SMARTTILE · SERVICEAUTOMATE™ · KASEYA IT GLUE

IT Glue, filed for you from your network

The reports, network diagrams and documents SmartTile already produces land in the right IT Glue organization as documents, and your devices become IT Glue configurations with one click. Nobody downloads a PDF just to upload it again.

SMARTTILE INTEGRATES WITH

Kaseya IT Glue — US, EU and AU regions — through the IT Glue REST API (JSON:API) with your own API key, mapped to one IT Glue organization per company.

HOW SMARTTILE AUTOMATES IT

Scheduled reports, autosaved network diagrams and uploaded documents are pushed as IT Glue documents automatically, de-duplicated by checksum. Devices are synced to IT Glue configurations on demand.

CATEGORY

Service
ServiceAutomate™

IT Glue is only as good as the last time someone updated it. The monthly report gets e-mailed but never filed, the network diagram in IT Glue is from last year, and the device list is out of step with what is actually on site. ServiceAutomate connects each SmartTile company to **its own** IT Glue account and files the documentation SmartTile already generates, so it is there when an engineer opens the organization.

What changes on the day it is switched on

THE MOMENT	TODAY	WITH SMARTTILE
A scheduled report goes out	It sits in inboxes. Someone may, or may not, download the PDF and upload it to IT Glue.	The same file is posted to the mapped IT Glue organization as a document titled *SmartTile Report — …*, when the schedule runs.
A network diagram changes	The diagram in IT Glue is whatever someone last exported.	Every diagram autosave pushes the SVG as *Network Diagram — <location>*. An unchanged diagram is skipped, never duplicated.
A document is uploaded to SmartTile	It lives in one place; the documentation platform never hears about it.	It is copied to the company's IT Glue organization in the background — the upload itself is never slowed or blocked.
The device list drifts	Configurations are typed by hand, or missing.	**Sync Configurations Now** matches each device by serial, then by name, updates the match or creates a new configuration.
“Did it actually file?”	Nobody knows.	Every push is a row in the push log and in the Automation Audit Ledger: posted, skipped or failed, with the IT Glue id.

How it goes live

1 Create a key

In IT Glue: **Account → API Keys**, generate a key. Note which region your account is in (US, EU or AU).

2 Connect

SmartTile **Service Automate → IT Glue**, pick the company, paste the key, choose the region, save, then **Test Connection**.

3 Map the organization

Pick the IT Glue organization from the list SmartTile reads from your account (or type its numeric id).

4 Choose what to push

Four switches, all **off by default**: reports, diagrams, documents, configuration sync. For configurations, set the IT Glue configuration type id.

What lands in IT Glue

Reports — scheduled only

When a scheduled report is delivered and covers exactly one company, the file is posted as an IT Glue document. On-demand downloads are not pushed.

Network diagrams

Each diagram autosave sends the SVG to the organization of the diagram's location. Checksum de-duplication means an unchanged drawing never creates a second document.

Documents

Files uploaded to SmartTile are copied to IT Glue in the background. Files over 7 MB are skipped and logged rather than failing the upload.

Configurations — on demand

Up to 1,000 devices per run: name, serial number, primary IP and hostname, with vendor, model, type, location and the SmartTile device number in the notes. Existing configurations are matched by serial, then name, and updated.

Exactly what SmartTile calls

GET `/organizations`
Test connection, and the organization list for mapping

GET `/organizations/:id/relationships/configurations?filter[serial_number]=…`
Find an existing configuration (then by `filter[name]`)

POST `/organizations/:id/relationships/configurations`
Create a configuration of your chosen type

POST `/organizations/:id/relationships/documents`
A report, diagram or uploaded file as a document with its attachment

PATCH `/configurations/:id`
Update a matched configuration

Security and control

Your key, your tenant

Each company stores its own key. It is encrypted at rest (AES-256-GCM) and only ever shown masked; SmartTile reads only that company's settings.

Nothing read back

SmartTile reads organization names and looks up configurations to match. It never reads passwords or flexible assets.

Switches at every level

Per company on/off, a switch per push type, and a platform kill switch held by SmartChoice.

Every push visible

Posted, skipped and failed pushes are rows in the Automation Audit Ledger, scoped to the tenant.

Common objections

OBJECTION	ANSWER
“Will it flood IT Glue with duplicates?”	No. A file whose checksum was already filed successfully for that company is skipped.
“We are on the EU (or AU) instance.”	Pick the region when you connect; SmartTile talks to that region's API.
“We don't want our device list overwritten.”	Configuration sync is a separate switch, off by default, and only runs when someone clicks **Sync Configurations Now**.
“What if IT Glue is down?”	Pushes are isolated: a failure is logged and never breaks the report, diagram save or upload.

The report you would have filed by hand is already in IT Glue — under the right organization.