

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

Step1: install 'ServiceNow Adaptor' which is available at the following URL
<https://community.biomni.com/hc/en-us/articles/218965647-ServiceNow-Adapter>
(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

Step2. Install 'Front Office Request Update' adaptor which is available at the following URL
<https://community.biomni.com/hc/en-us/articles/218965587-Front-Office-Request-Update>
(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: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.

Step3. 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.

The screenshot shows the 'Form' configuration page in ServiceNow. The top navigation bar includes tabs for Details, Tenant, Form, Rules, Roles, Approval, Fulfilment, SLA, Request List, and Demand. Below the navigation bar, there are dropdown menus for 'Location' (set to 'Header') and 'Language' (set to 'English (US) - English (United States)'). The main area is titled 'Standard' and contains a list of form field types on the left and a preview of the 'ServiceNow details' form on the right. The form fields listed on the left are: Check Box, Toggle, Single line text box, Multi-line text box, Number, Email, Hyperlink, File, Date, Time, Radio Button, Listbox, and Password. The 'ServiceNow details' form preview shows the following fields: Category (dropdown), Impact (dropdown), Urgency (dropdown), Short Description (text box), Description (text area), Attach a file (button with search and delete icons), Incident Id (text box), System Id (text box), and Workflow Id (text box).

Request Field Name	Field Code	Field Type	Display Mode	Default
Category	CATEGORY	Listbox	Listbox	Hardware
Impact	IMPACT	Listbox	Listbox	Medium
Urgency	URGENCY	Listbox	Listbox	Medium

Visual Configuration Help Select Container Copy Delete

Field Code: CATEGORY * Display Mode: Listbox Cancel

Field change by User calls Adapter Webservice Parameters

Items Add Item Import

Default	Code	Description
<input checked="" type="radio"/>	Hardware	Hardware

Request Field Name	Field Code	Field Type	Default
Short Description	SHORTDESCR	Single line text box	BackupNow Failure
Description	DESCRIPT	Multi-line text box	N/A

Visual Configuration Help Select Container Copy Delete

Field Code: DESCRIPT * Cancel

Field Length: 100000 *

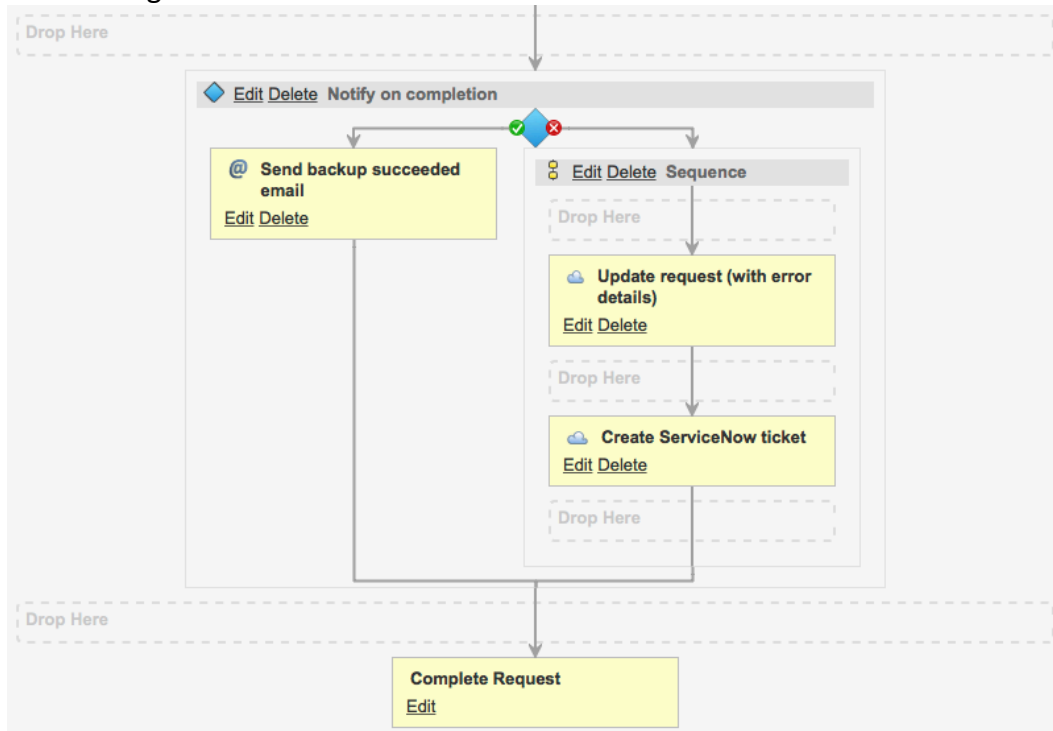
Default

Request Field Name	Field Code	Field Type	Default
Attach a file	ATTACHMENT	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

Amend Fulfilment

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



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

Adapter [X]

Execute a system integration activity

Activity Label

Adapter Accelerator Request Update Hook - Fulfilment

Parameters

Retry on error

Wait for response

Cost

Duration Days

Cancel OK

Add 'Create ServiceNow ticket' as below;

Adapter [X]

Execute a system integration activity

Activity Label

Adapter Service Now Fulfilment

Parameters

Retry on error

Wait for response

Cost

Duration Days

Cancel OK

Example Screenshots

Homepage with ServiceNow viewer

Please DO NOT make configuration changes to this system

Attention ?

0

View ↓

Unprotected ?

5

View ↓

Protected ?

0

View ↓

0%

Using 0 of 205 GB

New Backups (GB)

Status	Name	Protection	Protection Type	Last Backup	Actions
■	BasicVM		VMware	18 minutes ago	⚙️
■	DSL001		VMware	5 minutes ago	⚙️
■	Green		VMware		⚙️
■	TradingApp01		VMware		⚙️
■	vm00		VMware	15 minutes ago	⚙️

servicenow

Id	Description	Created Date	Status	
INC0010403	BackupNow Failed (Sys Ref:4789)	7/26/2018	New	ⓘ
INC0010402	BackupNow Failed (Sys Ref:4788)	7/26/2018	New	ⓘ
INC0010351	Word has crashed	2/22/2018	New	ⓘ
INC0010350	BackupNow Failed (Sys Ref:4382)	2/22/2018	New	ⓘ
INC0010349	BackupNow Failed (Sys Ref:4380)	2/22/2018	New	ⓘ
INC0010348	BackupNow Failed (Sys Ref:4381)	2/22/2018	New	ⓘ

I(nformation) screens with details of failure

Protection Services > ServiceNowCategory > ServiceNowIncidentDetails
Back

+ Create Incident ↻ Refresh

Filter By All

Add Comment

BackupNow Failed (Sys Ref:4789)

INC0010403

Status	New
Priority	Planning
Description	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 error encountered.

BackupNow Failed (Sys Ref:4789)

Id: INC0010403
Status: New
Last Updated: 7/26/2018 2:57 PM

BackupNow Failed (Sys Ref:4788)

Id: INC0010402
Status: New
Last Updated: 7/26/2018 2:57 PM