



# **TIGERPAW CONTINUUM INTEGRATOR RELEASE NOTES**

Version 19.1, Update 1

Last updated December 9, 2020

2201 Thurston Circle  
Bellevue, NE 68005  
[www.tigerpawsoftware.com](http://www.tigerpawsoftware.com)

# Contents

<b>TIGERPAW CONTINUUM INTEGRATOR RELEASE NOTES</b>	<b>1</b>
Contents.....	2
Revisions and Updates.....	3
Enhancements to the Tigerpaw Continuum Integrator.....	4
Install the Continuum Integrator .....	9

## Legal Notices

The information in this document is confidential and proprietary to Tigerpaw Software, Inc. (TSI). You may not reproduce, transmit, disclose or disseminate this document in any format, in whole or in part, to any entity other than licensed users without the express prior written consent of TSI. TSI makes no representation or warranties regarding the content of this document and assumes no liability or responsibility for any errors or omissions in the content. We reserve the right to revise this document at any time without notice.

Tigerpaw® is a registered trademark of Tigerpaw Software, Inc.. All other product and company names in this document are trademarks of their respective owners.

Copyright© 1984 - 2020 Tigerpaw Software, Inc. All rights reserved.

## Revisions and Updates

These changes have been made since the initial release of the Tigerpaw Continuum Integrator v19.

### Document Revisions

Revision # and Date	Revision/Addition
19.1.5 11/25/20	Initial full release
Revision 1 12/09/20	Software updates

### Software Updates

Version and Date	System Area Affected	Summary of Change
19.1.5 11/25/20		Initial full release
19.1.6 12/09/20	Incoming tickets	When an unprocessed ticket fails because the record no longer exists in Continuum, the integrator now deletes the unprocessed record, creates a log entry and moves to the next record rather than stopping.  In the <i>web.config</i> file, the "MaxReceived MessageSize" property for incoming messages was increased by more than 30-fold to accommodate accounts with a large number of Continuum sites.
	Outgoing updates	Continuum does not allow updates to closed tickets. If service order changes sent to Continuum fail because the ticket is already closed in Continuum, the integrator now creates a log entry and no longer attempts to reprocess the changes.

## Enhancements to the Tigerpaw Continuum Integrator

The Tigerpaw Continuum Integrator is a Windows service that joins Continuum's managed services functionality with the service order, agreement, invoicing, tracking and automation features in Tigerpaw.

The v19 Continuum integrator was redesigned from scratch to simplify processes and add new functionality, including one-step asset and status mapping and the ability to map service order priorities. The new integrator connects to Continuum through the Tigerpaw application programming interface (API) as well as the Continuum APIs.

The new Tigerpaw Continuum Integration Configurator window includes these enhancements:

### General Changes

- ▶ The redesigned integrator requires the Tigerpaw API, which is also used by Tigerpaw Mobile.
 

**NOTE:** Continuum requires a SSL certificate for the Tigerpaw API. If you run Tigerpaw Mobile, you have already installed and configured the Tigerpaw API, including the required SSL certificate.
- ▶ You are now required to enter and save settings on the Connection and Continuum tabs in order to enable the remaining tabs. Once you start entering information on the remaining tabs, you must complete all required fields in order to save ANY information on the remaining tabs.
- ▶ When you select a dropdown field value, the list is now auto refreshed to ensure all current values display. This feature is useful if, while configuring the integration, you find you need to create a master table record, such as a new service order type. Instead of exiting the configurator and losing any changes, you can now keep the window open, add the value in Tigerpaw Desktop, return to the configurator and click  (Dropdown) to select the new value.
- ▶ Clicking **OK** to save the configuration and close the window now displays a prompt to start the service.
- ▶ When the Continuum Integrator service is running, settings on the Tigerpaw Continuum Integration Configurator are now disabled.

### Connection Tab

Connection | Continuum | Service | Assets | Inbound Status | Outbound Status | Priority

**Tigerpaw database settings**  
The Tigerpaw database listed below will be used to store configuration settings. Enter the information necessary to connect to the Tigerpaw database.

Server: SQLREST  
Database: Tigerpaw  
Authentication: SQL Authentication  
User name: saSQLREST  
Password: ●●●●●●

**Tigerpaw API settings**  
Enter the settings you established for the Tigerpaw API.

\*Service URL:   
\*User Name:   
\*Password:

Service status: Stopped

- ▶ In the new Tigerpaw API Settings section, enter your Tigerpaw API URL and the credentials the integration will use to log into your Tigerpaw API.

**NOTE:** The API must be tied to the database you selected in the Tigerpaw Database Settings section.

- ▶ Required fields are now marked with an asterisk (\*) at the start of the field label.
- ▶ The Start and Stop service buttons were replaced with a prompt to stop the service, if running when you open the window, and a prompt to start the service upon exiting the window.

## Continuum Tab

The screenshot shows the 'Continuum' tab in the Tigerpaw API Settings section. It contains three main sections:

- Ticketing integration API:** Service URL: `https://services.itsupport247.net/ticketing/1.0/TicketService.svc?wsdl`. Fields: \*User ID: `Squall Services`, \*Password: `*****`, \*Token ID: `95H49H43H3T`. A 'Test Connection' button is present.
- Reporting integration API:** Service URL: `https://api.itsupport247.net/reporting/v1`. Field: \*API key: `*****`. A 'Test Connection' button is present.
- URL information:** Continuum Web Application: `https://control.itsupport247.net/`

- ▶ Required fields are now marked with an asterisk (\*) in front of the field label.
- ▶ Continuum provides two APIs for obtaining data: the Ticketing API (which was accessed by the original integration) and the Reporting API, which provides additional data relevant to reports. The new Continuum integration accesses both APIs.

You can find your Continuum Reporting API key on the Admin tab in the Continuum App.

## Service Tab

The screenshot shows the 'Service' tab in the Tigerpaw software interface. It is divided into two main sections: 'Service order defaults' and 'Rep assignments'. The 'Service order defaults' section includes fields for '\*Taken by rep', '\*Tech assigned', '\*SO type', and three dropdown menus for inbound comments assigned to different tech roles. There is also a checkbox for 'Create SOs for ad hoc tickets and assign to account number'. The 'Rep assignments' section includes two dropdown menus for 'Continuum NOC' and 'Continuum help desk'.

- ▶ Required fields are now marked with an asterisk (\*) in front of the field label.
- ▶ Required fields no longer allow a blank selection option.
- ▶ The **Taken by rep** field now displays only active reps. The selected rep is assigned to all service orders created from Continuum tickets.
- ▶ The **SO type** value is assigned to all service orders created from Continuum tickets.
- ▶ The **Tech assigned**, **Continuum NOC** and **Continuum help desk** dropdown fields now display all active reps in the Technicians rep group. If no Technicians group exists, the fields display all active reps. As before, the **Continuum NOC** and **Continuum help desk** reps must be different and cannot be one of your internal reps.
- ▶ The **Tech assigned** rep is assigned to service orders only when the Continuum "Assign to" field is blank.
- ▶ With the new **Inbound comments assigned to the MSP tech** field, you can now save MSP tech comments to the ticket **Internal comments**, **Work performed/Work requested** or **SO notes**.
- ▶ When the "Adhoc Service Request" ticket type is selected in Continuum, the **Create SOs for ad hoc tickets and assign to account number** field determines the account number for assigning ad hoc tickets.

## Assets Tab

Connection Continuum Service **Assets** Inbound Status Outbound Status Priority

**Asset mapping**  
Map each Continuum asset type to a valid Tigerpaw asset type or to <DO NOT SYNC>. You can map multiple Continuum asset types to the same Tigerpaw asset type.

Continuum Asset Type	Tigerpaw Asset Type
Domain Role	Domain Controller ▾
Primary Domain Controller	Domain Controller ▾
Workstation	Workstation ▾
Member Workstation	Workstation ▾
Backup Domain Controller	<DO NOT SYNC> ▾
Member Server	Server ▾
Standalone Workstation	Laptop ▾
Domain Controller	Server ▾
Standalone Server	Server ▾
New Member Workstation	Workstation ▾

Type to use if Continuum asset type is missing:  
Unknown ▾

- ▶ You can now map multiple Continuum device types to the same Tigerpaw asset type. You also now have the option to map a Continuum device type to <DO NOT SYNC>. When polling assets, the integrator skips device types mapped to <DO NOT SYNC>.
- ▶ The Asset Mapping grid now displays a static list of Continuum asset types. To the right of each asset type, clicking a dropdown button displays a list of Tigerpaw asset types. Simply select the correct option and move on to the next Continuum asset type.
- ▶ If Continuum sends a new device type, the type is now automatically added to the Asset grid and mapped to <DO NOT SYNC>. Tigerpaw automatically sends a "New asset type" notification to the [Internal tech support email address](#) you entered on the Email Settings window in Tigerpaw Desktop.

## Inbound Status Tab

Continuum Status	Tigerpaw Status
New	New
Closed	Closed
Acknowledge	
Approval needed by backoffice	Ready for Review
Approved	Ready for Billing
Not Approved / Further information needed	
Work in progress by backoffice	
Info needed / Work assigned by backoffice	
Noc completed	
Under Review	
Scheduled	Assigned
Task missed / Not completed	
On Hold	Parts Needed
Waiting Customer	
Pending	

- ▶ The grid now displays a static list of inbound Continuum statuses. The new dropdowns field for mapping each status to a Tigerpaw status displays only active Tigerpaw statuses.
- ▶ You can now map multiple inbound Continuum statuses to the same Tigerpaw status.
- ▶ Every inbound status must be mapped to a Tigerpaw status. The dropdown list no longer includes a blank entry, since all inbound statuses must be mapped.
- ▶ If a Tigerpaw status is mapped to a Continuum inbound status, Tigerpaw Desktop now prevents you from marking the status as inactive. As before, a Continuum ticket submitted with an unmapped inbound status generates an entry in the email send queue and does not create a service order.

## Outbound Status Tab

Tigerpaw Status	Status Closes SO	Continuum Status
Assigned	<input type="checkbox"/>	Scheduled
Client Cancelled	<input checked="" type="checkbox"/>	Closed
Closed	<input checked="" type="checkbox"/>	Closed
Enter Time	<input type="checkbox"/>	Task missed / Not completed
Filled Completely	<input type="checkbox"/>	<DO NOT SYNC>
New	<input type="checkbox"/>	New
Open	<input type="checkbox"/>	New
Parts Needed	<input type="checkbox"/>	Pending
Parts Received	<input type="checkbox"/>	<DO NOT SYNC>
Ready for Billing	<input type="checkbox"/>	Work in progress by backoffice
Ready for Review	<input type="checkbox"/>	Approval needed by backoffice
Resolved	<input checked="" type="checkbox"/>	Closed
Schedule Tech	<input type="checkbox"/>	Pending
Travel	<input type="checkbox"/>	Pending
Void	<input checked="" type="checkbox"/>	Closed
Waiting on the Client	<input type="checkbox"/>	Waiting Customer

- ▶ The grid now displays a list of all active Tigerpaw statuses, and new dropdown fields let you map each Tigerpaw status to a Continuum status or <DO NOT SYNC>. As before, multiple outbound Tigerpaw statuses can be mapped to the same Continuum status.
- ▶ Any Tigerpaw status that puts the service order into a closed state **must** be mapped to a Continuum status. Other statuses may be mapped to <Do Not Sync>.
- ▶ Only active Tigerpaw statuses are listed. Tigerpaw Desktop prevents you from flagging a status as inactive if mapped to a Continuum outbound status.

### Priority Tab (New)

The screenshot shows the 'Priority' tab in the Tigerpaw Desktop interface. The title is 'Continuum ticket priority mapping to Tigerpaw SO priority'. Below the title is the instruction 'Map each Continuum ticket priority to a Tigerpaw SO priority.' There is a table with two columns: 'Continuum Priority' and 'Tigerpaw Priority'. The table has three rows: 'Emergency' mapped to 'Emergency', 'Medium' mapped to 'Medium', and 'Low' mapped to '<DO NOT SYNC>'. Below the table is a dropdown menu for 'Default service order priority for inbound tickets if not mapped above' with 'High' selected.

Continuum Priority	Tigerpaw Priority
Emergency	Emergency
Medium	Medium
Low	<DO NOT SYNC>

Default service order priority for inbound tickets if not mapped above: High

- ▶ Map each inbound Continuum priority to a Tigerpaw service order priority or to <DO NOT SYNC>, which indicates no service order will be created.
- NOTE:** If an incoming ticket is assigned a priority set to sync and the asset type is set to NOT sync, a service order is created, but no item serviced is attached to the service order.
- ▶ You can also now set a default Tigerpaw priority if an incoming ticket is not assigned a priority.

### Debug with the New Detailed Log File

A new setting in the Continuum Integrator *app.config* file defaults to auto generate detailed logs. When processing a record, the integration auto creates a **ContinuumLogging<yyyymmdd>.log** file in in the *bin\Debug* folder of your Continuum Integrator installation.

The log file includes the date, time and description of each process that occurs, including errors. Review the log for potential issues or errors. (Ignore the bracketed number at the end of each line, as this information is irrelevant to users.)

## **Install the Continuum Integrator**

Follow instructions in the Continuum Integrator Setup Checklist to complete prerequisites and install/configure the Tigerpaw Continuum Integrator. Prerequisites include installing, configuring and testing the Tigerpaw API (if not already installed for Tigerpaw Mobile) as well as configuring records in Tigerpaw Desktop.

 Online Document: [Continuum Integrator Setup Checklist](#)