

# **SCOPED CERTIFIED APPLICATION INSTALLATION AND CONFIGURATION GUIDE**

IBM Resilient

Template version: 1.0

Template effective date: April 3rd, 2019

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## 1 Overview

Your Application Installation and Configuration Guide will be used to assist with the preparation of the customer's instance in order to enable your application components to function properly. This document should contain a clear, step-by-step process for any configuration steps that are required after installing your certified application. Additionally it should clearly call out any application dependencies that may exist.

## 2 Application Dependencies

- An IBM Resilient Appliance running the fn\_service\_now Integration
  - See <https://ibm.biz/res-snow-docs> for more
- Access to the following tables:
  - incident
  - sys\_user
  - sys\_user\_group

## 3 Configuration Instructions

### 3.1 Create a User on the Resilient Appliance

- Get the Resilient Organization name you want to use this integration with.
- SSH into your Resilient Appliance.
- Insert your Organization name in the command below and run it:
- ```
$ sudo resutil newuser -org "<org-name>" -email snow_integration@example.com -first "SNOW" -last "Integration"
```
- You can use any email address you desire
- This creates a new user in that Organization with the following attributes:
  - **First Name:** SNOW
  - **Last Name:** Integration
  - **Email:** [snow\\_integration@example.com](mailto:snow_integration@example.com)

### 3.2 Create a User in ServiceNow and assign it the correct Role

- In ServiceNow, go to the Users Table and click New
- Enter the following:
  - **User ID:** ibmresilient
  - **First Name:** IBM
  - **Last Name:** Resilient
  - **Password:** #####
  - **Email:** [ibm\\_resilient\\_integration@example.com](mailto:ibm_resilient_integration@example.com)
- Set the **Timezone** to the same timezone of your Resilient Integrations Server.
- Still in the users table, search and open the user you just created.
- Scroll down. Under **Roles**, click **Edit**
- Give the user the x\_ibmrt\_resilient.integrator role.
- Click **Save**.

### 3.3 Enter IBM Resilient Configurations

- In ServiceNow, look for the IBM Resilient menu in the navigation panel.
- Click **Properties**. A new tab opens.
- Enter your configurations:
  - **Resilient Host**: this is the Hostname or IP address of your Resilient Appliance, **relative to your ServiceNow Instance**, but **if you use a Mid-Server, it is relative to the Mid-Server**
  - **Resilient Organization**: this is the Org Name you used in **Step 3.1**.
  - **Email Address**: this is the Email Address you used in **Step 3.1**.
  - **Password**: this is the Password you used in **Step 3.1**.
  - **ServiceNow Username**: this is the **User ID** you entered in **Step 3.2**
  - **ServiceNow MID Server Name**: enter the name of the MID Server to use with this Integration or leave blank if not using a MID Server
  - **ServiceNowAllowedTableNames**: is a CSV list of all the **Table Names** in ServiceNow IBM Resilient is allowed to integrate with. *Out-of-the-box this integration requires access to the `incident`, `sys_user` and `sys_user_group` tables.*
  - **Logging Verbosity**: set this to **error**. Can be changed to **debug** if needed later.
  - **Logging Destination**: set this to **db** (which will print any error logs to the Application Logs Table). Can be changed to **file** if needed later.
- Click **Save**. You should see a **Properties updated** banner at the top of the page if the save was successful.
- **Close** the tab.

### 3.4 Install and Configure ServiceNow Mid-Server (if needed)

A ServiceNow Mid-Server is needed if your Resilient instance is not directly accessible from your ServiceNow instance. If using a Mid-Server, verify the following:

- The ServiceNow Mid-Server must be setup on the same network as your Resilient Appliance.
- The Resilient Host Address you input in **Step 3.3** must be relevant to your Mid Server.

If not already installed:

- Type **mid-server** into your ServiceNow search box and click **Installation Instructions**.

Once **installed** and **validated**:

- In ServiceNow, go to your List of Mid Servers.
- Copy the **Name** of the Mid Server you will be using with IBM Resilient.
- In the Navigation Panel, open **IBM Resilient Properties**.
- Paste the name into the **ServiceNow MID Server Name** field.
- Click **Save**.

### 3.5 Give your ServiceNow users the correct Role

- For a ServiceNow user to have the permission to escalate an Incident to IBM Resilient, they must be explicitly given the correct role

- In ServiceNow, go to the **Users Table** and open the user you want to give the permissions to
- Scroll down. Under **Roles**, click **Edit**
- Give the user the x\_ibmrt\_resilient.user role
- Click **Save**

### 3.6 Test

- In ServiceNow, in the navigation panel, go to **IBM Resilient > Test Connection**
- A **new tab** opens
- Click the green **Test Connection** button and wait until you see a page banner
- The **page banner** will inform you if your Test was successful or not and print any errors you may have
- If your test was successful, we can now do a **real test!**
- **Login** to ServiceNow with a user that has the x\_ibmrt\_resilient.admin or x\_ibmrt\_resilient.user role
- Go to the **Incident Table**
- Create a **New Incident** and **Save** it
- Open the incident you just created and **scroll to the bottom**
- Click **Create Resilient Incident**
- Click the **IBM Resilient** tab
- Once the incident has been created in Resilient, these fields will be populated
- Sign into your Resilient Appliance and see if it created successfully
- Open the incident that was created

## 4 External systems connection

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

- See section 3 above

## 5 Testing the configuration

If your application requires successful communication with external systems, please outline how to test the connection and ensure successful configuration

- See section 3 above

## 6 Demo Data

If any demo data is required as a part of your application installation, please outline the requirements here:

- N/A

## 7 Support and Troubleshooting

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

- In the IBM Resilient Properties, set the Logging Verbosity to **error**
- Recreate the issue
- In the navigation panel, go to **System Logs > System Log > Application Logs**

- Search our **IBM Resilient Community Forum** for your issue or submit a new discussion with a copy of the Application Logs: <http://ibm.biz/resilientcommunity>

## 7.1 Service Level Agreement Definition

In this section, you define the Service Level Agreement (SLA) for your customers.

Customers will be instructed to contact the integration provider (your organization) for technical support. If a customer first contacts ServiceNow Customer Support, then ServiceNow Customer Support will isolate the problem and instruct the customer to resolve the issue with your organization.

- **Contact Method:** IBM Resilient Community Forum
- **Contact Details:** <http://ibm.biz/resilientcommunity>

## 7.2 Troubleshooting

Provide any steps to troubleshoot the failed configuration here:

- In the navigation panel, go to **System Logs > System Log > Application Logs**
- Search our **IBM Resilient Community Forum** for your issue or submit a new discussion with a copy of the Application Logs: <http://ibm.biz/resilientcommunity>

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