GSD. How to request and use the LAPS feature in ServiceNow

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General Information:

Possible symptoms/errors:

How to request and use the LAPS feature in ServiceNow

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

LAPS (short for Local Admin Password Solution) makes it easy to read out the local admin password on a client computer, enabling service agents and support members to act as local admin for installation or troubleshooting purposes.

The local admin account, which needs to be used with the LAPS password is: .\admin (please note the dot in front off the backslash!).

Therefore it is now possible to use LAPS within ServiceNow's backend.

Note: Using this service requires a filled out and approved request which can be found in the Service Catalog under "Access Management/Get LAPS Password Access".To make this form available it needs to be made visible to ServiceNow users. This can be currently requested by sending an e-mail to GlobalServiceDesk@fresenius.com which will automatically raise a ticket.

Note2: The ServiceNow LAPS service can only be used in existing tickets!

Note3: In the current state LAPS over ServiceNow only covers client computers in the AD OU EK1 and the following domains:

kabi.ads.fresenius.comfme.ads.fresenius.comfnc.ads.fresenius.comfse.ads.fresenius.com

Note4: Not all countries have the LAPS enabled feature (eg. Vietnam). It has been implemented for almost all German locations. Exception is Friedberg where user or machine might be part of old domain de-fr1.hg.fresenius.de – in such case ticket has to be passed to the Kabi SLS in Friedberg: Int_DE_FRB-IT_SLS_Kabi.

Using LAPS in ServiceNow:

1. To use the LAPS feature logon to the ServiceNow backend: https://fnc.service-now.com/nav_to.do

2. Navigate to the according incident and open it by clicking on the Incident number link

3. In the incident overview click on the menu icon and select "Get LAPS PW"

4. A window will open, showing the assigned computer. If the input field "Computer" is empty, select the according computername by clicking on the magnifying icon

5. If no computer/record is available for the affected user, select: "Computer not available"

6. Fill out the fields accordingly by:

a) Entering the hostname

b) Selecting the appropriate domain

7. Click on "Save"

Note: "Save" makes you stay in the window while "Update" will bring you back.

8. After saving you have the option to request the LAPS password. Click on the button "Request LAPS Password" to make it appear at the top of the window.

9. A blue bar shows the admin password for the selected computer

10. The button now offers you another option: "Reset LAPS Password".The blue info panel can be closed by clicking on the "X" on the right side of the panel.

After having retrieved the LAPS password you can close the window. In case you need the password again, you can look it up under "Manage LAPS Requests" by clicking on the menu button again while being in the according ticket.Important Note: Make sure that the computer, for which the password is to be reset, is connected to network via VPN! Otherwise the client won't receive the new password and as a result it is not retrievable anymore.

After clicking on the menu item "Manage LAPS Requests" a window with an overview will open. Click on the desired link under "Requested on" to open the record.

A window will open, offering you to request or to reset the LAPS password. Choose as required.

Note: Laps password will be reset automatically several hours after the password retrieval. If agent chooses to reset it via request form the changes will take place after 2 hours.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

LAPS Request: https://fnc.service-now.com/sp?id=sc_cat_item&sys;_id=fe2cf929db546410610899fbd 396195a ServiceNow backend: https://fnc.service-now.com/nav_to.do