Application version: 1.1

Note: for version 1.1, there is also a YouTube video that walks you through the installation.

Link: https://youtu.be/MQENNl2y2Bs

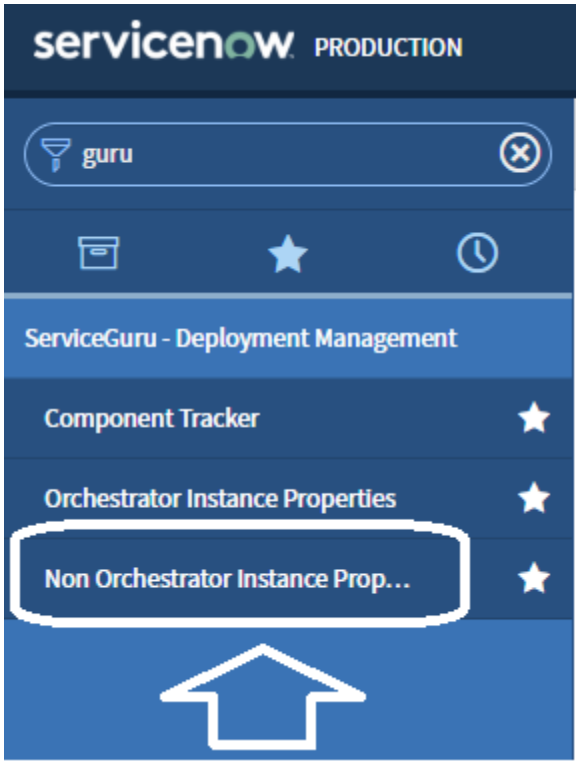
Prerequisites:

1) System property 'glide.update_set.auto_preview' must be set to true in all environments which are in scope for the integration.
2) Install an integration user account in all your instances. This account will be used for retrieving the update sets, committing update sets and committing scripts. The admin role would be ideal but check to see if a lower role is sufficient. Ensure that the username and password are the same across all instances. If you need to provide a unique username and password combination for different environments, refer to the FAQ document.
3) Create Update sources for all environments from where you expect to retrieve the update set. If we have the code movement path of Dev to QA, QA to UAT and UAT to Prod. We need to have update sources in QA, UAT and Prod for the previous instances.

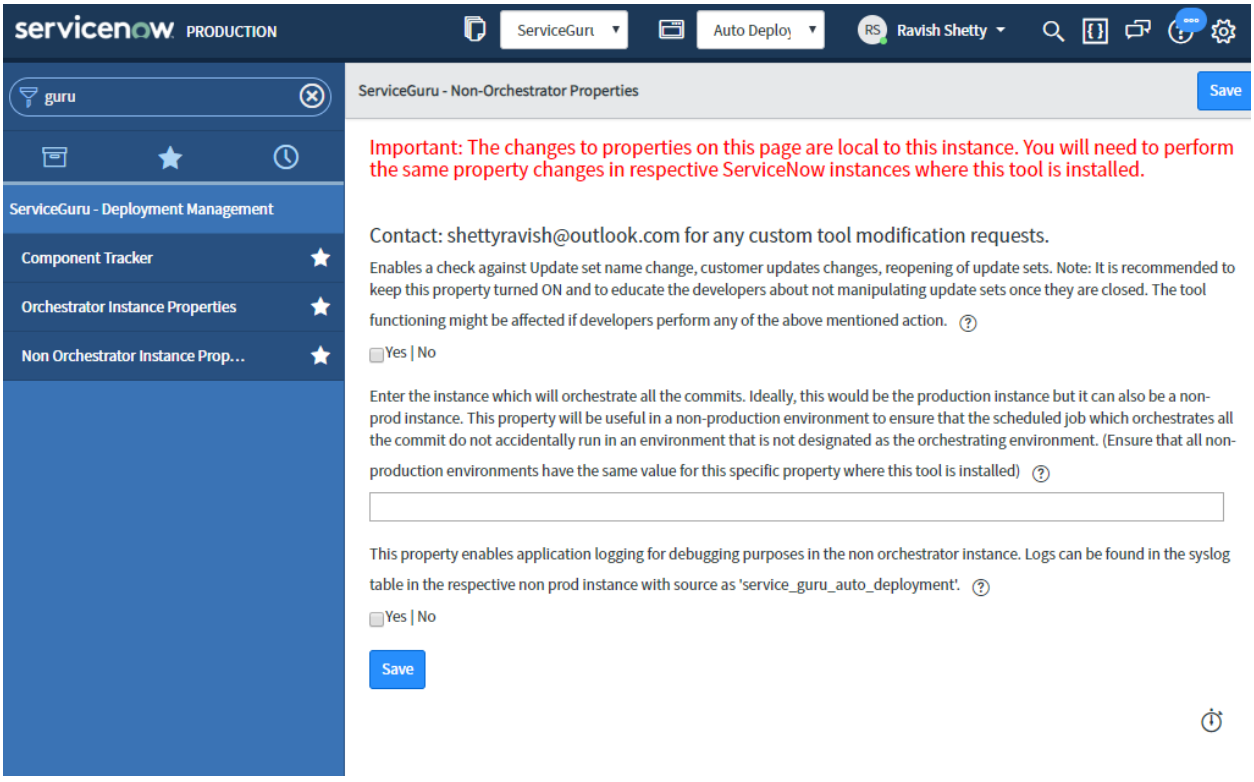
Non-Orchestrator instance installation steps

1) Install the batch update sets (update set name: ServiceGuru-Shell) in all the instances which are in scope for the integration.
2) Download the second update set 'ServiceGuru-FIRST-TIME-INSTALL-ONLY' from here. Upload and install this update set. This is a non-batched single update set and contains jobs and properties for the first time installation. For subsequent upgrades of this application, you don't need to install this update set.

3) Type 'ServiceGuru' in the left navigation and click on 'Non-Orchestrator Instance Properties' properties.



a. You should see the configuration page like the one below



a) Turn on the below property (highly recommended) to enable the best practice check for update sets in your non-production instance.

Enables a check against Update set name change, customer updates changes, reopening of update sets. Note: It is recommended to keep this property turned ON and to educate the developers about not manipulating update sets once they are closed. The tool functioning might be affected if developers perform any of the above mentioned action. ⓘ

☐ Yes | No

b) Define the Orchestrator instance name.

Enter the instance which will orchestrate all the commits. Ideally, this would be the production instance but it can also be a non-prod instance. This property will be useful in a non-production environment to ensure that the scheduled job which orchestrates all the commit do not accidentally run in an environment that is not designated as the orchestrating environment. (Ensure that all non-production environments have the same value for this specific property where this tool is installed) ⓘ

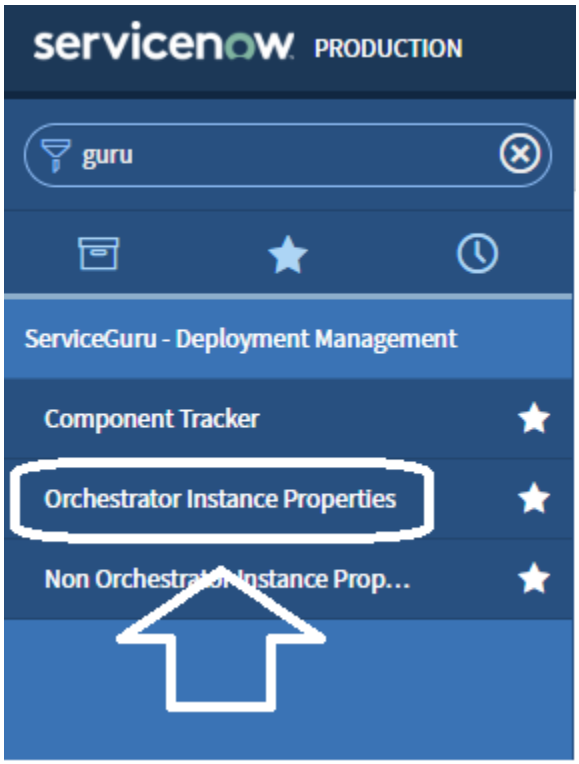
c) Enable logging in the Non-orchestrating instance related to script execution and update sets

This property enables application logging for debugging purposes in the non orchestrator instance. Logs can be found in the syslog table in the respective non prod instance with source as 'service_guru_auto_deployment'. ⓘ

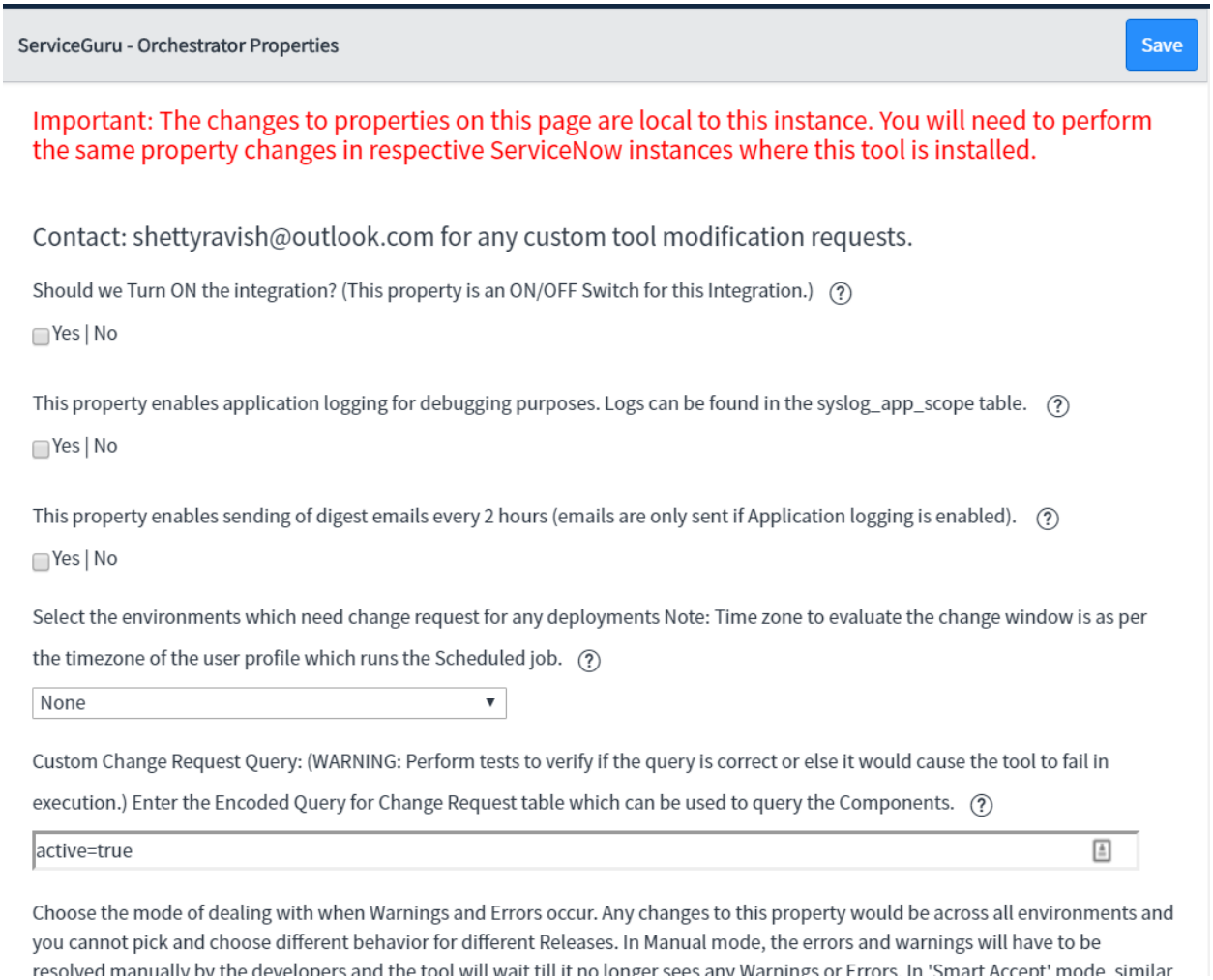
☐ Yes | No

Orchestrator instance installation steps

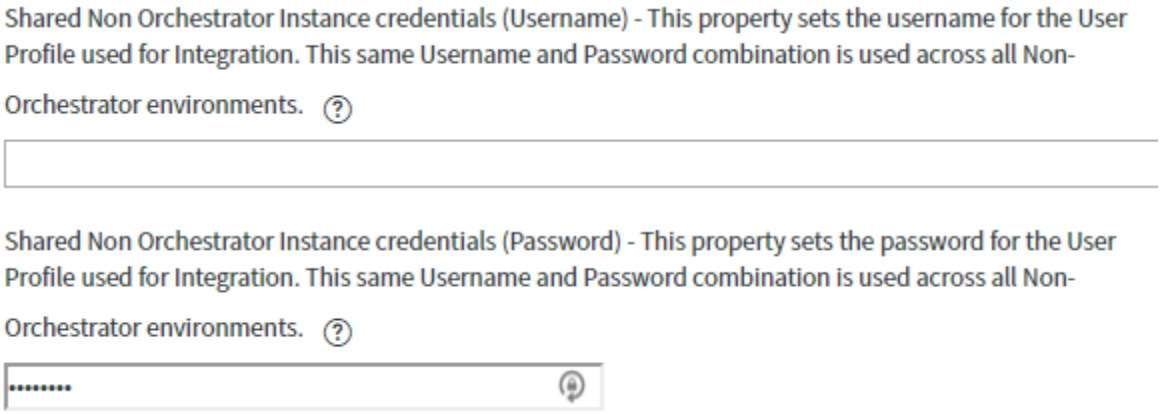
1) Install the batch update sets (update set name: ServiceGuru-Shell) in all the instances which are in scope for the integration.
2) Type ‘ServiceGuru’ in the left navigation and click on ‘Orchestrator Instance Properties’ properties.



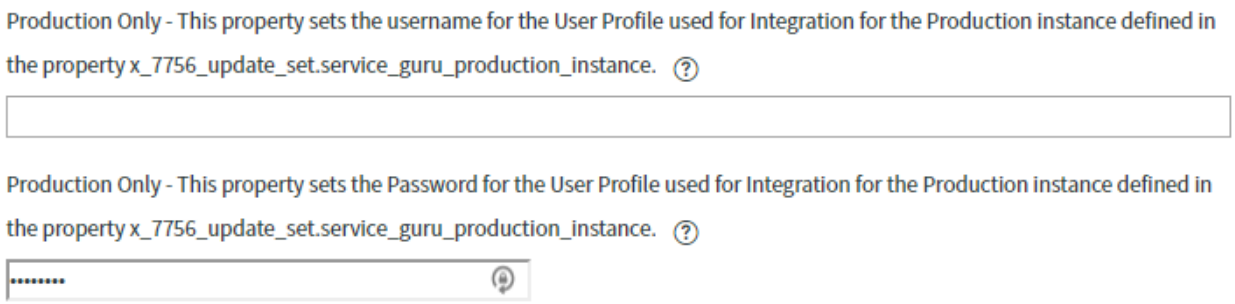
b. You should see the configuration page like the one below



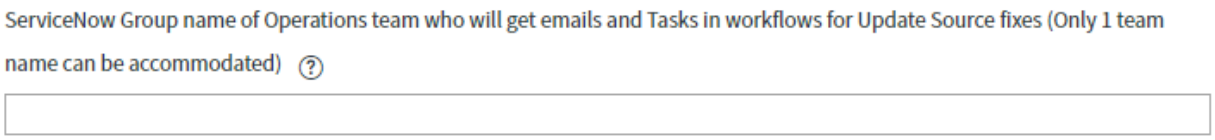
c. In the below properties, update the Non-orchestrator instances Username and password field with the integration account created in previous steps.



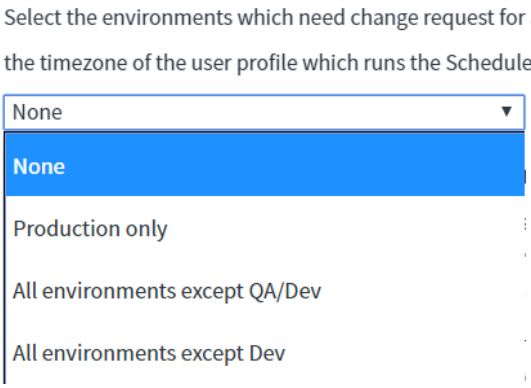
d. In the below properties, update the Production Username and password field with the integration account created in previous steps.



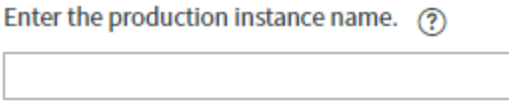
e. Enter the Operations/Reviewers group name



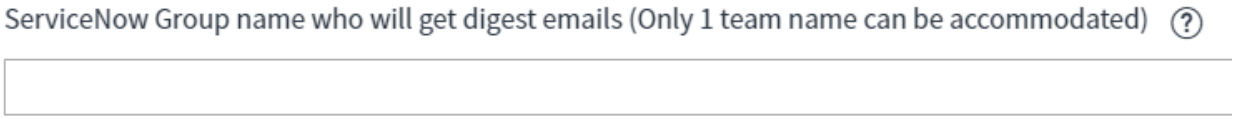
f. Select the environments which will require a change ticket for the deployment



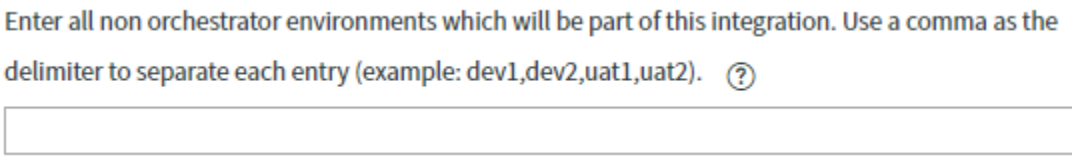
g. Update the production environment name here. To test this tool in the lower environment, you can select a non-production environment instead of production.



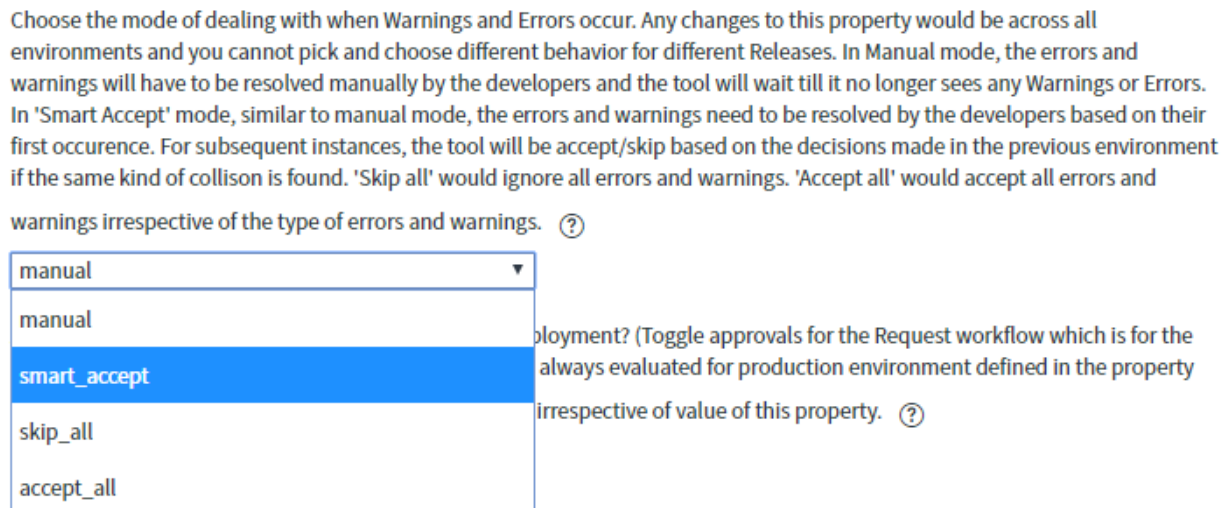
h. Enter the name of the group which will get the digest emails



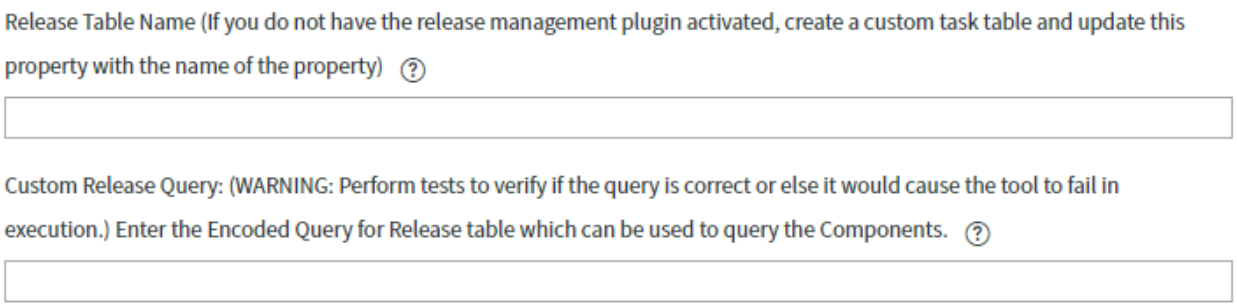
i. Update the names of all environments that will be part of the integration. Ensure that there is no space and comma is used as the delimiter.



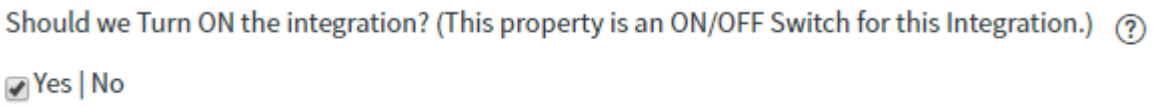
j. Change the ‘Error/Warning’ acceptance mode as desired. By default, it is selected as ‘manual’. You can change it to ‘accept all’, ‘skip all’ or ‘smart accept’.



k. Enter the release table name which you use (for example rm_release). You can also use any task table. Also, define the release query to identify which release is valid.



l. Once all the configurations are completed, turn on the below property. You should be all set.



4) Open the catalog item ‘ServiceGuru - Code Promotion’ in the maintain item (sc_cat_item) table. Control the visibility of this catalog as required. Also, tag this catalog to appropriate categories.