

Health Log Analytics (HLA) Installation Guide

November 2021

Supported versions:

Quebec Patch 5 (QP5 or higher)

Rome Patch 3 (RP3 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 (ITOM 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.service-now.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

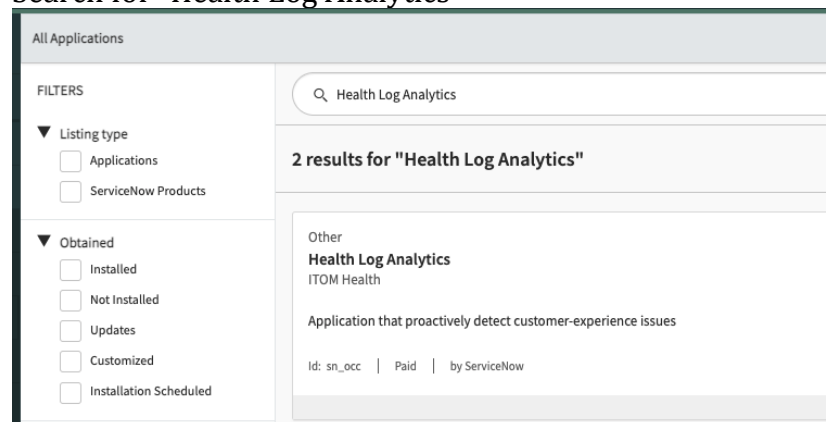
- If the instance is in a customer's environment:
 - You **must first** get **Entitlement** through the ServiceNow TPP store:

Send us a request over email to entitle your customer's relevant instance url, to the following distribution list: itxpovhlaentitlement@servicenow.com
- only after we confirm entitlement is in order, move on to the next step.

1. Install the Health Log Analytics plugin:

****If it's a customer instance to which you **don't** have access, **have your customer follow this step only*****

- Browse to the instance store (navigate to: "All Available Applications -> All ", or: "System Definition -> Plugins")
- Search for "Health Log Analytics"

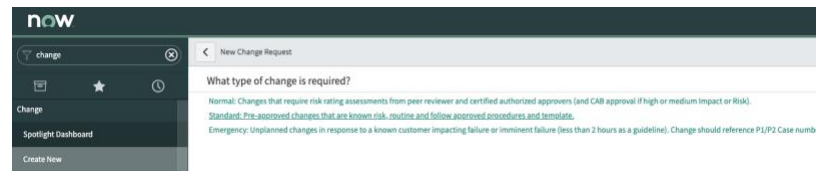


- Install it!

****Notice:*** even when the installation is complete, HLA will **NOT** be working yet! Make sure to convey this message to your customer given they did the plugin installation...

2. Next, open a CHG request on HI (support.servicenow.com), asking to complete the manual requirements necessary for the provisioning of HLA to your instance:

- Open a "Standard" New Change Request



In the next screen, search for "plugin activation"

Service Catalog > Standard Changes

Standard Changes

Standard Change Template Library. Only approved Standard changes are contained in this catalog. Please raise a Normal request for a change not on the list.

Related Categories

<p>Database Standard Change templates related to: MYSQL, Oracle or Indexing.</p> <p>Deployment Standard Change templates related to: POD, Racks, Provisioning.</p> <p>Hardware break-fix Standard Change templates related to: Firmware Upgrades.</p> <p>Instance Standard Change templates related to: Clones, Restarts, Restore, Zboot, Upgrade, FTP Copy.</p> <p>Network Standard Change templates related to: FS Management, TOR Configuration.</p> <p>Operations Standard Change templates related to: Reseeding, New Server Builds.</p> <p>Physical Data Center Standard Change templates related to: Rack Hardware Deployment and overall management of the physical spaces within the Data Center.</p> <p>Systems Standard Change templates related to: OS Patching, Upgrade Support, Read Audit.</p>	<p>Datacenter Standard Change templates related to: Install, 3rd Party Maintenance and Power Configurations.</p> <p>DNS Standard Change templates related to: Records Management.</p> <p>Infrastructure Capacity Management Standard Change templates related to: Suite of tools for managing Infrastructure Capacity.</p> <p>IQOQ Standard Change templates related to: Qualifications to verify Hardware and software versions.</p> <p>Node Standard Change templates related to: Node Management.</p> <p>Out of scope Requests that are out of scope of change management process: Access, Lab.</p> <p>Storage Standard Change templates related to: Capacity, Firmware Upgrades, Break-Fix.</p> <p>Template Management Propose a new Standard Change Template, Modify or Retire an existing Standard Change Template.</p>
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and choose:
“Plugin activation – [manual] – Std”

Catalog Search Results: Service Catalog > Standard Changes > 'Plugin activation - [manual] - Std'

50 per page

1 to 3 of 3

<input checked="" type="checkbox"/> Plugin activation - [manual] - Std Plugin Activation - [manual] Service Catalog > Standard Changes > Instance	Found In Service Catalog Standard Changes Instance (3)
<input type="checkbox"/> Child CHG Activate Plugin (Auto) [Service Catalog] - Std Child CHG Activate Plugin (Auto) [Service Catalog] - Std Service Catalog > Standard Changes > Instance	
<input type="checkbox"/> Parent CHG Activate Plugin (Auto) [Service Catalog] - Std Parent CHG Activate Plugin (Auto) [Service Catalog] Service Catalog > Standard Changes > Instance	

1 to 3 of 3

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=

- In the new CHG form, fill in the following details:
 - Company (for internal instances, use: “Service-now.com”)
 - The CI in question (the SNC 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 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...

**for customer instances, please also mention that entitlement & plugin installation were already taken care of!*

- See example:

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*

3. Once you are notified in the CHG ticket that HLA has been successfully installed:

1. Confirm HLA is up and running:

- 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
<input type="checkbox"/>	Metricbase	cloud	true	elasticsearch@9101146c84b234dc0ff	http://9b142016.phx101.service-now.com/...
<input type="checkbox"/>	ElasticSearch	elasticsearch@9101146c84b234dc0ff	true	elasticsearch@9101146c84b234dc0ff	https://wv240042.phx101.service-now.com/...
<input type="checkbox"/>	Oicubus	oicubus@9101146c84b234dc0ff	true	oicubus@9101146c84b234dc0ff	https://hlatrainingdemo.service-now.com/...

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">
<stats 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>
    </service>
    <service>
      <name>ElasticSearch</name>
      <health>green</health>
      <health_details>all_endpoints_up</health_details>
    </service>
    <service>
      <name>MetricBase</name>
      <health>green</health>
      <health_details>all_endpoints_up</health_details>
    </service>
  </services_status>
</stats>
```

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

- Finally, you/the-customer must **install the relevant update-set** to the instance:

For **Quebec** systems only (QP5 or higher):

- Fixes are required to be loaded via an Update-Set to the instance **BEFORE** you start streaming any data!

Browse to: [KB0994682 - Required update post HLA installation for July environments \(Update set Installation Instructions\)](#), and install the attached update-set (follow the instructions on the article) - BEFORE streaming data!

For **Rome** systems only (RP3 or higher):

- Fixes are required to be loaded via an Update-Set to the instance **BEFORE** you start streaming any data!
- Browse to: [KB0995947 - Required update post HLA installation for September version \(on Rome\)](#), and 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) using Category: Health Log Analytics. Good luck.