



Ivanti Automation Task Overview

VERSION 2019.2

- 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.