ivanti | Service Manager

Setting up Teams Bot Integration

1.1

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Setting up the Teams Bot Integration

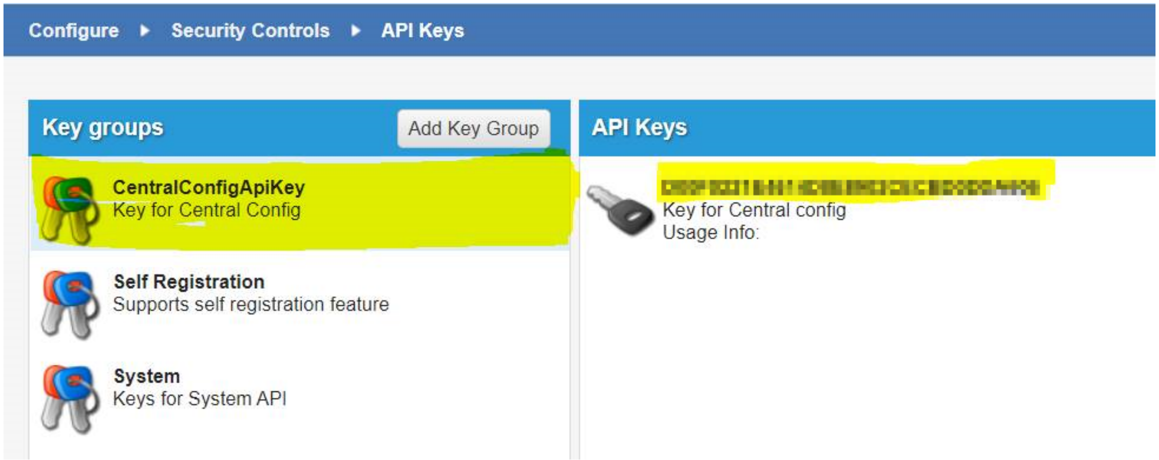
For integrating Microsoft Teams with Ivanti Service Manager, on-premise users should first setup the environment by downloading the package and executing PowerShell script.

What the Powershell Script does?

- Creates the directory in the **inetpub** folder.
- Creates a new application pool and sets item property for it.
- Creates a new web application and sets item property for it.
- Silently installs the required application, as in you might not get any prompts to proceed with the installation.
- Copies the required binaries to the destination folder.
- Creates the **appsetting.json** once the ipaddress/machine name/local host name is provided.

Setting up the Central Config API Key

1. Log in to the CentralConfig > **Configure Application** > **Security Controls** > **ApiKeys**.
2. Find the **CentralConfigApiKey** as shown below and copy the value.



CentralConfigApiKey
Key for Central Config

Self Registration
Supports self registration feature

System
Keys for System API

[redacted]
Key for Central config
Usage Info:

3. Paste the copied value in the **appsettings.json** file for the **CentralConfigApiKey**. For example, *CentralConfigApiKey"="xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx"*

Executing the PowerShell Script

1. Download the zip file to a relevant folder in your machine.
2. Extract the zip file.

3. Open PowerShell as Administrator.
4. Go to the location where the PowerShell script is located, that is, the location where you extracted the zip file.
5. Run the script - `.\TeamsBot.ps1`.
6. You will be prompted for the Appserver as well as the Central Config ipaddress/ Machine name/ localhost name. name/ localhost. Enter the appropriate Address/Machine name/localhost.

   The configuration is done.

Troubleshooting

Incorrect ipaddress/machine name/local host name

If you provide incorrect IP address/machine name/local host name, open the **Appsetting.json** file from the folder **intepub** >**Teams Bot Service** and replace the **AppserverIPAddress** with the correct one.

Example of the AppSetting.json file:

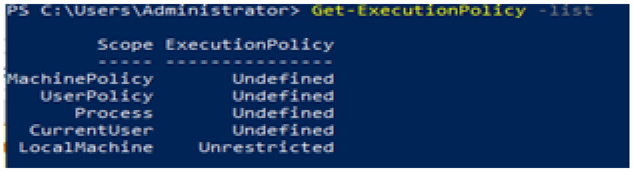
```
{"MicrosoftAppId"="";"MicrosoftAppPassword"="";"IPCMURL"=
"http://$AppserverIPAddress/HEAT/ServiceApi/IPCMService.asmx"; "WorkflowURL"=
"http://$AppserverIPAddress/HEAT/ServiceApi/WorkflowService.asmx"; "ConfigURL"=
"http://$CentralConfigIPAddress/CentralConfig/ConfigServiceAPI.asmx"; "RetrieveTenantLogLevel_ws_
url"= "http=//$CentralConfigIPAddress/CentralConfig/RetrieveTenantLogLevel.ashx";
"EnableCentralLogging"= false; "LoggingService_ws_url"=
"http://$AppserverIPAddress/Heat.Logging.Service/api/LoggingService/HeatServiceManagementLogging";
"ElapsedSecondsToFlushLog"= 60; "ItemSizeToFlushLog"= 1000; "LogSettingCacheTimeoutInMinutes"= 5;
"SendLogFileLocation"= "C:\logs"; "WriteLogFileLocation"= "C:\logs"; "SendLogWaitInterval"= 300;
"WriteLogWaitInterval"= 300; "EnableLogging"= true; "CacheTimeout"= "30"; "isOnPremise": false;
”CentralConfigApiKey”=”” }
```

Make sure that Boolean values (true/false) don't not have double quotes.

To know the execution policy list

Run the command - `PS C: \Users\Administrator>Get-ExecutionPolicy - List`

Sample image of the policy list



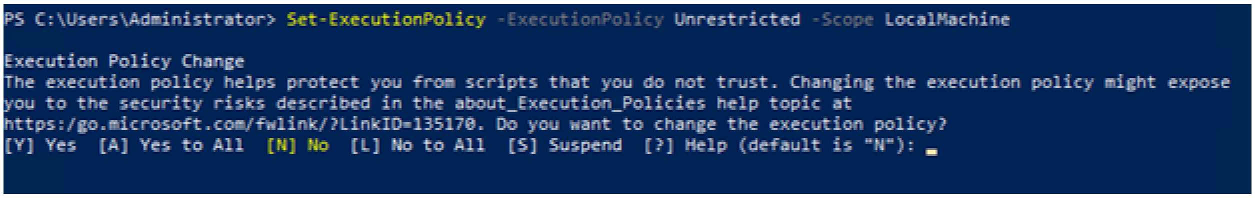
```
PS C:\Users\Administrator> Get-ExecutionPolicy -list

        Scope ExecutionPolicy
        ----- ---------------
MachinePolicy       Undefined
   UserPolicy       Undefined
      Process       Undefined
  CurrentUser       Undefined
 LocalMachine    Unrestricted
```

To set the execution policy

Once the PowerShell script is executed successfully, execute the command - `Set-ExecutionPolicy -ExecutionPolicy “PROVIDE PREVIOUS VALUE” -Scope LocalMachine` to set the execution policy.

Sample image of setting execution policy



```
PS C:\Users\Administrator> Set-ExecutionPolicy -ExecutionPolicy Unrestricted -Scope LocalMachine

Execution Policy Change
The execution policy helps protect you from scripts that you do not trust. Changing the execution policy might expose
you to the security risks described in the about_Execution_Policies help topic at
https:/go.microsoft.com/fwlink/?LinkID=135170. Do you want to change the execution policy?
[Y] Yes  [A] Yes to All  [N] No  [L] No to All  [S] Suspend  [?] Help (default is "N"):
```