IT Analytics Backup Manager Solution for ServiceNow Installation and Configuration Guide

Release 11.8

COHESITY

IT Analytics Backup Manager Solution for ServiceNow Installation and Configuration Guide

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3. If it is a hardware/firmware issue or is suspected to be a hardware/firmware issue, Cohesity provides information about the issue to the customer and requests that the customer open a support ticket with the appropriate partner.
4. If needed, Cohesity Support can join a three-way call with the partner and the customer.
5. The customer informs Cohesity Support on the progress of the partner's case.

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Chapter 1

IT Analytics ServiceNow App Overview

This chapter includes the following topics:

- Backup Manager Overview
- Prerequisites

Backup Manager Overview

IT Analytics Protection Suite captures backup and data protection events from major backup vendors and provides one unified view of your enterprise data protection from a centralized portal. Backup operators are alerted about problems such as unprotected or under-protected clients and backup failures. Intelligent analytics provide proactive insights about clients at risk for RTO failure.

The IT Analytics ServiceNow App allows IT Analytics-detected backup issues to automatically create incidents in ServiceNow. Users in ServiceNow can see the key issue details such as client, policy, error number/message, and so on to quickly resolve the problem. Backup details, incident numbers, and status are automatically synchronized between the IT Analytics and ServiceNow applications to provide the full audit trail required for compliance.

This installation guide walks you through the steps you need to take within your ServiceNow application and the IT Analytics Portal to deploy and configure the IT Analytics ServiceNow App to integrate the two systems.

Prerequisites

- Previously installed and operational IT Analytics version 11.8 or later

- ServiceNow application (NewYork, Orlando, Paris, or later). See *ServiceNow Configurations* section in the *IT Analytics Certified Configurations Guide* for the most current supported versions.

Chapter 2

Install and Configure

This chapter includes the following topics:

- Overview
- Initial Setup on IT Analytics Portal
- ServiceNow Configuration - Part One
- MID server installation on IT Analytics Portal server
- ServiceNow Configuration - Part Two

Overview

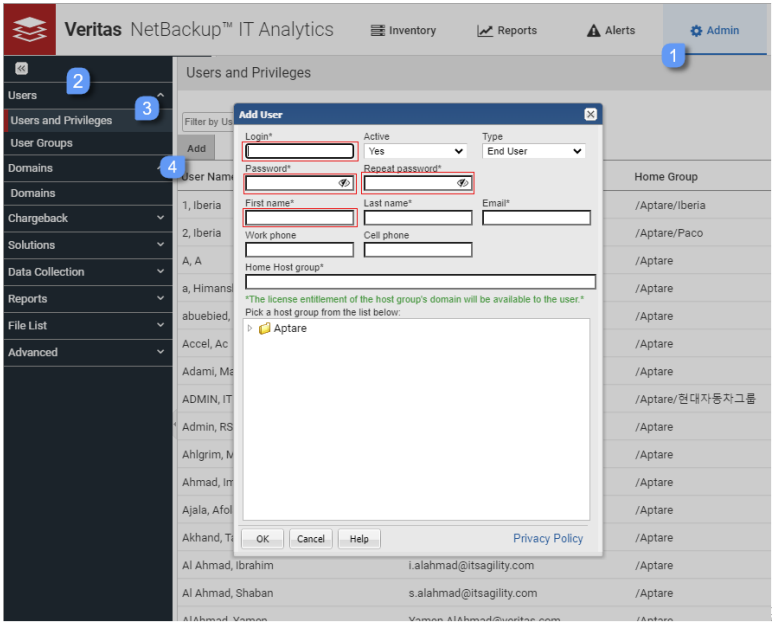
Installation and configuration requires coordination between the ServiceNow application and your IT Analytics environment. Alternate between the two applications to complete the installation. Certain operations require System Administrator privileges.

Initial Setup on IT Analytics Portal

The IT Analytics ServiceNow App makes REST API calls back to the IT Analytics Portal to update the jobs in the IT Analytics system with the ServiceNow Incident Status and Incident Number. This API call requires a valid user ID and password within the IT Analytics Portal. To set this up:

Create a user account

1. Create a new user account in the IT Analytics Portal and note the username and password. This new user does not require any specific privileges.

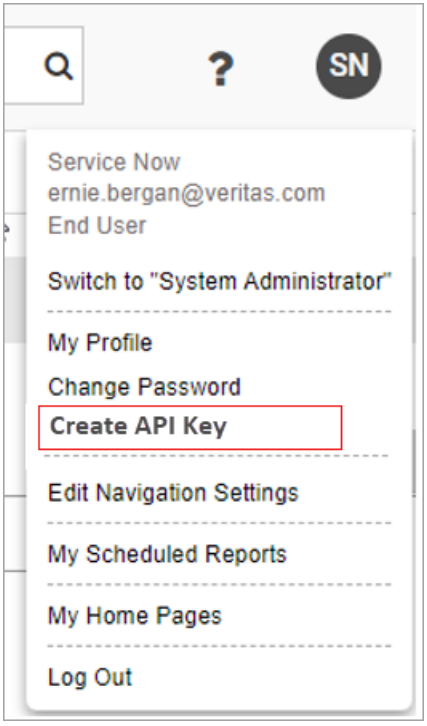


2. Log into the IT Analytics Portal with this username/password and accept the EULA.

   For details on how to create users, refer to the *IT Analytics User Guide* and search for *Creating Portal User Accounts*.

Authorize API Access

1. Log into IT Analytics Portal API interface as the user created above and authorize access.
2. Right-click on the initials of the ServiceNow account user in the upper right, then select the **Create API Key option**.



3. Save or note down the API key.

Add advanced parameter

1. Login as IT Analytics Portal administrator and go to **Admin** > **Advanced** > **System Configuration** > **Custom Parameters** and click **Add**.
2. Create a new custom parameter with **Custom Parameter Name** as **portal.legacy.restapi.allow** and **Custom Parameter Value** as **True**.
3. Remember to click **Save and Apply**.

ServiceNow Configuration - Part One

The first part of the ServiceNow configuration consists of the following steps:

1. Step-1: Create MID server. Skip this step if you have an existing MID server.
2. Step-2: Create a MID server user
3. Step-3: Set MID server user role
4. Step-4: Set the base URL
5. Step-5: Configure the data source
6. Step-6: Set REST API callback User and Password
7. Step-7: Set REST message or HTTP method to use MID Server

Step-1: Create MID server

You can skip this step if you already have an existing MID server.

Inside your IT Analytics ServiceNow App:

1 Create a new MID Server record using the **Filter Navigator** to search for **MID Server**.

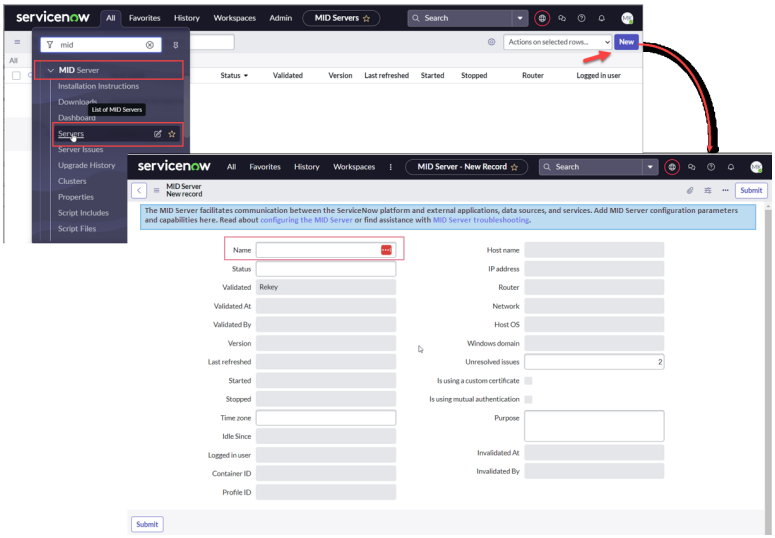
2 Select **MID Server**.

3 Go to **MID Server** > **Servers**.

4 Click **New** to create a new MID Server record.

5 Enter the name of the new MID Server. For example: **NITAMID**.

Figure 2-1 Create MID Server

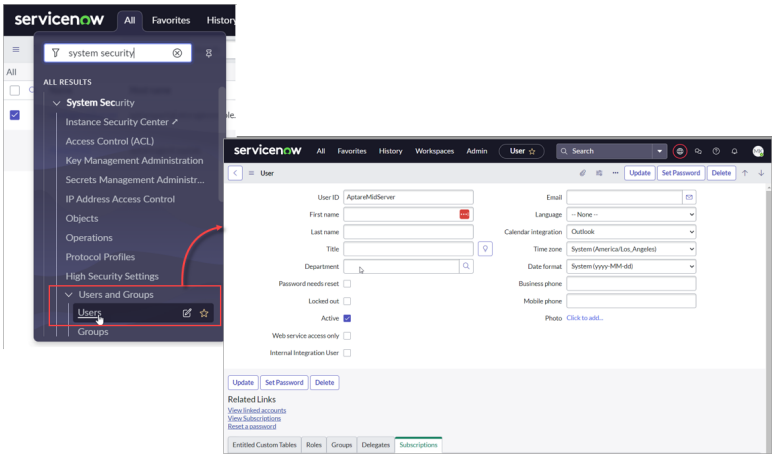


Step-2: Create a MID server user

Inside your IT Analytics ServiceNow App:

1. Use the **Filter Navigator** to search for **System Security**.
2. Select **Users and Groups** under **System Security**.
3. Select **Users**.
4. Select **New** to create new user and save the user ID and password for later use.

Figure 2-2 Create a MID Server user

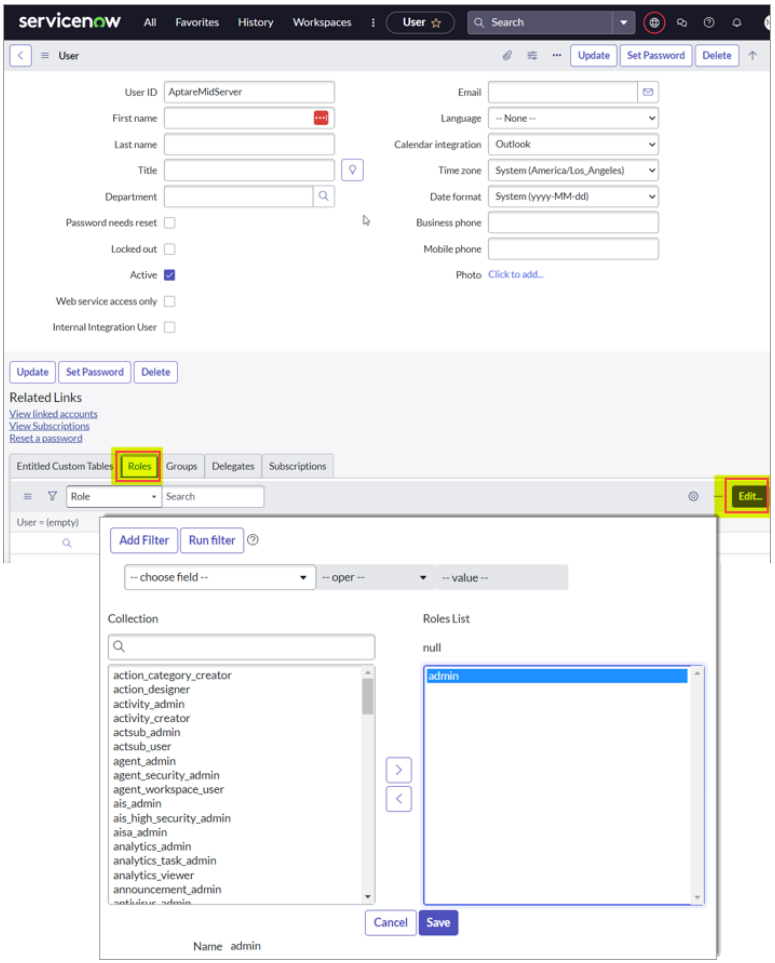


Step-3: Set MID server user role

Inside your IT Analytics ServiceNow App:

1. Select the user that you just created in the previous step.
2. Select **Roles** and click **Edit**.
3. Double-click **admin** to select the role and hen click **Save**.

Figure 2-3 Set MID Server user role



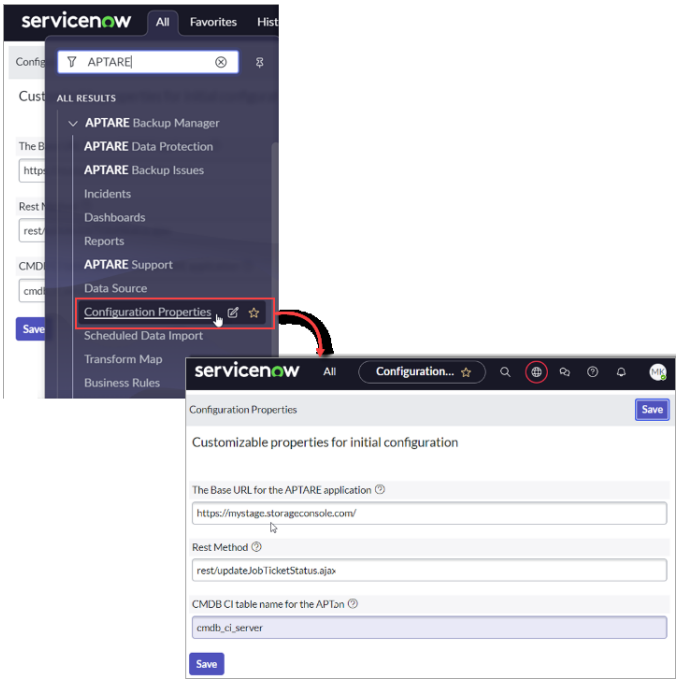
Step-4: Set the base URL

Inside your IT Analytics ServiceNow App:

1. User the **Filter Navigator** to search for **APTARE**.
2. Select **Configuration Properties**.
3. Set the value of **BaseURL** to the URL of the IT Analytics Portal instance.

   For example: https://itanalyticsportal.companydomain.com/

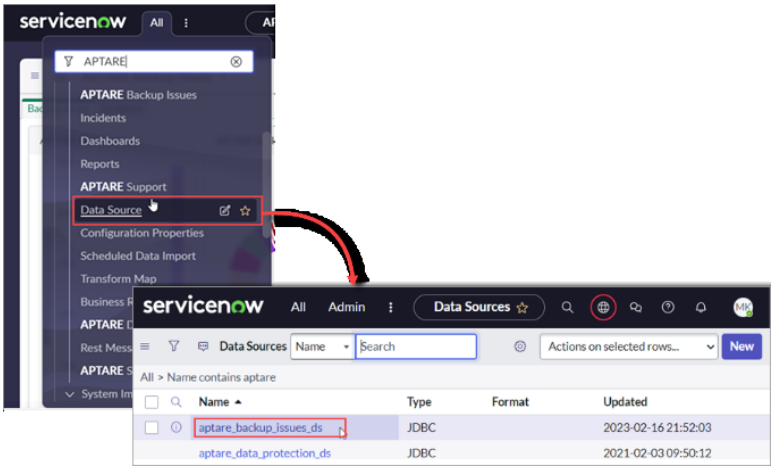
Figure 2-4 Set base URL



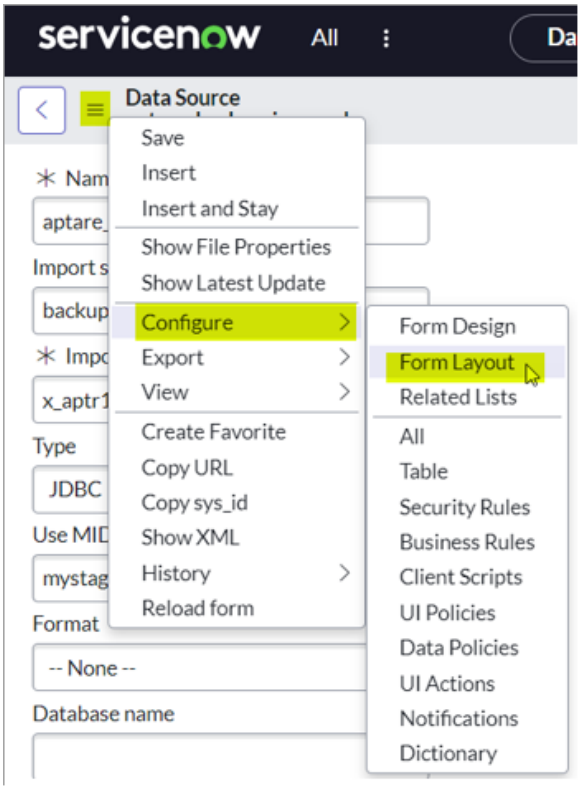
Step-5: Configure the data source

Inside your IT Analytics ServiceNow App:

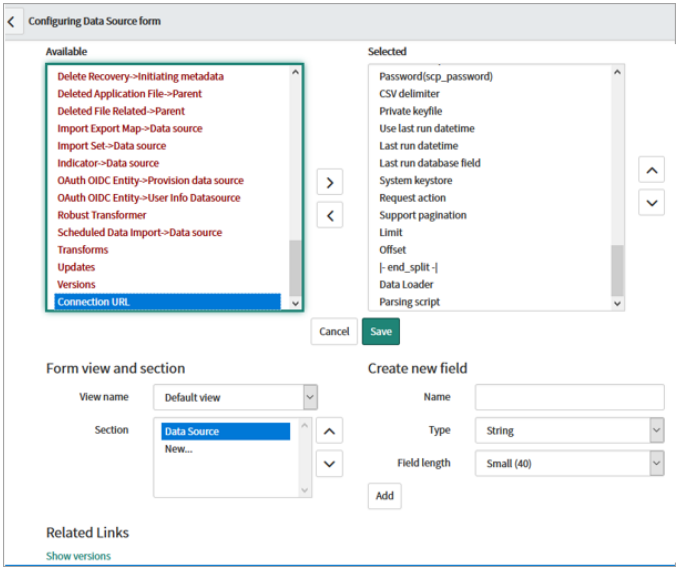
1. Use the **Filter Navigator** to search for **APTARE**.
2. Select **Data Source**.



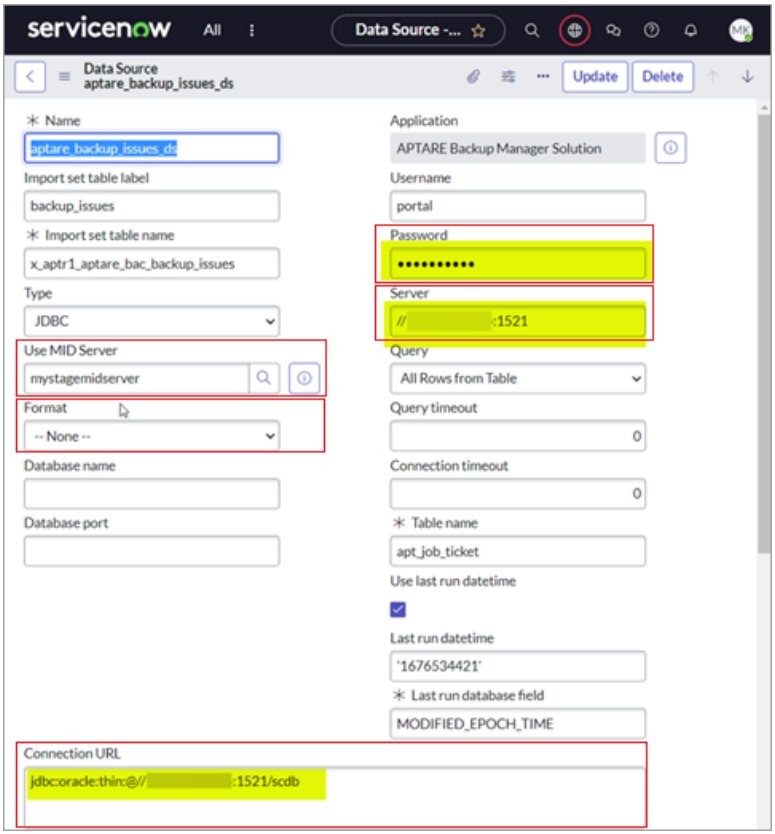
3. Select **aptare_backup_issues_ds** and click the link to open the dialog.
4. Configure the connection URL in the data source:
   - Click the **Additional Actions** menu link and select **Configure** > **Form Layout**.



- Double-click **Connection URL** to move it under Selected fields.



- Enter the **Password** for the **Data Source**.
  By default, this user or default schema is **portal** and click **Update**. This is the main user in the IT Analytics Oracle database.



- In the **Use MID Server** section, select the MID Server that you created above.
- Add connection URL in this format:

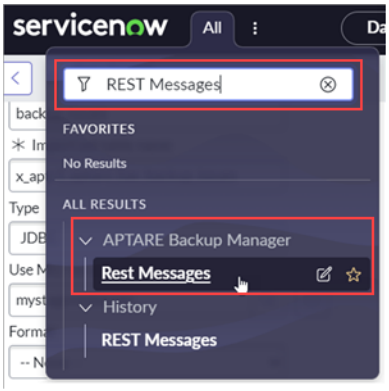
  ```
  jdbc:oracle:thin:@//IP_ADDRESS_OF_NITA_PORTAL_SERVER:1521/scdb
  ```

- Repeat entries of the above fields for **aptare_dataprotection_ds**.

Step-6: Set REST API callback User and Password

Inside your IT Analytics ServiceNow App:

1 Use the **Filter Navigator** to search for **REST Messages**.



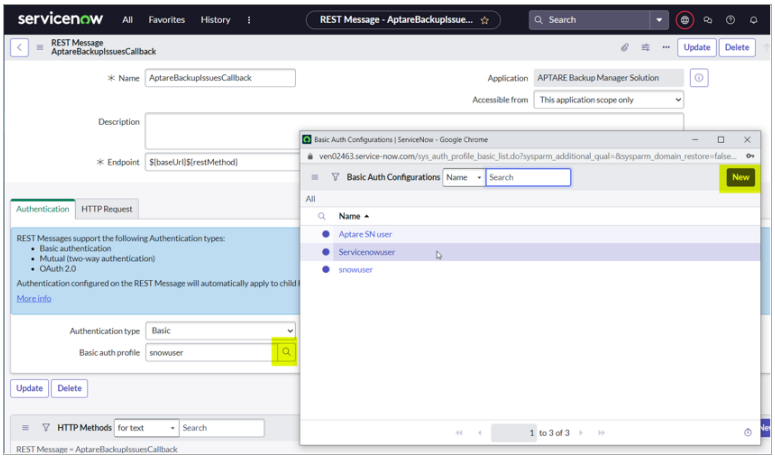
2 Select **AptareBackupIssuesCallback** and open the window.

3 In the **Basic auth profile**, click the search icon. A new window is displayed.

4 Click **New**. A secondary window is displayed.

5 Enter a **Username** and **Password**. This user must be the pre-created user with the IT Analytics system, created in the Initial Setup before.

See "Step-2: Create a MID server user" on page 12.



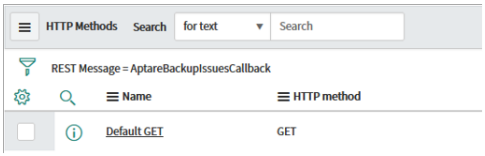
Step-7: Set REST message or HTTP method to use MID Server

Inside your IT Analytics ServiceNow App:

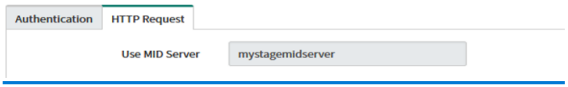
1 Use the **Filter Navigator** to search for **REST Messages**.

2 Select **AptareBackupIssuesCallback**.

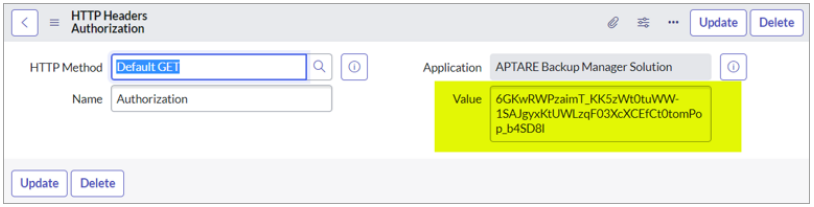
3 In the **REST Message** window, select the **Default GET** in the **HTTP Methods** section.



4 On the **HTTP Method** page, select the **HTTP Request** tab and enter the name of the MID Server that was created before.



5 Create an Authorization in the HTTP Headers area. Place the REST API key generated for the user in the **Value** field



MID server installation on IT Analytics Portal server

After you have completed the steps listed in ServiceNow Configuration - Part One, complete the following steps. You can skip the first three steps if you already have an existing MID server.

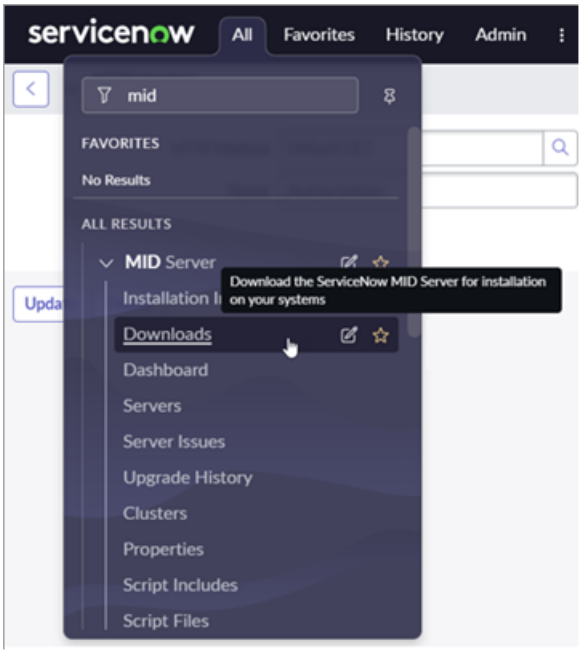
1. Step-1: Download a ServiceNow MID server
2. Step-2: Install and configure ServiceNow MID server on your IT Analytics Portal server
3. Step-3: Start the MID server service
4. Step-4: Enable ServiceNow and data protection

Step-1: Download a ServiceNow MID server

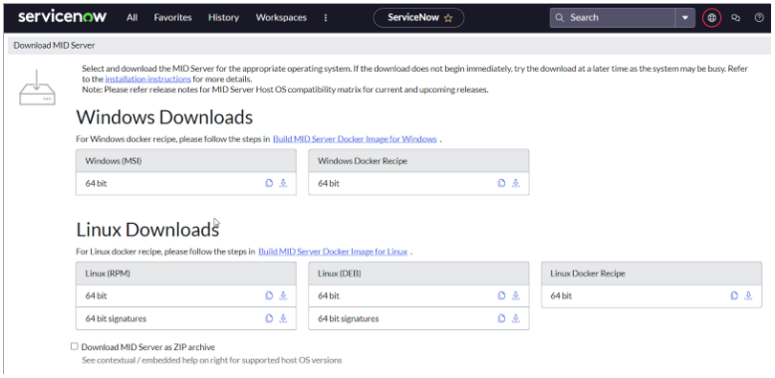
System Admin role is required to perform this step. Skip this step if you have an existing MID server.

1 Use the **Filter Navigator** to search for and select **MID Server** in the IT Analytics ServiceNow App.

2 Select **Downloads**.



3 Select the appropriate download binary to match your IT Analytics Portal server operating system.



Step-2: Install and configure ServiceNow MID server on your IT Analytics Portal server

Skip this step if you have an existing MID server.

Windows

On Windows, run the installer on your IT Analytics Portal server. You may want to create a new Windows account (for example: SVCNow) as a service user for the run.

Linux

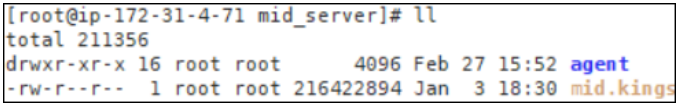
1. Copy the downloaded MID sever files to the IT Analytics Portal server.
2. Create a folder under `temp` as `mid_server` where you will download the agent.

```
cd /opt/
mkdir mid_server
cd mid_server/
```

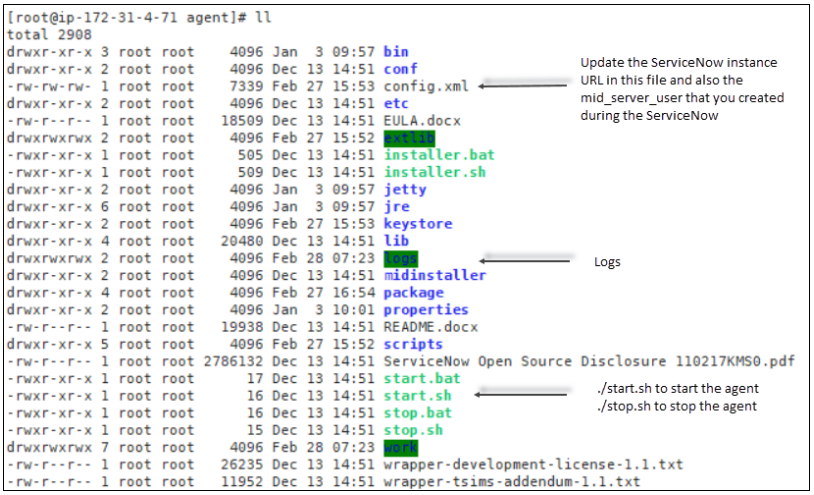
3. Use the `wget` command to download the binary link obtained from the procedure in Step-1.

```
wget https://install.service-now.com/glide/distribution/
```

4. Unzip the package after it is downloaded. You can see this folder after unzipping the package:



5 Get inside the folder to view its content.



6 Configure the agent using `config.xml` file.

```
nano config.xml
<parameter name="url" value="https://example12345.service-now.com/"/>
<!-- If your ServiceNow instance has authentication enabled
(the normal case), set these parameters to define the
username and password the MID server will use to log into
the instance.  -->
<parameter name="mid.instance.username" value="demo_mid_server"/>
<parameter name="mid.instance.password" secure="true" value=
"MyP@ssw0rd"/>
```

In the above agent configuration:

- `https://example12345.service-now.com/` is the URL of the ServiceNow instance.
- `mid.instance.username` is the MID server user created in Step-2: Create a MID server user.
- `MyP@ssw0rd` is the password for the user. After entering the password for the first time, the agent encrypts it like this.
- `MyP@ssw0rd` is the initial true password entered in clear text. This password is encrypted in the next step below. After the services are started, the value in the XML is changed to the following:

```
<parameter name="mid.instance.password" secure="true" value=
"encrypted:sAM91EPasSw0rdOnly=="/>
```

7 Save the file and start the server.

```
[root@ip-172-31-4-71 agent]# ./start.sh
Starting ServiceNow MID Server...
Waiting for ServiceNow MID Server....
running: PID: 3912
```

8 After your agent is correctly installed, go back to the ServiceNow instance and mark this step as complete.

Configure the MID Server on your IT Analytics Portal server

1 Go to the directory where MID Server is installed, `cd` to the agent irectory and edit `config.xml`.

2 Change the `config.xml` to set the user and password for the parameters mid.instance.username and mid.instance.password. Use the credendials set under ServiceNow Configuration - Part One.

3 Change `config.xml` to set the MID Server name (name="name" value=<MID server name>) set under ServiceNow Configuration-Part One Step-1: Create MID server.

Example:

```
<parameter name="mid.instance.username" value="NITAMidServer"/>
     <parameter encrypt="true" name="midinstance.password"
value="encrpted:4x/MFMerZ3Cw2by+3FXCkQ=="/>
<parameter name="name" value="aptmidwow"/>
```

Step-3: Start the MID server service

Skip this step if you have an existing MID server.

- Linux: Run:

  ```
  $(base_install_dir/start.sh
  ```

  execute `$(base_install_dir/agent/bin/mid.sh` (as root) to set up service to start on boot.

- Windows: Use services management console to start service.

Step-4: Enable ServiceNow and data protection

1. Compile user package for ServiceNow data protection:
   - `CD` to `/opt/aptare/database/stored_procedures`.
   - Back up the `user_package.sql` file.
   - Copy `user_package.sql` from `../tools` directory and overwrite file in `../stored_procedures` directory.
   - Compile the package using these commands at the `sqlplus` prompt.

     ```
     su -aptare
     sqlplus portal/portaluserpassword@scdb @/opt/aptare/database/
     stored_procedures/user_package.sql
     ```

2. Set up the ServiceNow alert.

   See *ServiceNow: Job Finalized Alert Rule* section in the *IT Analytics User Guide* for more information.

ServiceNow Configuration - Part Two

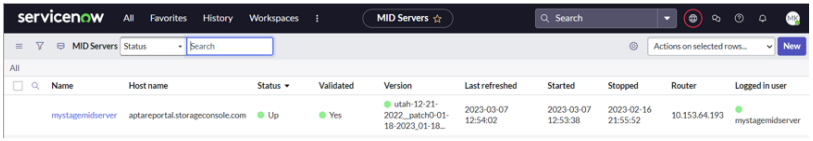
After completing ServiceNow configuration part one, and the steps in the IT Analytics Portal, finish the setup in your IT Analytics ServiceNow App.

1. Step-1: Validate the MID server
2. Step-2: Set the schedule for the Import Set

Step-1: Validate the MID server

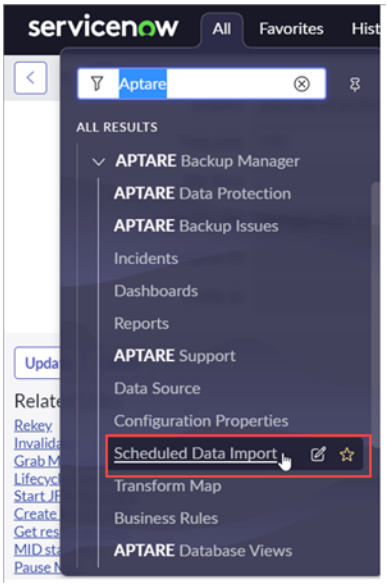
You must have System Administrator privileges to perform these steps.

1. Use the **Filter Navigator** to search for the **MID Server**.
2. Select **MID Servers** under **MID Server Configuration**.
3. Open the MID server you created under Step-1: Create MID server of *Part One*.
4. Click the **Validate** link under **Related Links**.
5. Click **Restart MID** under **Related Links**.

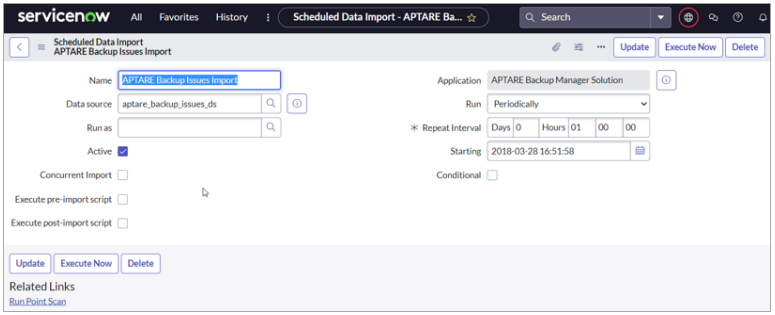


Step-2: Set the schedule for the Import Set

1. Use the **Filter Navigator** to search for **Scheduled Data Import**.



2. Open **APTARE Backup Issues Import**.
3. Select the **Active** checkbox.
4. Set the **Repeat Interval** to the run frequency for the **Scheduled Data Import**. For example, if you set the frequency to **0 Days** and **1 Hour**, the IT Analytics Portal will be polled every hour to search for new job failures.



5. Repeat the above steps for **APTARE Data Protection Import**.

Chapter 3

Test the IT Analytics ServiceNow App

This chapter includes the following topics:

- About Testing
- Test the IT Analytics ServiceNow App Configuration
- Test the IT Analytics ServiceNow App

About Testing

The testing procedures in this section help you to:

- Test the IT Analytics ServiceNow App Configuration
- Test the IT Analytics ServiceNow App

Test the IT Analytics ServiceNow App Configuration

Prerequisites

Prior to testing your configuration:

- Populate the table `apt_job_ticket` with test data for easy validation.
- After installation, the test data must appear in ServiceNow as a record under Backup Issues and Incidents.
- You must have System Administrator privileges to perform the testing.

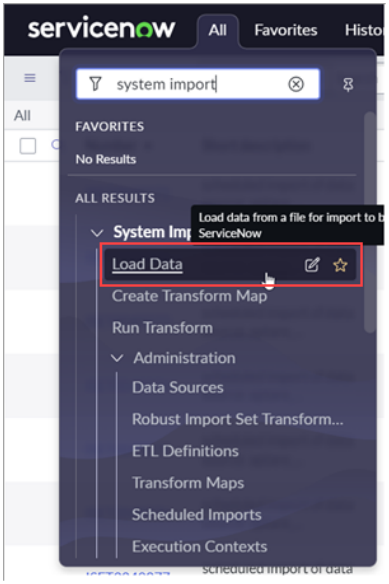
Note: After the testing is complete, remember to clean up the test data.

Test the configuration

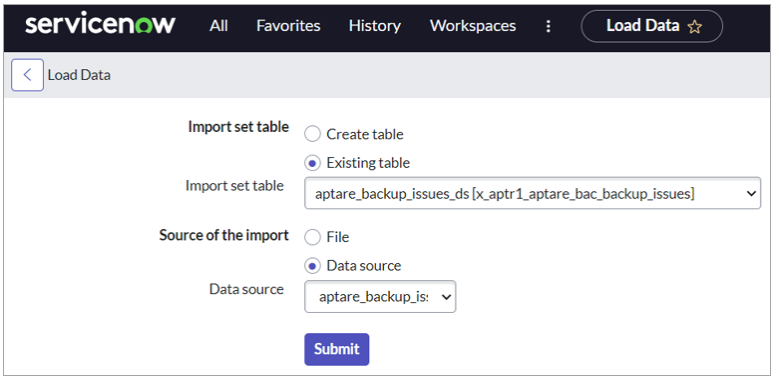
To test the IT Analytics ServiceNow App configuration:

1 Use the **Filter Navigator** to search for **System Import Sets**.

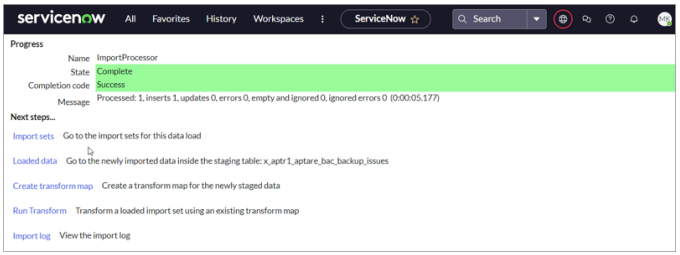
2 Select **Load Data** and set **Import set table** as **Existing table** and in the drop down list set **aptare_backup_issues_ds**.



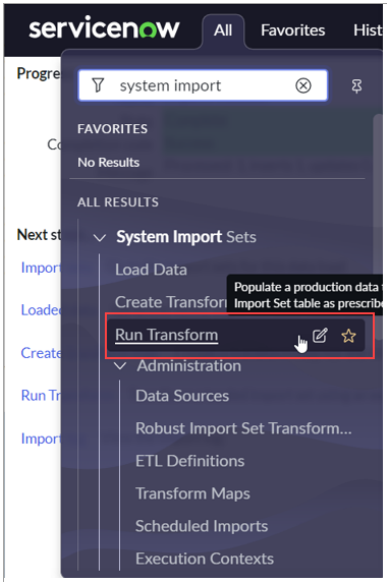
3 Set **Source of the Import** as **Data source** and from the **Data source** list, select **aptare_backup_issues_ds**.

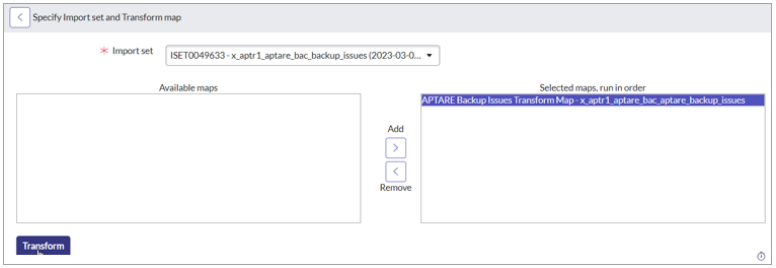


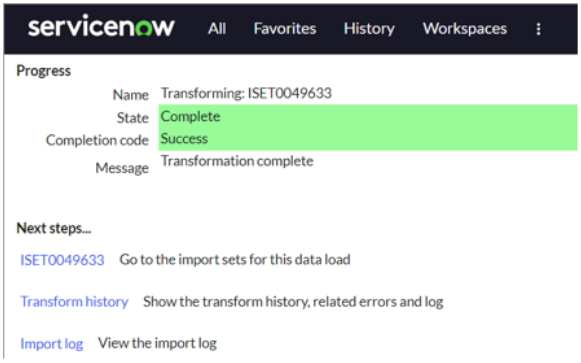
4 Click **Submit**. Once the load data completes, the completion page displays a link to transform the imported data set.



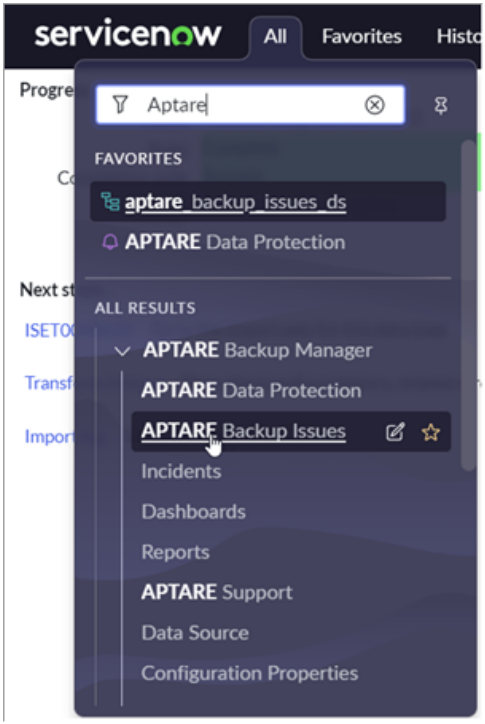
5 Select **Run Transform** under **System Import Sets**.



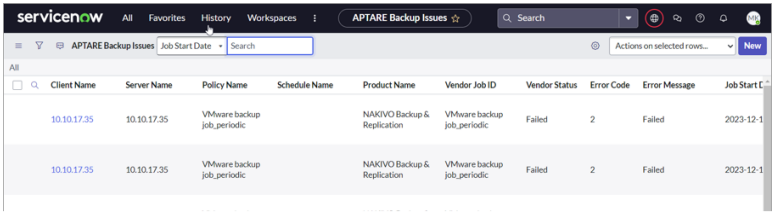




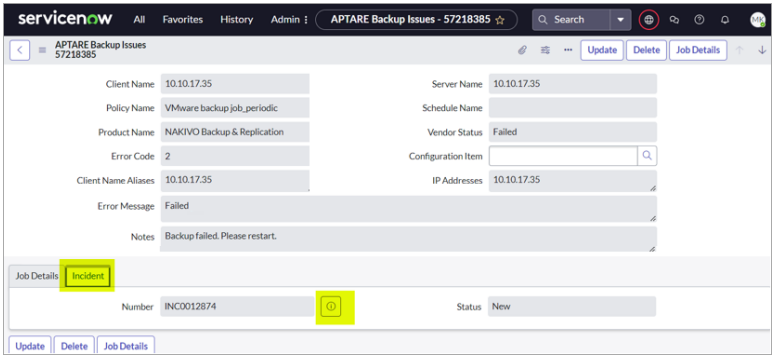
6 Use the **Filter Navigator** to search for **APTARE Backup Issues**.



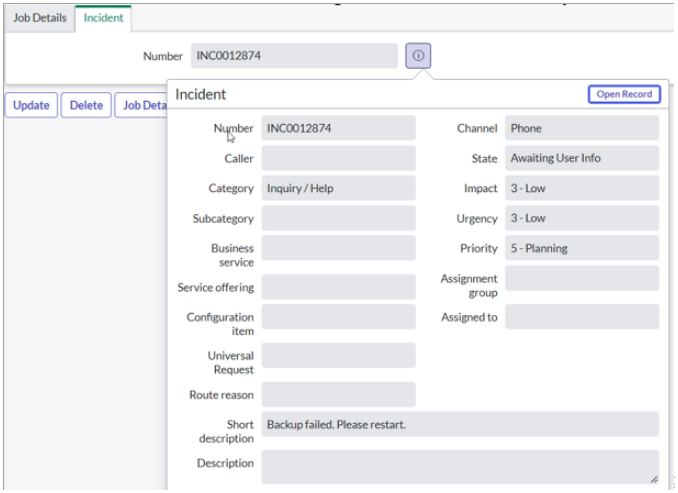
- Select **APTARE Backup Issues** to view the contents of the table. This populated table validates dataflow to ServiceNow.



- Select and open a **APTARE Backup Issue**.
- Click the **Incident** tab.



- Click the **Incident** icon to navigate to the incident and verify creation.

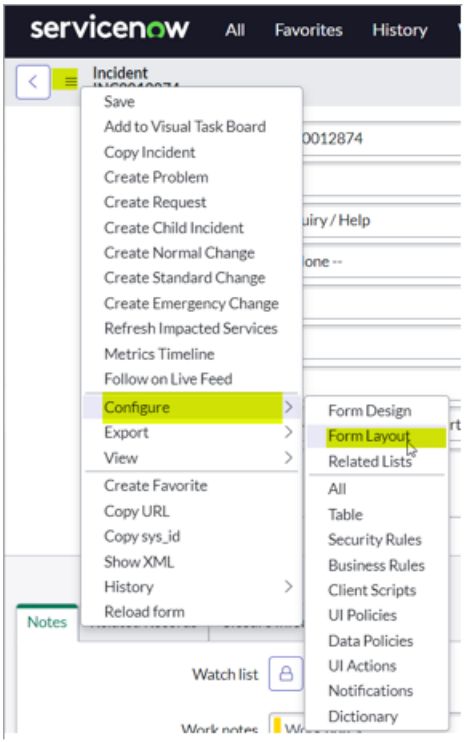


7 Enable **Additional Fields** on the **Incident** screen. This is applicable only for APTARE issues. Skip this step for APTARE Data Protection.

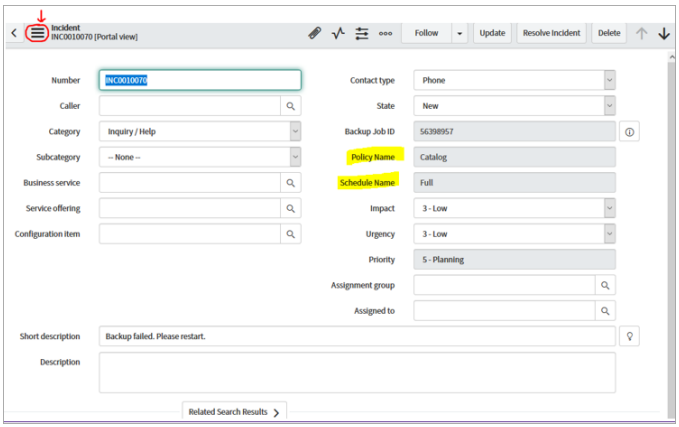
By default, additional fields such as **Policy Name** and **Schedule Name** may not be enabled to be viewed on the **Incident** screen.

To enable these fields:

- Click the **Additional Actions** icon.
- Go to **Configure** > **Form Layout**.



- Find the **Policy Name** and **Schedule Name** fields from the list of fields under **Available** and move them to **Selected**.



- Click **Save**.

  The **Incident** screen must display the Policy Name and Schedule Name fields (as highlighted below) when you reopen the incident.

Test the IT Analytics ServiceNow App

You can perform a complete end-to-end test from your ServiceNow instance.

Objectives

This test confirms the following:

- IT Analytics is passing the Failed Backup jobs to ServiceNow.
- ServiceNow is opening incidents for the failed jobs passed to it by IT Analytics according to the ServiceNow Alert rules defined (if any) in the IT Analytics Portal.
- Any change made to the Incident State by changing the value of **State** from **New** to **Active**, the change is immediately propagated to IT Analytics.
- IT Analytics Data Protection dashboard displays backup data for Last Successful Backup by Server and Last Successful Full Backup by Server.

Prerequisites

Verify the following before you proceed with the testing:

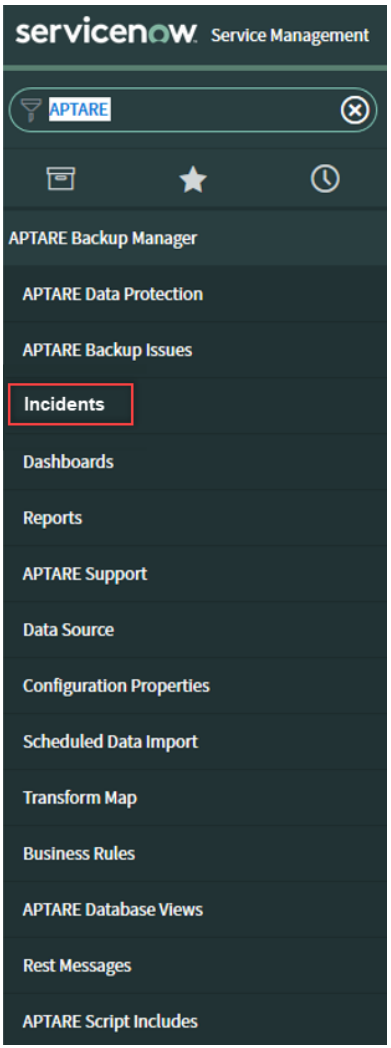
- IT Analytics Portal is installed, working, and accessible from a supported web browser.
- ServiceNow Job Finalized Alert is configured and enabled in the IT Analytics Portal. Alert can be configured with any rules according to your requirements.
- Backup Manager data collection is enabled in IT Analytics.
- IT Analytics user account is created to be used by the REST API from ServiceNow to IT Analytics Portal.
- IT Analytics ServiceNow App is downloaded and installed on your ServiceNow instance.
- If your ServiceNow instance does not have a MID server, create a new MID server. The MID server is used for communication between ServiceNow and IT Analytics Portal.
- New MID server user account is created, which is used to authenticate the MID server.
- The "Admin" role is granted to the new MID server user account.

Test the IT Analytics ServiceNow App

To test the IT Analytics ServiceNow App:

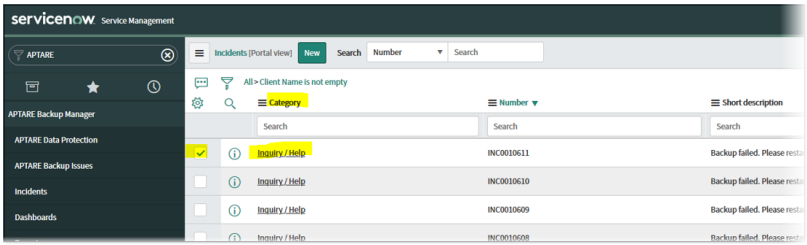
1 Login to your ServiceNow instance.

2 Search for the keyword **APTARE**.

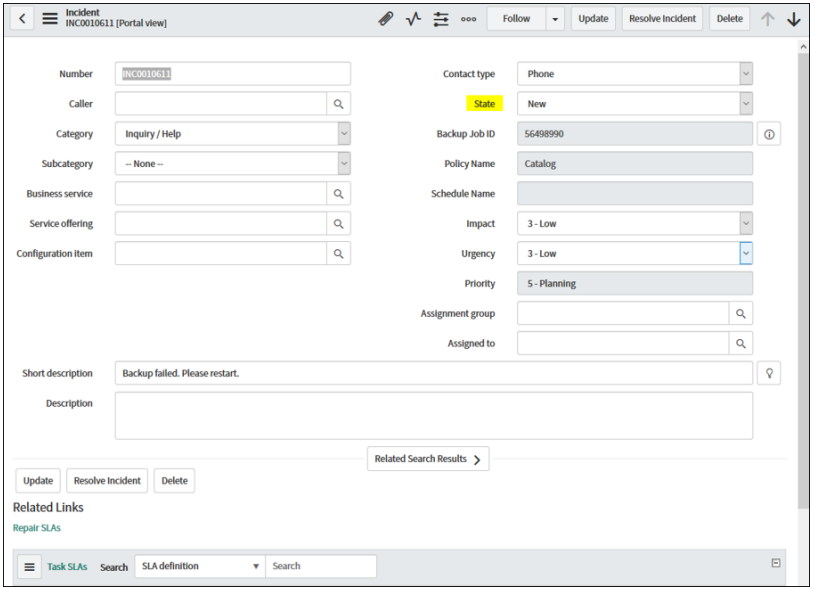


3 Find and select **Incidents** and you can see the **Incidents** screen.

4 Select any incident from the list and click **Inquiry/Help** value displayed under the **Category** column.



This opens the **Incidents** screen that displays the incident details along with their current `State`, Backup Job ID, and some other information.



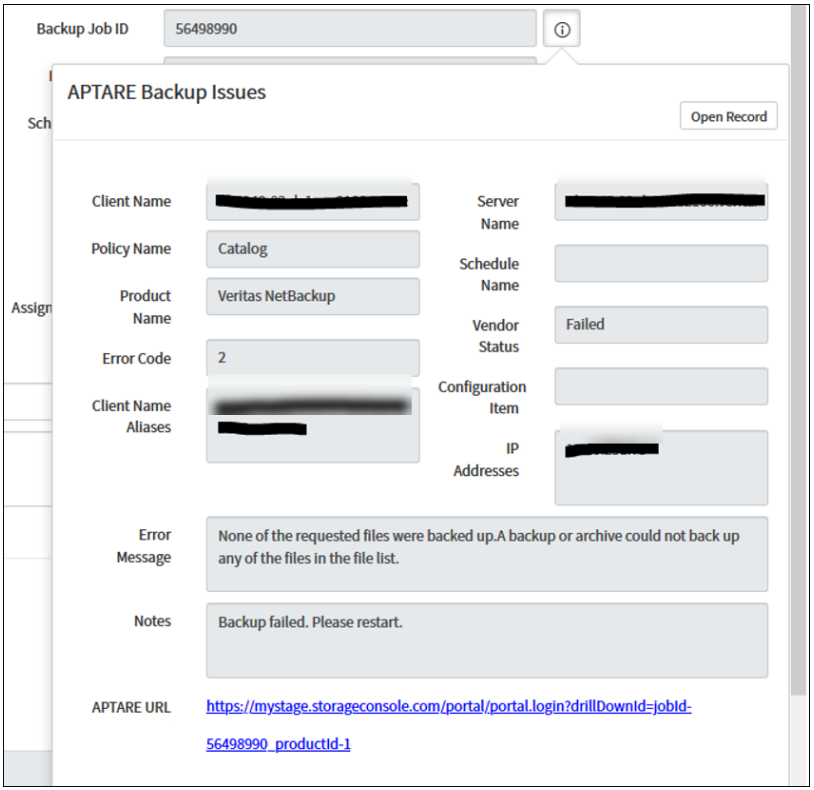
5 Change the value of **State** from**New** to **Active** by selecting an appropriate value from the drop down list.

6 Click **Update**.

7 Click **Inquiry/Help** under the **Category** field to reopen the incident.

8 Verify the new value **Active** in the **State** column.

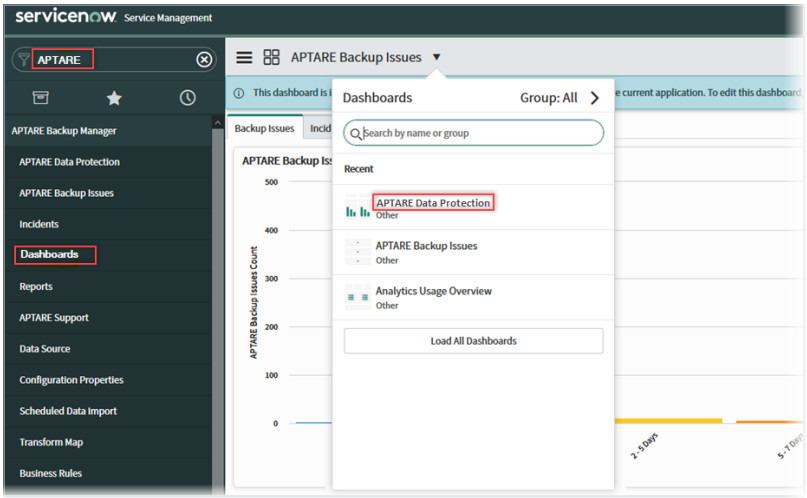
9 In the **Backup Job ID** field, click **Review this Record**, which displays the **APTARE Backup Issues** screen, which contains the failed backup job details.



10 Click the **APTARE URL**. This should open the IT Analytics Portal.

11 Enter valid IT Analytics credentials and the portal must display the **Job Details** report. The ServiceNow **Incident Number** and its **State** are displayed under the **Notes** column on the report. You can enable notes using the menu invoked from the three vertical dots in the upper right corner.

12 Select **Dashboards** and from **APTARE Backup Issues** > **Dashboards** list, select **APTARE Data Protection**.



13 Verify whether the dashboard displays **APTARE Last Successful backup by Server** and **APTARE Last Successful Full Backup by Server** data for your backup clients that are part of Backup Manager data collection.

Chapter 4

Troubleshooting

This chapter includes the following topics:

- About Troubleshooting
- Issue: Backup failures are not creating incidents in ServiceNow
- data protection does not display any record
- MID server registration with IT Analytics ServiceNow App fails

About Troubleshooting

When troubleshooting the IT Analytics ServiceNow App, the first thing to determine is whether the issue is with the ServiceNow application or the IT Analytics Portal.

Issue: Backup failures are not creating incidents in ServiceNow

If backup failures are not creating incidents in ServiceNow, first check if those failures are being populated into the source table (apt_job_ticket) in the database.

- If the source table is not being populated, contact Cohesity Support to diagnose the problem.
- If job records are present, check if:
  - There were errors reported with connectivity/credentials for the MID Server.
  - The scheduled import is running.
  - The transform map had errors.

data protection does not display any record

If backup data protection does not show any records, confirm:

- user package is modified and compiled according to the above documentation.
- backup client host entry is present in the ServiceNow cmdb database. (Only the backup that has a matching entry in the ServiceNow cmdb are displayed with their last successful backups on the backup data protection ServiceNow screen.)
- ServiceNow cmdb has the entries for the backup client with the same name and IP address, and they exist in the backup manager.

MID server registration with IT Analytics ServiceNow App fails

If the MID server registration with IT Analytics ServiceNow App fails, refer to the logs from `/opt/midserver/agent/logs`.