

Product Versions

NSS 8.1.1+, NetBackup 7.7+, Service Now Kingston

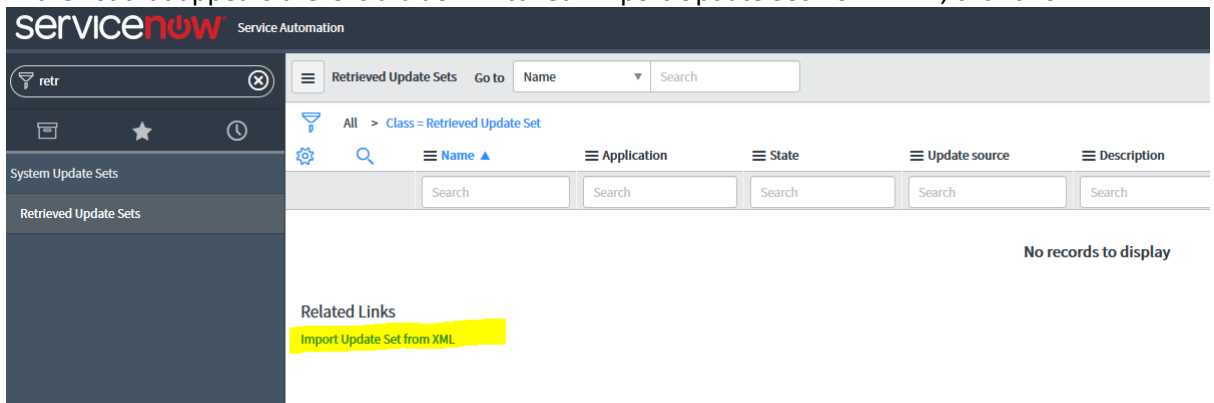
Minimum NSS Config

Master Servers (1+), Protection Types (1+), Protection Levels(1+), Tenants (1+)

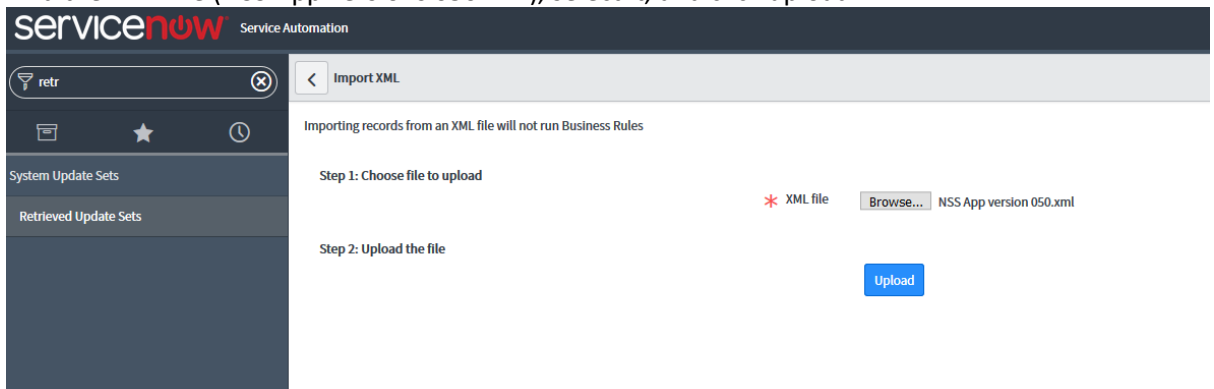
NSS API must be accessible over the Internet with valid SSL certificate or MID server is required

Installation Instructions

1. In your ServiceNow instance, click on the menu item called 'Retrieved Update Sets'
2. In the list that appears there is a blue link called 'Import Update Set from XML', click this

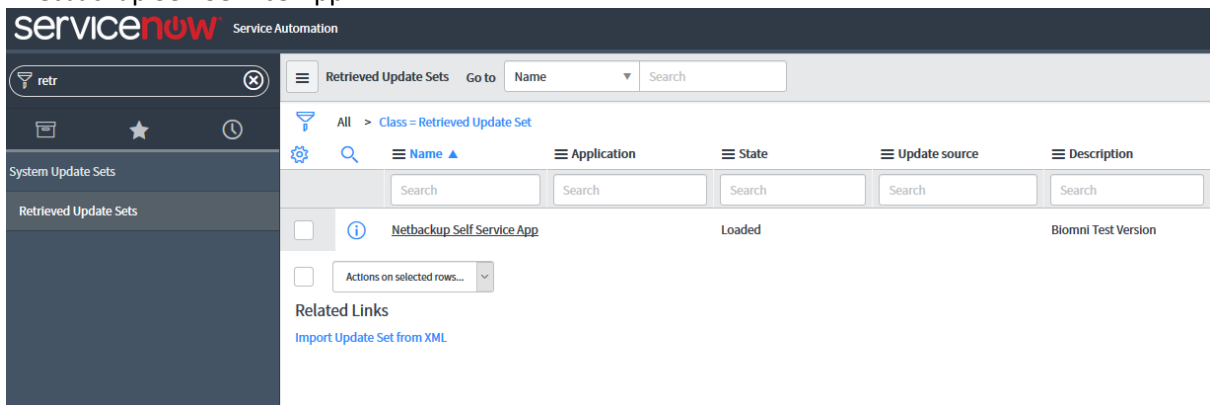


3. Find the XML file (NSS App versions 050.xml), select it, and click upload

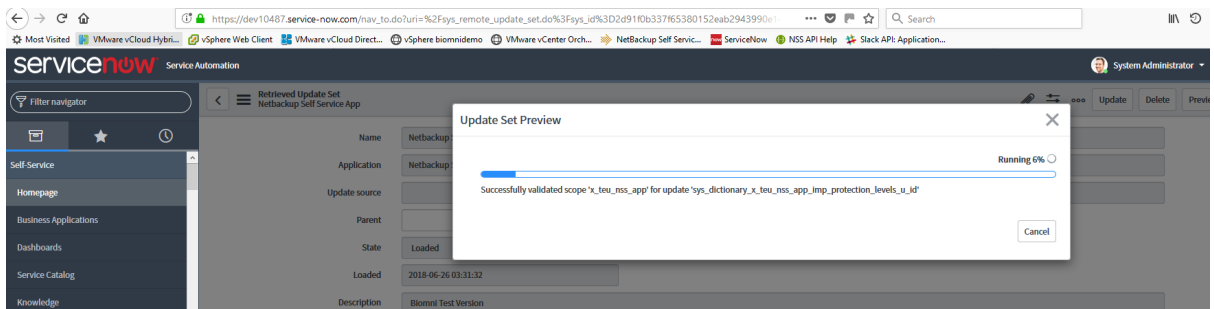
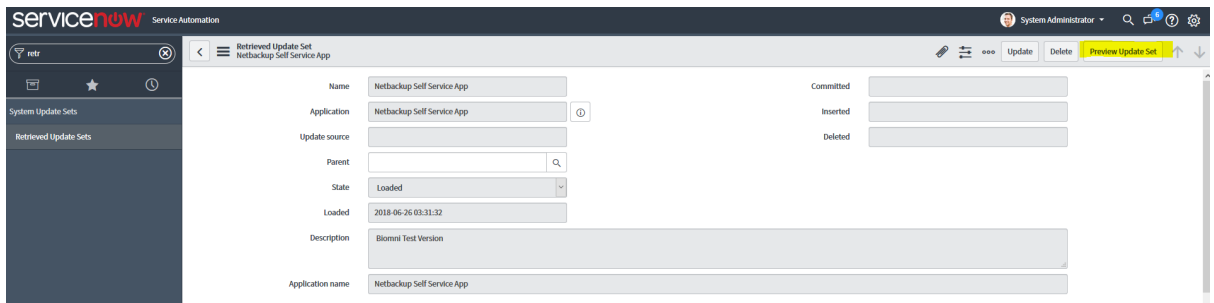


This may take a few seconds

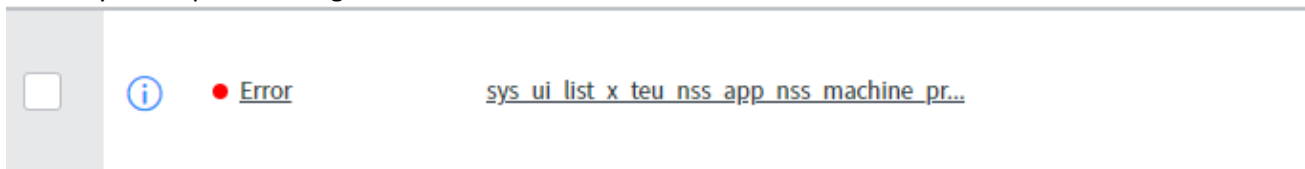
4. Once it has uploaded you will now see an entry in the list, open that entry called: "Netbackup Self Service App"



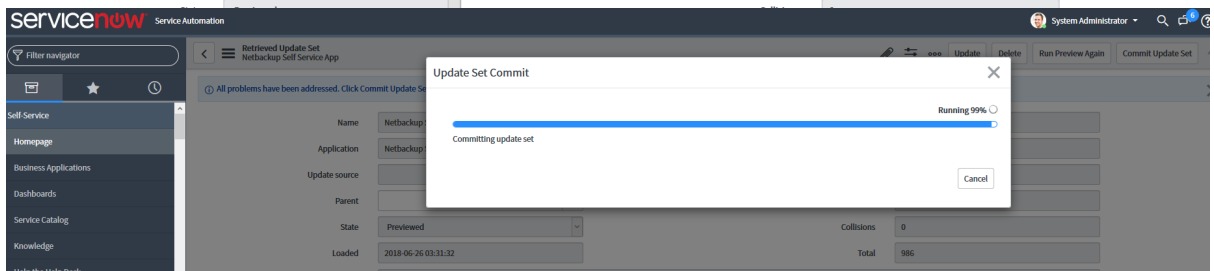
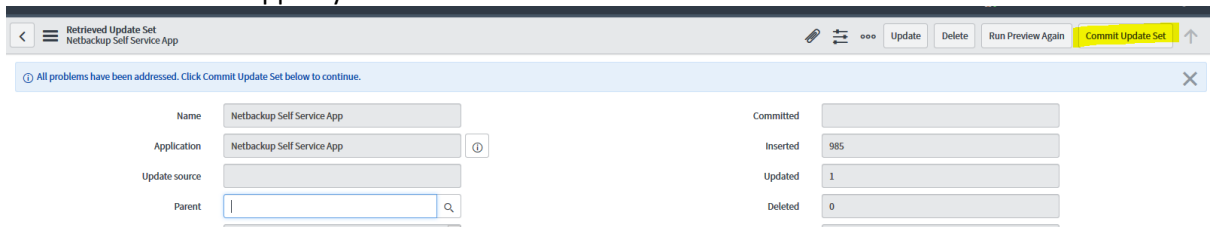
5. You will see on the record a button called 'Preview Update Set', click this



- Once it has completed (may get some errors) if you do get errors please perform the action “Accept remote update” this errors usually occur due to data linking not being performed correctly in the preview stage.



- Once you have accepted the errors, a button should appear called: “Commit Update Set” this will commit the app to your servicenow instance



Search for NetBackup to find the application