# 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 <u>customer</u> server, **<u>skip</u>** 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:*



- 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
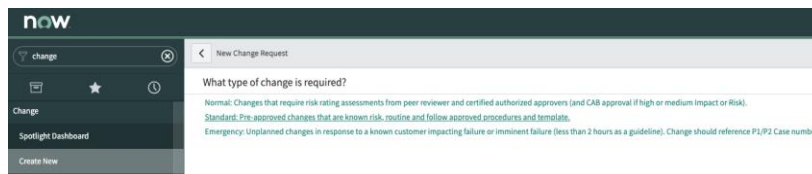
  

  In the next screen, search for "plugin activation"

  

  and choose:
  **"Plugin activation – [manual] – Std"**
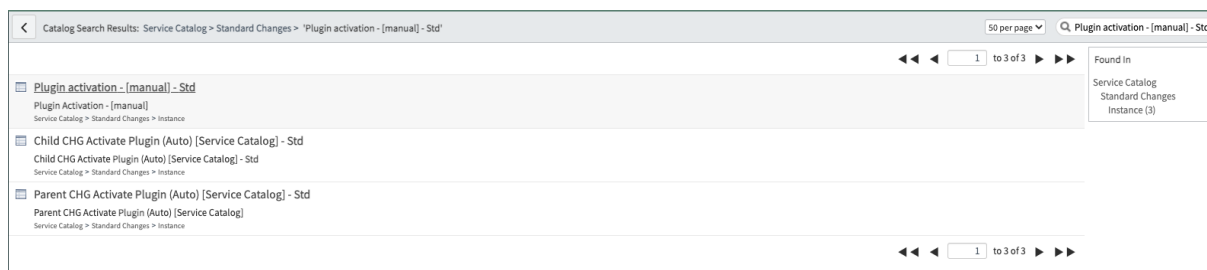
  

  Or simply use the link below which takes you straight to that very template:
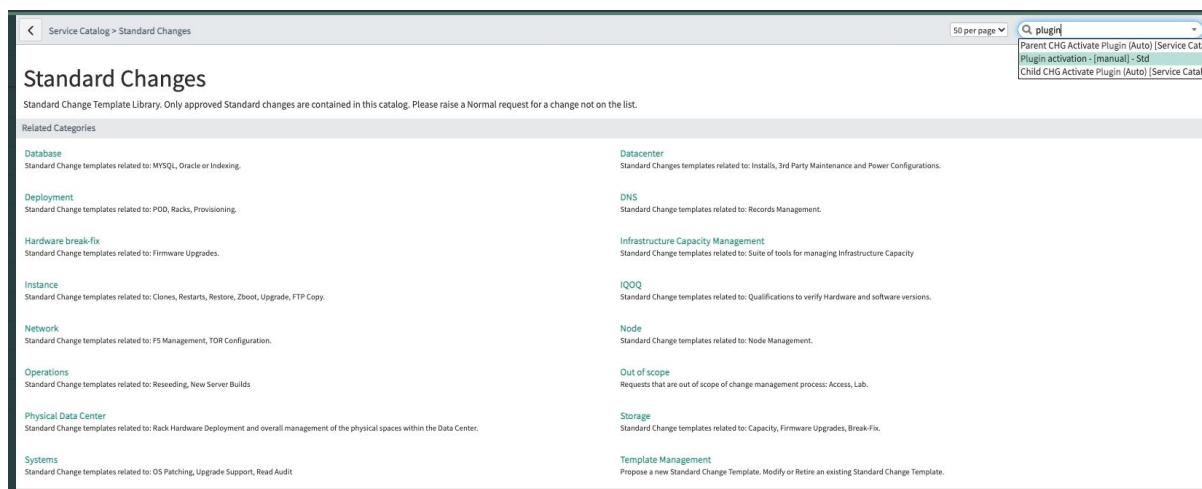
  https://support.servicenow.com/change_request.do?sys_id=-1&sysparm_query=type%3dstandard^std_change_producer_version%3d735c6ae7db0bcc9013b5fb2439961927&sysparm_link_parent=fc586b3a4f6236400e772e35f110c7fd&sysparm_catalog=e0d08b13c3330100c8b837659bba8fb4&sysparm_catalog_view=ess&sysparm_view=

- o 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 <u>must</u> override the default "~~Activate Plugin~~" assignment group with "system administrators" instead!*

  - <u>Short Description</u> should be:
    *"Please install HLA plugins for [INSTNACE_NAME], with all the necessary HLA infrastructure components and services"*

  - The full <u>Description</u> can be the same, +fill in the other details you're asked (especially the <u>reason</u> for HLA - Customer POV / Demo / Training, etc…) + specify urgency (if relevant) so CloudOps can prioritize accordingly…

- o 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*

- If it's a <u>customer's</u> 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":



    Alternatively, you can browse using the following URI suffix:
    /xmlstats.do?include=services_status
    *and make sure the 3 services: Occultus, MetricBase, & ElasticSearch are <u>green</u>!*
    *(ignore AISearch as it is **not** related to HLA, and might show up as red...)*

    See:



    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 <mark>Quebec</mark> systems only (QP5 or higher)

  o 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 <mark>Rome</mark> systems only (RP1 or higher)

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

  o 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.