NSS is built on a request management platform 'Front Office' To add the abilty to raise a ticket when a BackupNow fails follw the steps below.

<u>Step1:</u> install 'ServiceNow Adaptor' which is available at the following URL <u>https://community.biomni.com/hc/en-us/articles/218965647-ServiceNow-Adapter</u> (First time access to this link you will be requested to create a community ID/Password.)

This will provide the functionality to raise a ticket on ServiceNow

<u>Step2.</u> Install 'Front Office Request Update' adaptor which is available at the following URL <u>https://community.biomni.com/hc/en-us/articles/218965587-Front-Office-Request-Update</u> (First time access to this link you will be requested to create a community ID/Password.)

This will provide the functionality to update the request with additional details on the failure of the BackupNow.

As per the instructions in 3.2 update the RUHconfig.xml file with the following:

<?xml version="1.0" encoding="utf-8" ?>

<bXML xmlns="http://www.biomni.com/Schemas">

<RUHConfig>

<ClientID>GETDESCRIPTION</ClientID>

<SQLConnectionString>Data Source=localhost;Initial

Catalog=NetBackupSelfServiceNetBackupAdapter;Integrated Security=False;User Id=NetBackupSelfServiceNetbackupAdapterUser;Password=Superman123</SQLConnectionS tring>

<Header>

<SQLStatement>

Select 'BackupNow Failed (Sys Ref:{n:bXML/n:Request/n:RequestHeader/n:RequestID})' as SHORTDESCR,

('The BackupNow request (Sys Ref:{n:bXML/n:Request/n:RequestHeader/n:RequestID}) raised by {n:bXML/n:Request/n:RequestHeader/n:RequestedByUser/n:ID} for a backup of {n:bXML/n:Request/n:RequestHeader/n:UserFields/n:UserField[n:FieldCode='Machine']/n:Si ngleValueType/n:Value} has failed with the following error '+ DetailedStatus) as DESCRIPT from Activity where Id =

{n:bXML/n:Request/n:RequestHeader/n:UserFields/n:UserField[n:FieldCode='ACTIVITYID']/n :SingleValueType/n:Value}

</SQLStatement>

<!-- <SQLStatement>Select 'BackupNow Failed (Sys

Ref:{n:bXML/n:Request/n:RequestHeader/n:RequestID})' as SHORTDESCR,--> <!-- 'The BackupNow request (Sys Ref:{n:bXML/n:Request/n:RequestHeader/n:RequestID}) raised by {n:bXML/n:Request/n:RequestHeader/n:RequestHeader/n:RequestedByUser/n:ID} for a backup of {n:bXML/n:Request/n:RequestHeader/n:UserFields/n:UserField[n:FieldCode='Machine']/n:Si ngleValueType/n:Value} has failed ' as DESCRIPT </SQLStatement> -->

</Header> </RUHConfig> </bXML>

<!--

n:bXML/n:Request/n:RequestHeader/n:UserFields/n:UserField[n:FieldCode='BACKUPSRC']/ n:SingleValueType/n:Value -->

<!-- with the following error message:

{n:bXML/n:Request/n:RequestHeader/n:UserFields/n:UserField[n:FieldCode='FailError']/n:Si ngleValueType/n:Value} -->

To setup this adaptor in the Front Office library follow the instructions in section 3.5 ' Create Fulfilment Hook'. The Adaptor library is accessed via Admin->Settings-Adaptor.

### **<u>Step3.</u>** Configure Front Office BackupNow

Changes need to be made to the form field's and the fulfilment section. It is recommended that this be done through the use of a variant on the original BackupNow request.

To create a variant, go to Admin->Request Type and select 'Backup Now' (DBBACKNOW). Select the Variant tab and create a copy of the original request. This can be linked to individual tenants and switched on or off as required and off course does not change the original request.

### Create additional Form Fields

The following form fields should be added to the BackupNow (variant) request form.

Details	Tenant	Form	Rules	Roles	Approval	Fulfilment	SLA	Request List	Demand	
Location	Header	✔ Lan	guage Eng	lish (US) -	English (Unit	ted States)	~			
Standar	d 🏾 🖄	<u> </u>								
V Cheo	ck Box	Serv	iceNow det	ails						
Togg	le									
abc Sing box	le line text				Cat	egory (Selec	t)	~	]	
ab Multi	-line text				Ir	npact (Selec	t)	~	]	•••••••••••••••••••••••••••••••••••••••
123 Num	her				Urg	gency (Selec	t)	~	]	
@ Ema	il				Short Descr	iption			]	
⊚ Нуре	erlink				Descr	iption		~		
Ø File										
Date										
💮 Time	•				Attach	a file 🔍 📋				
Radi	o Button				Incid	ent Id				•
<ul> <li>Listb</li> </ul>	ox				Syst	em Id			]	
••• Pass	word				Workfl	owld			7	
Section	(\$				WORKI					~

Request Field Name	Field Code	Field Type	Display M	ode Default
Category	CATEGORY	LISTDOX	LISTDOX	Hardware
Impact	IMPACT	Listbox	Listbox	Medium
Urgency	URGENCY	Listbox	Listbox	Medium
Visual Configuration Help				Select Container Copy Delete 😒
Field Code	CATEGORY	*	Display M	lode Listbox V Cancel
Field change by User calls Adapter		v	Vebservice Parame	ters
Items				Add Item Import
	Default 🛱	Code	Description	
	۲	Hardware	Hardware	ŝ
Request Field Name	Field Code	Field Type	De	fault
Short Description	SHORTDESCR	Single line tex	t box Bao	ckupNow Failure
Description	DESCRIPT	Multi-line text	box N//	4
Visual Configuration Help				Select Container Copy Delete 🛞
Field Code	DESCRIPT	*		Cancel
Field Length	100000	*		

 $\hat{\phantom{a}}$ 

Request Field Name	Field Code	Field Type	Default
Attach a file	ATTATCHMENT	File	
Incident Id	SNOWINCID	Single line text	
System Id	SNOWSYSID	Single line text	
Workflow Id	WORKFLOWID	Single line text	

Use the Roles tab to hide all these fields for the Requester

Default

## Amend Fulfilment

The existing fulfilment needs to be edited to look below via the fulfilment Tab of the request

	<ul> <li>Edit Delete Notify on completion</li> <li>Send backup succeeded email</li> <li>Edit Delete</li> </ul>	Image: Solution of the second sec
Drop Here	Complet Edit	e Request

Remove 'Send backup failed email' activity via the delete button. Add 'Update request (with error details)' as per below;

		×
Execute a system integration activity		
Activity Label	Update request (with error details)	<u>a</u>
Adapter	Accelerator Request Update Hook - Fulfilment 🔍 *	
Parameters	GETDESCRIPTION	?
Retry on error		
Wait for response	□ ?	
Cost		
Duration	Days ᅌ	
Adapter Execute a system integration activity		×
Adapter		×
	Create ServiceNow ticket	
Autitity Euber		
Adaptar		
Adapter	Service Now Fulfilment & *	
Adapter Parameters	Service Now Fulfilment 🤍 *	?
Adapter Parameters Retry on error	Service Now Fulfilment & *	?
Adapter Parameters Retry on error Wait for response	Service Now Fulfilment & *	?
Adapter Parameters Retry on error Wait for response Cost	Service Now Fulfilment & *	?
Adapter Parameters Retry on error Wait for response Cost Duration	Service Now Fulfilment & *	?

## Example Screenshots

## Homepage with ServiceNow viewer

Naturation       O       Unpostected       Protected       O         Userg       5       O       O       Userg       O       O         Userg       -       Charts       -	lease DO I	NOT The	Jere Series									
Mew       Memodel       Mew       <	Attention	Ð	Unprotected	0	Protected	θ			<b>0%</b> Using 0 of 205 GB	2 1.5 1 0.5 0 F	eb Mar Apr M	lay Jun Jul
Vestection       Varge       Charts         Status       Name       Protection       Protection <td>fiew</td> <td>+</td> <td>View</td> <td>÷</td> <td>View</td> <td>+</td> <td></td> <td></td> <td></td> <td>&lt;</td> <td>New Backup</td> <td>ps (GB)</td>	fiew	+	View	÷	View	+				<	New Backup	ps (GB)
Status       Name       Protection       Protection Type       Last Backup       Actions         All <ul> <li>All</li> <li>BasicVM</li> <li>DSL001</li> <li>VMware</li> <li>Sminutes ago</li> <li>Green</li> <li>TradingApp01</li> <li>VMware</li> <li>TradingApp01</li> <li>VMware</li> <li>Timutes ago</li> <li>Wm00</li> <li>VMware</li> <li>Status</li> <li>C<ul> <li>Minutes ago</li> <li>Timutes ago</li> <li>Wm00</li> </ul>            Id         Description         SECVICE/W         Status         C         4           INC0010403         BackupNow Failed (Sys Ref:4789)         7/26/2018         New         0</li></ul>	Protection	Usage -	- Charts									
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DSL001       VMware       5 minutes ago         Green       VMware       Image (Second Condition Conditer Condition Condite	Bas	sicVM							VMware		18 minutes ago	\$\$ <b>~</b>
Green       VMware       Image: Comparison of the second of the s	DSI	L001							VMware		5 minutes ago	\$\$ <b>~</b>
TradingApp01       VMware       Image: Mage: Ma	Gre	een							VMware			<b>•</b>
vm00         VMware         15 minutes ago           Id         Description         Created Date         Status         C +           INC0010403         BackupNow Failed (Sys Ref:4789)         7/26/2018         New         0           INC0010351         Word has crashed         2/22/2018         New         0           INC0010350         BackupNow Failed (Sys Ref:4382)         2/22/2018         New         0           INC0010349         BackupNow Failed (Sys Ref:4380)         2/22/2018         New         0           INC0010348         BackupNow Failed (Sys Ref:4381)         2/22/2018         New         0	Trac	dingApp0	)1						VMware			<b>•</b>
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	Id INC0010403 INC0010402 INC0010350 INC0010350 INC0010349	3 2 1 0	Descript BackupN BackupN Word has BackupN BackupN	Ion ow Faile ow Faile ow Faile ow Faile	ed (Sys Ref:47) ed (Sys Ref:47) d ed (Sys Ref:43) ed (Sys Ref:43)	<b>Se</b> 89) 88) 82) 80)	rvic	Created Da 7/26/2018 7/26/2018 2/22/2018 2/22/2018 2/22/2018 2/22/2018	V te Stat New New New New New			() () () () () () () () () () () () () (

# I(nformation) screens with details of failure

Protection Services $ ight angle$ ServiceNowCategory $ ight angle$ Ser	viceNowIncidentDetails	Back
+ Create Incident C Refresh		F Add Comment
Filter By All \$	BackupNow	Failed (Sys Ref:4789)
BackupNow Failed (Sys Ref Id: INC0010403 Status: New Last Updated: 7/26/2018 2:57 PM	Status Priority Description	New Planning The BackupNow request (Sys Ref:4789) raised by sean.bonnet for a backup of 422085a9-db29-9dc2-c415-f56afbed26ba has failed with the following error Job 113811 errored. Status message: snapshot
BackupNow Failed (Sys Ref Id: INC0010402 Status: New Last Updated: 7/26/2018 2:57 PM		error encountered.