

SCOPED CERTIFIED APPLICATION INSTALLATION AND CONFIGURATION GUIDE

Rubrik

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1 Overview

This document details the post-installation configuration steps for the Rubrik ServiceNow Integration. It includes steps for configuration and connectivity, as well as some troubleshooting steps. Application dependencies are detailed in the 'External systems connection' section of the document.

1.1 References

#	Document Identifier	Document Title
1	n/a	Rubrik CDM User Guide

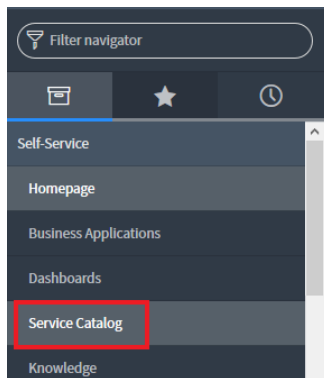
2 Application Dependencies

- List all plugins required: None
- List all system table permissions required: None

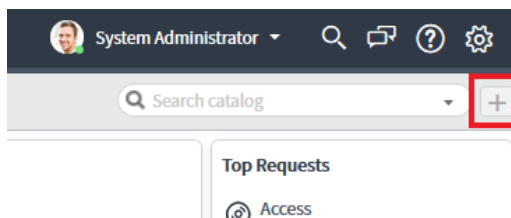
3 Configuration Instructions

The following steps are used to configure the application once it is installed:

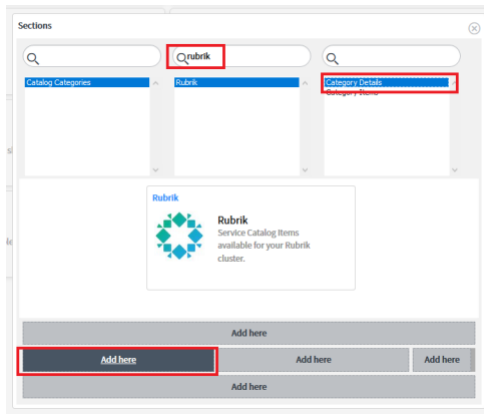
1. Go to Service Catalog in the ServiceNow console



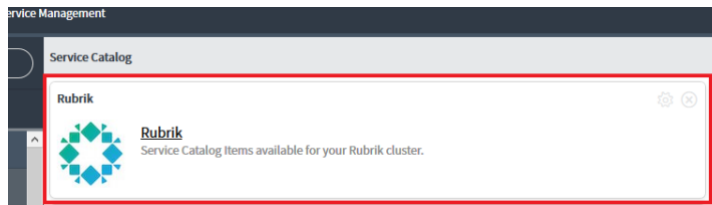
2. Click the plus button in the top right to add a new category to your ServiceNow Service Catalog



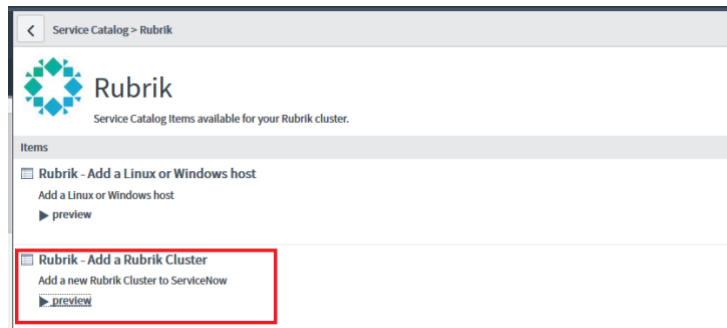
3. Enter 'Rubrik' in the middle search box, select 'Category Details', and click 'Add here' on the left-hand middle box in the layout view



4. You should now see the 'Rubrik' category in your Service Catalog, click the 'Rubrik' title to drill into the catalog services



5. Click the 'Add a Rubrik Cluster' Catalog Item



6. Complete the fields in the table with the Rubrik connection details, note that the 'Rubrik Site/Cluster Name' field is used as the display name for the Rubrik cluster when running reports or other catalog items.

NOTE: It is suggested to use a Floating IP for the 'Rubrik Cluster Hostname or IP address' value, instructions on configuring a Floating IP can be found in the Rubrik CDM User Guide (see section 1.1). Use of a Floating IP will help ensure that the application continues to function in the event of a node loss.

Select the MID Server which is most appropriate for connecting to the Rubrik cluster on-premises



Service Overview

Add a new Rubrik cluster to the ServiceNow configuration

* Rubrik Site/Cluster Name:

* Rubrik Cluster Hostname or IP address:

* Rubrik Username:

* Rubrik Password:

* ServiceNow MID Server:

7. Once done click Order Now

System Administrator

Search catalog

Order this Item

Quantity: 1

Delivery time: 1 Day

Order Now

Add to Cart

Shopping Cart

Empty

Order Status

Thank you, your request has been submitted

Order Placed: 2018-04-30 10:23:57
Request Number: REQ0000001
Estimated Delivery Date: 2018-04-30
Complete Order

Description	Delivery Date	Stage	Price (usd)	Quantity	Total
Add a new Rubrik Cluster to ServiceNow	2018-04-30	1		1	
					Total

Back to Catalog Continue Shopping Home

8. Click on the 'REQ' request ID, and confirm that the request is in 'Closed Complete' state. If something went wrong with connecting to the Rubrik cluster, or using the provided credentials then this will be in a 'Closed Incomplete' status

Request ID: REQ0000001

Requested for: System Administrator

Location:

Date date: 2018-04-30 10:23:57

Price: \$0.00

Description:

Short description:

Special instructions:

Opened: 2018-04-30 10:23:57

Opened by: System Administrator

Approval:

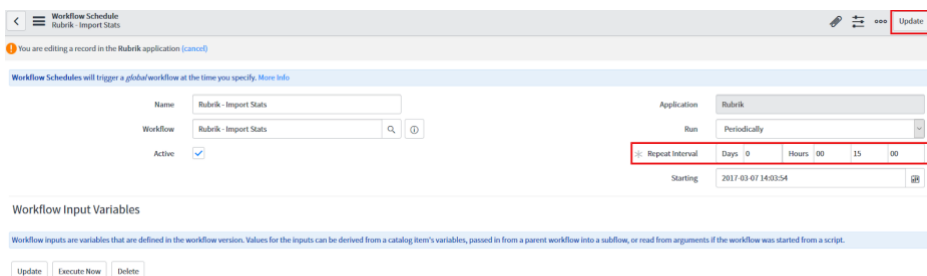
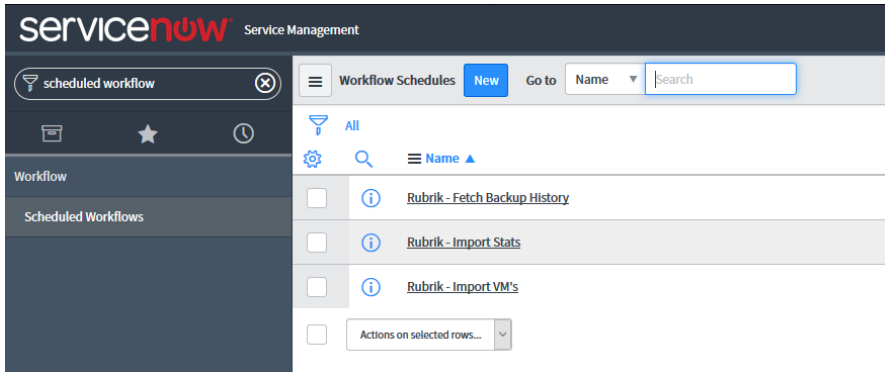
Request state: Closed Complete

9. Repeat this step with further requests for any additional Rubrik clusters to be managed through ServiceNow

There are four scheduled workflows configured as part of the Rubrik ServiceNow Management Pack, these are as follows:

Name	Default Frequency	Description
Fetch Backup History	Every 45 minutes	Gets backup history for all objects on the managed Rubrik clusters and stores them in the 'Rubrik - Backup Histories' table
Import Stats	Every 15 minutes	Gets statistics for the managed Rubrik clusters, and stores them in the 'Rubrik - Stats' table
Import VMs	Every 6 hours	Gets details for Rubrik protected objects from managed clusters, and stores them in the relevant tables. These objects are VMs, Filesets, SQL Databases
Import Capacity Stats	Every 15 minutes	Gets capacity statistics for the managed Rubrik clusters, and stores them in the 'Rubrik - Capacity Stats' table

The default timings should be fine for most deployments, although these can be tuned through the 'Scheduled Workflows' interface as shown below



On first installation, these should be run manually in the following order, by going to each scheduled workflow and clicking 'Execute Now':

- Import VMs
- Import Stats
- Fetch Backup History
- Import Capacity Stats

Leave around 5 mins between each workflow run to ensure this has completed.

The following roles are required to access the Rubrik application:

Role Name	Description
x_rubri_rubriksnow.app_user	Required for access to catalog items
x_rubri_rubriksnow.dashboard_admin	Provides modify access to portal pages included with the application
x_rubri_rubriksnow.dashboard_user	Provides read-only access to portal pages included with the application

Beyond this, there are roles for each of the tables included in the application. Read access to these is required for the dashboards and catalog items delivered as part of the integration.

4 External systems connection

If your application contains integration components please clearly outlined them here and provide integration user creation instructions:

- Integration components required: Rubrik CDM cluster, running RCDM version 4.0+ (NOTE: EC2 backup/recovery workflows require RCDM 4.2+)
- It is recommended to use a floating IP address for management of the cluster in order that management and monitoring can continue in the event that a node in the cluster is unavailable (instructions for configuring Floating IPs can be found in the Rubrik User Guide, See Rubrik User Guide, References entry 1)
- Steps to create a dedicated integration user:
 1. See Rubrik User Guide (References entry 1) for instructions on creating a user account.
 2. The user account should be of the 'Administrator' role type on the Rubrik system.
 3. The user account can be a 'local' or 'Active Directory' type account

5 Testing the configuration

Connectivity to the on-premises Rubrik cluster(s) will be via one or more ServiceNow MID Servers. These MID servers will require HTTPS (TCP/443) access to the Rubrik cluster in order to communicate with the Rubrik CDM REST API.

Once the application is installed, testing for connectivity to added Rubrik clusters will be done as they are added via the included 'Add a Rubrik Cluster' Catalog Item.

6 Demo Data

No demo data is included with this application

7 Support and Troubleshooting

In this section, please complete the SLA definition and provide some common troubleshooting options:

7.1 Service Level Agreement Definition

Should you need support please contact us using the information below.

- **Support Hours of Operation:** 8am - 5pm PST
- **Support Days of Operation:** Monday - Friday other than national holidays
- **Promised Response Time:** We will respond to email within 48 hours of receiving a support request during normal support hours
- **Promised Resolution Time:** Within 5-10 business days of response
- **Contact Method:** Email
- **Contact Details:**
Email: support@rubrik.com

7.2 Troubleshooting

Issues with the Rubrik application are likely a result of communication issues between the MID Server and the Rubrik CDM cluster. These can be investigated through network troubleshooting from the MID Server:

- Windows – can you access the Rubrik CDM Web UI via Chrome browser on the MID Server?
- Linux – can you connect to port 443? (`nc <rubrik_cluster_ip> 443`):

```
HAL:~ user$ nc rubrik.demo.com 443 -v
found 0 associations
found 1 connections:
  1:  flags=82<CONNECTED,PREFERRED>
      outif utun4
      src 192.168.1.101 port 55434
      dst 192.168.0.100 port 443
      rank info not available
      TCP aux info available
Connection to rubrik.demo.com port 443 [tcp/https] succeeded!
```

If tables are not populating via the Scheduled Workflows then the System Log in ServiceNow can be used to check for error messages (*System Logs > System Log > All*).

END OF DOCUMENT