NUTANIX™

Third-Party Integrations 1.4.4

ServiceNow Calm Plug-In User Guide

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Contents

NUTANIX CALM PLUG-IN FOR SERVICENOW

Nutanix Calm plug-in for ServiceNow enables you to launch Calm blueprints or MPIs in ServiceNow platform as service catalog items. The Calm plug-in helps to automate the application provisioning and life-cycle management of Calm product. The plug-in allows you to control the resources by using IT services management (ITSM) and IT operations management (ITOM) processes that are defined by the customers in ServiceNow to reduce the time in Nutanix Marketplace.

> Note: To configure and use Calm plug-in, you must be familiar with the basic concepts of Nutanix Calm and ServiceNow platform.
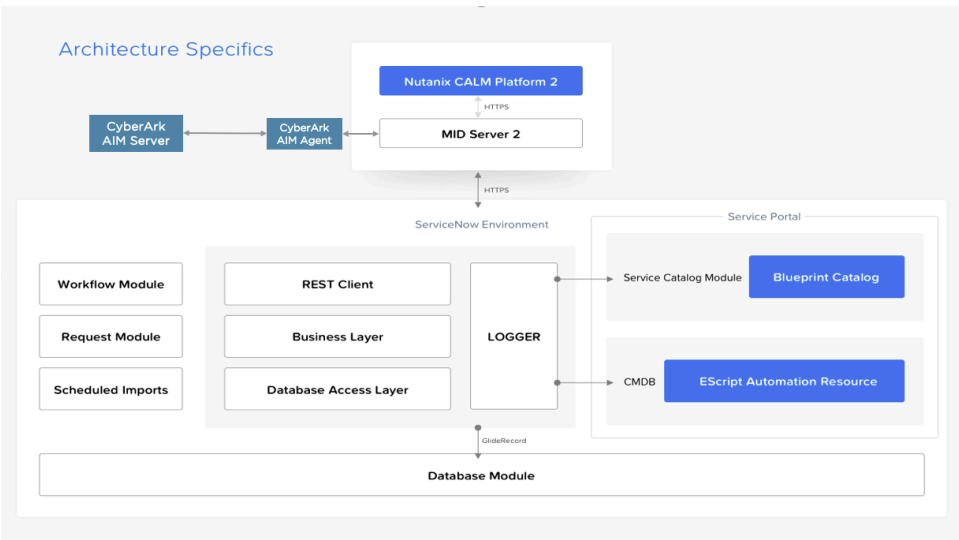

Figure 1: Architecture

Supported Versions

The following table shows the supported versions in this release.

Entity	Supported versions
ServiceNow	Orlando and Paris
Nutanix Calm	2.4.0, 2.5.0, 2.6.0, 2.7.0, 2.7.1, 2.9.1, 2.9.7, 2.10, 3.0.0, 3.0.6, 3.1.0, and 3.2.0
Web-browser	Latest versions of Chrome and Firefox

> Note: If you are upgrading the Calm plug-in from v1.1 to v1.2, click the **Save Properties** button in Application Properties page. The page automatically displays the calm version.

Roles and Responsibilities

You must have access privileges to perform certain actions. The following table describes the various roles and their respective responsibilities.

Table 1: Roles and Responsibilities

Role	Responsibility
System administrator	• Assigns Calm administrator role to one of the LDAP imported users.
x_nuta2_nutanix_ca.calm_admin	• Plug-in configuration • Runtime configuration • Importing Calm resources in ServiceNow platform • Creating catalog items • Entitling users or groups
catalog	• Accesses and launches catalog items on ServiceNow Native UI.
x_nuta2_nutanix_ca.user	• Launch catalog items • Perform actions on applications • Check logs Note: When the Calm administrator creates a catalog item in the ServiceNow application, the x_nuta2_nutanix_ca.user role is automatically allocated to either LDAP imported users or groups and local group if the **Use Local Groups** option is enabled on the Application property page.
mid_server	• Connects Calm environment by using CyberArk integrations with ServiceNow action designer. Note: When the Calm administrator creates a catalog item by using CyberArk setup in the ServiceNow application, the mid_server role is automatically allocated to either LDAP imported users or groups and local group if the **Use Local Groups** option is enabled on the Application property page.
approval_user	• Approves or rejects approval requests.

Prerequisites for Nutanix Calm ServiceNow Plug-in

Before you start using the Nutanix Calm ServiceNow plug-in, ensure that the following prerequisites are completed:

- Contact your instance ServiceNow administrator to activate the Calm plug-in on the ServiceNow platform.

- When the application is installed, the Calm administrator role and user roles get installed in the ServiceNow instance. The system administrator needs to manually assign the Calm administrator role to one of the LDAP imported users. The Calm user role is automatically assigned after the catalog is assigned to end-users.

Plug-In Capabilities

The ServiceNow Calm plug-in enables you to order and provision applications into Calm and perform actions on these applications. This is possible with ServiceNow catalog items derived from Calm resource definitions.

Following functionalities are supported:

- Manage assigned catalog items

- Launch catalog items

- Incident tracking

- Perform actions on application

- Configuration Management Database (CMDB)

- Notifications

- Activity dashboard

User Operations

You can perform the following user operations.

Catalog Management

You can use the **Catalog Management** menu to access catalog items, launch catalog items, orders, and incidents.

> Note: Suppose a catalog item is broken in any previous Calm-ServiceNow plug-in (v1.1, 1.2, or 1.3). For example, Catalog Item is not created correctly in v1.0. In this scenario, the catalog item remains broken on the Calm-ServiceNow plug-in v1.4.4. The administrator needs to delete and create a new catalog item.

 Launching Catalog Item
You can use the **Launch Blueprint** window to access the list of assigned catalog item and launch the selected catalog item.

About this task

Perform the following steps to launch a catalog item:

Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Catalog Management** > **Launch Blueprints** to launch a blueprint. The Launch Blueprint window appears.

3. Select a blueprint that you want to launch.
   The selected blueprint detail is displayed.

Figure 2: Blueprint Details

4. When a specific catalog item has multiple projects, you can select a project in the **Project** drop-down menu.
   The **Environment** drop-down menu shows the environment associated with the project.

5. If the project has multiple environments, select the required environment in the **Environment** drop-down menu.
   The **Profile** drop-down menu shows the profile associated with the environment.

6. Enter a name for the application in the **Name of the Application** field.

7. If the environment has multiple profiles, select the required profile in the **Profile** drop-down menu.

8. Under **Order this item**, select **Order Now**.

   Note: Depending on the approval workflow selected by the administrator, the system processes the request. You can click **Catalog Item** > **Orders** to track the progress of the request.

 Viewing Nutanix Applications
The applications window displays the list of applications available in the Nutanix Calm plug-in.

About this task

   Note: If you have log on by using the administrator credentials, then you need to be in the Nutanix Calm application scope. For information on how to select Nutanix Calm application scope, see ServiceNow Documentation. If you have not used the administrator credentials to log on, then the selection of scope is automatically taken care by the platform.

Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Inventory Sync** > **Applications** to view the deployed applications.

3. Click the application name to view the application details.
   You can view the list of available actions, recovery points, and audit logs.

   > Note:
   >
   > • Recovery Points tab is only available for single VM applications running on Nutanix and VMware cluster for Calm v2.9.7.
   >
   > • AMIs tab is only available for single VM applications running on AWS cluster for Calm v2.9.7.

Accessing Actions
After the request is approved, an API call is triggered to Calm to create the application instance.

About this task

• If the application instance is created successfully, the newly created application is immediately synced into ServiceNow and displays under the Nutanix Calm Application.

• If the application instance fails, an incident is created in the ServiceNow instance and assigned to the assignment group defined by the Calm administrator.

Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Applications**.
   The list of available applications is displayed.

3. Select an application that you want to access.
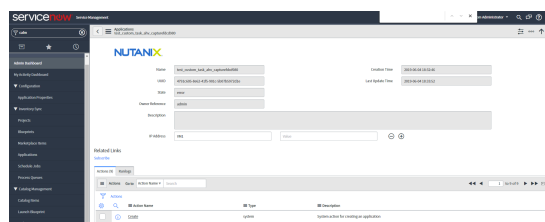   The application details are displayed.

Figure 3: Application Details

4. Under the **Actions** tab, do one of the following.

   a. Right-click on the action that you want to perform and click **Perform Action**.

   > Note: For the single VM blueprints running on the Nutanix cluster, you can do the following advanced actions.
   >
   > - Taking snapshots
   >
   > - Restoring an application from the snapshot
   >
   > - Deleting a snapshot
   >
   > - Cloning an application
   >
   > - Installing or uninstalling NGT
   >
   > - Editing an application
   >
   > Advanced actions are available for Calm v2.7.

5. Click **App Runlogs** to view the action status.

   If there is a failure, system creates an incident.

Tracking Orders
You can track your orders by performing the following procedure.

Procedure

1. Log on to the ServiceNow.

2. By using the **Order** window, you can track the progress of your orders.

Figure 4: My Orders

Updating Incidents
You can view all the failure incidents of the assigned blueprints, update, and change the incident details or status.

About this task

Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Catalog Management** > **Incidents**.
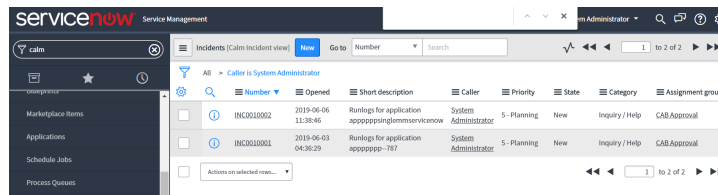

Figure 5: Incident

The list of available incidents is displayed.

3. Click the incident that you want to update.

4. Optionally, update the required information and click **Update**.

5. Optionally, if the issue gets resolved, click **Resolve**.

Viewing Logs

About this task

Logs module is visible to both Calm administrator and end user. From the Logs menu, user can access the following options:

- Emails: To view the various notifications sent or received.
- User Logs: To view the error details.

Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Logs** > **Emails or User Logs**.
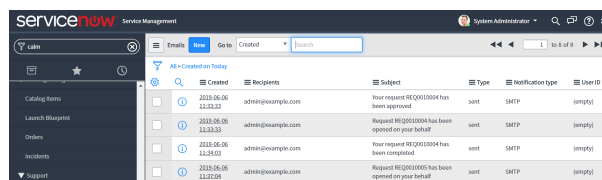   The logs detail is displayed.

Figure 6: Email Logs

Viewing Support Details

Calm administrator and end-user can access the Nutanix Calm support contact details.

Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Support** > **Contact Support**.

The contact support details is displayed.

Figure 7: Support Details

Accessing the User Dashboard

The user dashboard window displays a summarized view of assigned blueprints, opened request, request status, performed executions, execution status, incidents, and incident status.

Procedure

1. Log on to the ServiceNow.

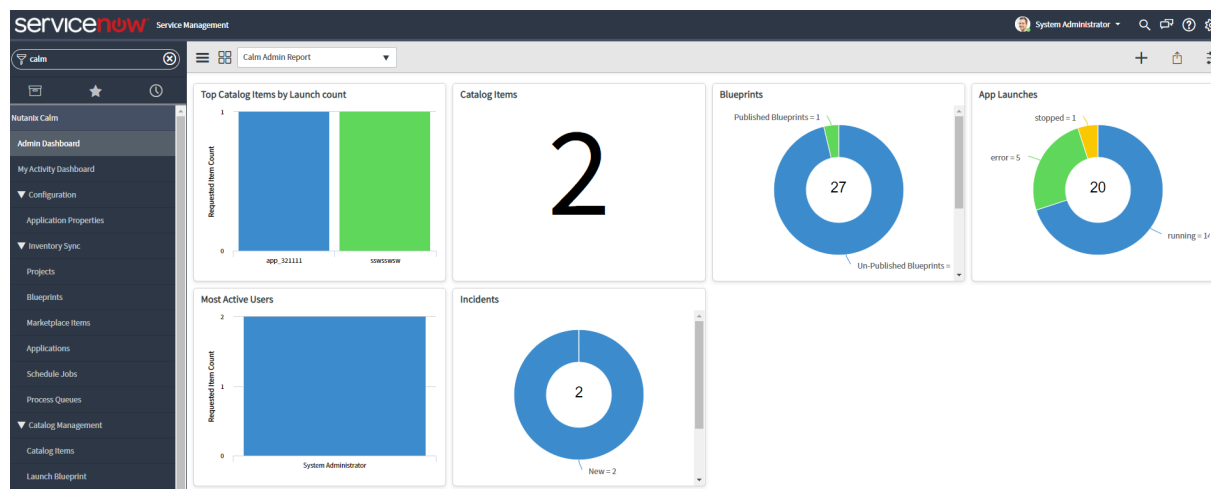2. Click **Nutanix Calm** > **User Dashborad**.

The user dashboard is displayed.

Figure 8: User Dashboard

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Conventions

Convention	Description
variable_value	The action depends on a value that is unique to your environment.
`ncli>` *command*	The commands are executed in the Nutanix nCLI.
`user@host$` *command*	The commands are executed as a non-privileged user (such as nutanix) in the system shell.
`root@host#` *command*	The commands are executed as the root user in the vSphere or Acropolis host shell.
`>` *command*	The commands are executed in the Hyper-V host shell.
`output`	The information is displayed as output from a command or in a log file.

Version

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