

Health Log Analytics (HLA) Installation Guide

August 2021

Supported versions:

Quebec Patch 5 (QP5 or higher)

Rome Patch 1 (RP1 or higher)

*If the HLA installation is done on a customer server, **skip** to the next section (Install HLA). Only if the HLA installation is meant for an internal ServiceNow instance, and you **do not** already have one available (running QP5 or later), start here:*

Request a ServiceNow Instance

- Navigate to <https://support.servicenow.com>
- Login using SSO (Okta)
- Request a *New Internal Instance Request*

Fill in the following details:

Provision an Internal Instance

Use this form to request a new internal instance. The [Requesting New Internal Instances](#) KB article describes how to use this service catalog to request an internal instance. Refer [ServiceNow Instance Data Classification KB article](#) to know more on how to classify instance.

NOTE: Please do not use this form to request customer instances or demo/POV instances.

- For customer instances, use [Request new instance for existing customer](#) on HI.
- For demo/POV instances, use [Request a Demo Instance](#) on Surf.

▼ Exits in categories
Service Catalog > ServiceNow Requests

New Instance Request Details

* Instance Edition:
ServiceNow IT Service Automation Suite

* What is the purpose of this instance?
Run HLA training bootcamp (TOM Health Log Analytics)

* How would you classify your data?
Public

* Does the instance have direct data integrations with systems and services that process customer restricted or ServiceNow restricted data?
No

* Instance User Sub-Category
Training - Ongoing

* Is this instance External Customer facing?
Yes

* Department:
GTM PR Solution Sales Enablement

Full Disk Encryption (requires Dedicated Environment) ☐ Database Encryption (Tablespace Encryption) ☐

Install Demo Data ☐

* Preferred instance suffix/name for classified instance:
▼ More information
The name of the instance you are requesting. Note that only numbers and lowercase letters are valid characters in the instance name (ie: no hyphens or dots)
Example: <https://companyname.servicenow.com/>
hlatraining1

* Owner
▼ More information
Netser Henry (NOW) 🔍 ⓘ

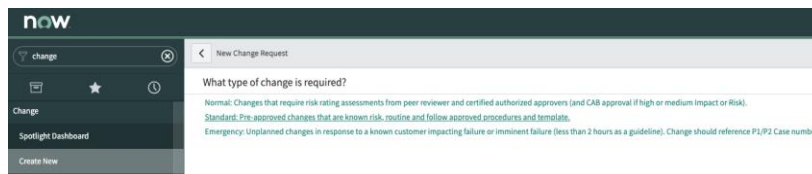
* Preferred datacenter region:
▼ More information
Use the choices below to select a preferred datacenter region, this will help us to place the instance on a server where it is not impacted by any backups, maintenance, these will be carried out outside business hours in that region. We will prioritize the requested region; however if capacity is not available another region might be used.
United States

Application version
Quebec Patch 5 🔍 ⓘ

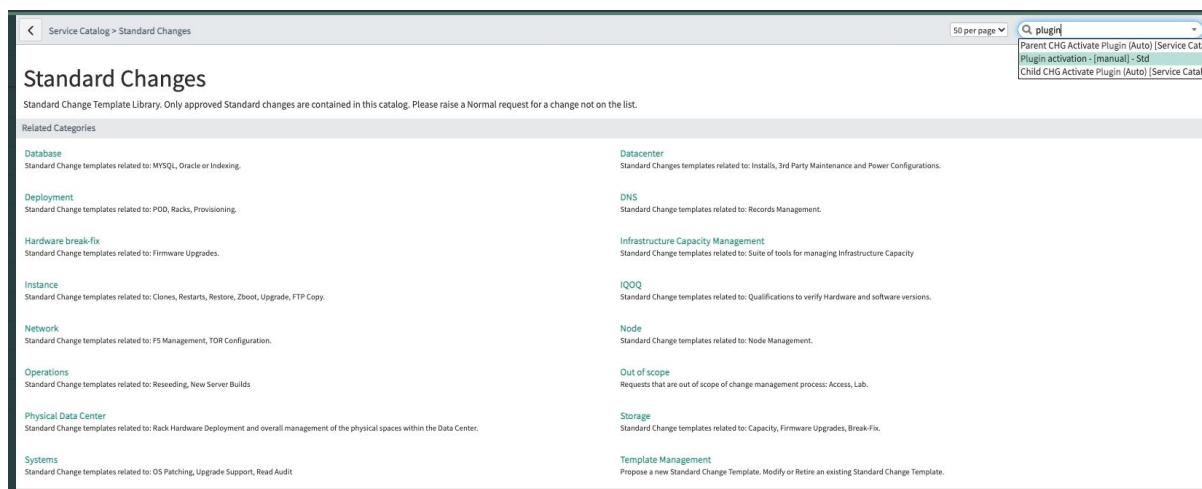
- After instance has been deployed, safeguard your *URL* and *admin* credentials.

Install HLA on a ServiceNow Instance

- Open a CHG request on HI (support.servicenow.com) to install HLA on the instance:
 - Open a “Standard” New Change Request

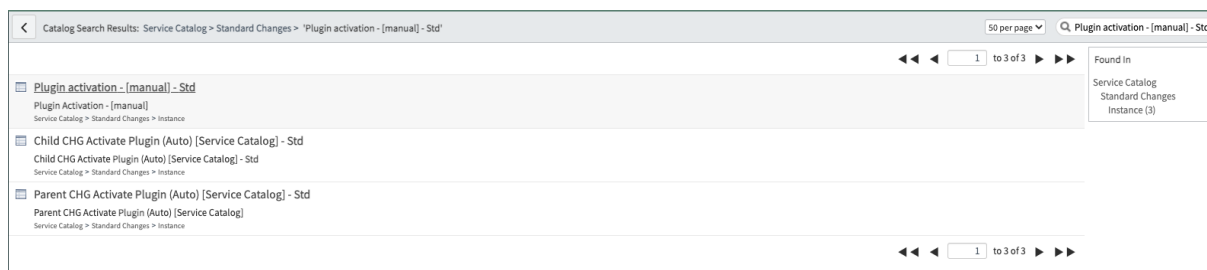


In the next screen, search for “plugin activation”



and choose:

“Plugin activation – [manual] – Std”



Or simply use the link below which takes you straight to that very template:

https://support.servicenow.com/change_request.do?sys_id=-1&sysparm_query=type%3dstandard^std_change_producer_version%3d735c6ae7db0bcc9013b5fb2439961927&sysparm_link_parent=fc586b3a4f6236400e772e35f110c7fd&sysparm_catalog=e0d08b13c3330100c8b837659bba8fb4&sysparm_catalog_view=ess&sysparm_view=

- Fill in the following details:
 - Company (for internal instances, use: “Service-now.com”)
 - The CI in question (the SN instance – make sure you select the item whose class is “**instance**” and **not** one of the nodes/DB-catalog...)
 - **Assignment group = “System Administrators” !!!**
NOTICE – you must override the default “Activate Plugin” assignment group with “system administrators” instead!
 - Short Description should be:
“Please install HLA plugins for [INSTNACE_NAME], with all the necessary HLA infrastructure components and services”
 - The full Description can be the same, +fill in the other details you’re asked (especially the reason for HLA - Customer POV / Demo / Training, etc...) + specify urgency (if relevant) so CloudOps can prioritize accordingly...
- See example:

The screenshot shows a ServiceNow Change Request form for the 'Activate Plugin' category. The form is titled 'Change Request' and 'New record'. It includes a progress bar with stages: New, Assess, Authorize, Scheduled, Implement, Review, Closed, and Canceled. The form fields are organized into two columns. The left column contains fields for Company (Service-now.com), Number (CHG15136720), Requested by (Netser Heruty (NOW)), Category (Instance), Sub Category (Activate Plugin), Configuration Item (SNC Instance - hlatraining1), Priority (4 - Low), Risk (Low), Risk value (3), and Impact (-- None --). The right column contains fields for Type (Standard), State (New), Assignment group (System Administrators), Assigned to, and Contract. The Short description field contains the text: 'Please install HLA plugins for [instance], with all the necessary HLA infrastructure components and services'. The Description field contains the text: 'Please install HLA plugins for this instance - hlatraining1, with all the necessary HLA infrastructure components and services. Provide a reason this change is being performed: Customer POV / Demo HLA / HLA Training ... Customer: ServiceNow. Name of configuration items being performed on by this change: SNC Instance - hlatraining1'.

The following article describes all the steps taken by the System Administrators (CloudOps), required for the installation to work + a time-estimator for each step:

[KB0965499 - HLA Provisioning Checklist](#)

**It is recommended you familiarize yourself with steps described in the KB*

- If it's a customer's environment:
 - you **must** also take care of **Entitlement** through the ServiceNow TPP store. Send us a request over email to entitle your customer's relevant instance, to the following: itxpovhlaentitlement@servicenow.com address.
 - SysAdmins will require HOP access to install HLA, make sure the customer's instance supports that (if SNCA plugin access is enabled) – ask the customer.
- Once you are notified that HLA has been successfully installed (CHG Closed):
 - Browse to the relevant instance and login (with admin)
 - Navigate to “sys_service_endpoint.list” in the menu, and validate the following 3 services are “Active = true”:

Service	Name	Active	Authentication	URL
MetricBase	cloth	true	edeb9222102030110080c4934bcb7d	http://db163013.phx101.service-now.com/...
ElasticSearch	dc0-svc240042.phx101.service-now.com_19006	true	5d136ac31b9f4101146c4b234bcbff	https://svc240042.phx101.service-now.com/...
Occultus	occ-hlatraining1.service-now.com	true	5d136ac31b9f4101146c4b234bcbff	https://hlatraining1.service-now.com/oc...

Alternatively, you can browse using the following URI suffix:

[/xmlstats.do?include=services_status](#)

and make sure the 3 services: Occultus, MetricBase, & ElasticSearch are green! (ignore AISearch as it is **not** related to HLA, and might show up as red...)

See:

[hlatraining1.service-now.com/xmlstats.do?include=services_status](#)

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes">
<xmlstats created="Mon Aug 16 11:29:59 PDT 2021" includes="services_status" version="2">
  <services_status>
    <service>
      <name>Occultus</name>
      <health>green</health>
      <health_details>all_endpoints_up</health_details>
      <endpoints>
        <endpoint>
          <name>occ-hlatraining1.service-now.com</name>
          <url>https://hlatraining1.service-now.com/occultus/</url>
          <available>true</available>
        </endpoint>
      </endpoints>
    </service>
    <service>
      <name>ElasticSearch</name>
      <health>green</health>
      <health_details>all_endpoints_up</health_details>
      <endpoints>
        <endpoint>
          <name>dc0-svc240042.phx101.service-now.com_19006</name>
          <url>https://svc240042.phx101.service-now.com:19006/</url>
          <available>true</available>
        </endpoint>
      </endpoints>
    </service>
    <service>
      <name>MetricBase</name>
      <health>green</health>
      <health_details>all_endpoints_up</health_details>
      <endpoints>
        <endpoint>
          <name>cloth</name>
          <url>http://db163013.phx101.service-now.com:3400/</url>
          <available>true</available>
        </endpoint>
      </endpoints>
    </service>
  </services_status>
</xmlstats>
```

If a service is in a **red** state (active = false), **reopen/comment** on the CHG request, and if necessary, open a Case for Loom Support (using “CS – Loom”)

- FYI only, the plugins installed as part of HLA are:

Plugin	Plugin ID
Health Log Analytics	sn_occ
Health Log Analytics Core	com.glideapp.itom.occultus
Health Log Analytics Viewer	sn_log_viewer

(As well as all the Event-Management plugins)

***Reminder:** SCs/Customers CANNOT just install those plugins on an instance on their own! It won't work. a CHG request **must** be submitted first for the System Administrators team to complete some prerequisites manually, and only then will they get to installing the HLA plugins - you won't have to do that.

- For **Quebec** systems only (QP5 or higher)
 - Some fixes are required to be loaded via an Update-Set to the instance **BEFORE** you start streaming any data!

Please browse to: [KB0994682 - Required update post HLA installation for July environments \(Update set Installation Instructions\)](#), install the attached update-set (follow the instructions on the article) - BEFORE streaming data!
- For **Rome** systems only (RP1 or higher)
 - Some fixes are required to be loaded via an Update-Set to the instance **BEFORE** you start streaming any data!
 - Please browse to [KB0995947 - Required update post HLA installation for September version \(on Rome\)](#), install the attached update-set (follow the instructions on the article) - BEFORE streaming data! And that's it!

If you have any issue, open a Case on HI (support) for "CS – Loom"

Good luck.