

Netbackup Self Service App Configuration



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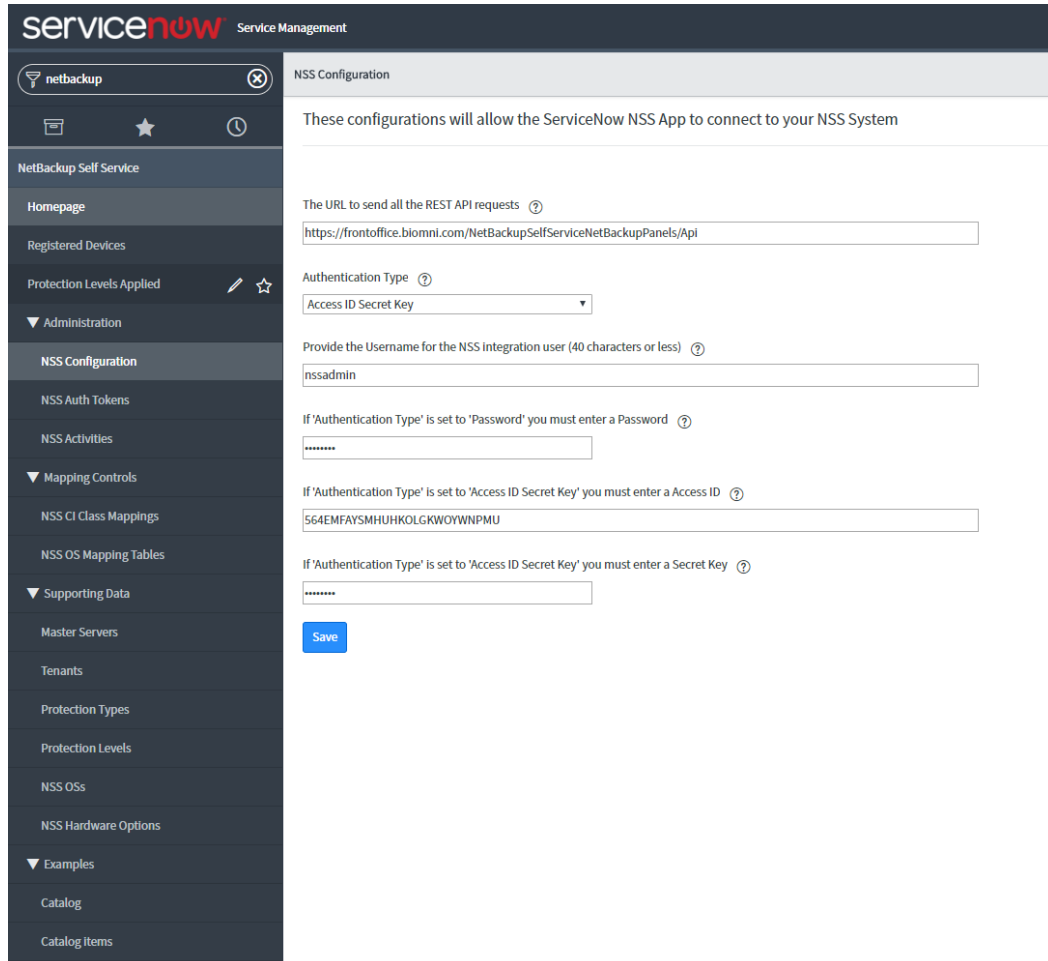
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1 Configuration

This document will help guide you through the setup of the Netbackup Self Service Application within ServiceNow. Please follow the steps below in order to ensure correct setup and minimal issues.

1.1 Setting up System Properties

The first step to take is to ensure you have correctly configured the system properties for the application. You can find the system properties under the menu item called “NSS Configuration”.



The screenshot shows the ServiceNow interface for NSS Configuration. The left sidebar contains a navigation menu with the following items: NetBackup Self Service, Homepage, Registered Devices, Protection Levels Applied, Administration, NSS Configuration (selected), NSS Auth Tokens, NSS Activities, Mapping Controls, NSS CI Class Mappings, NSS OS Mapping Tables, Supporting Data, Master Servers, Tenants, Protection Types, Protection Levels, NSS OSs, NSS Hardware Options, Examples, Catalog, and Catalog Items. The main content area is titled "NSS Configuration" and contains the following fields:

- The URL to send all the REST API requests**:
- Authentication Type**:
- Provide the Username for the NSS integration user (40 characters or less)**:
- If 'Authentication Type' is set to 'Password' you must enter a Password**:
- If 'Authentication Type' is set to 'Access ID Secret Key' you must enter a Access ID**:
- If 'Authentication Type' is set to 'Access ID Secret Key' you must enter a Secret Key**:

A **Save** button is located at the bottom of the configuration fields.

1.1.1 API URL

The first property to set is the API end point, please ensure it ends without any slashes, as this will cause issues.

The URL to send all the REST API requests [?](#)

Authentication Type [?](#)

Access ID Secret Key ▼

Provide the Username for the NSS integration user (40 characters or less) [?](#)

If 'Authentication Type' is set to 'Password' you must enter a Password [?](#)

If 'Authentication Type' is set to 'Access ID Secret Key' you must enter a Access ID [?](#)

If 'Authentication Type' is set to 'Access ID Secret Key' you must enter a Secret Key [?](#)

1.1.2 Authentication Type

The application allows you to authenticate your Netbackup Self Service admin user in 2 ways.

1. Access ID & Key
2. Username Password

Please select the relevant one.

NSS Configuration

These configurations will allow the ServiceNow NSS App to connect to your NSS System

The URL to send all the REST API requests [?](#)

Authentication Type [?](#)

Provide the Username for the NSS integration user (40 characters or less) [?](#)

If 'Authentication Type' is set to 'Password' you must enter a Password [?](#)

If 'Authentication Type' is set to 'Access ID Secret Key' you must enter a Access ID [?](#)

If 'Authentication Type' is set to 'Access ID Secret Key' you must enter a Secret Key [?](#)

1.1.3 Username & Credentials

Please enter the username of the Admin account in Netbackup Self Service you would like to authenticate with.

The next step depends on which Authentication type selected, if you selected 'Password', please fill in the property below the username.

Provide the Username for the NSS integration user (40 characters or less) [?](#)

If 'Authentication Type' is set to 'Password' you must enter a Password [?](#)

If 'Authentication Type' is set to 'Access ID Secret Key' you must enter a Access ID [?](#)

If you selected Access ID Secret Key, please fill in the Access ID, and Secret Key properties.

If 'Authentication Type' is set to 'Access ID Secret Key' you must enter a Access ID [?](#)

If 'Authentication Type' is set to 'Access ID Secret Key' you must enter a Secret Key [?](#)

[Save](#)

Please save all the properties, once you have completed the properties.

1.1.4 Configure Import Authentication

The authentication profile to import Protection Types, and other data needs to be setup. Click on the menu item NSS Import Authnetication, and set a username and password of a ServiceNow admin account in there.

Please ensure the username and password match a ServiceNow admin, or a user that has the Netbackup Self Service Admin role *x_teu_nss_app.nss_admin*, and the relevant ServiceNow REST API role *snc_platform_rest_api_access*, as the data being imported is going through Import Set tables and Transform Maps, it will also need the roles *import_set_loader* & *import_transformer*.

1.2 Configuring Data

The next instructions will help setup the baseline data for Master Servers, Protection Types and Protection Levels

1.2.1 Master Servers

Currently there is no way to automatically bring in the Master Server Data. So please manually create your Master Servers, by clicking on the Master Servers link, under the Supporting Data menu.

1.2.2 Tenants

Currently there is no way to automatically bring in the Tenant Data. So please manually create your Tenants, by clicking on the Tenants link, under the Supporting Data menu.

1.2.3 Protection Types

To import your existing protection types, please click on the Protection Types link under the Supporting Data menu. This will bring up the list of Protection Types (which will be empty).

From here you can right click on the top grey ribbon, and select 'Refresh Protection Types'

	Name	Code	Created
<input type="checkbox"/>	FolderProtection	FLD	01/05/2018 16:08:20
<input type="checkbox"/>	Hyper-V	41	01/05/2018 16:08:21
<input type="checkbox"/>	Hyper-V2	HyperV2	07/06/2018 16:49:15

1.2.4 Protection Levels

To import your existing protection levels, please click on the Protection Levels link under the Supporting Data menu. This will bring up the list of protection levels (which will be empty)

From here you can right click on the top grey ribbon and select 'Refresh Protection Levels'

	Name	Description	Code
<input type="checkbox"/>	Gold	Daily Backups, 1 month retention	1 Gold
<input type="checkbox"/>	Silver	Weekly Backups, 3 week retention	2 Silver

1.2.5 Roles

If you would like non ServiceNow Admins to configure and maintain certain aspects of the application, please provide those users with the role called: x_teu_nss_app.nss_admin

2 Mapping Tables

Large amount of functionality is driven by the mapping tables in the application, below is a brief description of the mapping tables.

2.1 CI Mapping

This table allows you to configure which CMBD records are allowed to be registered in Netbackup Self Service.

You are able to select the table, condition of the record, and which Master Server, Tenant & Protection type is will be assigned when being registered.

Please be aware there is an auto register which will register any newly created CI's on that table.

The application out of the box has examples of this.

2.2 OS Mapping

The OS Mapping table, allows you to map what OS & Hardware to assign the device when registering.

This is crucial information for Netbackup Self Service and you cannot register a device without mapping it to an OS Hardware bundle.

The application out of the box has examples of this.

3 Appendix

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