Application version: 1.1

Note: for version 1, there is also a YouTube video which walks you through the installation.

Link: https://youtu.be/92KLOEx2ayA

Pre requisites:

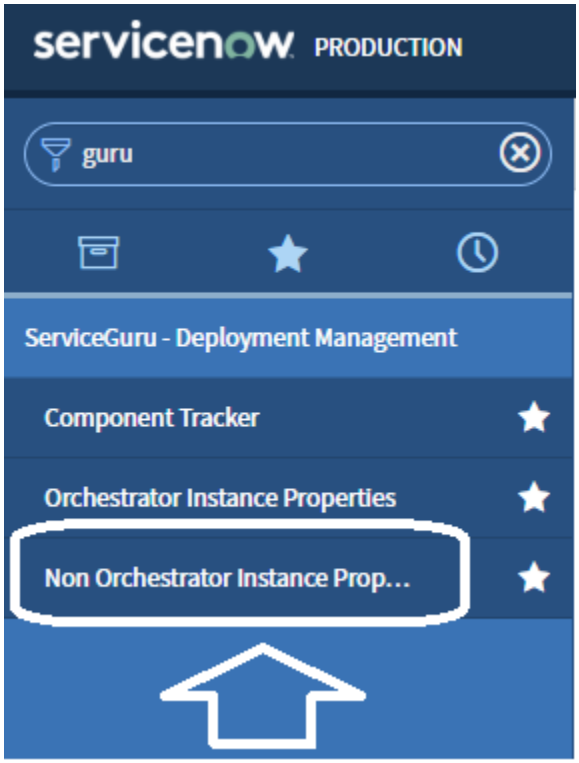
1) System property 'glide.update_set.auto_preview' must be set to true in all environments which are in scope for the integration.
2) Install an integration user account in all your instances. This account will be used for retrieving the update sets, committing update sets and committing scripts. Admin role would be ideal but check to see if a lower role is sufficient. Ensure that the username and password is the same across all instances. If you need to provide unique username and password combination for different environments, refer 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

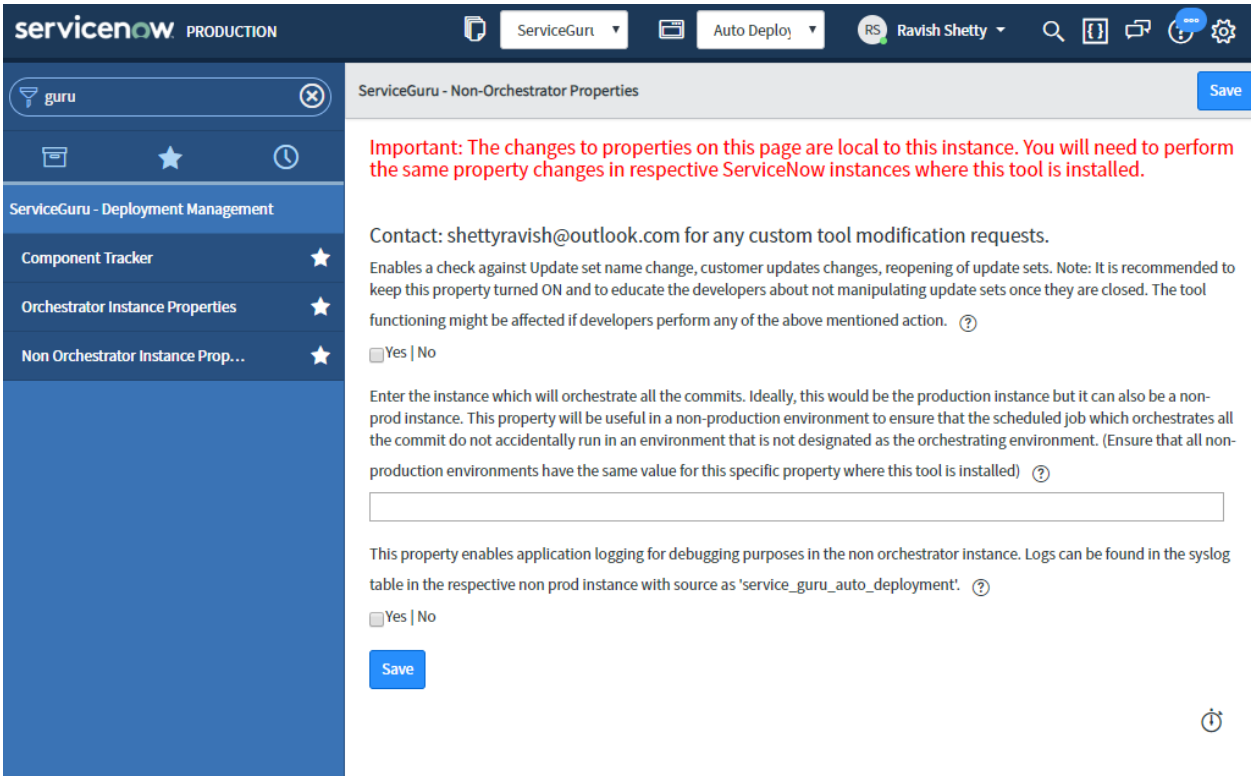
1) Install the batch update sets (update set name: ServiceGuru-Shell) in all the instances which are in scope for the integration.
2) Download the second update set 'ServiceGuru-FIRST-TIME-INSTALL-ONLY' from related files section of the share portal.

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.

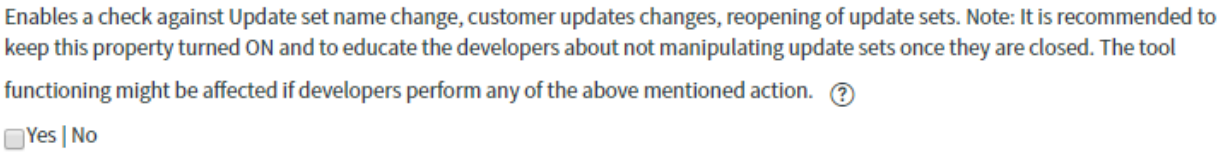
3) Type 'ServiceGuru' in left navigation and click on 'Non-Orchestrator Instance Properties' properties.



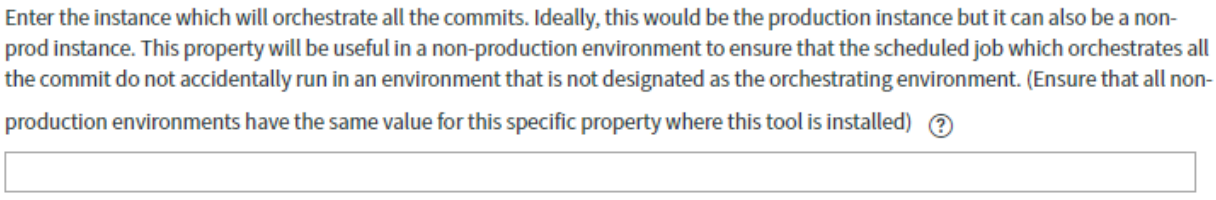
a. You should see the configuration page like the one below



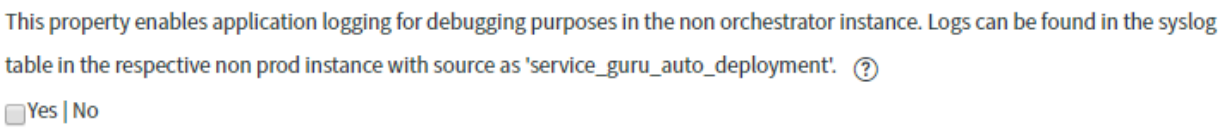
a) Turn on the below property (highly recommended) to enable best practice check for update sets in your non prod instance.



b) Define the Orchestrator instance name.

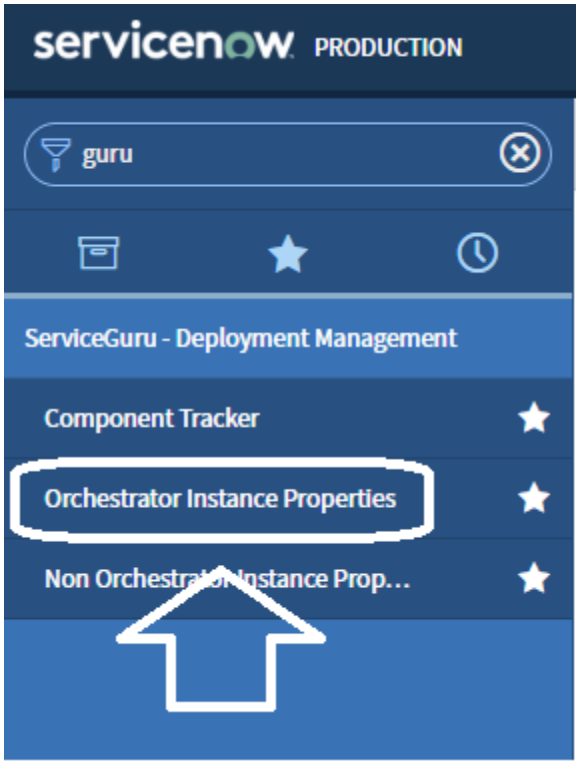


c) Enable logging in the Non orchestrating instance related to script execution and update sets

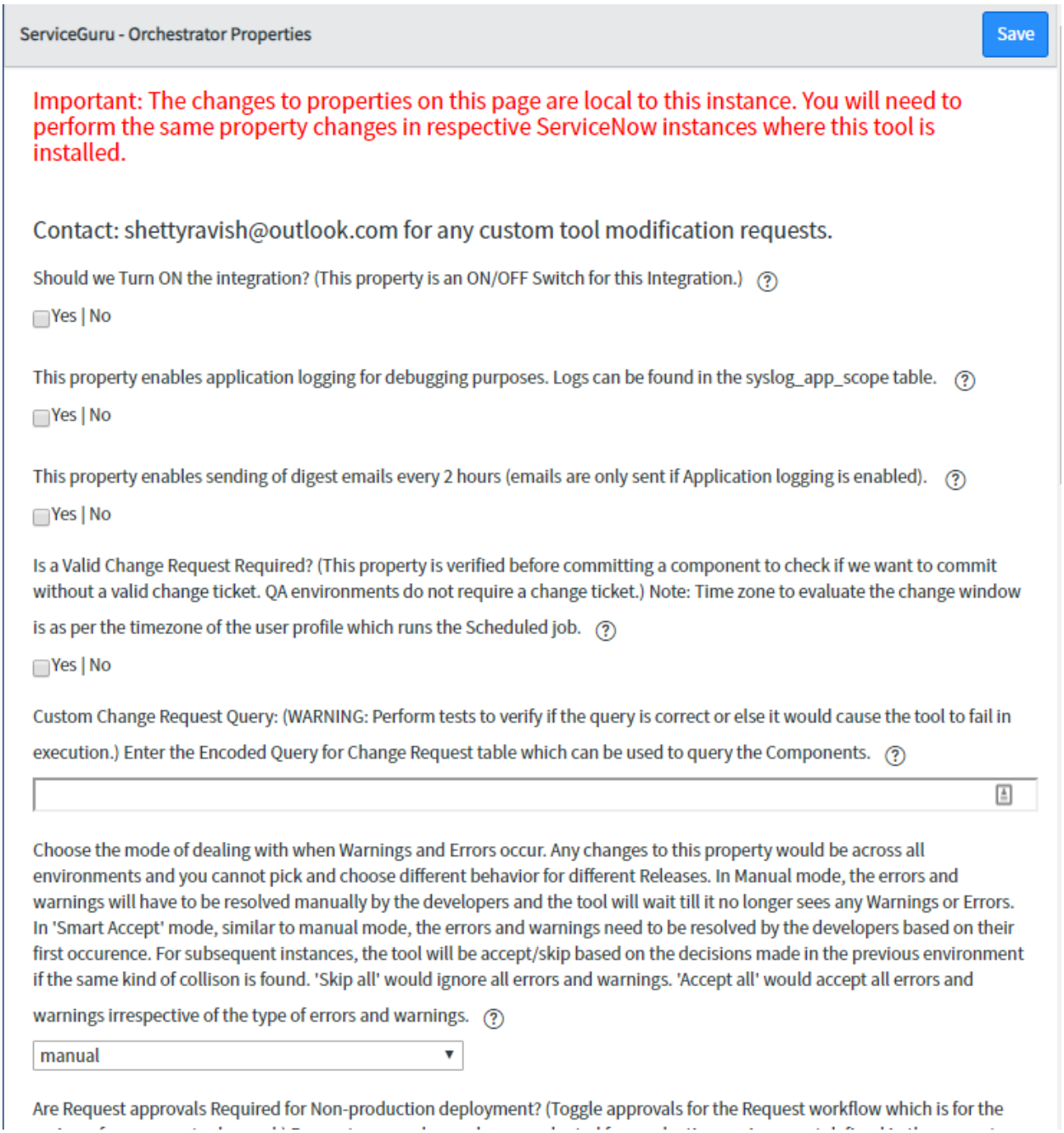


Orchestrator instance installation steps

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 left navigation and click on ‘Orchestrator Instance Properties’ properties.



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



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

Shared Non Orchestrator Instance credentials (Username) - This property sets the username for the User Profile used for Integration. This same Username and Password combination is used across all Non-Orchestrator environments.

Shared Non Orchestrator Instance credentials (Password) - This property sets the password for the User Profile used for Integration. This same Username and Password combination is used across all Non-Orchestrator environments.

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

Production Only - This property sets the username for the User Profile used for Integration for the Production instance defined in the property x_7756_update_set.service_guru_production_instance.

Production Only - This property sets the Password for the User Profile used for Integration for the Production instance defined in the property x_7756_update_set.service_guru_production_instance.

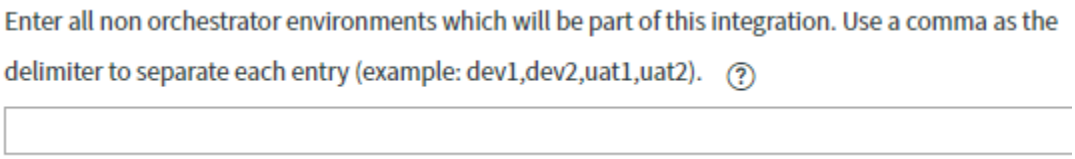
e. Enter the Operations/Reviewers group name

ServiceNow Group name of Operations team who will get emails and Tasks in workflows for Update Source fixes (Only 1 team name can be accommodated)

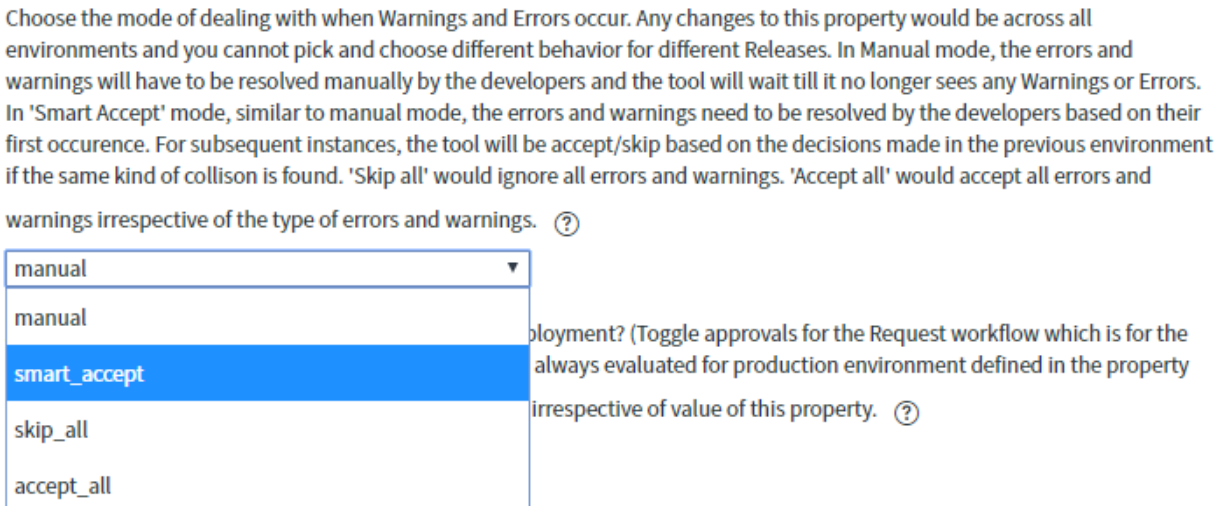
f. Update the production environment name here. To test this tool in the lower environment, you can select a non-production environment instead of production.

Enter the production instance name.

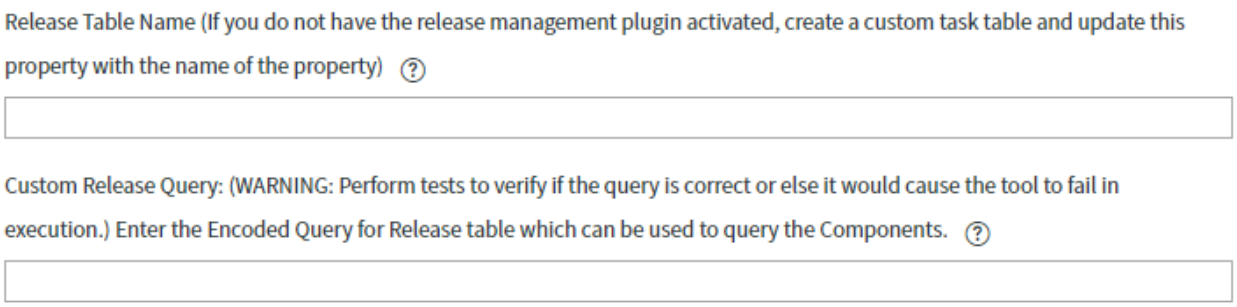
g. Update the names of all environments that will be part of the integration. Ensure that there is no space and comma is used as the delimiter.



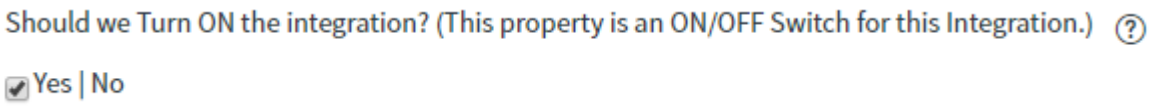
h. Change the 'Error/Warning' acceptance mode as desired. By default it is selected as manual. You can change it accept all or smart accept.



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



j. 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.