



# Appendix

April 15, 2020

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# INSTALLING NUTANIX CALM PLUG-IN BY USING XML PACKAGE

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Nutanix provides a custom xml file containing the application build. An administrator of the ServiceNow instance must install the build in the ServiceNow platform.

## Before you begin

- Download [Calm plug-in build](#).
- You need ITSM licenses as the plug-in uses incident management.
- You need system administrator privileges to install the Calm plug-in.
- You must enable the user criteria scoped API plug-in (API ID: com.glideapp.user\_criteria.scoped.api) as a dependency. This plug-in is used to create, modify, or delete user criteria records by using scripts.
- Ensure that you have completed the pre-requisites as described in the *ServiceNow Calm Plug-in Administrator Guide*.

## About this task

### Procedure

1. Log on to the ServiceNow as system administrator.
2. Click **System Update Sets > Retrieved Update Sets**.

**Note:** If you have logged on by using the administrator credentials, then you need to be in the Global application scope. For information on how to select Global 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.

3. Under **Related Links**, click **Import Update Set from XML** to import the Calm plug-in build.
4. Click **Choose File** to browse and pick the build from your local machine.
5. Select the build and click **Upload**.  
The Nutanix Calm plug-in is now available as a retrieved update set with state Loaded. If there is any error, resolve the error by doing an accept remote of selected files from the list of files on the same page.

**Note:** Skip the preview errors related to incident and reports. You can compare other errors and accept or skip the errors accordingly.

If there is no error, click **Commit** to commit the update set. After you commit the update set successfully, the application installation step is completed and plug-in is installed on the given ServiceNow instance.

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# CONFIGURING SERVICE PORTAL IN SERVICENOW

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Perform the following procedure to configure the service portal in ServiceNow.

## Before you begin

### Note:

- If you have logged on by using the administrator credentials, then you need to be in the global application scope. For information on how to select global application scope, see [ServiceNow Documentation](#).
- Nutanix provides a custom service portal .xml file containing the service portal patch. The administrator of the ServiceNow instance must install the patch file on top of v1.2 in the ServiceNow platform.

## Procedure

1. Log on to the ServiceNow.
2. Click **Service Portal > Portals**.
3. To associate a portal with a catalog, do the following.
  - a. In the **Catalogs related** list, click **Edit**.
  - b. To add to the catalogs to the portal, select **Nutanix Calm** catalogs.  
The categories and catalog items associated with the selected catalogs are displayed in Service Portal.
4. Click **Update**.