

ITS Jamf Policy & Script Manual Creation Guide

1. Turn off Password Randomization

Navigate to ITS Jamf Integration > Jamf Admin > ITS Jamf System Properties

Turn the highlighted system properties below to false

	Name	Value
<input type="checkbox"/>	x itsp_its_jamf.autoDeploy.softwareInventoryScriptAndPolicy	false
<input type="checkbox"/>	x itsp_its_jamf.integrationUserPassword (DEPRECATED)	
<input type="checkbox"/>	x itsp_its_jamf.jamfScope	b1716227dbfb1300c9267b5b8c961969
<input type="checkbox"/>	x itsp_its_jamf.randomize.integrationUser.pw.onImport	false
<input type="checkbox"/>	x itsp_its_jamf.sampEnabled	

	Name	Value
<input type="checkbox"/>	x itsp_its_jamf.autoDeploy.softwareInventoryScriptAndPolicy	false
<input type="checkbox"/>	x itsp_its_jamf.integrationUserPassword (DEPRECATED)	
<input type="checkbox"/>	x itsp_its_jamf.jamfScope	b1716227dbfb1300c9267b5b8c961969
<input type="checkbox"/>	x itsp_its_jamf.randomize.integrationUser.pw.onImport	false
<input type="checkbox"/>	x itsp_its_jamf.sampEnabled	

Getting CustomerName

If your ServiceNow URL is <https://customername.service-now.com> the customer name is simply just **customername**

The name of both the jamf policy and script must be under this naming convention for the integration to detect its existence.

2. Rename and Upload Script to Jamf Pro

Name: its_jamf_software_inventory_script_{Customer Name}

If your ServiceNow URL is <https://customername.service-now.com> the customer name is simply just **customername**

The name must be under this naming convention for the integration to detect its existence.

3. Configure Policy

Name: its_jamf_software_inventory_policy_{Customer Name}

The script naming convention should be the same as the script name.

If your ServiceNow URL is <https://customername.service-now.com> the customer name is simply just customername

The name must be under this naming convention for the integration to detect its existence.

Policy Trigger: The policy trigger can be configured to however you think best, but it is recommended that the policy run just once a day at the most.

General

DISPLAY NAME Display name for the policy

its_jamf_software_inventory_policy_customername

Enabled

CATEGORY Category to add the policy to

None ▼

Trigger Event(s) to use to initiate the policy

Startup

When a computer starts up. A startup script that checks for policies must be configured in Jamf Pro for this to work

Login

When a user logs in to a computer. A login hook that checks for policies must be configured in Jamf Pro for this to work

Logout

When a user logs out of a computer. A logout hook that checks for policies must be configured in Jamf Pro for this to work

Network State Change

When a computer's network state changes (e.g., when the network connection changes, when the computer name changes, when the IP address changes)

Enrollment Complete

Immediately after a computer completes the enrollment process

Recurring Check-in

At the recurring check-in frequency configured in Jamf Pro

Custom

At a custom event

EXECUTION FREQUENCY Frequency at which to run the policy

Once every day ▼

Add Script: Add the script that you just created above to the policy and add the following parameters

By default, the ITS Jamf integration will insert new base 64 encode all parameters. If you choose not to do this the script may have to be adjusted accordingly

Parameter 4: Integration User Password

Parameter 5: Integration Username

Parameter 6: ServiceNow Instance URL

its_jamf_software_inventory_script_customername

PRIORITY Priority to use for running the script in relation to other actions

After ▼

Parameter Values Values for script parameters. Parameters 1–3 are predefined as mount point, computer name, and username

Parameter 4

Integration User Password

Parameter 5

Integration Username

Parameter 6

ServiceNow Instance URL ex: https://customer.service-now.com/

Once everything is configured on the Jamf side you should be able to complete the Guided Setup process.