



# Ivanti Xtraction: Customer FAQ

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This FAQ provides information about Xtraction for Ivanti customers.

## Connectors

### ▪ Which Ivanti solutions have pre-built Xtraction connectors today?

Xtraction connectors are available for the following Ivanti solutions:

- Ivanti Asset Manager
- Ivanti Automation
- Ivanti Avalanche
- Ivanti User Workspace Manager
- Ivanti Device Control
- Ivanti DSM
- Ivanti Endpoint Manager
- Ivanti Endpoint Security
- Ivanti Identity Director
- Ivanti Patch for Windows Servers
- Ivanti Security Controls
- Ivanti Service Desk
- Ivanti Service Manager
- Ivanti Voice

\*As additional Ivanti product connectors are added, the supported connector list will be updated on the Xtraction product page of our website at the link provided here: <https://rs.ivanti.com/documents/LSI-1775-xtraction-adapters.pdf>

### ▪ What about Third-Party Patch for SCCM?

Third-Party Patch for SCCM (recently renamed Patch for MEM (Microsoft Endpoint config Manager) is serviced with the Xtraction SCCM connector. The Third-Party Patch information is an extension of the data already in the SCCM database.

### ▪ What is displayed in Xtraction as far as data from the data sources?

Xtraction maps relevant fields and tables within the Ivanti (or other) solutions, and displays the fields in the Xtraction UI. Data processing and collection is highly optimized to ensure overhead is kept to a minimum. After running the discovery process, Xtraction establishes the most commonly used fields for filtering.

### ▪ Where can I find a list of the other Third-Party Connectors for Xtraction that are available for purchase?

The Ivanti website 'Xtraction' product page has a link to the current list of Third-Party Connectors:  
<https://rs.ivanti.com/documents/IVI-1775-xtraction-adapters.pdf>

### ▪ My data source does not have a pre-built connector. Can I connect to Xtraction?

Customers that have the Xtraction Enterprise version can create their own connectors. Customers that have the Standard version can purchase a Custom Connector option with Professional Services to create a new connector.

## Customer Enablement

- **Where can I download the latest release?**

Customers can download the latest release from: <https://forums.ivanti.com/s/article/Xtraction-Downloads-Instructions>

- **Is Xtraction included free of charge with any Ivanti product?**

All Ivanti customers are entitled to the Xtraction Standard Server bundle that includes five concurrent analyst licenses and the following Ivanti product connectors:

- Ivanti Asset Manager
- Ivanti Automation
- Ivanti Avalanche
- Ivanti User Workspace Manager
- Ivanti DSM
- Ivanti Endpoint Manager
- Ivanti Endpoint Security
- Ivanti Identity Director
- Ivanti Patch for Windows Server
- Ivanti Security Controls
- Ivanti Service Desk
- Ivanti Service Manager
- Ivanti Voice

- **How is Xtraction licensed?**

Xtraction licensing includes a server, concurrent analyst licenses, and connectors.

- Server bundle options are available depending on your environment.
  - Standard Server: Included free of charge for Ivanti ITSM, ITAM, UEM, Security, and Supply Chain Solutions.
  - Enterprise Server: Ivanti customers can pay to upgrade from Standard Server to Enterprise Server if they want the ability to create their own connectors.
- Analyst license: Five concurrent licenses are included. A view-only activity (such as a wallboard) consumes a license.
- Connectors
  - Connectors for Ivanti products are provided for free to customers of other Ivanti products. Note this does not include Microsoft (Patch) for SCCM. Customers who buy Ivanti Patch for SCCM are entitled to receive Xtraction Standard with five concurrent analyst licenses for free and can purchase the SCCM Connector separately. You do not need to buy Enterprise Server.
  - Other connectors are available for purchase.

- **Is Xtraction included in the “Pick 2” ELA Ivanti products bundle?**

Yes. Xtraction is included free of charge with the Pick 2 option on a subscription basis. You will receive the Enterprise Server, five concurrent analyst licenses, and all the Ivanti product connectors. However, to be entitled to the Xtraction SCCM connector, you must select the Security product bundle as part of your “Pick 2” products.

▪ **Is Xtraction included in the Unified IT ELA product bundle?**

Yes. Xtraction is included free of charge with the Ivanti Unified IT ELA on a subscription basis. You will receive the Enterprise Server, five concurrent analyst licenses, and all the Ivanti product connectors.

An additional Xtraction analyst license is provided for every 500 users (note the ELA user-entry point is 1,000 users). Furthermore, you will receive the top 10 third-party connectors built by Ivanti:

- Ivanti Xtraction Connector – MS SCCM (recently renamed Patch for MEM (Microsoft Endpoint config Manager))
- Ivanti Xtraction Connector – ServiceNow
- Ivanti Xtraction Connector – MS Active Directory
- Ivanti Xtraction Connector – Avaya CMS
- Ivanti Xtraction Connector – Cisco UCCX
- Ivanti Xtraction Connector - CA SDM/CMDB
- Ivanti Xtraction Connector – BMC Remedy
- Ivanti Xtraction Connector – SolarWinds Node Manager
- Ivanti Xtraction Connector – HP Service Manager
- Ivanti Xtraction Connector – MS SCOM

These cannot be substituted for other third-party connectors.

▪ **Can I obtain a Development or QA license as well?**

Yes, you can request a Development or QA license via your Ivanti representative.

▪ **How can I obtain a license and connector(s) for Xtraction?**

- Ivanti Xtraction customers will receive Xtraction automatically. You will be given a username and password for the Ivanti Licensing Web Portal. Here, you can download an Xtraction license as well as connector(s) for the above-listed Ivanti products.
- If you do not have a username and password for the Ivanti Licensing Web Portal, contact your Ivanti representative.

▪ **What about Out-of-the-Box (OOTB) content/dashboards? Are these included with the Ivanti Connector download?**

- When an Ivanti Product connector is downloaded from the Community Portal, a zip file with the packaged out-of-the-box dashboards will be included in the download.

▪ **What if I need to move Xtraction to a different server?**

Contact your Ivanti representative and they will arrange to reset your server name and you will be required to destroy your old license key.

▪ **I have Xtraction Standard. Can I purchase additional analyst licenses and connectors?**

Yes. You can purchase add-on licenses for concurrent full seats. You can purchase any of the third-party connectors listed on our website at [www.ivanti.com/xtraction](http://www.ivanti.com/xtraction). Contact your Ivanti representative for more information.

▪ **I am an Xtraction Standard customer. You don't have a connector for my source. Can you help?**

Xtraction Standard customers can purchase Xtraction Enterprise. The Enterprise edition is required for the creation of your own connectors to connect to your applications built in-house or third-party products that Ivanti does not have connectors for. Alternatively, you can purchase a custom connector and Ivanti will build the connector.

## Professional Services

- **What Services are available for Xtraction?**

Customers can take advantage of our Services for:

- Installation and upgrades
- Training
- Building dashboards
- Modifying sources / data models.
  - Includes simple requests to add Views and complex requests to add and populate tables / fields in those views.
- Creating new connectors

Contact your Ivanti representative with your requirements so that the Professional Services time required can be assessed.

## Customer Support

- **When should I submit a support request?**

You should submit a support request if you:

- Experience a product issue/defect with Xtraction
- Have a question about product functionality and/or documentation
- Have a general 'how-to' question

- **How can I submit a request for a new feature?**

To request a new feature, visit: <https://ivanticore.uservoice.com/forums/904219-xtraction>

**Learn More**

-  **ivanti.com**
-  **1 800 982 2130**
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