ASP · WE MANAGE IT

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SCOPED APPLICATION INSTALLATION AND CONFIGURATION GUIDE

Intune Connector Premium V3.3.0 by ASP

Table of Contents

1. Overview

ASP's Intune Connector Premium for ServiceNow is designed to bridge the gap between Microsoft Intune and the ServiceNow platform, providing seamless synchronization of IT asset data into the ServiceNow Configuration Management Database (CMDB).
The connector automates the process of importing device and application data from Intune, ensuring that your CMDB is always current and accurate.

***NEW* Additionally, if you are a Dell Inc. customer for your laptop fleet, the latest version of our connector also integrates with Dell's public API, adding warranty, support and manufacturer details on your laptop's CI page.**

2. Application Dependencies

List all plugins required:

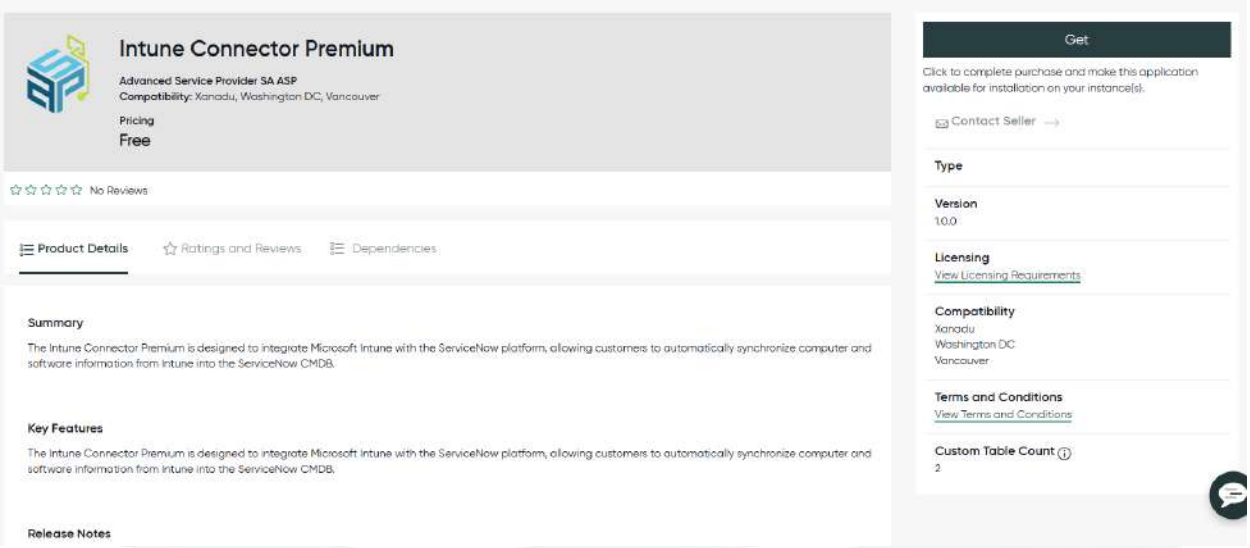
- ✓ **System Import Sets (com.glide.system_import_set) : [Support Version -1.0.0]**
- ✓ **Integration Commons for CMDB (sn_cmdb_int_util) : [Support Version -2.12.0]**
- ✓ **CMDB CI Class Models (sn_cmdb_ci_class) : [Support Version -1.54.0]**

List of Plugin Required for Guided Setup

- ✓ **Guided Setup(sn_ads_setup) all apps**
- ✓ **Guided Setup - Legacy(sn_guided_setup)**
- ✓ **Playbook Experience (sn_playbook_exp)**
- ✓ **Playbook Experience Components (now_playbook_exp)**
- ✓ **PAD (sn_pad_content) Process Automation Content**

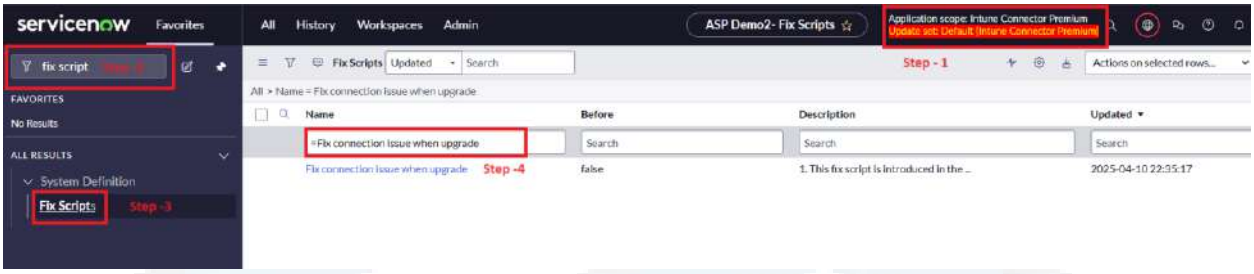
3. Installation Guide

- ✓ Log in to the https://store.servicenow.com/
- ✓ Get the application



- ✓ When the application is available to install, navigate to **System Application -> All Available Applications -> All**
- ✓ Search for "Intune Connector Premium" and install.

Note: If you are planning to upgrade the connector from the old version to the new version [Eg: V2.0.0 to V3.0.0], please follow the steps below to execute the required fix script before starting the installation guided setup.



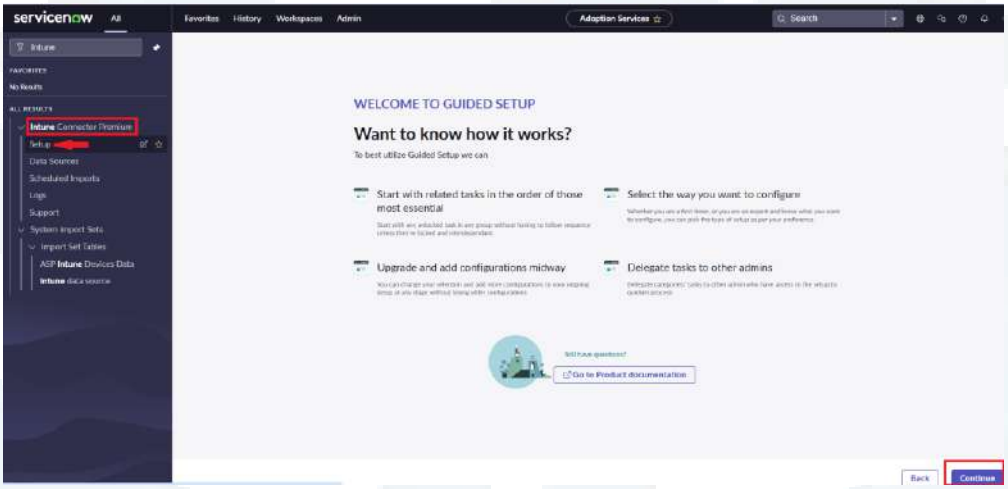
Step 1: Change the Scope to **"Intune Connector Premium."**
Step 2: In the Application navigation panel, search for **"Fix Script."**
Step 3: Open the Application Menu.
Step 4: Search for the fix script titled **"Fix Connection Issue When Upgrading."**
Step 5: Execute the fix script.

4. Configuration Instructions

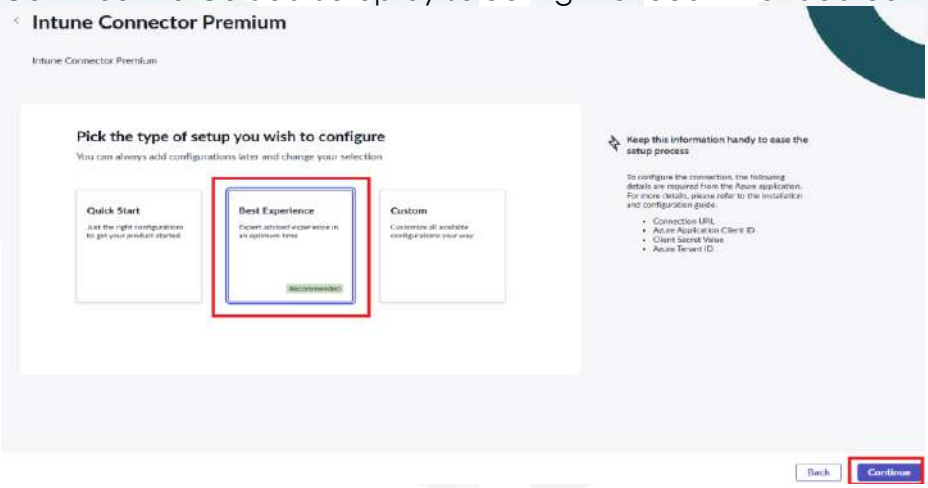
Note: To configure the guided setup for the Intune Connector Premium application, the user must have either the "**admin**" role or the "**x_aspas_intcon_pre.admin**" role. These roles provide the necessary permissions to access and complete the guided setup tasks, ensuring proper configuration of the connection, scheduled imports, and other essential settings.

Open the Guided Setup:

- ✓ Navigate to the "**Setup**" module within the Intune Connector Premium application. This guide will walk you through each of the configuration steps necessary to complete the setup.



- ✓ Continue the Guided Setup by selecting the recommended configuration.



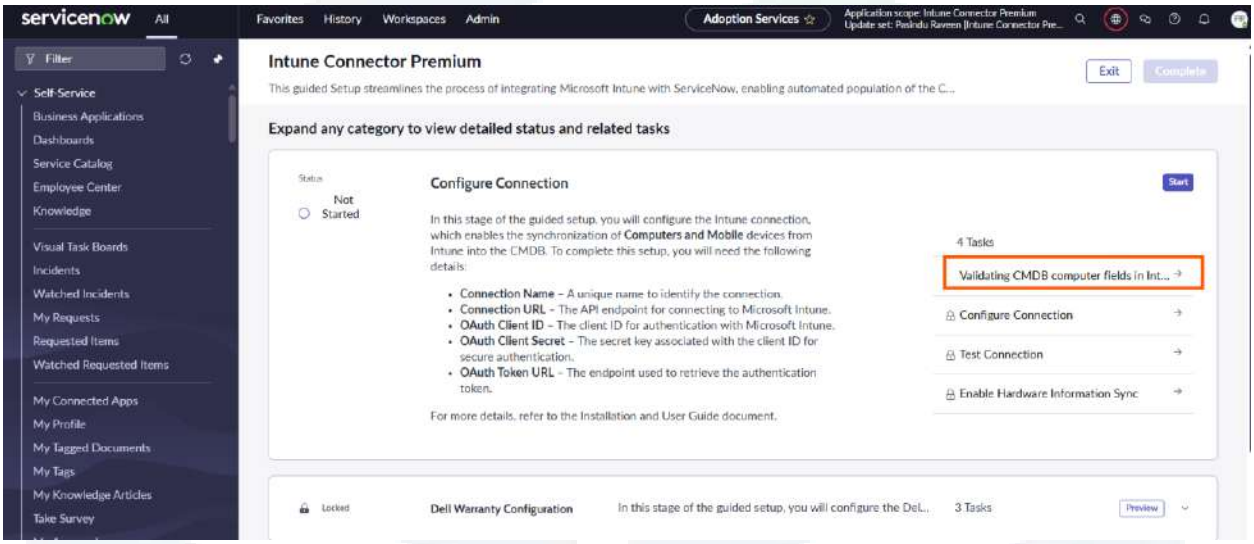
Note: The above screen is recorded from **Zurich**. In the Australian version and Yokohama, it will appear slightly differently.

Step 1: Configure the Intune Connection

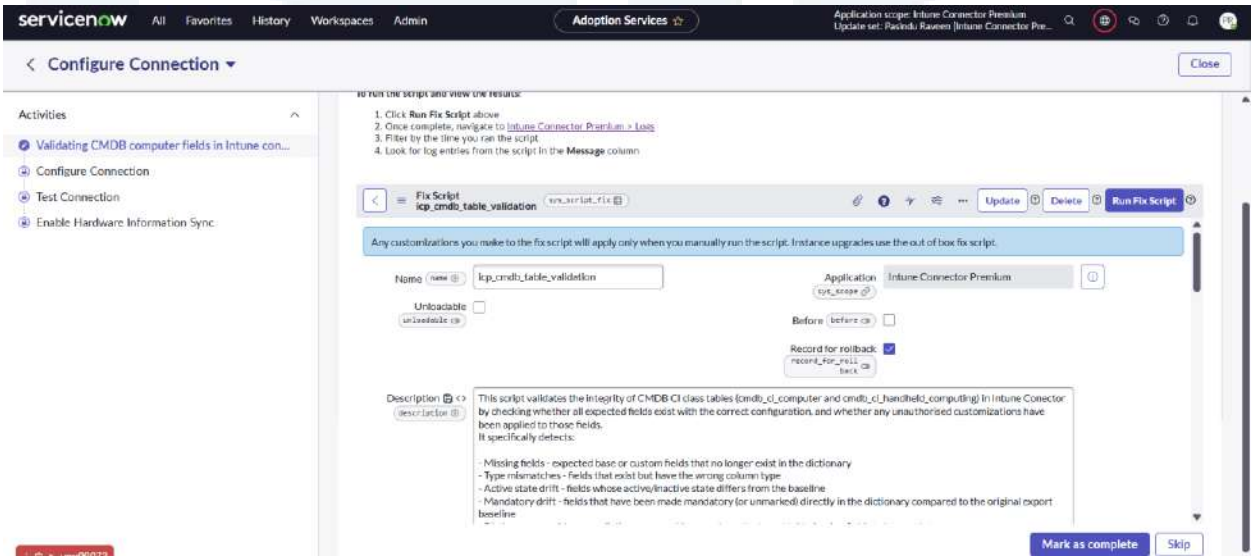
Note: Before starting configuration, make sure you are in the **Intune Connector Premium** scope.

Step 1 – Validating CMDB Tables

This is a fix script that we request you to run as an initial step to determine whether any customizations have been made to your Computer and Handheld Device tables.



Once you open the validation step, it will display the fix script that needs to be run. After executing the script and confirming that it has reached the Complete state, navigate to System Logs (Using the given link).



- ✓ Expected result should be like this

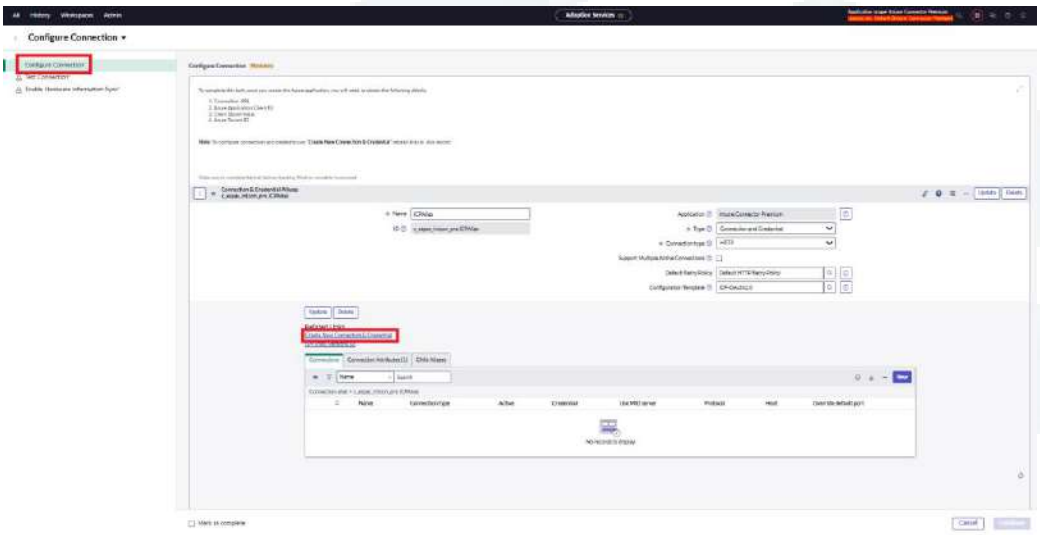
```
*** Script: CMDB CI Class Table Field Validation
Run at: 2026-06-03 05:56:56  |  Status: PASS
Tables: 5  |  Failures: 0  |  Warnings: 0

PASSED: cmdb_ci_computer, cmdb_ci_handheld_computing, cmdb_ci_ip_address,
cmdb_ci_network_adapter, cmdb_software_instance
```

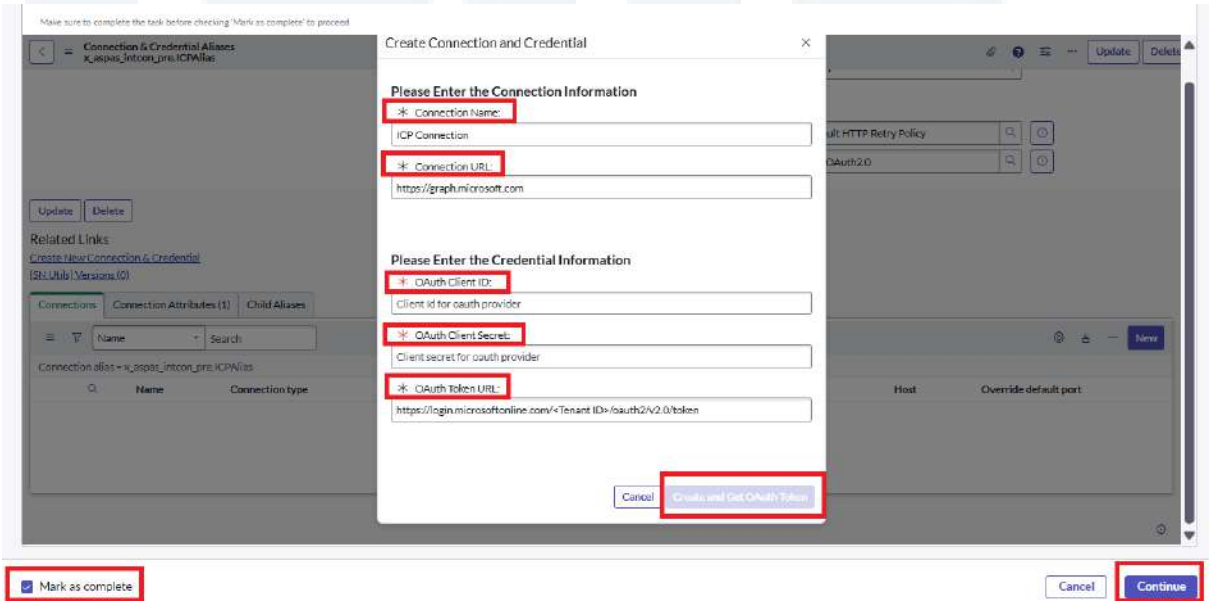
- ✓ After confirming that the log results show a Passed status, you can mark this step as Complete and proceed to the next phase.

Step 2 - Task 1 Configure Connection

- ✓ First guided setup task, you will need to provide the Connection Name and Azure application details. These details include the Connection Name, Connection URL, Azure Application Client ID, Client Secret Value, and OAuth Token URL. Click on the "**Create New Connection & Credential**" related link. (More details on this in section 5 External Systems Connections)

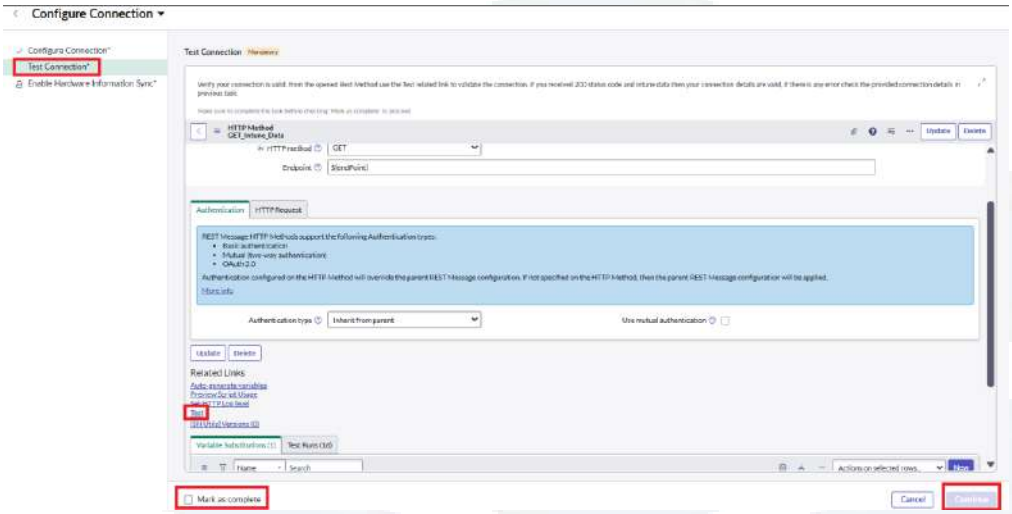


- ✓ Follow the prompts in the guided setup to input this information and create a new connection record using the provided template. Once completed, this will establish the connection between ServiceNow and your Microsoft Intune environment. Then check **Mark as complete** and continue.

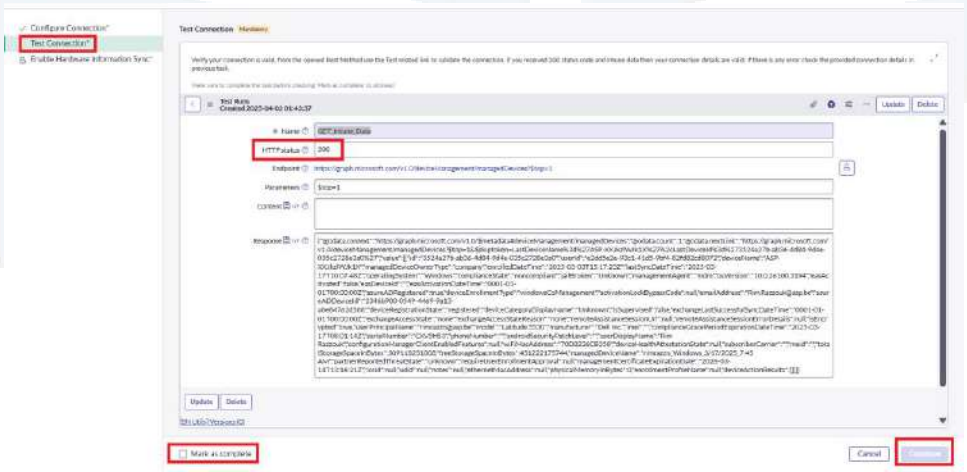


Step 2 - Task 2: Test the Connection

- ✓ After configuring the connection, the next step is to validate it. Use the testing task within the guided setup to ensure that the connection to Intune is successful.



- ✓ The test will attempt to retrieve data from Intune to confirm that the connection is properly configured and operational. If the test fails, revisit the connection configuration and ensure that all details are correctly entered. After validating, check the **Mark as complete** and continue.



A successful connection is indicated by receiving a valid response from the external system, typically with a **200 OK** status code.

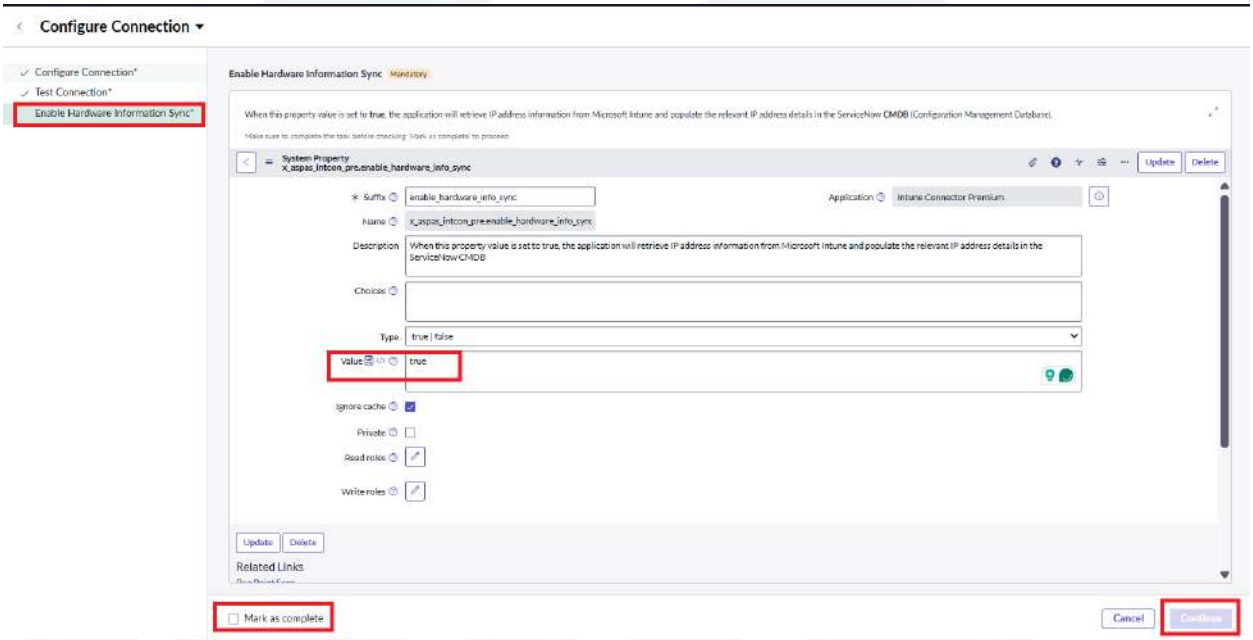
This status code confirms that the request was processed successfully, and the external system is accessible.

Step 2 - Task 3: Set the system property (Optional)

- ✓ Click on the "**Enable Hardware Information Sync**" task in setup. This will guide you through the process of setting the property value for hardware information to sync. You will be presented with the option to either enable or disable hardware to sync.

  Note: By default, the property **x_aspas_intcon_pre.enable_hardware_info_sync** is set to false (hardware information sync is disabled).

  To enable hardware information to sync, select the option to enable it, which will set the property value to true.



Step 3: Dell Inc. Warranty Configuration (Optional)

Note: Before starting configuration make sure you are in **Intune Connector Premium** scope.

This only concerns organizations interested in importing warranty details of their Dell Inc. laptops.

Why Dell Inc. and not other vendors? As far as we know, they are one of the only vendors to provide a public API to check warranty details of their device. Do not hesitate to reach out to us if you would like to see other integrations.

While the API is public, you will need to request in your Dell Tech Direct support portal an API key to perform such request (see section 5 - "external systems configuration" of this document for details on how to get this API key).

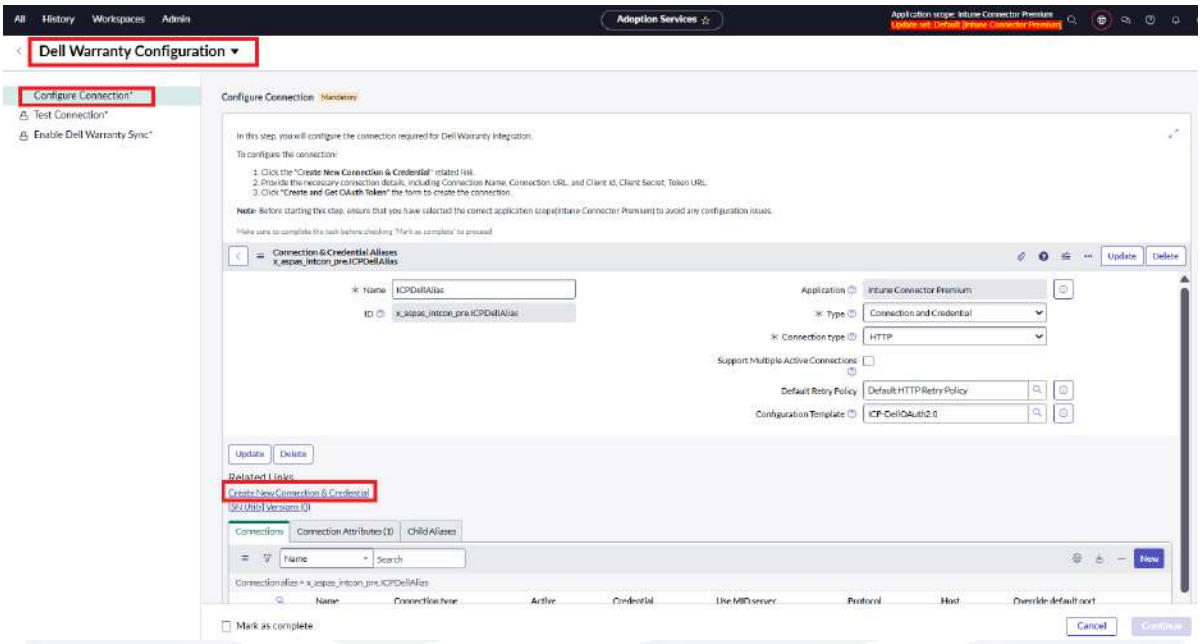
Step 3 - Task 1 Configure Connection

Second guided setup task, you need to configure the connection required for **Dell Inc.** Warranty Integration.

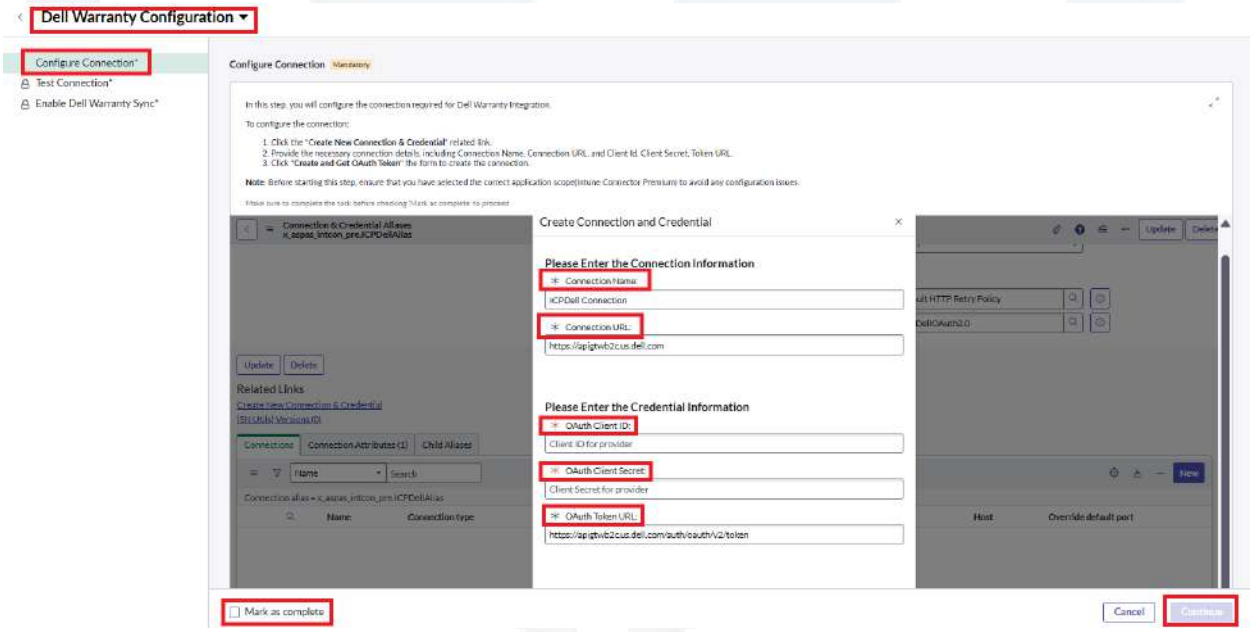
To configure the connection:

1. Click on the "**Create New Connection & Credential**" related link.
2. Provide the necessary connection details, including Connection Name, Connection URL, Client Id, Client Secret, and Token URL.
3. Click "**Create and Get OAuth Token**" in the form to create the connection.

Make sure to complete the task before checking 'Mark as complete' to proceed

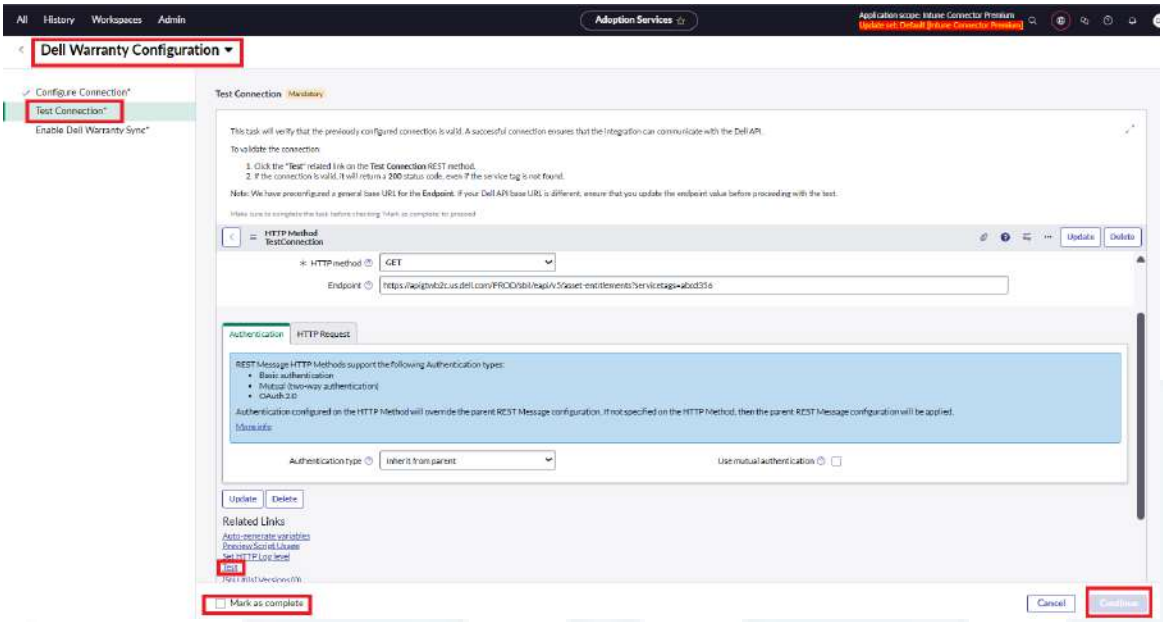


- ✓ Follow the prompts in the guided setup to input this information and create a new connection record using the provided template. Once completed, this will establish the connection between ServiceNow and Dell environment. Then check the **Mark as complete** and continue.

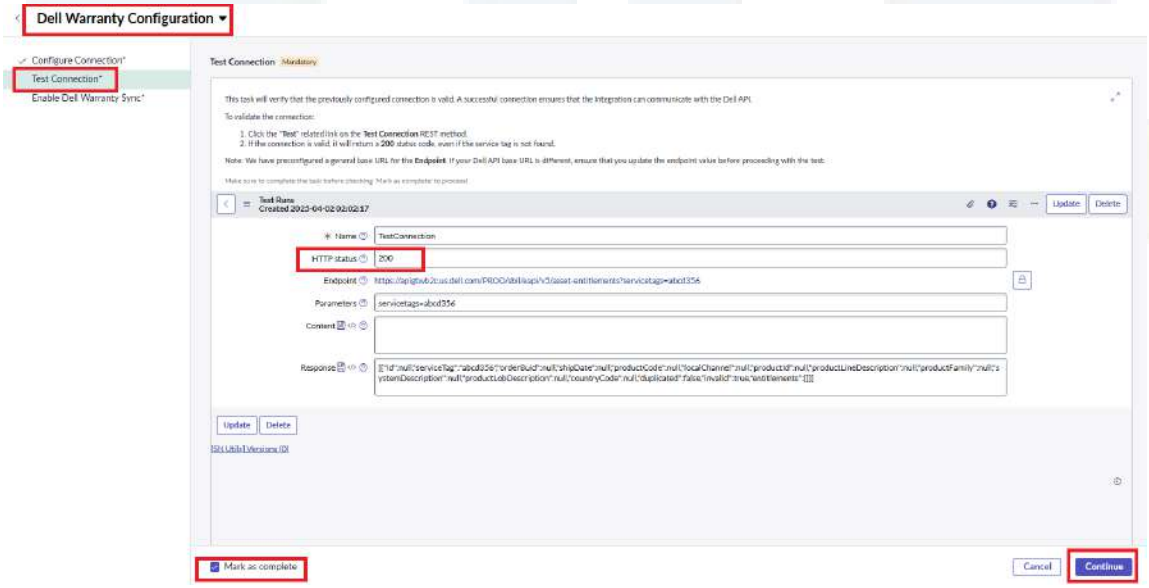


Step 3 - Task 2: Test the Connection

- ✓ After configuring the connection, the next step is to validate it. Use the testing task within the guided setup to ensure that the connection to Dell is successful.



- ✓ The test will attempt to retrieve data from the Dell API to confirm that the connection is properly configured and operational. If the test fails, revisit the connection configuration and ensure that all details are correctly entered. After validating, check the **Mark as complete** and continue.

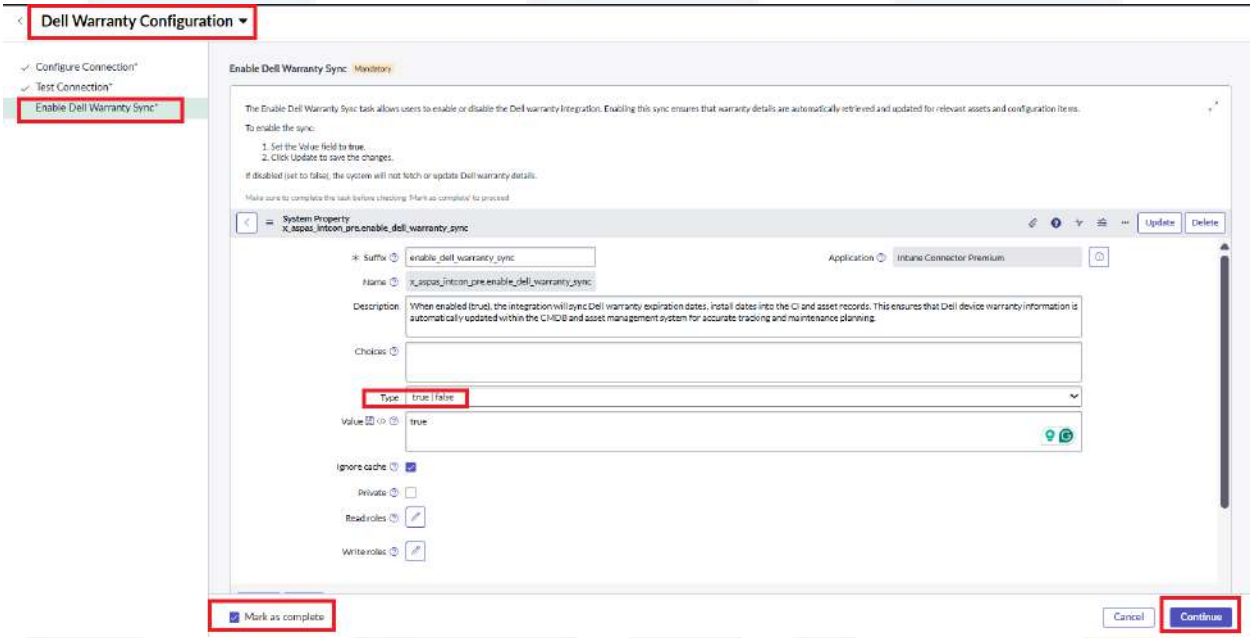


Step 3 - Task 3: Set the system property (Optional)

Click on the "Enable Dell Warranty Sync" task in setup. This will guide you through the process of setting the property value for Dell warranty information sync. You will be presented with the option to either enable or disable Dell warranty information sync.

Note: By default, the property **x_aspas_intcon_pre.enable_dell_warranty_sync** is set to false (Dell warranty information sync is disabled).

To enable Dell warranty information sync, select the option to enable it, which will set the property value to true.



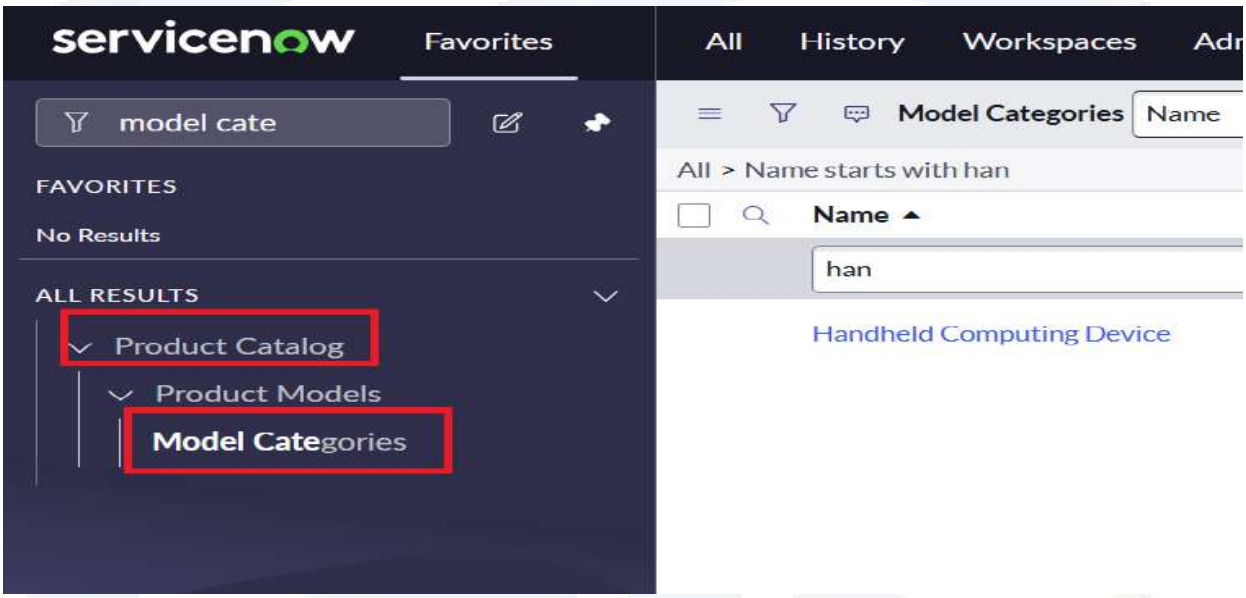
Step 4: Configure the Scheduled Imports

- ✓ Once the connection is verified, proceed to configure the scheduled imports task in the guided setup.

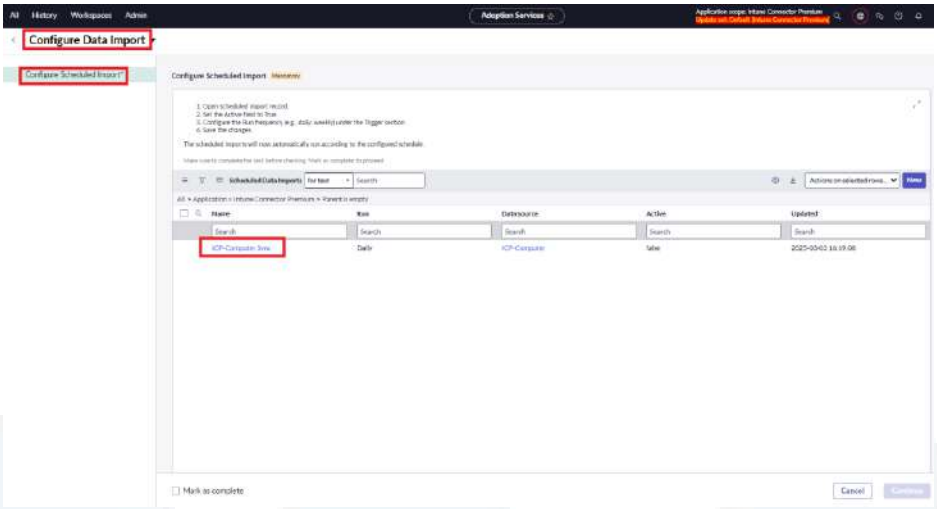
Note:

If required to configure asset details for "Handheld Computing Device," then you need to add the CMDB model category for the Handheld Computing Device.

To create a model category, navigate to the **Model Categories** [cmdb_model_category] table and create a record. After that, you need to enable the "ICP-Computer Sync" job.

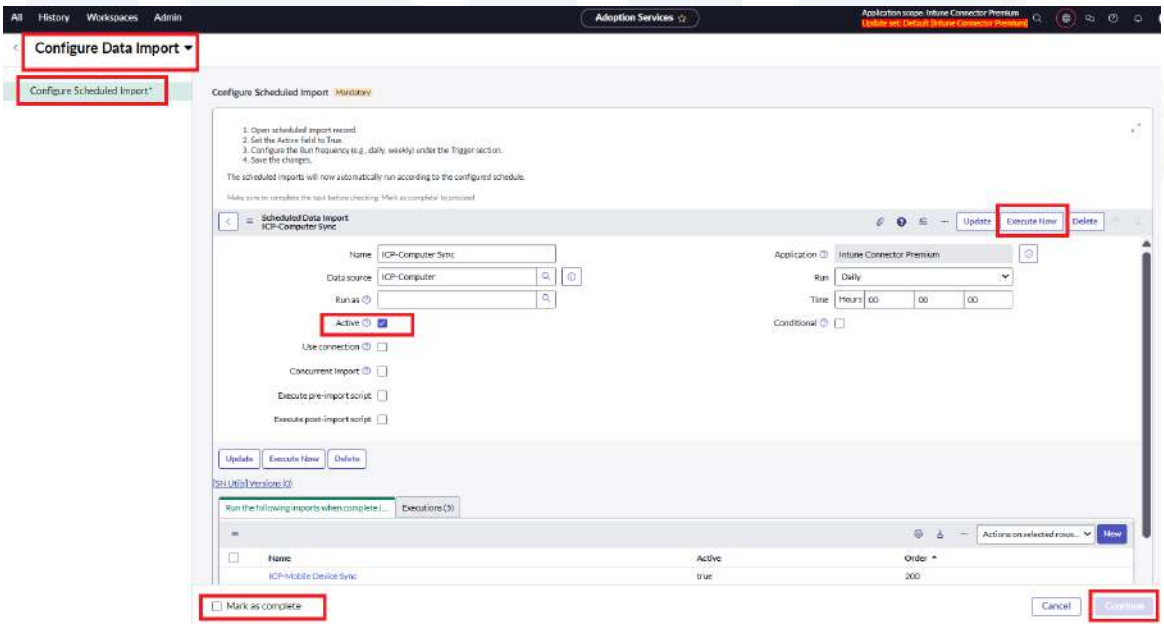


- ✓ In this step, you will activate the scheduled import jobs for Intune data synchronization. You need to enable the "**ICP-Computer Sync**" job.
- ✓ Additionally, set the running period (e.g., daily, weekly) for each import job based on your organization's requirements.



Note: When you navigate to the Scheduled Imports menu, you will notice two available jobs. By default, the Run value for the **ICP-Installed Software Sync** job is set to "**After parent Runs.**" This configuration ensures that the job is executed only after its designated parent job has been completed. The Parent value for ICP-Installed Software Sync is set to **ICP-Computer Sync**, which ensures that the software synchronization process occurs only after the computer records have been successfully imported and updated.

- ✓ If you want to sync **Autopilot** devices that are not yet enrolled in Intune, you need to enable the **" ICP-Autopilot Device Sync "** job. This will sync devices in the **"Not Enrolled"** state in Autopilot into the ServiceNow **Computer (cmdb_ci_computer)** table.



4 Enabling Device Count Reporting for Subscription Monitoring

To help ensure your subscription matches the number of devices managed via Intune, the connector can send a monthly summary email with device counts discovered in the CMDB.

When enabled, an email is automatically sent on the 1st of every month with only aggregated totals. No device-level details or user data are collected or shared.

How to Enable:

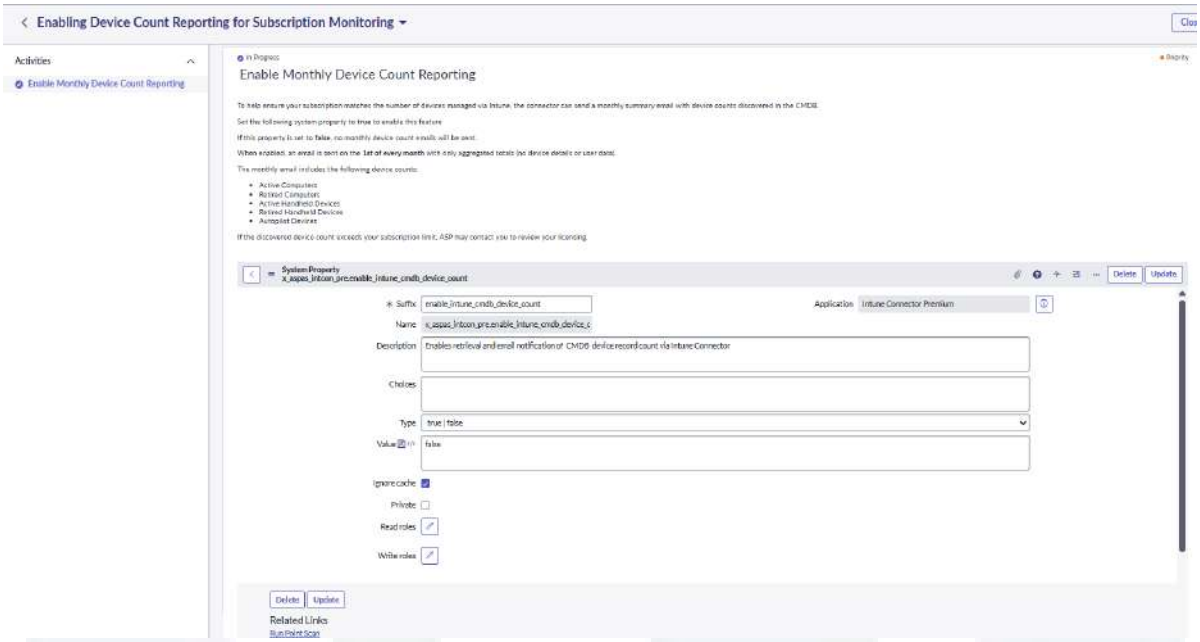
Set the following system property value to **true**

What the Monthly Report Includes
The email contains only the following counts:

- Active Computers
- Retired Computers
- Active Handheld Devices
- Retired Handheld Devices
- Autopilot Devices

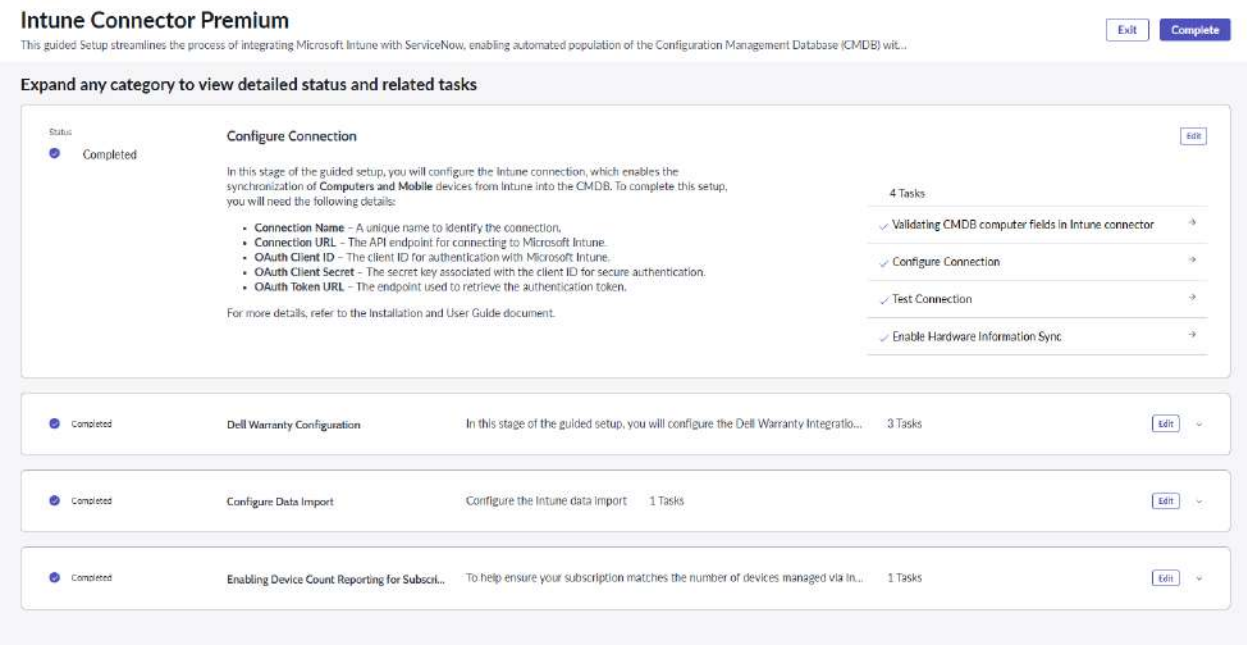
Subscription Visibility

- ✓ If the discovered device count exceeds your subscription limit, ASP may contact you to review your licensing.
- ✓ This feature is used only for subscription visibility and billing validation. No operational or sensitive data is accessed or stored.



Step 5: Completion

✓ After completing these steps, the Intune Connector Premium application should be fully configured and operational. The application will now regularly sync data from Intune into the ServiceNow CMDB according to the configured schedule.



5. External systems connection

5.1 Azure

This application requires the creation of an Azure application to authenticate requests to the Microsoft Graph API.

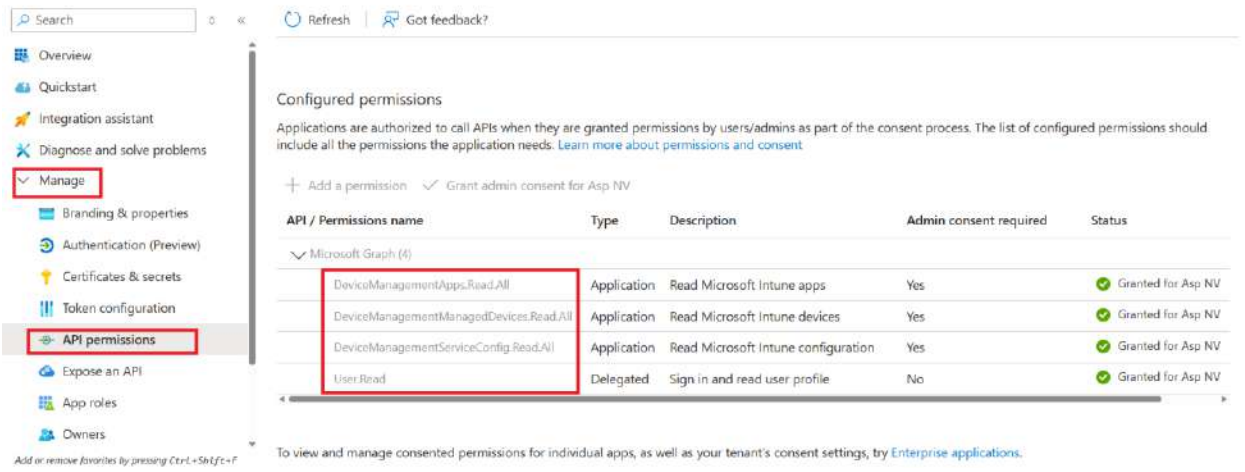
In your Azure portal, create a new Azure application that will be used to authenticate and authorize requests to the **Microsoft Graph API**.

Note: To create an Azure application and grant permission to it, the minimum role required is **"Application Administrator" or "Cloud Application Administrator"** in Azure Active Directory.

Once the Azure application is created, you need to assign specific API permissions to allow the application to access the necessary data.

The following **application permissions** must be granted:

- ✓ **DeviceManagementManagedDevices.Read.All** - Allows reading of managed device data.
- ✓ **DeviceManagementApps.Read.All** - Allows reading of application data on managed devices
- ✓ **User.Read** - (Add only if it is not added by default) - Allows the application to read the signed-in user's profile.
- ✓ **DeviceManagementServiceConfig.Read.All -** Allows an application to read Microsoft Intune service configurations

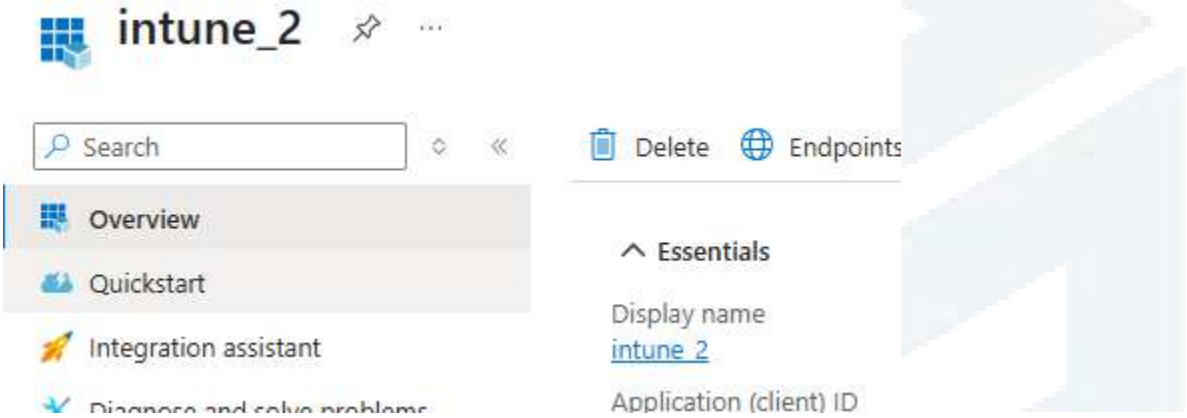


Once the application is created, you will need to gather the following information, as it will be needed during the first setup of the application:

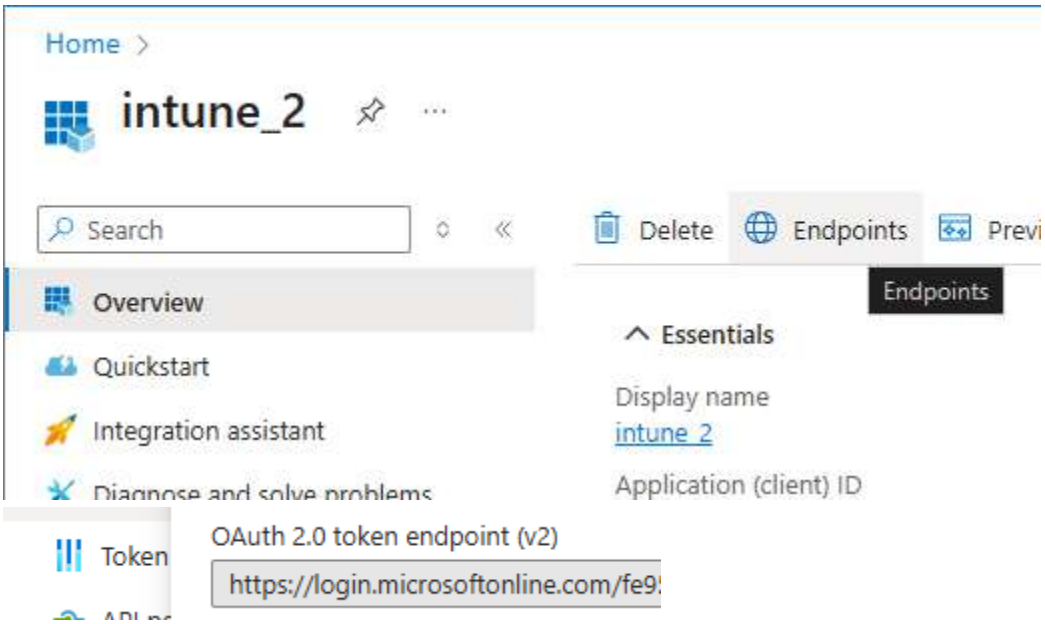
- ✓ Application (Client) ID
- ✓ OAuth 2.0 token endpoint (v2)
- ✓ Your Azure Directory (Tenant) ID
- ✓ Client Secret Value

Please find below screenshots on where to find these values for your guidance:

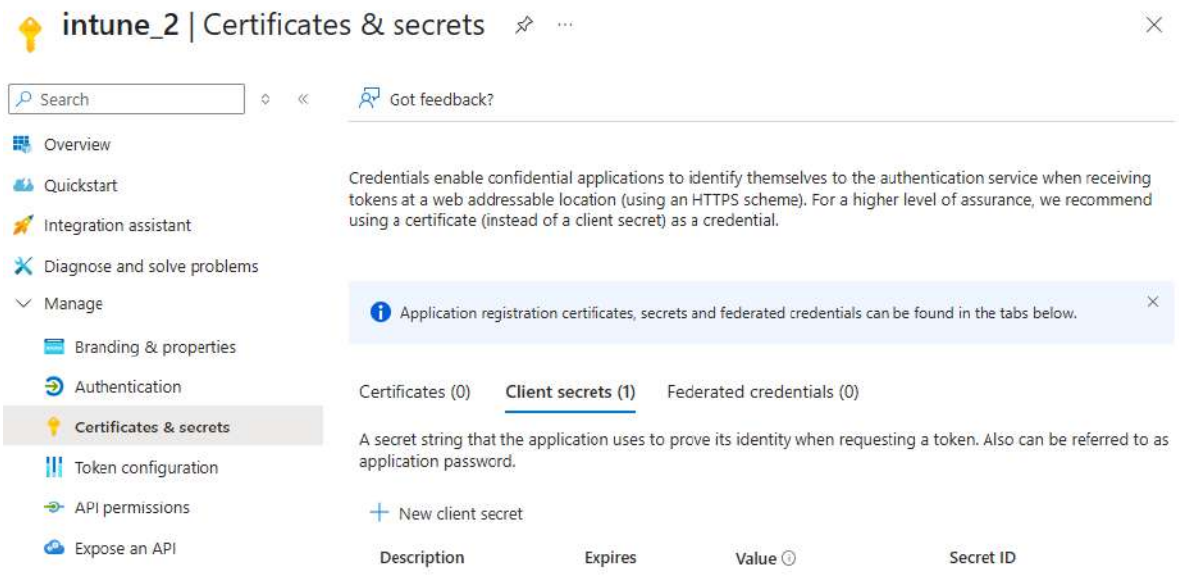
Application (Client) ID: from your app overview tab



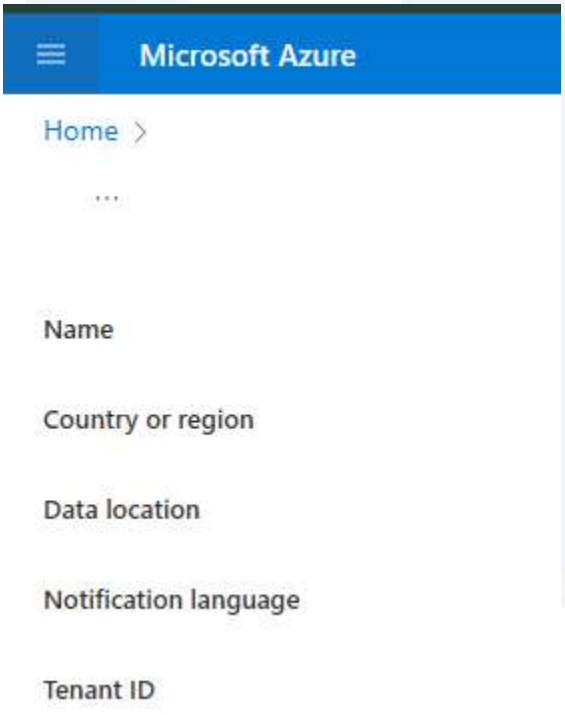
OAuth 2.0 token endpoint (v2), from application endpoints:



Client Secret:



Your Azure Directory (Tenant) ID, for example, from tenant properties:



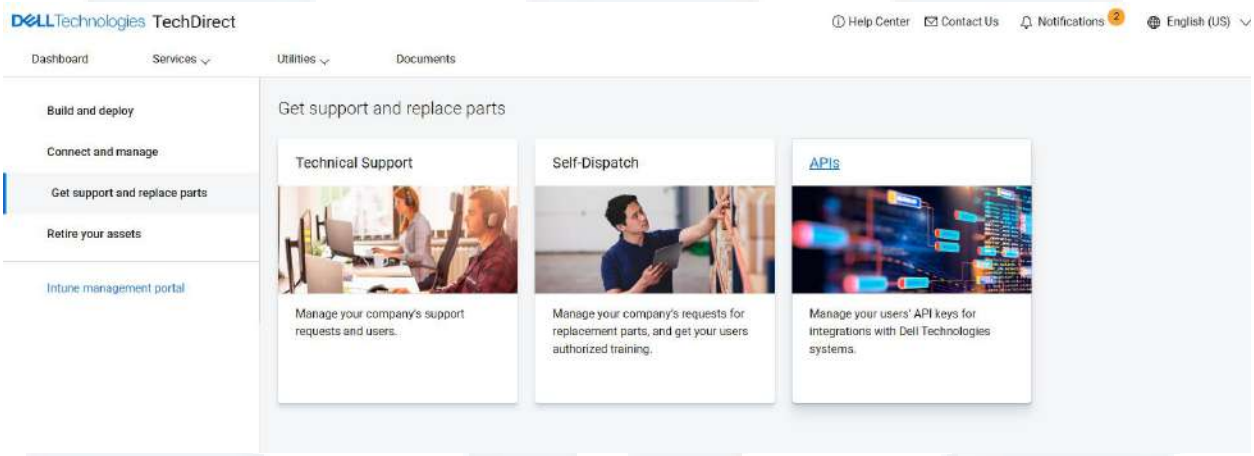
5.2 Dell Inc. public API

Follow the steps to get your own Dell Inc API key. We will need it during the setting up of your Intune Premium connector.

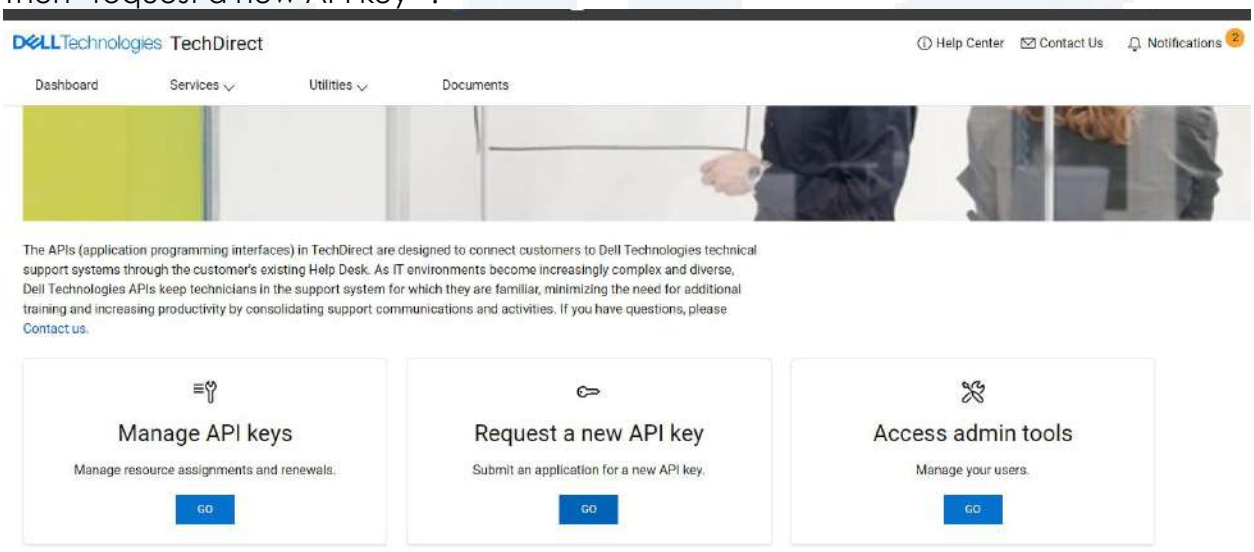
Please find in the following link for some documentation on these API's:
https://www.dell.com/support/contents/en-us/article/product-support/self-support-knowledgebase/technologies-and-tools/techdirect/self-dispatch-and-apis

Log in to your Tech Direct Portal: https://tdm.dell.com/portal

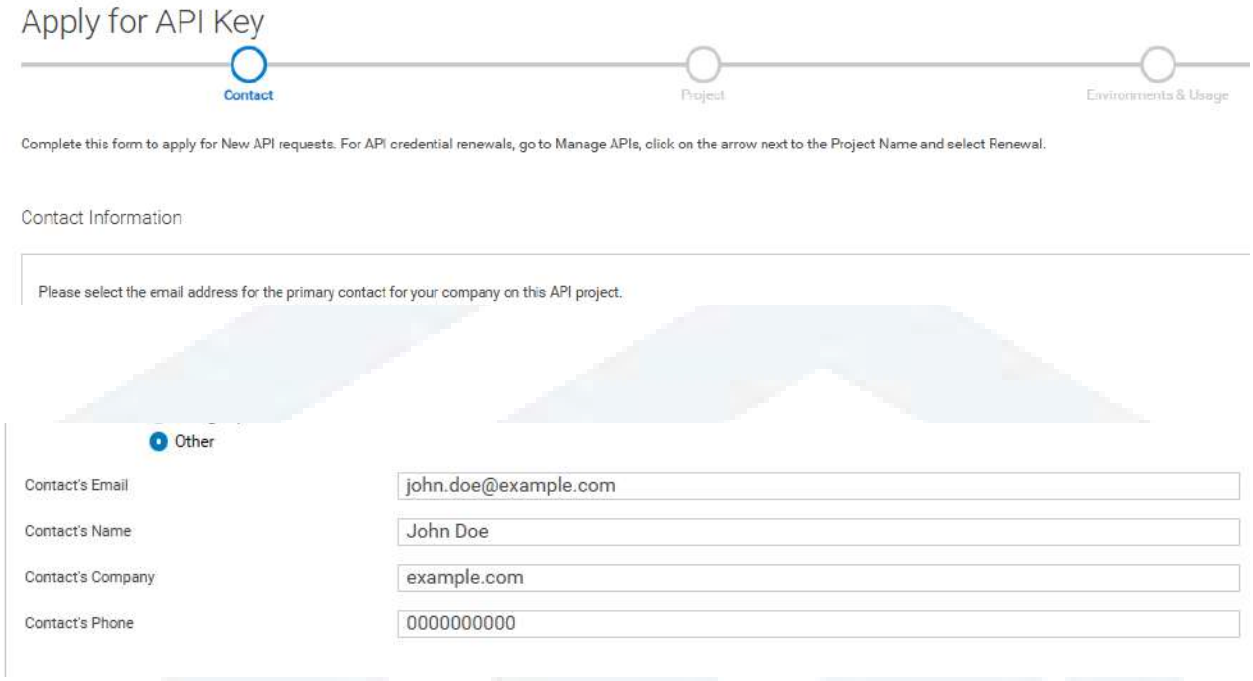
Then click APIs:

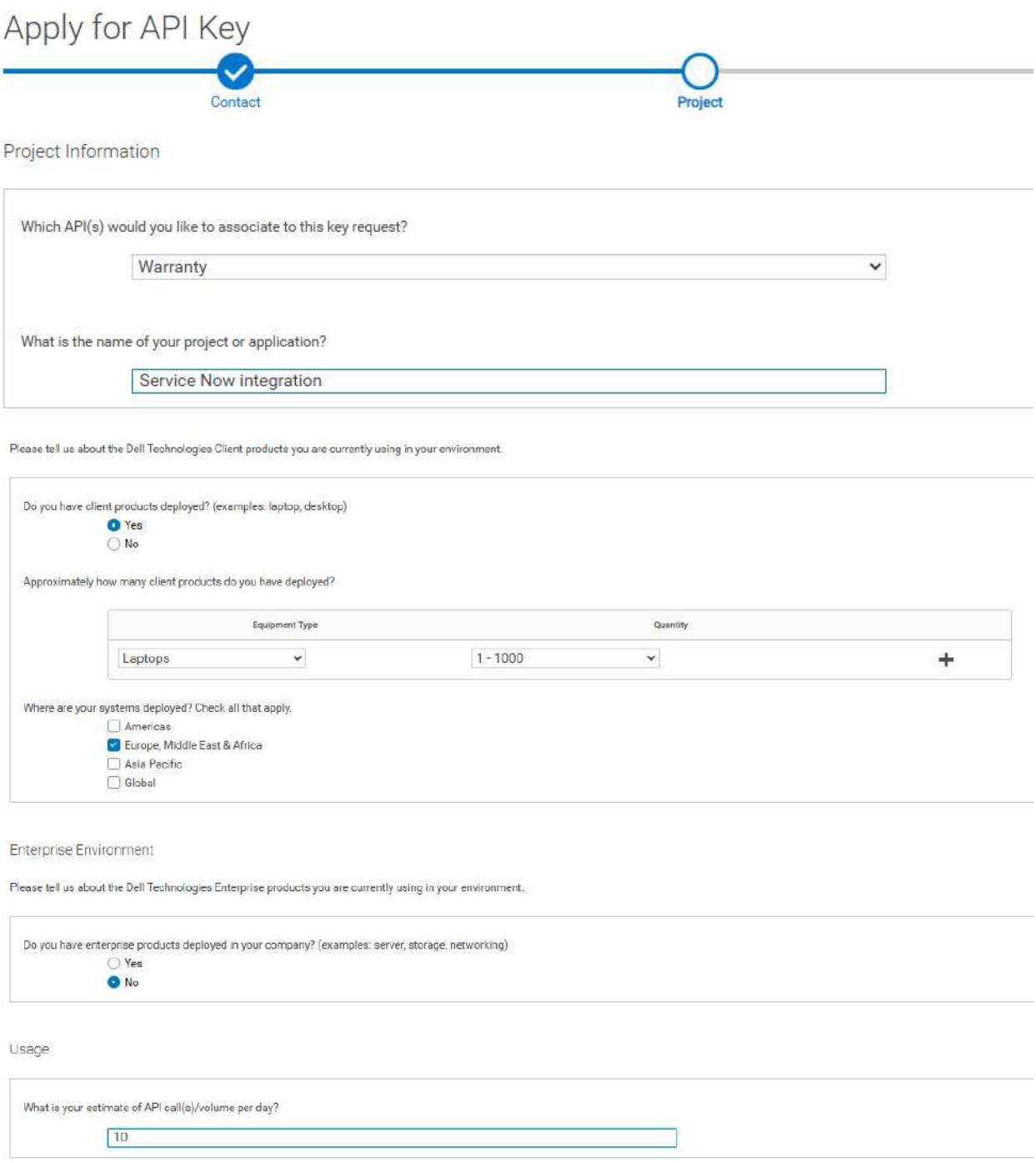


Then "request a new API key" :

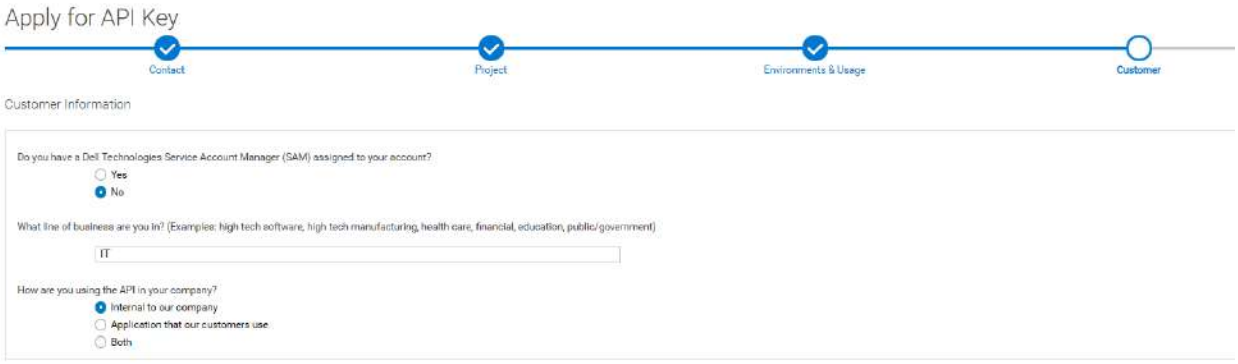


Fill in the required information:





(The number of API calls depends on the number of laptops you have; it's one call per 100 laptops)



After a few hours/days, you will receive an email notification saying that your API key is ready.

Log in to your Tech Direct Portal: https://tdm.dell.com/portal
Then click on API's > Manage API Keys
Here you can find your API key. We will need it during our connector setup page:

6. Support and Troubleshooting

6.1 Service Level Agreement (Support SLA)

- ✓ **Support Hours of Operation:** 8 am - 5 pm CET
- ✓ **Support Days of Operation:** Monday – Friday (except Belgian public holidays)
- ✓ **Contact Details:**
  - Phone: +32 2 895 46 00
  - Email: supportdesk@asp.be
  - Web: https://www.asp.be

6.2 Troubleshooting

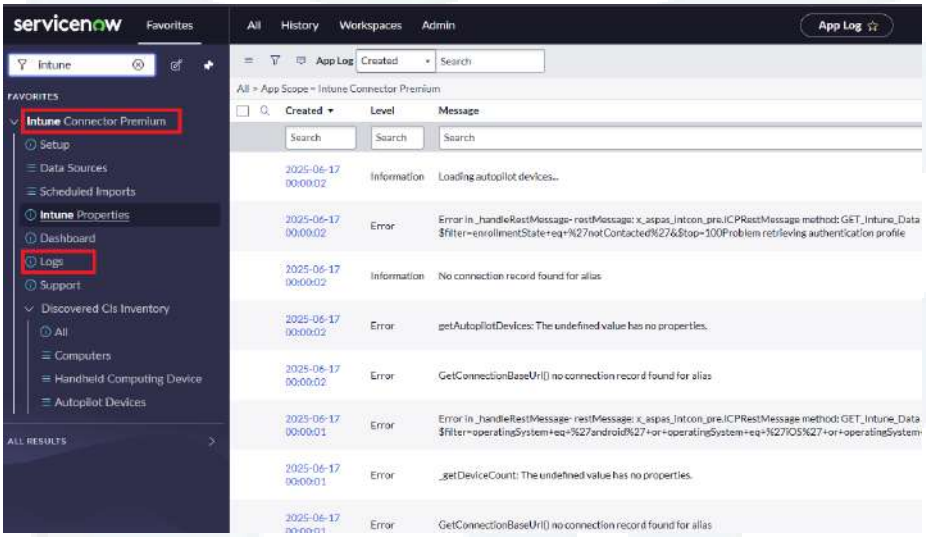
Issue 1: Troubleshooting Connection Issue:

In this scenario, you are dealing with an Intune Connector Premium integration error in ServiceNow. The issue is related to the inability to establish a connection between ServiceNow and Microsoft Intune. The problem could stem from several factors, including misconfigurations in connection details (e.g., client ID, client secret, token URL), incorrect permission settings in the Azure application, or other issues related to the connection setup.

1. **Steps to identify the issue:**
   - ✓ **Check System Logs:**

     Navigate to the **Intune Connector Premium -> Logs** module in ServiceNow.

     Look for specific error entries that indicate connection failures or authentication issues.

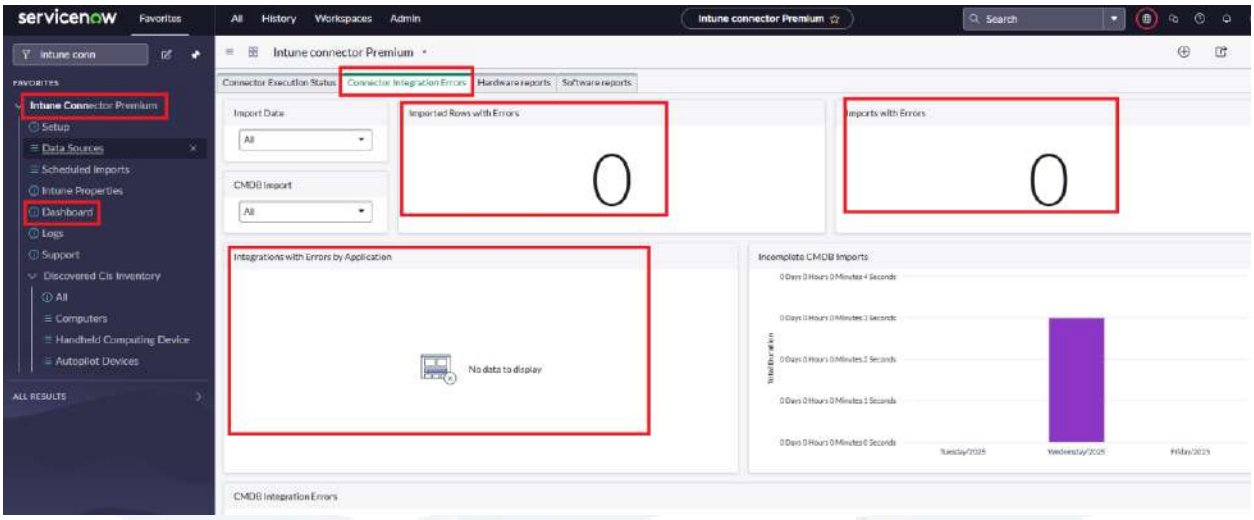


   - ✓ **Test Connection:**

     Open the guided setup and proceed to the "**Test Connection**" task.

     Review the test result and response to determine if the connection is successful or if errors persist.

   - ✓ Check Intune integration progress and errors from "**Intune Connector Premium.**"



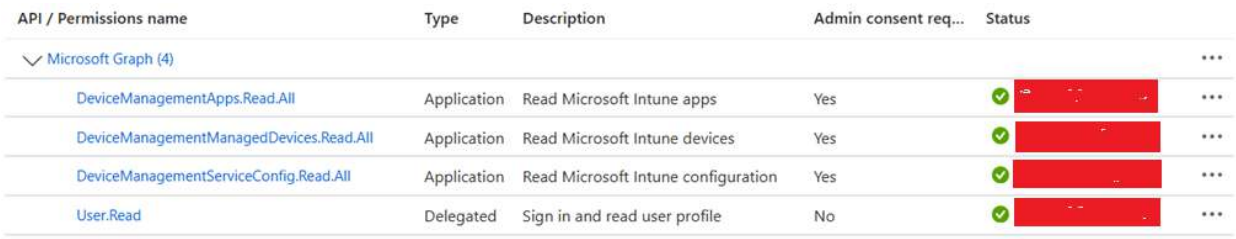
2. **Steps to correct the issue:**

Verify Connection Credentials:

- ✓ Ensure that the Azure Application Client ID, Client Secret, and Token URL are correctly configured in the Application Registry record in ServiceNow.
- ✓ Double-check these credentials against your Azure configuration to confirm accuracy.

Check Azure Application Permissions:

- ✓ Log in to your Azure portal and navigate to the registered Azure application used for the Intune Connector Premium.
- ✓ Ensure that the application permissions are set to "Application" permissions and not "Delegated" permissions.
- ✓ This permission level is critical for the proper functioning of the integration.
- ✓ Required Permissions:
  - DeviceManagementManagedDevices.Read.All
  - DeviceManagementApps.Read.All
  - DeviceManagementServiceConfig.Read.All
  - User.Read (Add only if it is not added by default)



API / Permissions name	Type	Description	Admin consent req...	Status
Microsoft Graph (4)				
DeviceManagementApps.Read.All	Application	Read Microsoft Intune apps	Yes	
DeviceManagementManagedDevices.Read.All	Application	Read Microsoft Intune devices	Yes	
DeviceManagementServiceConfig.Read.All	Application	Read Microsoft Intune configuration	Yes	
User.Read	Delegated	Sign in and read user profile	No	

3. **Test with Postman (Optional):**

   If the issue persists, use Postman to manually test the connection.

   Configure the connection with the same credentials and settings used in ServiceNow.

   Validate that the credentials are correct and that the connection works in Postman.

   If the connection succeeds in Postman but fails in ServiceNow, recheck the ServiceNow configuration for discrepancies.

Issue 2: Unable to Open the Guided Setup:

!! Known issues on some ServiceNow instance versions: The Guided Setup needs to be republished after the application installation. Please refer to this section for a quick workaround!!

In this scenario, the user is unable to launch the Guided Setup for the Intune Premium Connector application in ServiceNow. This issue may occur due to missing or outdated plugins, unrefreshed system cache after plugin installation, or the Guided Setup being in a complete state without the option to reconfigure. As the Guided Setup is essential for configuring connection settings and scheduled jobs, it's critical to resolve access issues promptly. This section outlines the step-by-step process to diagnose and fix the problem to ensure continued configuration capability.

If the Guided Setup page does not load or fails to open at the 3rd Step, follow the steps below:

1. Verify Required Plugins Are Installed
Ensure the following plugins are installed and active on your instance:

- ✓ List of Plugins Required for Guided Setup:
- ✓ Guided Setup(sn_ads_setup) all apps
- ✓ Guided Setup - Legacy(sn_guided_setup)
- ✓ Playbook Experience (sn_playbook_exp)
- ✓ Playbook Experience Components (now_playbook_exp)
- ✓ PAD (sn_pad_content) Process Automation Content

2. Update Plugins if Needed

If any of the required plugins are outdated, update them to the latest supported versions. After updating, **refresh the instance** and attempt to launch the Guided Setup again.

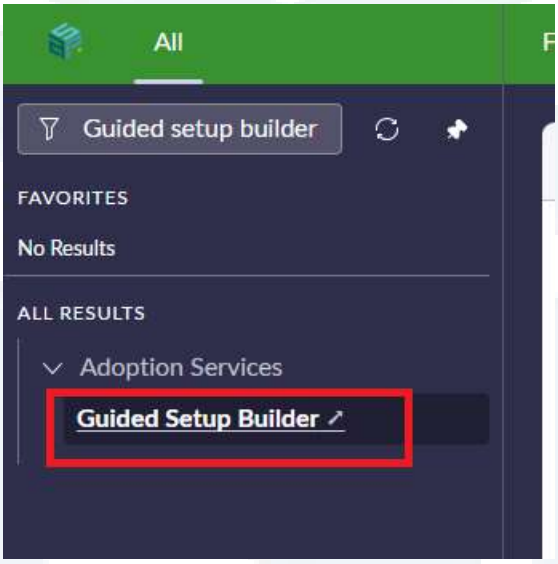
3. Force Edit and Re-Activate the Guided Setup
If the setup still doesn't open:

a. Navigate to:

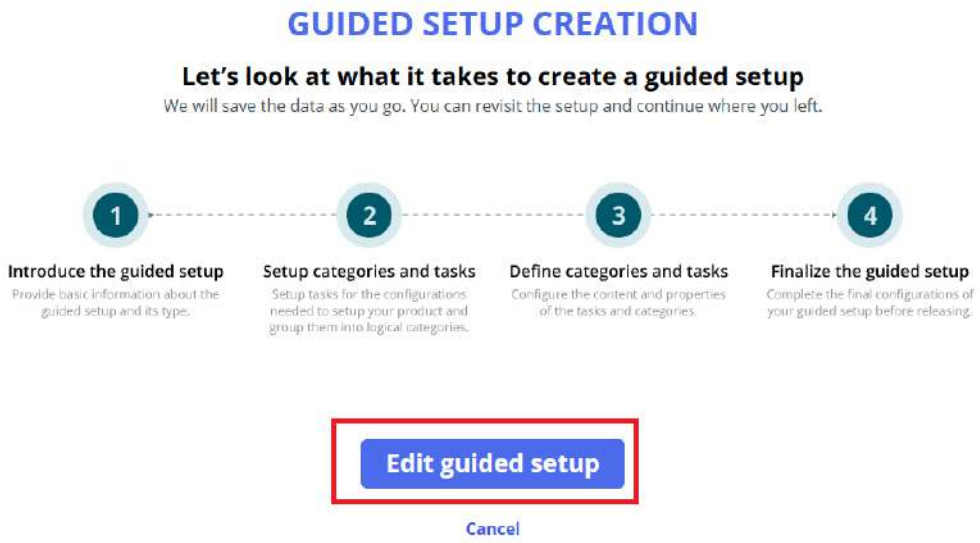
https:// <instance-domain >.service-now.com/now/build/adoptionservices/introduction/6443e1a447f292108456f867436d4301

Or

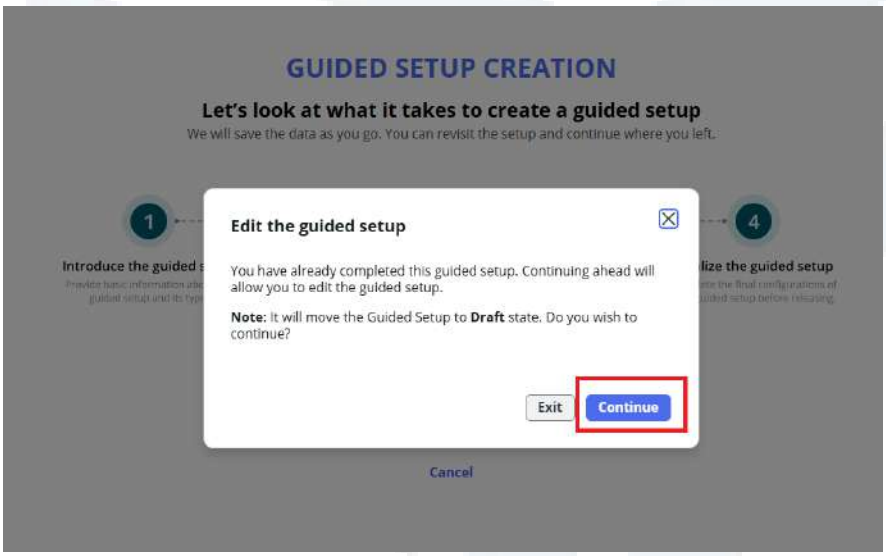
Navigate to Adoption Services > Guided Setup Builder >



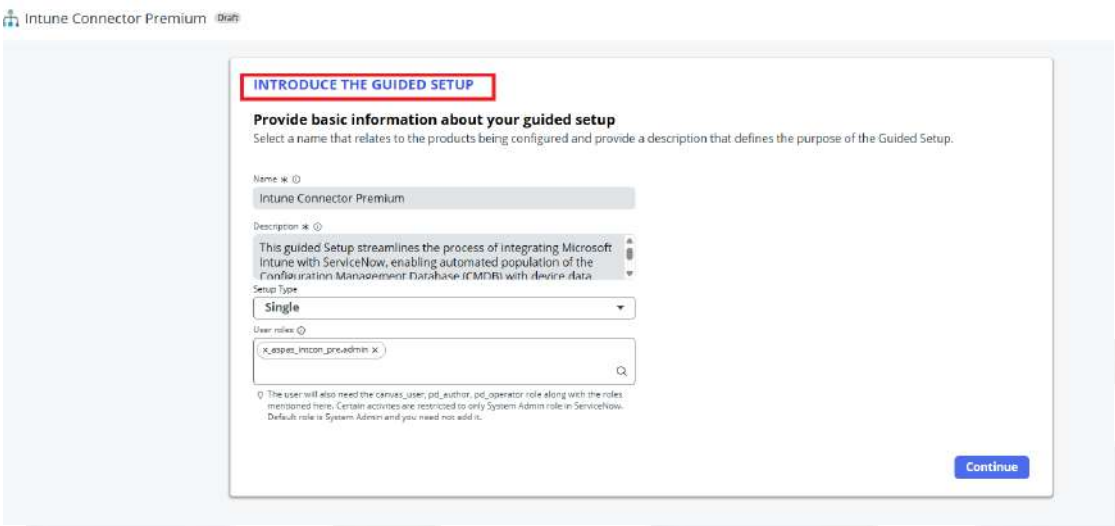
b. Locate the Intune Connector Premium guided setup.



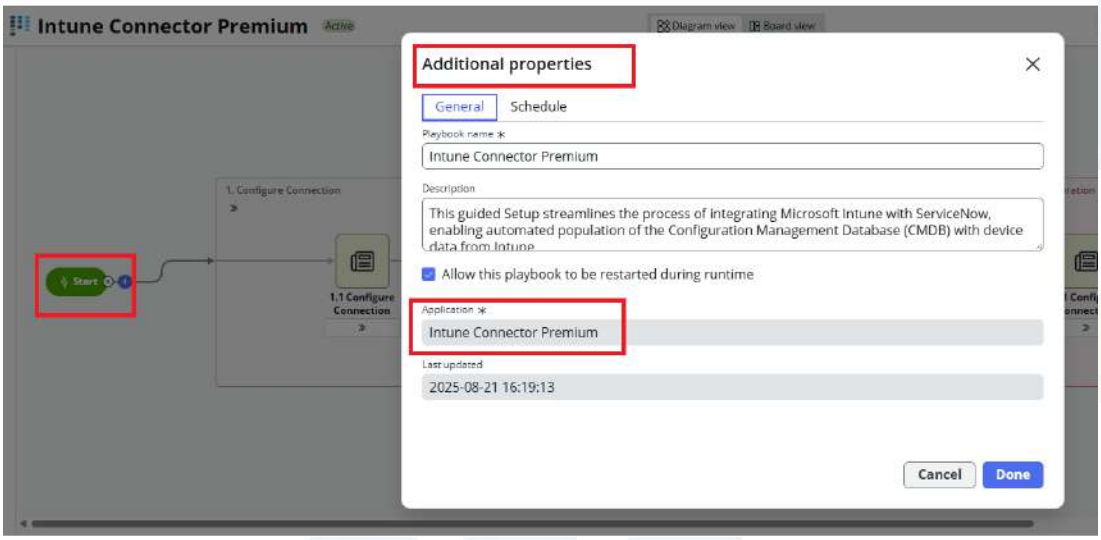
c. Click Edit Guided Setup. A pop-up will appear:
"You have already completed this guided setup. Continuing ahead will allow you to edit the guided setup.
Click **Continue**.



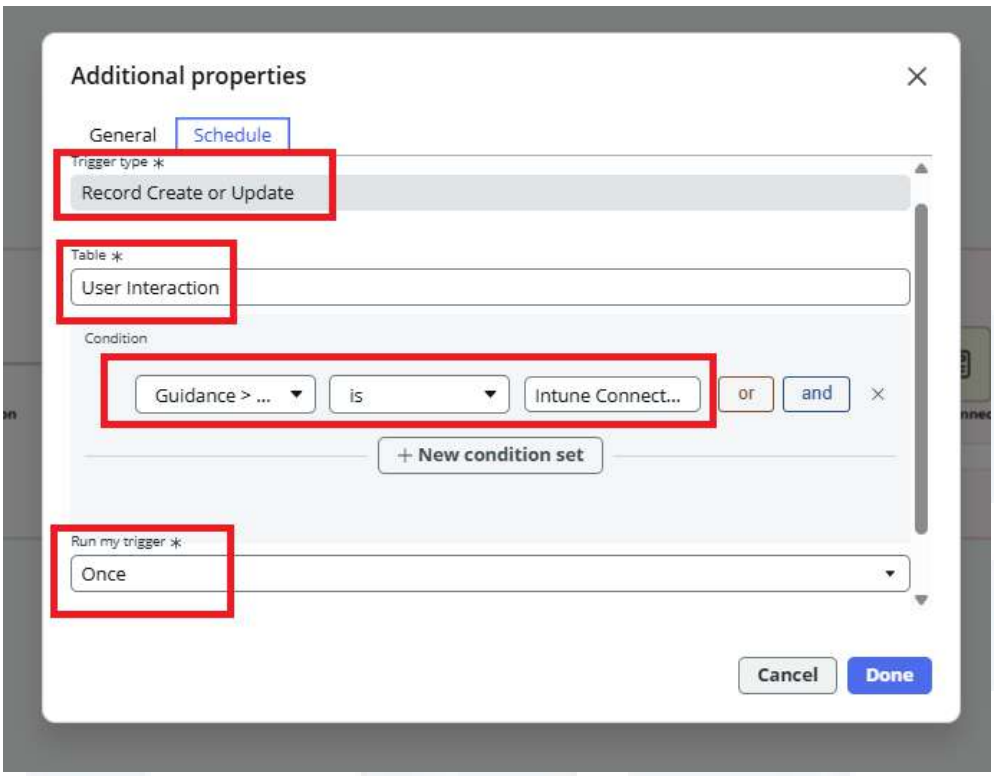
d. On the "INTRODUCE THE GUIDED SETUP" page, do not make changes; just click Continue.



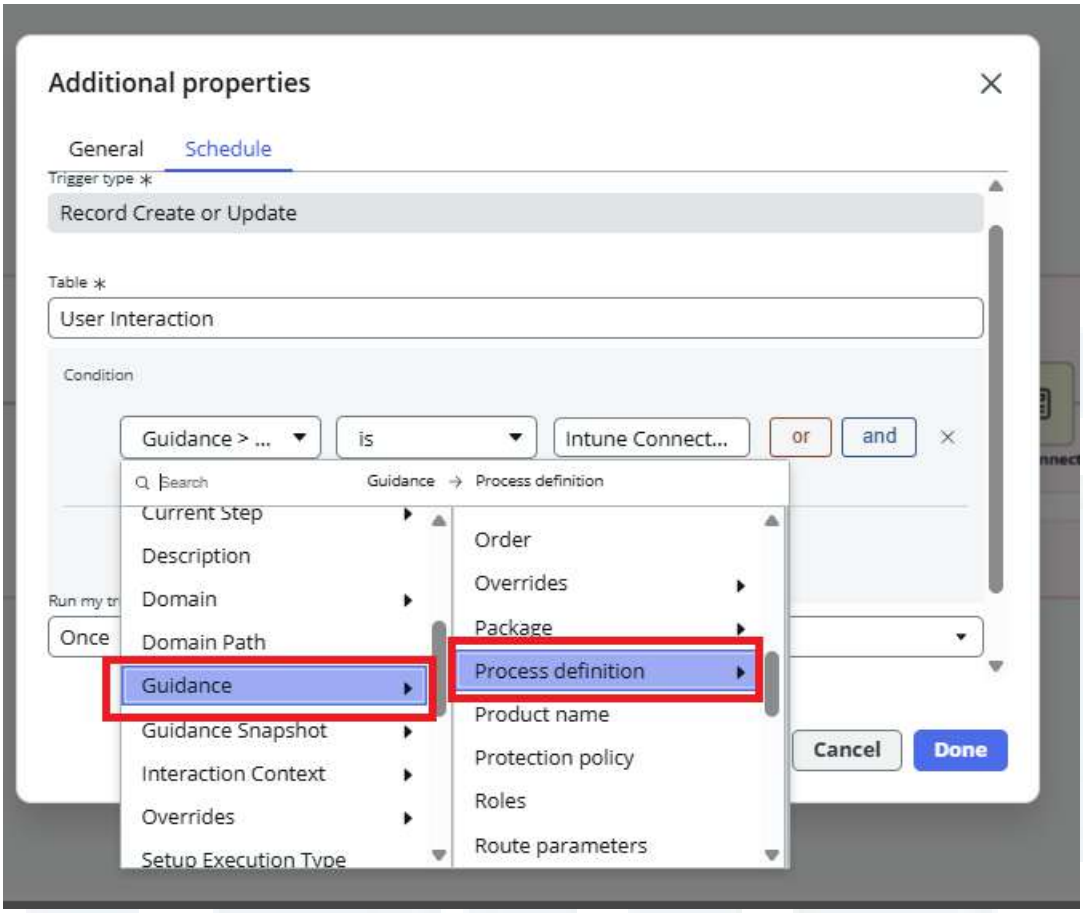
e. If you are facing an issue in the triggering Step, please check that the configuration is as follows



Check the Schedule tab

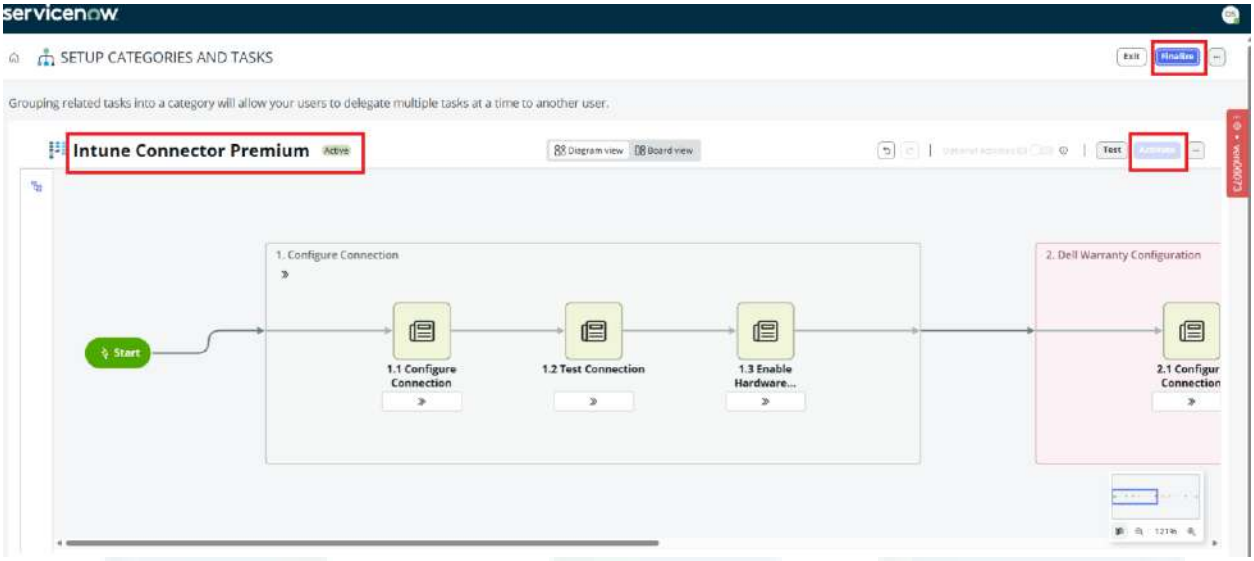


If the Conditions are missing, please setup is like below and the Process Definition as an "**Intune Connector Premium**"

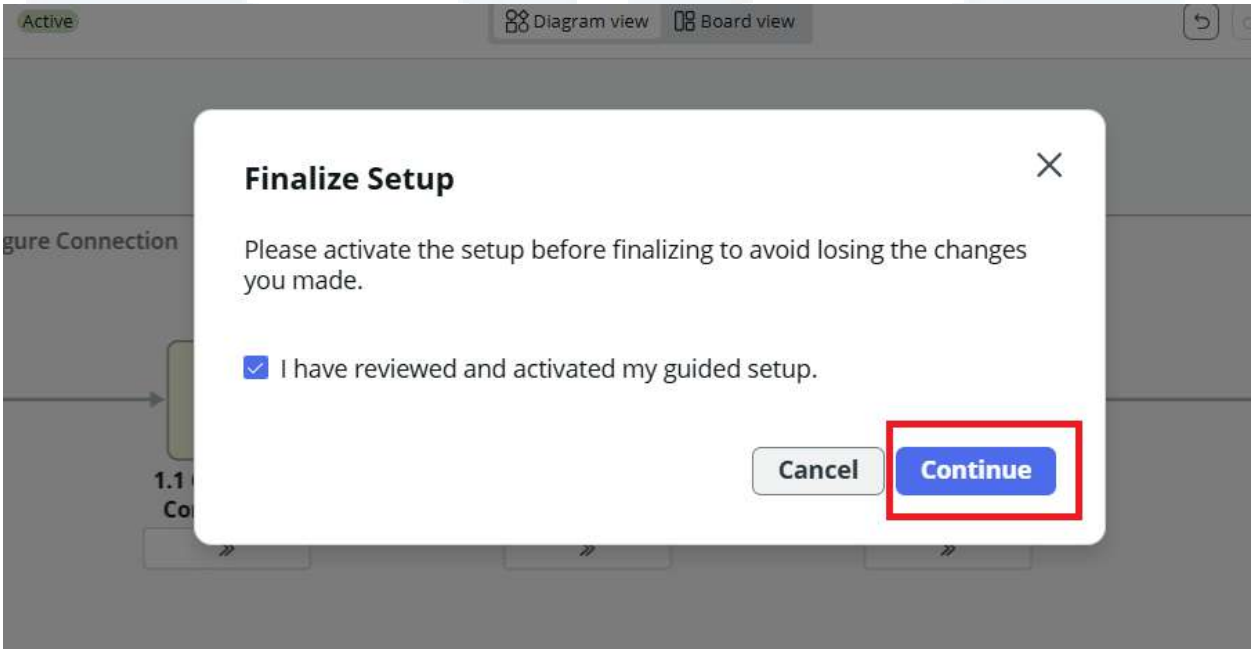


f. You'll land on the "SETUP CATEGORIES AND TASKS" page.

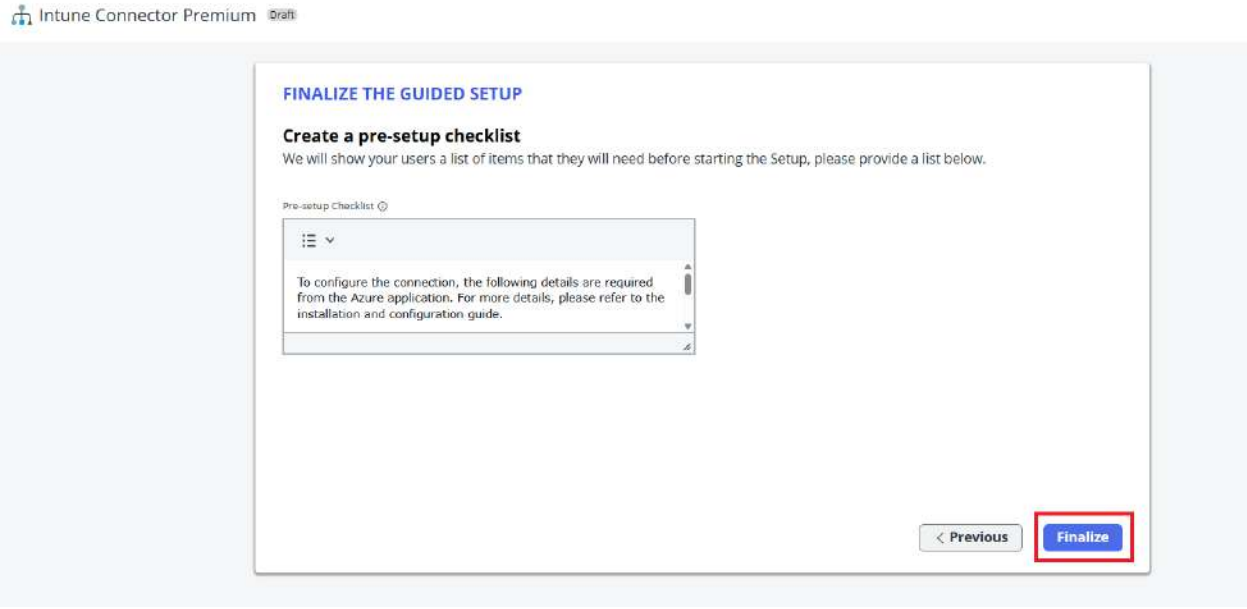
g. If the Activate button is visible, click Activate, then click Finalize.

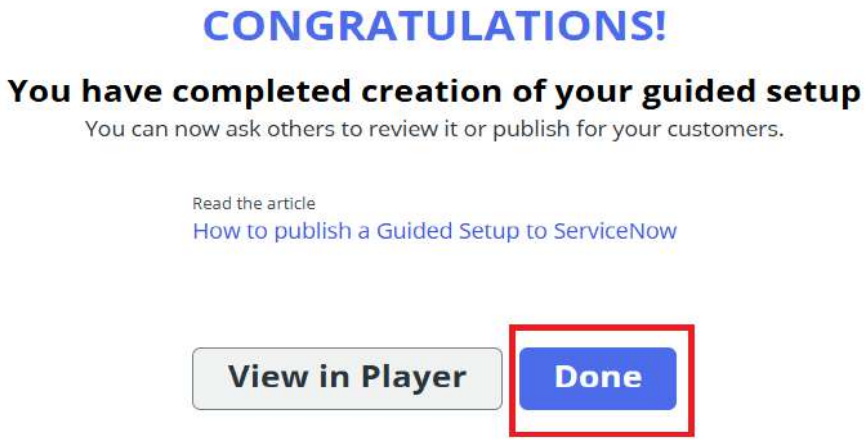


h. Another confirmation pop-up will appear:
"Finalize Setup – Please activate the setup before finalizing to avoid losing the changes you made."
Tick the checkbox: and then Click **Continue**,



i. Then on the next screen (FINALIZE THE GUIDED SETUP), click Finalize, and finally Done.





After completing these steps, the Guided Setup for the **Intune Connector Premium** should become accessible again.

Issue 3: Upgrading the connector from V1.0.0 to V2.0.0 (or 3.0.0)

You are attempting to upgrade the **Intune Connector Premium** from **version 2.0.0 to 3.0.0 (or 3.1.0)** in a **ServiceNow** instance. However, the **Guided Setup fails to load** due to outdated or incompatible plugins and applications.

- ✓ Guided Setup does **not load** or show a **blank screen**.
- ✓ Logs may show errors related to **missing modules or components**.
- ✓ The upgrade to version 2.0.0 either **fails silently** or throws compatibility errors.

Steps to Correct the Issue

Before upgrading the connector, update the following plugins and applications from the System Applications > All Available Applications > All Module:

Update These Applications to Latest Versions:

- ✓ Guided Setup (sn_ads_setup)
- ✓ Guided Setup – Legacy (sn_guided_setup)
- ✓ Playbook Experience (sn_playbook_exp)
- ✓ Playbook Experience Components (now_playbook_exp)
- ✓ PAD – Process Automation Designer Content (sn_pad_content)

Proceed with Connector Upgrade

Once the above components are updated:

- ✓ Navigate to Intune Connector Premium > Guided Setup.
- ✓ Confirm the Guided Setup loads properly and progresses through steps.
- ✓ Begin the upgrade from **V1.0.0** to V**2.0.**0.
- ✓ Monitor the upgrade process and check the Logs and Plugin status if errors persist.

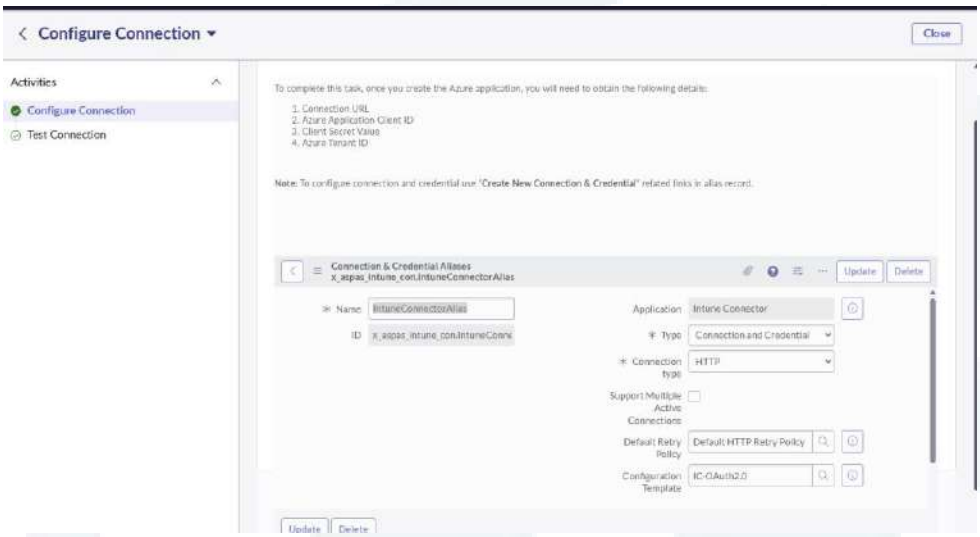
Optional: Post-Upgrade Validation

- ✓ After upgrading:
- ✓ Run the **Test Connection** task.
- ✓ Validate that CMDB sync and other connector functionalities operate as expected.
- ✓ Monitor the **CMDB Integration Dashboard** for any sync errors or failures.

Issue 4: Troubleshooting Connection Issue:

Attempting to switch from the development/testing Intune environment to the production environment, but:

- ✓ Connections persist even after reinstalling the connector.
- ✓ In Guided Setup edit options for existing connection details are grayed out.

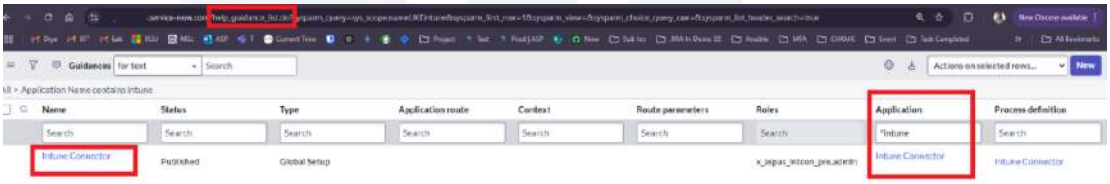


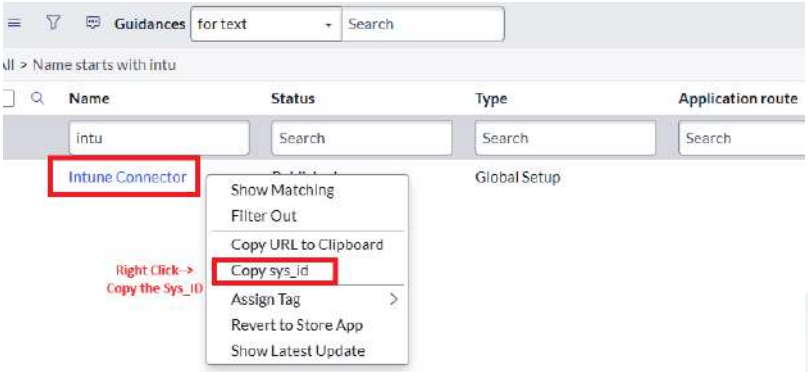
Step 1: Update the Guidance Record

Navigate to the **Guidances**[help_guidance] table.

Filter by: **Application: Intune Connector / Intune Connector Premium**

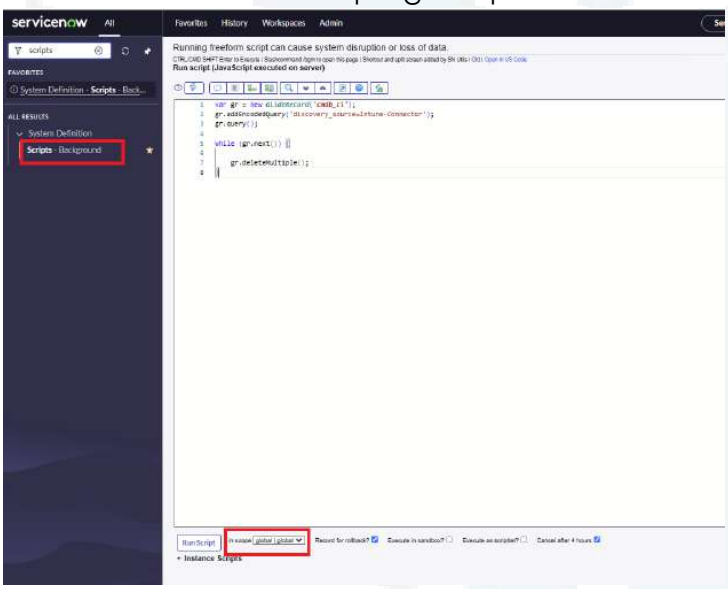
Copy the **sys_id** of the relevant record. You can find the **sys_id** by right-clicking on the Intune Connector name.





Replace the existing sys_id in your custom script or configuration with the copied one (if applicable).

Note: To execute the scripts given please use the **Script- Background**



Note:

- This script will be there already but just for your reference, replace in this script the early copied sys_id.
- Make sure to select the Global Scope before executing the script

```
//remove all the user help step configuration related to Intune Connector Premium guided setup
var helpGidanceStepGr = new GlideRecord('help_guidance_step');
helpGidanceStepGr.addEncodedQuery('guidance=6443e1a447f292108456f867436d4301');
helpGidanceStepGr.query();

var encQ = '';
while (helpGidanceStepGr.next()) {

   encQ = 'step=' + helpGidanceStepGr.getValue('sys_id');

   //get user steps
   var helpUserStepGr = new GlideRecord('help_user_interaction_step');

   helpUserStepGr.addEncodedQuery(encQ);

   helpUserStepGr.query();

   while (helpUserStepGr.next()) {

      helpUserStepGr.deleteRecord();

   }
}
///remove user help interaction related to related to Intune Connector Premium guided setup
var helpUserInterGr = new GlideRecord('help_user_interaction');
helpUserInterGr.addEncodedQuery('guidance=6443e1a447f292108456f867436d4301');
helpUserInterGr.query();

while (helpUserInterGr.next()) {

   helpUserInterGr.deleteRecord();
}
```

Step 2: Clean Up Old Connection Data

- ✓ Remove Connections and Credentials
- ✓ Connection Table[sys_connection]
- ✓ Credential Table [discovery_credentials]

Step 3: Clean CMDB CI Data and Sources Data(Optional – If Duplicate Entries Exist)

Use the script below to delete CMDB entries populated via Intune Test Connection:

```
//Clean Cmdb_ci data

var gr = new GlideRecord('cmdb_ci');
gr.addEncodedQuery('discovery_source=Intune-Connector');
gr.query();
while (gr.next()) {
   gr.deleteRecord(); // deleteMultiple() can be used in batch jobs
}

//Clean the sys_object_source

var gr = new GlideRecord('sys_object_source');
gr.addEncodedQuery('name=Intune-Connector');
gr.query();
while (gr.next()) {
gr.deleteMultiple();
}
```

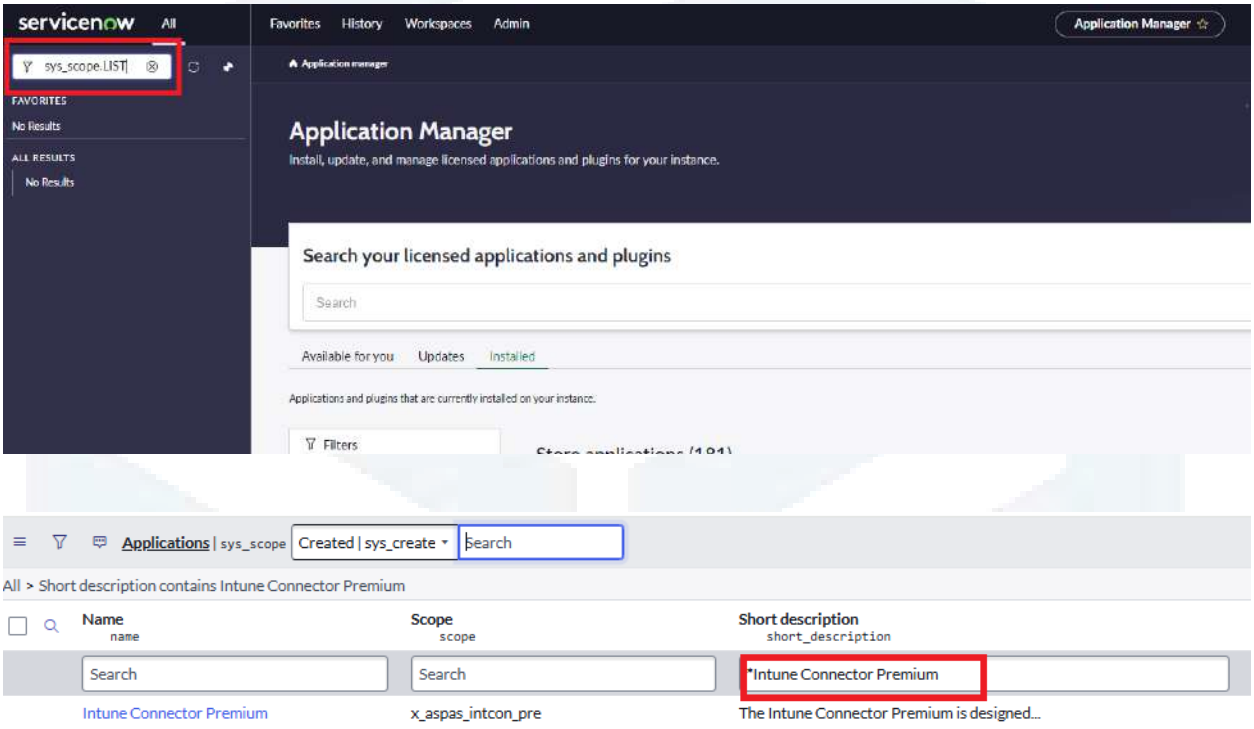
Step 4: Reset and Relaunch Guided Setup

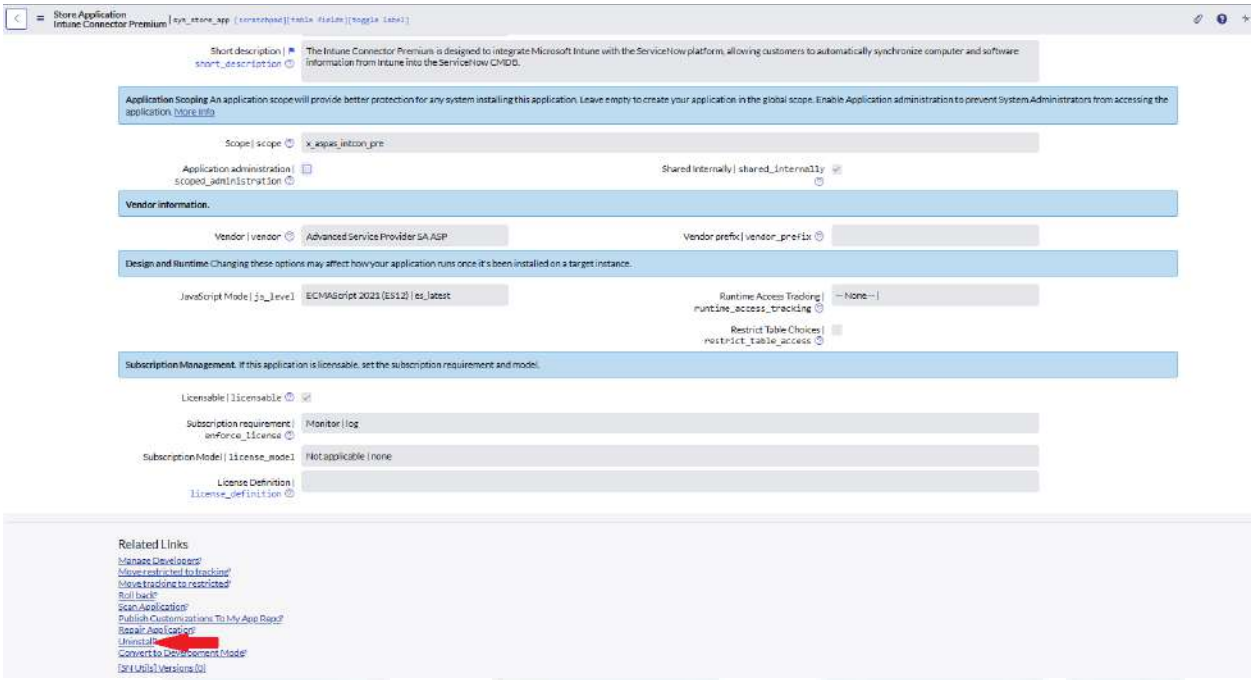
- ✓ Clean/reset the **Guided Setup** related to the Intune Connector.
- ✓ Relaunch the Guided Setup.
- ✓ This will allow you to configure the **production environment** cleanly without being blocked by leftover development/test configurations.

6.3 Uninstallation Guide

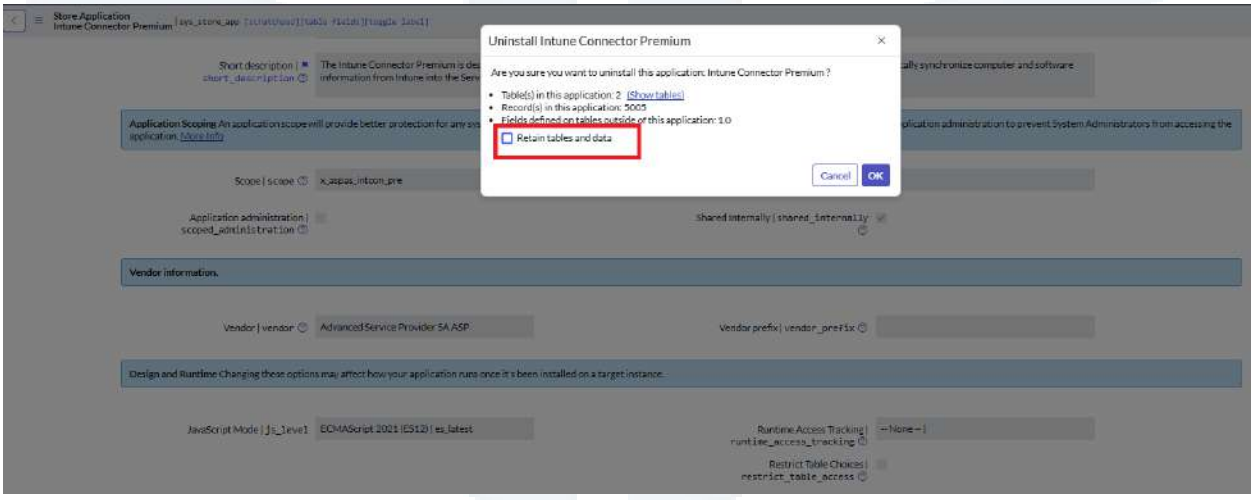
ServiceNow allows administrators to uninstall applications installed from the ServiceNow Store directly from their instance. This feature provides flexibility in managing applications and maintaining your instance's resources. To uninstall an application from your instance, follow the instructions below.

- ✓ To open the application record for the "**Intune Connector Premium**" application, go to **sys_scope.LIST** from the main navigation, search for "Intune Connector Premium" in the short description field, and open the application file.



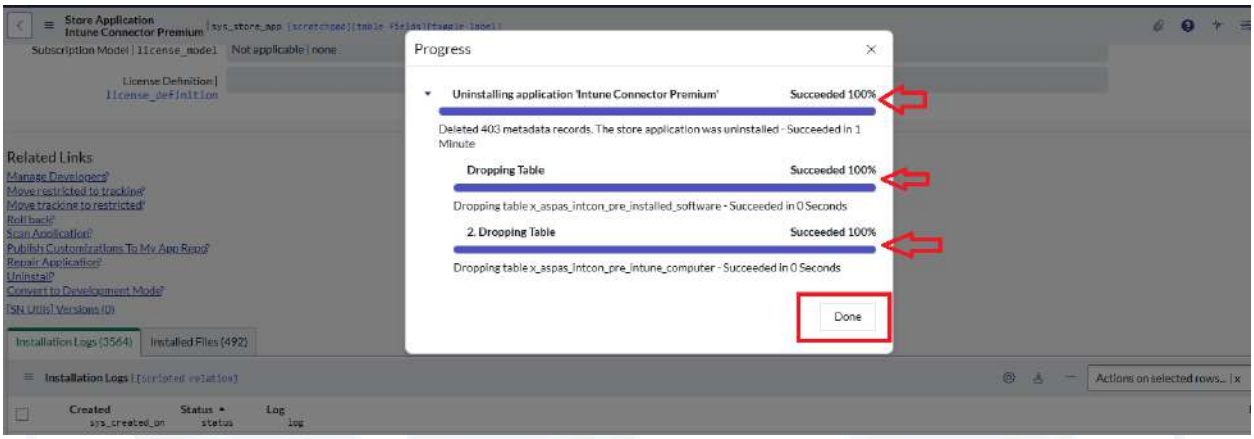


- ✓ In the pop-up, you can unselect "**Retain tables and data**" and click "OK." This will remove the import set table and import set data from the instance.
- ✓ **Note:** This action will not delete actual CMDB data, such as computer and software records.



- ✓ Once the above process is **100%** you can close the window.
- ✓ **Note:** Data recorded like connection, and credential created during application configuration process, will not be removed by the above step you have to remove those records manually.

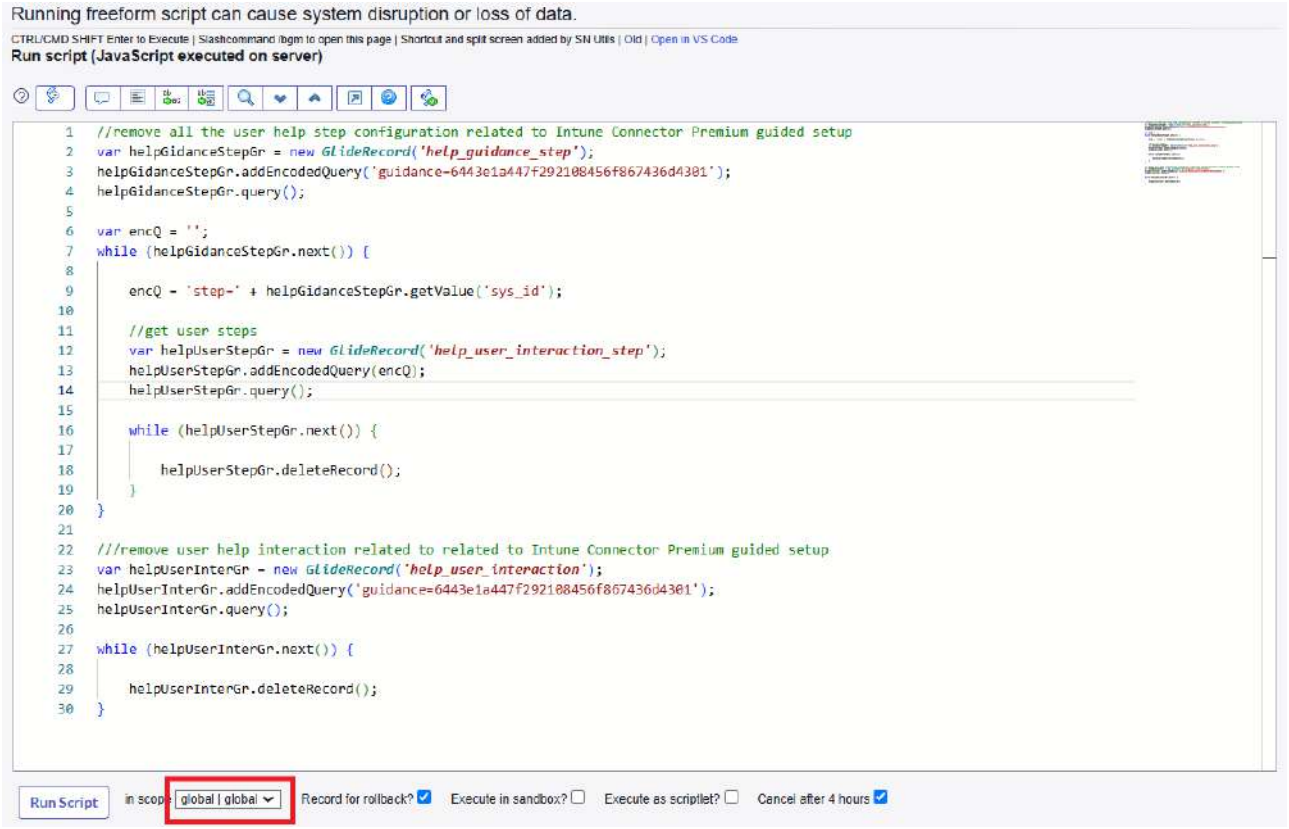
- ✓ You can find it **Connection & Credentials -> Connection and Connection & Credentials - Credentials**



- ✓ Once you configure the guided setup it will create user related data in tables "**help_user_interaction**" and "**help_user_interaction_step**". To remove those data, execute the following script in global scope.

```
//remove all the user help step configuration related to Intune Connector Premium guided setup
var helpGidanceStepGr = new GlideRecord('help_guidance_step');
helpGidanceStepGr.addEncodedQuery('guidance=6443e1a447f292108456f867436d4301');
helpGidanceStepGr.query();
var encQ = '';
while (helpGidanceStepGr.next()) {
   encQ = 'step=' + helpGidanceStepGr.getValue('sys_id');

   //get user steps
   var helpUserStepGr = new GlideRecord('help_user_interaction_step');
   helpUserStepGr.addEncodedQuery(encQ);
   helpUserStepGr.query();
   while (helpUserStepGr.next()) {
   helpUserStepGr.deleteRecord();
   }
}
///remove user help interaction related to related to Intune Connector Premium guided setup
var helpUserInterGr = new GlideRecord('help_user_interaction');
helpUserInterGr.addEncodedQuery('guidance=6443e1a447f292108456f867436d4301');
helpUserInterGr.query();
while (helpUserInterGr.next()) {
   helpUserInterGr.deleteRecord();
}
```



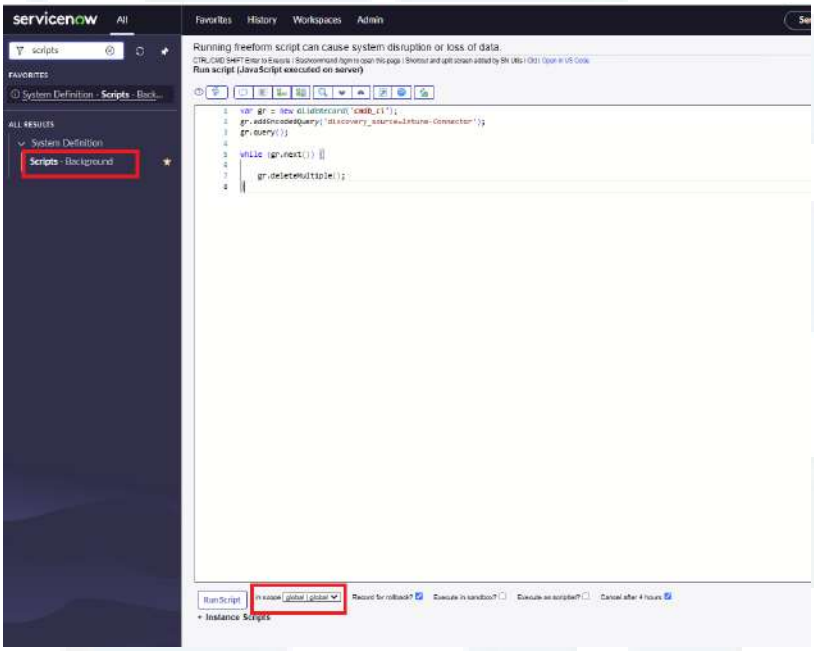
- ✓ As mentioned above, application uninstallation will not remove the data created in system tables like computer, software, etc. If you don't want to keep the data, you can remove the data by executing the script on the global scope

```
//Remove all the configuration item created by Intune Connector Premium
var ciGr = new GlideRecord('cmdb_ci');
ciGr.addEncodedQuery('discovery_source=Intune-Connector');
ciGr.query();

while (ciGr.next()) {

   ciGr.deleteMultiple();

}
```



Note: Once you run the above script, data created from Intune Connector Premium will be removed from bellow tables,

Table Display Name	Table Technical Name
Sources	sys_object_source
Network Adapters	cmdb_ci_network_adapter
Serial Numbers	cmdb_serial_number
Computers	cmdb_ci_computer
Handheld Computing Devices	cmdb_ci_handheld_computing
Software Packages	cmdb_ci_spkg
IP Address	cmdb_ci_ip_address
CI Relationships	cmdb_rel_ci
Software Instances	cmdb_software_instance
Assets	alm_asset

End of Document