

High Level Overview of Customer Implementation Topics

for

CI Synchronizer (Enterprise Edition) SaaS and Multi-Source Agent to ServiceNow



Last Updated: 5 April 2024



CI Sync High Level Overview of Customer Implementation Topics

Table of Contents

Introduction.....	3
High Level Topology Diagram and Supporting Notes.....	4
CI Sync (EE) Agent and SQL Authentication Diagrams.....	5
Diagram 1 – CI Sync (EE) Agent and Lansweeper SQL the same server.....	5
Diagram 2 – CI Sync (EE) Agent and SQL on separate servers	5

Introduction

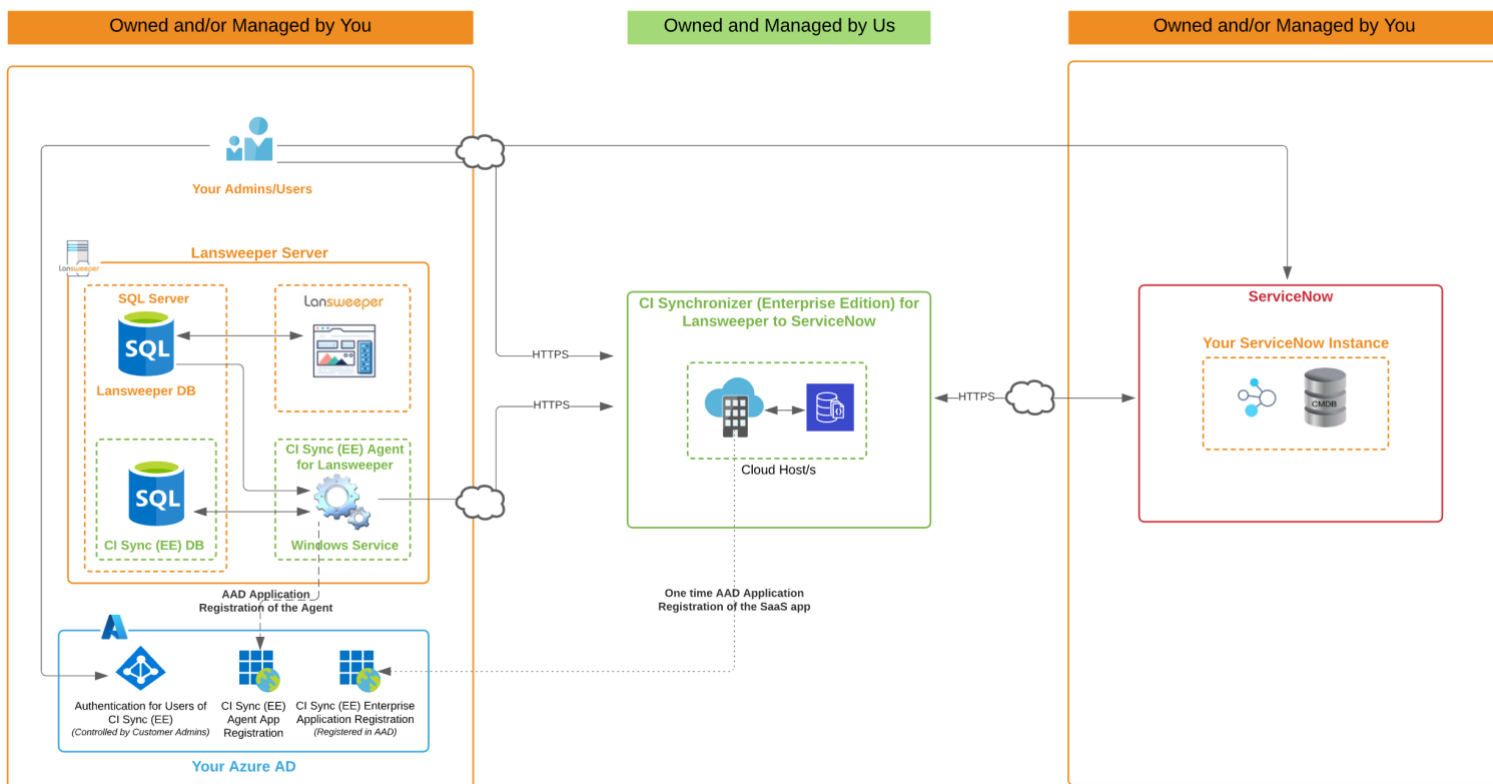
This document provides a high-level overview of the components that need to be setup for the CI Synchronizer (Enterprise Edition) SaaS and Multi-Source Agent.

The document includes several key diagrams and minimal commentary only. It is intended to help customer project managers and SMEs understand the following:

- The major components of a CI Synchronizer (Enterprise Edition) solution.
- Broadly how the components are implemented within a customer environment.

This document should be read in conjunction with the following other material (available from Syncfish) which provide considerably more detail.

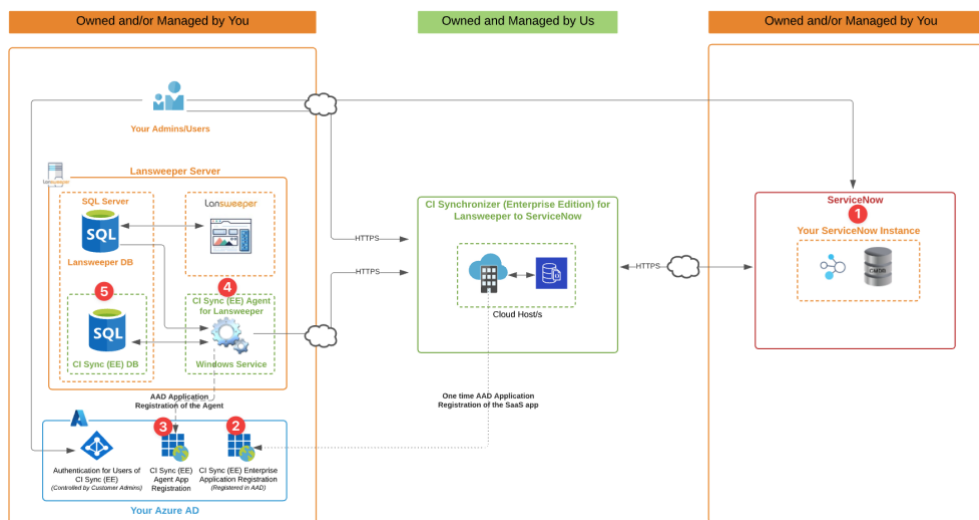
- The CI Sync (EE) Multi-source Agent to SN - **Comprehensive Customer Setup Instructions**.
- The CI Sync (EE) LS to SN - **Default Configuration Overview**.





CI Sync High Level Overview of Customer Implementation Topics

High Level Topology Diagram and Supporting Notes



#	Component	High Level Supporting Notes
1	ServiceNow	<ol style="list-style-type: none"> You will need to create a user account (web service account only) for your customer specific CI Sync instance to use for authentication. The user/web service account can use Basic Auth, OAuth or MFA. Syncfish provide a list of OOTB roles to be assigned to the account. These are least privileged roles that allow read/write to CMDB tables and several other reference tables. For performance reasons Syncfish recommend two settings are made in ServiceNow (an API timeout value is increased, and a dictionary value is set on the CMDB). Full details of the above are described in Step 6 of the Comprehensive Customer Setup Instructions.
2	Enterprise Application object in Azure AD	<ol style="list-style-type: none"> The CI Sync SaaS setup process requires you to create an Enterprise Application object in your Azure AD. This object controls authentication to the CI Sync UI of your CI Sync SaaS instance (i.e. your customer specific CI Sync instance). You will need to grant one/two users (those people who need to schedule sync jobs) to the Enterprise Application. Full details of the above are described in Step 2 of the Comprehensive Customer Setup Instructions.
3	App Registration object in Azure AD	<ol style="list-style-type: none"> You will need to create an App Registration object in your Azure AD. This object controls authentication between the CI Sync Agent (Windows Service) and your CI Sync SaaS instance (i.e. your customer specific CI Sync instance). You can use either Client Secret or Certificate based Authentication when configuring this object. Full details of the above are described in Step 3 of the Comprehensive Customer Setup Instructions.
4	CI Sync Agent (Windows Service)	<ol style="list-style-type: none"> You will need to install the CI Sync Agent on a Windows VM that is "near" your Lansweeper SQL Server (ideally "near" in terms of a high speed connection with low latency). The CI Sync Agent (Windows Service) can run on the same VM as a Lansweeper scanning server. The following specs are what Syncfish internally to test synchronizations of very large datasets on a regular basis. We use an Azure VM of "Standard D2 v3" with 2 x vCPUs, 8 GiB RAM, 127 GiB SSD (max throughput of 60 MBps & Max IOPS of 500) Standard SSD LRS, Windows Server 2019 (or 2022). Adding 16GB of RAM will boost performance. The CI Sync Agent requires outbound HTTPS to the Internet (to the integration API of your CI Sync SaaS instance). See also the diagrams on the next page (which show how agent authentication works and how it interacts with SQL). Full details of the above are described in Step 4 of the Comprehensive Customer Setup Instructions.
5	CI Sync Agent SQL Topics	<ol style="list-style-type: none"> The CI Sync Agent cannot read from the OEM version of SQL (which ships with Lansweeper) .. this is often called "LocalDB". If your Lansweeper setup was created with LocalDB you will need to upgrade to SQL Express Edition or SQL Standard Edition. The CI Sync Agent requires a small additional SQL database which needs to be hosted on the same SQL Server as your Lansweeper SQL server (this DB is used for delta sync management and is referred to as the "RecVer Database". The CI Sync Agent installation will automatically create this database, or a DBA can create in advance. The setup instructions describe this. The CI Sync Agent needs ReadOnly access to the Lansweeper SQL Database (Lansweeperdb) and ReadWrite access to the CI Sync RecVer SQL Database (cisee_recver_lansweeperdb). You can use either SQL Native Login or Windows Integrated Security for the CI Sync Agent (i.e. the Windows Service) to authenticate to the SQL server hosting these databases. See diagrams on the next page (showing how agent authentication works and how it interacts with SQL). Full details of the above are described in Step 5 and Appendix D of the Comprehensive Customer Setup Instructions. Finally, Syncfish strongly recommend SQL Standard Edition so you can schedule two important SQL Maintenance Plans against the Lansweeper SQL DB and the CI Sync RecVer DB. See Appendix B of the Comprehensive Customer Setup Instructions for more details.
6	Other Topics	<ol style="list-style-type: none"> You will need to add a Destination Connection (i.e. to your ServiceNow) into the CI Sync SaaS instance via the CI Sync UI. Step 7 of the Comprehensive Customer Setup Instructions describes this. You will then be ready to run your first Sync job. Step 8 of the Comprehensive Customer Setup Instructions describes this.

CI Sync (EE) Agent and SQL Authentication Diagrams

Diagram 1 – CI Sync (EE) Agent and Lansweeper SQL the same server

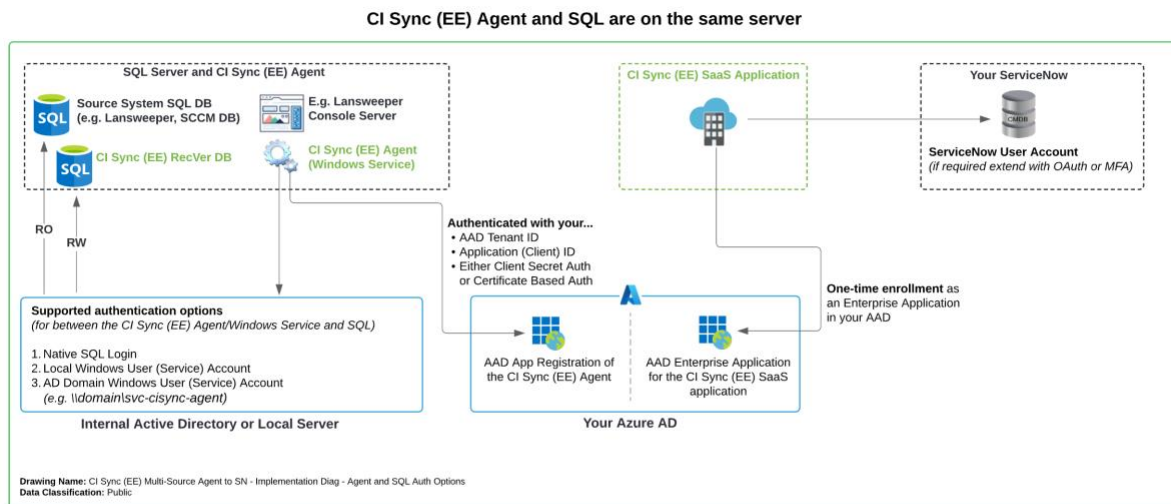


Diagram 2 – CI Sync (EE) Agent and SQL on separate servers

