Item** you can remove a Knowledge Base, Cve, or Bulletin to specific Patch Group.



### Ivanti Patch for Windows Patch Scan (Start Endpoint, Start MachineGroup, Wait, Watch/Result)

- With the Task **Patch Scan - Start Endpoint** you can start a scan on a specific endpoint.
- With the Task **Patch Scan - Start MachineGroup** you can start a scan on a specific machine group.
- With the Task **Patch Scan - Wait** you can wait for the specified scan to complete.
- With the Task **Patch Scan - Watch / Results** you can retrieve the results of the specified scan.