Default (Out-of-the-Box) Configuration Overview

for

CI Synchronizer (Enterprise Edition) for Lansweeper to ServiceNow

Last Updated: 19 March 2024

Table of Contents

Introduction

This document provides details on the default configuration of CI Synchronizer.

CI Synchronizer is a highly configurable solution and Syncfish can customize the default behaviors outlined in this document to suit your specific needs.

Examples of customizations we have made for clients includes:

- Mapping ‘Install status’ and ‘Operational status’ values to custom values in ServiceNow
- Setting the ‘Last Logged on User’ or ‘Most frequent logged in user’ on a cmdb_ci_computer CI
- Mapping ‘Location’ from another attribute in the Lansweeper discovery data
- Mapping Lansweeper asset types to different CMDB CI classes.
- Updating certain attributes on CI insert vs other attributes on CI update.

The default configuration described throughout this document is included in the one-time commission fee at the time your CI Synchronizer instance is provisioned. Customization of the defaults needs to be performed by Syncfish and is offered via an “Extended Customization” bank-of-time which can be added to your order form.

Section 1 - Overview of Assets and Related Records

Lansweeper Asset Type	Related Records
Computer Systems	
Apple Mac	Memory Modules Network Adapters Installed Software
Chrome Books	
Linux Server	Memory Modules Network Adapters Storage IP Addresses Installed Software
Unix Server	
Windows Server	Displays Disks Physical Storage Logical Storage (including file system and encryption state) Mapped Network Drives Memory Modules Network Adapters Installed Software Windows Patches Windows Services *(targeted list of services as defined by each customer)* Digital Certificates *(targeted list of services as defined by each customer)* Registry Keys
Windows Cluster	Windows Cluster Node

CI Synchronizer Default Configuration Overview

Lansweeper Asset Type	Related Records
Windows PCs	Displays Disks Physical Storage Logical Storage (including file system and encryption state) Mapped Network Drives Memory Modules Network Adapters Installed Software Windows Patches Windows Services (targeted list of services as defined by each customer) Registry Keys
Virtualization	
Hyper-V Server	Hyper-V Instances Hyper-V Networks
VMWare vCentre	Datacentre ESXI Server Clusters vCentre Datastores vCenter Networks Virtual Machine Instances
ESXiServer	Network Adapters IP Addresses
Data Base Systems	
Windows Server SQL Server Instance	User Databases System Databases
Windows PC SQL Server Instance	User Databases System Databases
Mobility	
Android	Software (installed applications)
iPhone	Software (installed applications)
iPad	Software (installed applications)
Tablet	
Network Equipment	
Firewalls	
Routers	

CI Synchronizer Default Configuration Overview

Lansweeper Asset Type	Related Records
Switches	Ports
Load Balancers	
Wireless Access Points	
Other	
IP Phone	
Printers	
Network Attached Storage	
Scanners	
Storage Area Network	
UPS	

Section 2 - Overview of CI-to-CI Relationships

Assets/CI Types	Relationships
Switch Relationships	• Apple Macs **connected to** IP Switch • Chrome Books **connected to** IP Switch • ESXi Server **connected to** IP Switch • IP Firewalls **connected to** IP Switch • IP Routers **connected to** IP Switch • IP Switches **connected to** IP Switch • Linux Server **connected to** IP Switch • Load Balances **connected to** IP Switch • NAS **connected to** IP Switch • Printers **connected to** IP Switch • SAN **connected to** IP Switch • Scanners **connected to** IP Switch • Unix Server **connected to** IP Switch • UPS **connected to** IP Switch • WAP **connected to** IP Switch • Windows PCs **connected to** IP Switch • Windows Servers **connected to** IP Switch
Router Relationships	• Apple Macs **connected to** IP Routers • Chrome Books **connected to** IP Routers • ESXi Server **connected to** IP Routers • IP Firewalls **connected to** IP Routers • IP Switch **connected to** IP Routers • IP Routers **connected to** IP Routers • Linux Server **connected to** IP Routers • Load Balances **connected to** IP Routers • NAS **connected to** IP Routers • Printers **connected to** IP Routers • SAN **connected to** IP Routers • Scanners **connected to** IP Routers • Unix Server **connected to** IP Routers • UPS **connected to** IP Routers • WAP **connected to** IP Routers • Windows PCs **connected to** IP Routers • Windows Servers **connected to** IP Routers

CI Synchronizer Default Configuration Overview

Assets/CI Types	Relationships
Computer System Relationships	• Windows Cluster Node c**luster of** Windows Cluster • Windows PC **connected to** Display • Windows Server **connected to** Display • Windows Server **hosts** Windows Cluster Node
Certificate Relationships	• Windows Server **uses** Certificate
Database System Relationships	• MSSQL Instance **runs on** Windows Cluster • MSSQL Instance **runs on** Windows PC • MSSQL Instance **runs on** Windows Server • MSSQL User Database **contained by** Windows PC MSSQL Instance • MSSQL User Database **contained by** Windows Server MSSQL Instance

CI Synchronizer Default Configuration Overview

Assets/CI Types	Relationships
Virtualization Relationships	• ESXi Server **contained by** vmware vCenter Datacenter • ESXi Server **managed by** vmware vCenter • ESXi Server **member of** vmware vCenter Cluster • ESXi Server **uses** vmware vCenter Datastore • Hyper-V Guest Network **connects** Linux Server • Hyper-V Guest Network **connects** Windows PC • Hyper-V Guest Network **connects** Windows Server • Hyper-V Guest Network **provided by** Hyper-V Server • Hyper-V Instance **instantiates** Linux Server • Hyper-V Instance **instantiates** Windows PC • Hyper-V Instance **instantiates** Windows Server • Hyper-V Instance **registered on** Hyper-V Server • Hyper-V Server **runs on** Windows Server • Linux Server **virtualized by** Hyper-V Server • Linux Server **virtualized by** vmware ESXi Server • Unix Server **virtualized by** vmware ESXi Server • vmware vCenter Cluster **contained by** vmware vCenter Datacenter • vmware vCenter Datacenter managed By vmware vCenter • vmware vCenter Datastore **contained By** vmware vCenter Datacenter • vmware vCenter Datastore Hostmount • vmware vCenter Datastore **managed by** vmware vCenter • vmware vCenter Network **contained by** vmware vCenter Datacenter • vmware vCenter Network **provided by** vmware esxiServer • vmware vCenter **runs on** vmware ESXi Server • Windows PC **virtualized by** Hyper-V Server • Windows PC **virtualized by** vmware ESXi Server • Windows Server **virtualized by** Hyper-V Server • Windows Server **virtualized by** vmware ESXi Server
Network Drive Mapping Relationships	• Windows PC **mapped network drive to** Linux Server • Windows PC **mapped network drive to** SAN • Windows PC **mapped network drive to** Windows PC • Windows PC **mapped network drive to** Windows Server • Windows Server **mapped network drive to** Linux Server • Windows Server **mapped network drive to** SAN • Windows Server **mapped network drive to** Windows PC • Windows Server **mapped network drive to** Windows Server

CI Synchronizer Default Configuration Overview

Assets/CI Types	Relationships
Asset Groups	• Android **Asset Group Links** • Apple Mac **Asset Group Links** • Chromebook **Asset Group Links** • HyperV Server **Asset Group Links** • IP Firewall **Asset Group Links** • IP Router **Asset Group Links** • IP Switch **Asset Group Links** • iPad **Asset Group Links** • iPhone **Asset Group Links** • Linux Server **Asset Group Links** • Load Balancer **Asset Group Links** • NAS **Asset Group Links** • Printer **Asset Group Links** • SAN **Asset Group Links** • Scanner **Asset Group Links** • Tablet **Asset Group Links** • Unix Server **Asset Group Links** • vmware ESXi Server **Asset Group Links** • vmware vCenter **Asset Group Links** • Windows PC **Asset Group Links** • Windows Server **Asset Group Links**

Section 3 - Default Mappings of Lansweeper Asset Types to ServiceNow CI Classes

Lansweeper Asset Type	CI Sync (EE) Default CI Class (i.e. target for CIs)	Related Lists
Apple Mac	cmdb_ci_computer	Memory Modules, Network Adapters, Software Instances
Windows PC	cmdb_ci_computer	Physical Disks, File Systems, Memory modules, Monitors, Network Adapters, Mapped Network Drives, Software Installations, Patches, Registry Entries, Windows Services
Chromebook	cmdb_ci_comm	
Android	cmdb_ci_comm	Software (via Airwatch)
iPad	cmdb_ci_comm	Software (via Airwatch)
iPhone	cmdb_ci_comm	Software (via Airwatch)
Tablet	cmdb_ci_comm	
Printer	cmdb_ci_printer	
Scanner	cmdb_ci_scanner	
IP Camera	cmdb_ci_ip_camera *Note: this class requires the CMDB Models plug-in from ServiceNow*	
IP Phone	cmdb_ci_ip_phone	
Linux Server	cmdb_ci_linux_server	Physical Disks, File Systems, Memory Module, Network Adapters, IP Addresses, Software Installations,
Unix Server	cmdb_ci_unix_server	
Windows Server	cmdb_ci_win_server	Physical Disks, File Systems, Memory modules, Monitors, Network Adapters, IP Addresses, Mapped Network Drives, Software Installations, Patches, Registry Entries, Windows Services
SAN	cmdb_ci_san	
NAS	cmdb_ci_storage_server	
UPS	cmdb_ci_ups	
IP Firewall	cmdb_ci_ip_firewall	
IP Router	cmdb_ci_ip_router	
IP Switch	cmdb_ci_ip_switch	
Wireless Access Points	cmdb_ci_wap_network	
Load balancer	cmdb_ci_lb_network	

CI Synchronizer Default Configuration Overview

Lansweeper Asset Type	CI Sync (EE) Default CI Class (i.e. target for CIs)	Related Lists
Hyper-V Server	cmdb_ci_hyper_v_server	Hyper-V Instances, Hyper-V Networks
VMWare vCenter	cmdb_ci_vcenter	Clusters, Datacenters, Datastores, Networks, Virtual Machine Instances
VMWare ESXI Server	cmdb_ci_esx_server	Network Adapters, IP Addresses
Windows Cluster	cmdb_ci_win_cluster	
MS SQL Instance on Windows PC	cmdb_ci_db_mssql_instance	
MS SQL Instance on Windows Server	cmdb_ci_db_mssql_instance	
Lansweeper Asset Groups	cmdb_group	
Lansweeper Asset Group Links	cmdb_group_contains_ci	

Section 4 - Default Mappings for Lansweeper Status Values and ServiceNow (multiple) Status Values

Lansweeper Status Values (Single Set of Values only)			**ServiceNow Hardware Status**		**ServiceNow Hardware Sub-Status**		**ServiceNow Install Status**		**ServiceNow Operational Status**	
Value	**Label**		**Value**	**Label**	**Value**	**Label**	**Value**	**Label**	**Value**	**Label**
1	Active	->	installed	Installed	in_use	In Use	1	Installed	1	Operational
2	Non-active	->	retired	Retired	divested	Divested	7	Retired	6	Retired
3	Sold	->	retired	Retired	sold	Sold	7	Retired	6	Retired
4	Stolen	->	stolen	Stolen	stolen	Stolen	8	Stolen	6	Retired
5	Broken	->	defective	Defective	repairable	Repairable	1	Installed	2	Non-Operational
6	Don't show	->	installed	Installed	in_use	In Use	1	Installed	1	Operational
7	Spare	->	installed	Installed	reserved	Reserved	1	Installed	5	Ready
8	In repair	->	in_maintenance	In Maintenance	repairable	Repairable	3	In Maintenance	3	Repair in Progress
9	Stock	->	in_stock	In Stock	available	Available	6	In Stock	5	Ready
Otherwise		->							5	Ready

Section 5 – Default Category and Sub-Category Values persisted against CIs in ServiceNow

Record Set	Category Value	Sub-Category Value
Software Package	Software	Package
Apple Mac	Hardware	Computer
Apple Mac Memory Module	Hardware	Memory
Apple Mac Network Adapter	Hardware	Network
Android	General	Communication Device
Chromebook	General	Communication Device
iPad	General	Communication Device
iPhone	General	Communication Device
Hyper-V Virtual Machine Instance	General	HyperV
Hyper-V Network	General	IP
Hyper-V Server	General	Computer
IP Camera	Hardware	Imaging Device
IP Firewall	Resource	IP
IP Phone	Hardware	Communication Device
IP Router	Resource	IP
IP Switch	Resource	IP
WAP	Resource	IP
Linux Server	Hardware	Computer
Linux Server Memory Module	Hardware	Memory
Load Balancer	Hardware	IP
NAS	Resource	Storage Device
Printer	Hardware	Printer
Scanner	Hardware	Peripheral
Tablet	General	Communication Device
Unix Server	Hardware	Computer
ESXi Server	General	VMWare
ESXi Server Network Adapter	Hardware	Network
VMware vCenter	General	VMWare
VMware vCenter Cluster	Resource	Cluster
VMware vCenter Datacentre	General	Virtualization
VMware vCenter Network	General	VMWare
VMware Virtual Machine Instance	General	VMWare

CI Synchronizer Default Configuration Overview

Record Set	Category Value	Sub-Category Value
Windows Cluster	Resource	Cluster
Windows Cluster Node	Software	Service
Windows PC	Hardware	Computer
Windows No WMI	Hardware	Computer
Windows File System	Hardware	Storage
Windows Mapped Drives	Network	Storage
Windows Memory Module	Hardware	Memory
Windows Monitor	Hardware	Display
MS SQL Database	Resource	Database
MS SQL Instance	Resource	Database
Windows Network Adapter	Hardware	Network
Windows Physical Disk	Hardware	Storage
Windows Server	Hardware	Computer
UPS	Hardware	Hosting Infrastructure
Network Device (non-specific)	Unidentified Device	Unidentified Device
Linux Physical Disk	Hardware	Storage
Linux File System	Hardware	Storage
Windows Server Tracked Configuration File	Resource	Tracked File
Windows Computer Peripheral	Hardware	Peripheral
Mobile	General	Communication Device
Communications Device	General	Communication Device
Windows Service	Software	Service
OT PLC	Hardware	Network
OT Module	Hardware	Network

Section 6 - Default behaviour of CI Sync (EE) to extend (add to) ServiceNow reference datasets

By default, CI Sync (EE) extends a number of ServiceNow reference datasets with Lansweeper source data values if such values do not exist in ServiceNow. This behaviour ensures referential integrity between the attributes/values on each CI record created/updates by CI Sync (where such attributes/values relate to a given set of reference data). The following reference datasets are automatically added to (extended) by CI Sync (EE) during synchronization jobs.

1. Choice lists [sys_choice] (See list below)
2. CMDB Groups [cmdb_group] (Note: These are only created if the customer selects them from the relationships step when creating a Sync Job)
3. Company [core_company] (Updated from Lansweeper Manufacturer Records)
4. Location [cmn_location] (Update from Lansweeper IP Scanning Locations)
5. Model [cmdb_model] (Updated from Lansweeper Model Records)

Choice Lists (sys_choice)

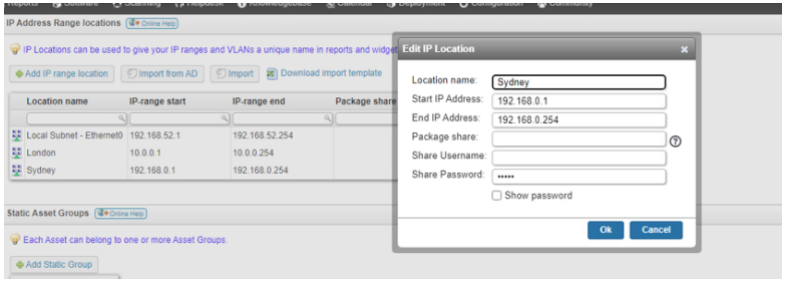
Logical	Entity	Field
Chassis Type	cmdb_ci_computer	chassis_type
Communication Type	cmdb_ci_comm	type
Device Interface	cmdb_ci_storage_device	device_interface
Device Type	cmdb_ci_netgear	device_type
Discovery Source	cmdb_ci	discovery_source
File System	cmdb_ci_storage_volume	file_system
Form Factor	cmdb_ci_computer	form_factor
Hyper-V Guest Enabled State	cmdb_ci_vm_instance	state
Media Type	cmdb_ci_storage_volume	media_type
Memory Form Factor	cmdb_ci_memory_module	form_factor
Memory Type Detail	cmdb_ci_memory_module	type_detail
Memory Type	cmdb_ci_memory_module	type
Operating System	cmdb_ci_computer	os
Peripheral Type	cmdb_ci_peripheral	type
SQL Version Name	cmdb_ci_db_mssql_instance	version_name
Windows Service Start Mode	cmdb_ci_windows_service	start_mode
Windows Service State	cmdb_ci_windows_service	service_state

Section 7 – Default behavior of "Location" matching between Lansweeper and ServiceNow

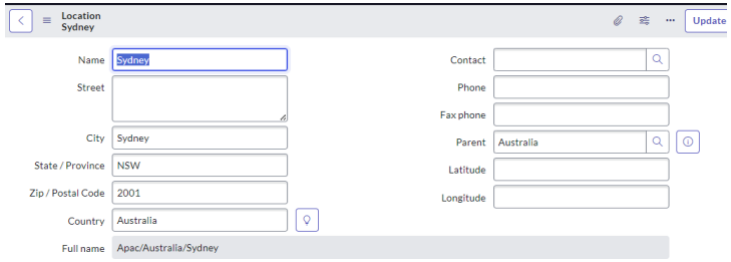
By default, CI Sync may set the Location attribute on a CI (refer to previous section 'Default Attributes/Fields Synchronized into each ServiceNow CMDB CI Class' for applicable CI Classes). Key Details:

- CI Sync sets the Location attribute on the CI as a reference to the 'name' attribute of the ServiceNow Location table [cmn_location].
- CI Sync uses the Lansweeper "IP Scanning Locations" text value to corelates with the 'name' attribute in the 'cmn_location' table.
- CI Sync does the following subject to whether the Lansweeper "IP Location" values correlate with existing values in 'cmn_location':
    - **If CI Sync matches** an incoming Lansweeper "IP Location" against an existing entry in the 'cmn_location' table, CI Sync sets a foreign key reference between the location attribute on the CI record itself and the 'name' attribute in the 'cmn_location' table.
    - **If CI Sync cannot match** an incoming Lansweeper "IP Location" against an existing entry in the 'cmn_location' table, CI Sync creates a new entry in the 'cmn_location' tale **and then** sets a foreign key reference between the location attribute on the CI record itself and the 'name' attribute in the 'cmn_location' table.
- If there are multiple IP scanning locations in Lansweeper with the same name (such as two subnets in a IP Location), then these will be set in ServiceNow to the same Location value (i.e. CI Sync does not create duplicate locations with the same name).

Lansweeper "IP Locations" under *Configuration\Asset Groups*



ServiceNow 'cmn_location'



Note: If you include Latitude and Longitude values to the 'cmn_location' records in ServiceNow this can be leveraged on mapping features to show your CIs by geographical location (for example on a Google Map using the ServiceNow CMDB Health Dashboard). Setting up the CMDB Health Dashboard in ServiceNow can add significant value to your Lansweeper/CI Synchronizer subscription. Syncfish offers packages to assist customers with the setup of CMDB Health Dashboard (and other ServiceNow features to leverage your automated CMDB).

Section 8 – The Lansweeper "not seen" settings and how these are used by default in CI Sync (EE) and ServiceNow

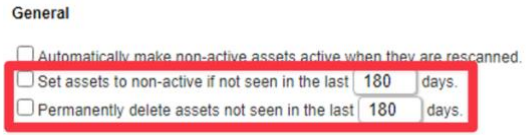
Informational Note: Lansweeper can be configured to de-activate assets and/or delete assets that have not been seen for a configurable number of days (i.e. assets that have not been seen by a Lansweeper scan).

It is important to understand how Lansweeper's treatment of "not seen" assets are used by default within the CI Sync (EE) Transform Engine to set certain attributes against CIs within your ServiceNow CMDB.

Most importantly, for context on this topic and more generally, CI Sync (EE) **does NOT** delete CI records in your CMDB. Deleting CIs would break their link to historical incident, change, problem (and other) records within ServiceNow. CI Sync (EE) only ever updates the status of CIs rather than deleting them.

Lansweeper can be configured to do either (or both) of the following for assets not seen by a Lansweeper scan for a certain number of days. Lansweeper can:

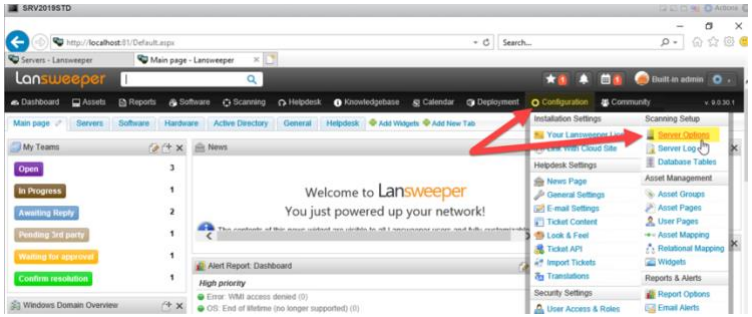
- Set the asset as non-active (de-active) within the Lansweeper database.
  And/or
- Permanently delete the asset from the Lansweeper database.



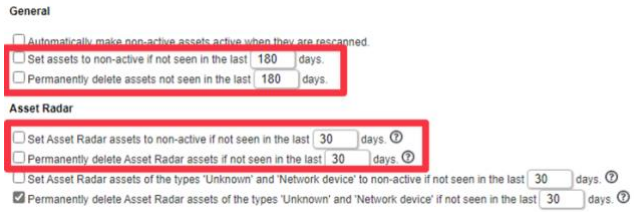
Note: The above settings are available for Lansweeper's Asset Radar (in addition General Scanning).

Do the following to check or set these settings **within the Lansweeper Console**

1. **Login** to the **Lansweeper Dashboard** and go to **Configuration** -> **Server Options**



2. Check the status of the **two tick-boxes** and the value in "… **if not seen in the last nnn days**". Tick and set these accordingly (based on your business rules/requirements). Set both the **General scanning** values and the **Asset Radar** ones as required.



CI Sync (EE) will do the following by default based on the above settings (for General or Asset Radar).

Lansweeper setting	**CI Sync (EE) default behaviour during sync** (i.e. what value does CI Sync (EE) set against the related CI in ServiceNow)
Asset has been **set to "non-active"** *(because it hasn't been seen in "n" days)*	Set the CI **Status** field [install_status] = "Retired" Set the CI **Operational Status** field [operational_status] = "Retired"
Asset has been **permanently deleted** *(because it hasn't been seen in "n" days)*	By default, the same as above. *(Note: Upon request, CI Sync (EE) can be configured to set a different value upon Lansweeper deletion)*

Section 9 – Default behavior of Last Logged on User and mapping of Assigned_To between Lansweeper and ServiceNow

By default, CI Synchronizer (EE) does not process any form of Last Logged On User (or Most Frequently Logged on User, or similar). This means by default CI Sync (EE) does not map those values into the Assigned_To attribute (or other similar attribute) on a CMDB CI record.

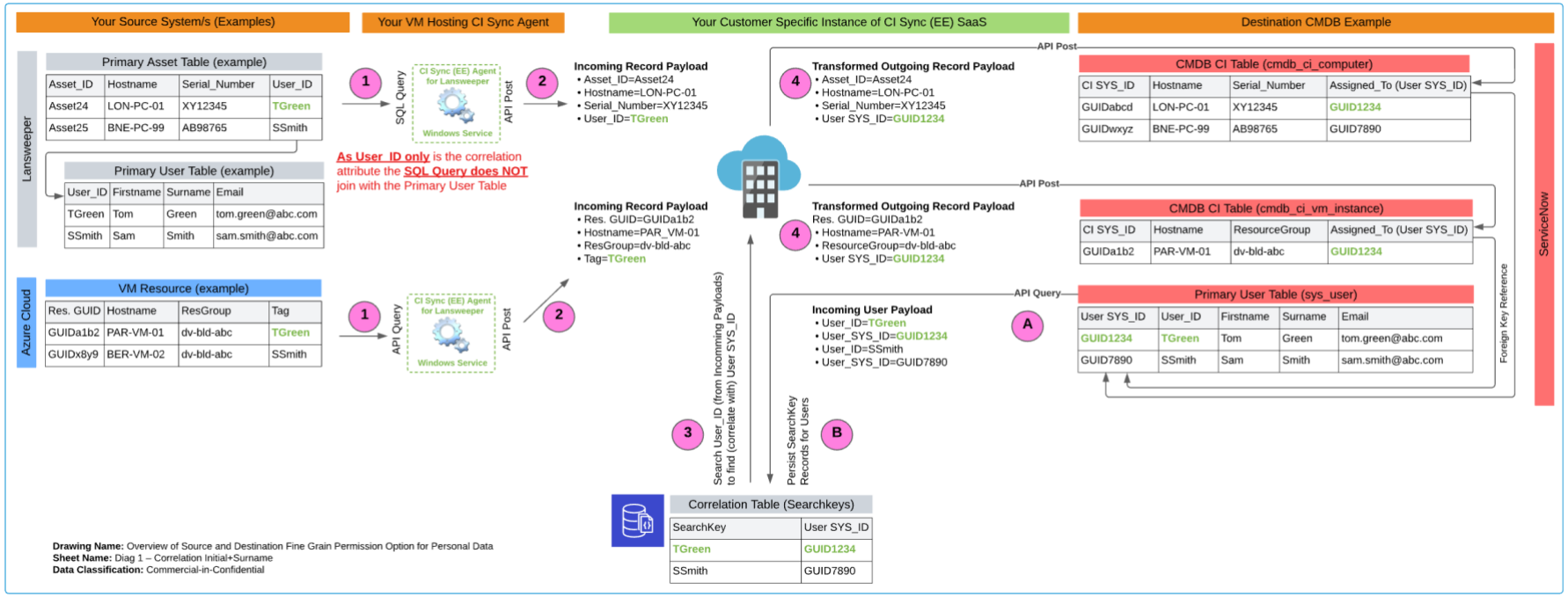
It is possible to override the configuration of your customer specific instance of CI Sync (EE) to map these types of attributes for the purpose of setting Assigned_To (or similar) on the CMDB CI record. Syncfish are happy to assist you when considering this topic (i.e. to help determine a suitable attribute for correlation between the source data (e.g. Lansweeper's capture of Last Logged on User) and the destination data (the sys_user table in ServiceNow).

Syncfish will request formal approval before introducing this type of mapping as it likely means the customer CI Sync (EE) SaaS instance is transiting and persisting at least one attribute that may constitute Personal Data (PD) or Personally Identifiable Information (PII). The inclusion of such data may then trigger additional governance, compliance and contract changes between Syncfish and the customer organization.

Assuming formal approval is granted on this topic, and all relevant governance requirements have been satisfied, Syncfish will implement the configuration to correlate the agreed attribute. The correlation process, including an overview of the data that will be transited and persisted is shown for two scenarios via diagrams on the next page.

CI Synchronizer Default Configuration Overview

Diagram 1 – Username/User ID correlation attribute containing First Initial & Surname

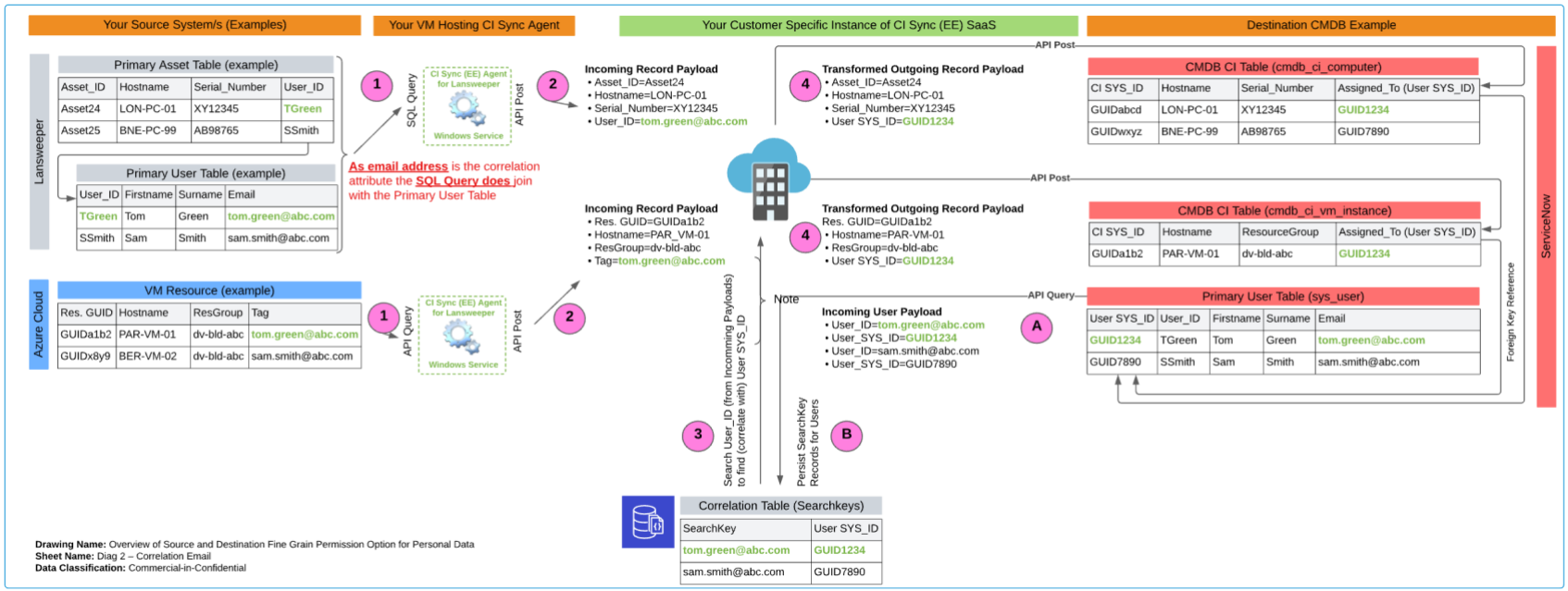


Suggestion: Trace the bold/green TGreen value (and subsequently it's GUID1234 SYS_ID value) on the above diagram to see how it is processed by CI Sync.

Ref #	**Explanation** *(these only apply if a customer has decided to override the default behavior of CI Sync)*
A	At the start of each synchronization job, your customer specific CI Sync SaaS instance queries the sys_user table in ServiceNow. CI Sync only queries two values: (1) The agreed correlation attribute (in the above diagram this is the value in the User_ID field), and (2) the SYS_ID value.
B	CI Sync persists the two values in your customer specific SearchKey database (a MongoDB database which is a part of your customer specific CI Sync SaaS instance).
1	The CI Sync (EE) Agent (windows service) queries the **primary asset/resource table** from the Source System. The **query does not extend into any other tables if the agreed correlation attribute is entirely contained in the primary asset/resource table** (as per the example in the diagram which shows that "TGreen" is all that is required to correlate against the values held in the SearchKey database thanks to steps (A) and (B) above).
2	The CI Sync (EE) Agent sends the record payload to your CI Sync SaaS instance. The payload contains the asset/resource attributes/values and the user correlation attribute/value (i.e. "TGreen").
3	Logic in your CI Sync SaaS instance checks your MongoDB SearchKey table and finds a match on "TGreen"). CI Sync (EE) now knows the ServiceNow SYS_ID for the user "TGreen" (the pretend SYS_ID in the above example is "GUID1234").
4	The CI Sync SaaS code creates an ongoing record payload which now only contains the SYS_ID (i.e. "GUID1234"). CI Sync updates the relevant CMDB_CI table with the asset/record attributes/values in addition it sets the Assigned_To field with the SYS_ID of the user (i.e. "GUID1234") as the foreign key reference to the SYS_USER table.

CI Synchronizer Default Configuration Overview

Diagram 2 – Username/User ID correlation attribute containing a First Name & Surname style of Email Address



Suggestion: Trace the bold/green **tom.green@abc.com** value (and subsequently it's **GUID1234** SYS_ID value) on the above diagram to see how it is processed by CI Sync.

Ref #	**Explanation** *(these only apply if a customer has decided to override the default behavior of CI Sync)*
A	At the start of each synchronization job, your customer specific CI Sync SaaS instance queries the sys_user table in ServiceNow. CI Sync only queries two values: (1) The agreed correlation attribute (in the above diagram this is the value in the Email Address field), and (2) the SYS_ID value.
B	CI Sync persists the two values in your customer specific SearchKey database (a MongoDB database which is a part of your customer specific CI Sync SaaS instance).
1	The CI Sync (EE) Agent (windows service) queries the **primary asset/resource table** from the Source System. The **query needs to join/extend into the primary user table as the agreed correlation attribute is not contained in the primary asset/resource table.** The diagram shows the CI Sync query joins the tables on the common key ("User_ID") to it can return value "**tom.green@abc.com**") which what will ultimately be needed to correlate against the values held in the SearchKey database thanks to steps (A) and (B) above).
2	The CI Sync (EE) Agent sends the record payload to your CI Sync SaaS instance. The payload contains the asset/resource attributes/values and the user correlation attribute/value (i.e. "**tom.green@abc.com**").
3	Logic in your CI Sync SaaS instance checks your MongoDB SearchKey table and finds a match on "**tom.green@abc.com**"). CI Sync (EE) now knows the ServiceNow SYS_ID for the user "**tom.green@abc.com**" (the pretend SYS_ID in the above example is "**GUID1234**").
4	The CI Sync SaaS code creates an ongoing record payload which now only contains the SYS_ID (i.e. "**GUID1234**"). CI Sync updates the relevant CMDB_CI table with the asset/record attributes/values in addition it sets the Assigned_To field with the SYS_ID of the user (i.e. "**GUID1234**") as the foreign key reference to the SYS_USER table.

Section 10 - Default Attributes/Fields Synchronized into each ServiceNow CMDB CI Class

Field	chromebook	ipSwitch	windowsPC	windowsServer	appleMac	ipFirewall	ipRouter	linuxServer	printer	scanner	unixServer	windowsCluster	loadBalancer	android	NAS	SAN	iPhone	iPad	tablet	ipCamera	vmware_ESXiServer	vmware_vCenter	vmware_vCenter_Datacenter	vmware_vCenter_Cluster	vmware_vCenter_Datastore	vmware_Virtual_Machine_Instance	vmware_vCenter_Datastore_Hostmou	hyperVInstance	hyperVNetwork	hyperVServer	windowsPC_mssqlDatabase_system	windowsPC_mssqlDatabase_user	windowsPC_mssqlInstance	windowsServer_mssqlDatabase_syste	windowsServer_mssqlDatabase_user	windowsServer_mssqlInstance	ipPhone	wap
asset_tag	Y		Y	Y										Y			Y	Y												Y								
can_print			Y	Y																										Y								
category	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
comments	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								Y							Y	Y
correlation_id	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
discovery_source	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
first_discovered	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y						Y		Y			Y			Y	Y	Y
fqdn	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y						Y		Y							Y	Y
install_status	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
ip_address	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y						Y		Y							Y	Y
mac_address	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Y		Y	Y	Y							Y	Y
manufacturer	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								Y							Y	Y
model_id	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								Y							Y	Y
model_number	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								Y							Y	Y
name	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
operational_status	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Y	Y	Y	Y	Y	Y	Y	Y	Y
phone_number	Y													Y			Y	Y																					
purchase_date	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								Y							Y	Y
serial_number	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								Y							Y	Y
short_description	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y						Y		Y	Y	Y		Y	Y		Y	Y
subcategory	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
type	Y													Y			Y	Y	Y																			
warranty_expiration	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								Y							Y	Y
cpu_count		Y	Y	Y	Y	Y	Y	Y			Y		Y								Y									Y								Y
device_type		Y				Y	Y																														Y
firmware_version		Y				Y	Y																														Y
firmware_manufacturer		Y				Y	Y																														Y
ram		Y	Y	Y	Y	Y	Y	Y			Y		Y								Y									Y								Y

CI Synchronizer Default Configuration Overview

Field	chromebook	ipSwitch	windowsPC	windowsServer	appleMac	ipFirewall	ipRouter	linuxServer	printer	scanner	unixServer	windowsCluster	loadBalancer	android	NAS	SAN	iPhone	iPad	tablet	ipCamera	vmware_ESXiServer	vmware_vCenter	vmware_vCenter_Datacenter	vmware_vCenter_Cluster	vmware_vCenter_Datastore	vmware_Virtual_Machine_Instance	vmware_vCenter_Datastore_Hostmou	hyperVInstance	hyperVNetwork	hyperVServer	windowsPC_mssqlDatabase_system	windowsPC_mssqlDatabase_user	windowsPC_mssqlInstance	windowsServer_mssqlDatabase_syste	windowsServer_mssqlDatabase_user	windowsServer_mssqlInstance	ipPhone	wap
location	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y						Y		Y								Y	Y
hardware_substatus		Y	Y	Y		Y	Y	Y	Y				Y								Y									Y									Y
hardware_status		Y	Y	Y		Y	Y	Y	Y				Y								Y									Y									Y
cd_rom			Y	Y																										Y								
chassis_type			Y	Y				Y																						Y								
cpu_core_count			Y	Y																	Y									Y								
cpu_core_thread			Y	Y																	Y									Y								
cpu_manufacturer			Y	Y				Y																						Y								
cpu_name			Y	Y	Y			Y																						Y								
cpu_speed			Y	Y	Y			Y													Y									Y								
cpu_type		Y	Y	Y	Y	Y	Y	Y			Y		Y								Y									Y								Y
default_gateway			Y	Y	Y																Y									Y								
disk_space			Y	Y	Y			Y																						Y								
dns_domain			Y	Y																	Y	Y						Y		Y								
form_factor			Y	Y				Y																						Y								
os			Y	Y	Y			Y			Y																			Y								
os_address_width			Y	Y				Y																						Y								
os_domain			Y	Y	Y			Y			Y										Y									Y								
os_service_pack			Y	Y	Y			Y																						Y								
os_version			Y	Y	Y			Y																						Y								
capacity																									Y														
version																						Y												Y			Y		
value																																						
is_clustered																															Y	Y	Y	Y	Y	Y		
database																															Y	Y		Y	Y			
config_directory																																	Y			Y		
install_directory																																	Y			Y		
version_name																																	Y			Y		
edition																																	Y			Y		
instance_name																																	Y			Y		
service_pack																																	Y			Y		
cluster_id												Y																											

CI Synchronizer Default Configuration Overview

Field	chromebook	ipSwitch	windowsPC	windowsServer	appleMac	ipFirewall	ipRouter	linuxServer	printer	scanner	unixServer	windowsCluster	loadBalancer	android	NAS	SAN	iPhone	iPad	tablet	ipCamera	vmware_ESXiServer	vmware_vCenter	vmware_vCenter_Datacenter	vmware_vCenter_Cluster	vmware_vCenter_Datastore	vmware_Virtual_Machine_Instance	vmware_vCenter_Datastore_Hostmou	hyperVInstance	hyperVNetwork	hyperVServer	windowsPC_mssqlDatabase_system	windowsPC_mssqlDatabase_user	windowsPC_mssqlInstance	windowsServer_mssqlDatabase_syste	windowsServer_mssqlDatabase_user	windowsServer_mssqlInstance	ipPhone	wap
server																												Y	Y										
host_name													Y																										
connection_state																					Y																		
power_state																					Y																		
vcenter_uuid																					Y		Y	Y	Y	Y													
virtual			Y	Y	Y			Y																															
api_version																						Y																		
fullname																						Y																		
instance_uuid																						Y																		
object_id																							Y		Y	Y		Y												
vcenter_ref																							Y	Y	Y	Y	Y												
effectivecpu																								Y																
effectivehosts																								Y																
effectivememory																								Y																
numcpucores																								Y																
numcputhreads																								Y																
numhosts																								Y																
host_cluster_status																								Y																
totalcpu																								Y																
totalmemory																								Y																
freespace																									Y															
url																									Y															
bios_uuid																										Y														
cpus																										Y		Y												
disks																										Y														
guest_id																										Y														
guest_os_fullname																										Y														
vm_inst_id																										Y														
memory																										Y		Y												
nics																										Y														
state																										Y		Y												
vm_instance_uuid																										Y														

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datastore																											Y												
esx_server																											Y												
accessible																											Y												
windows_host																														Y									