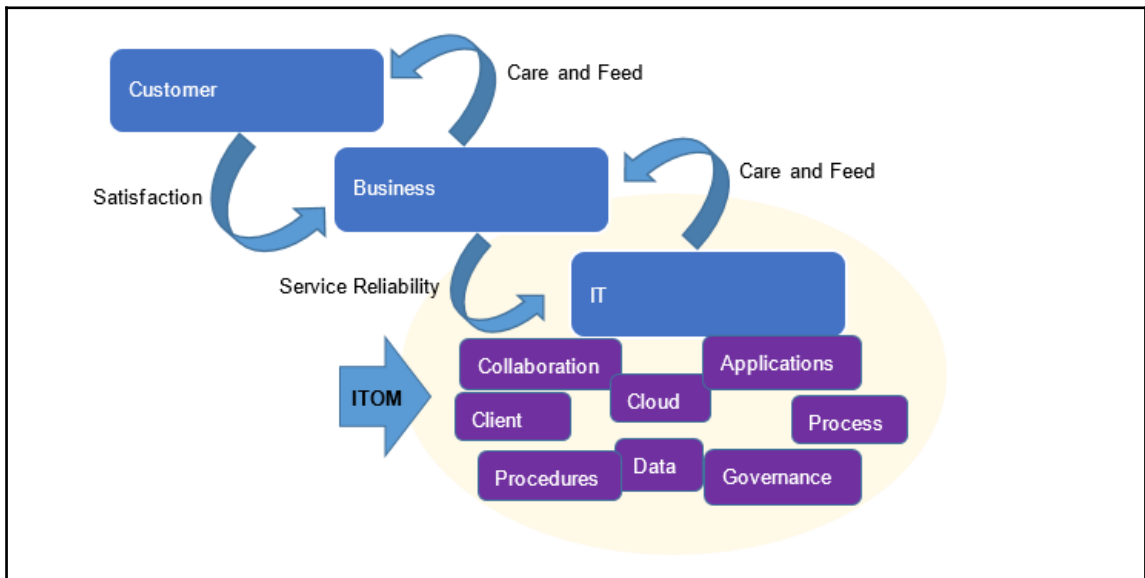
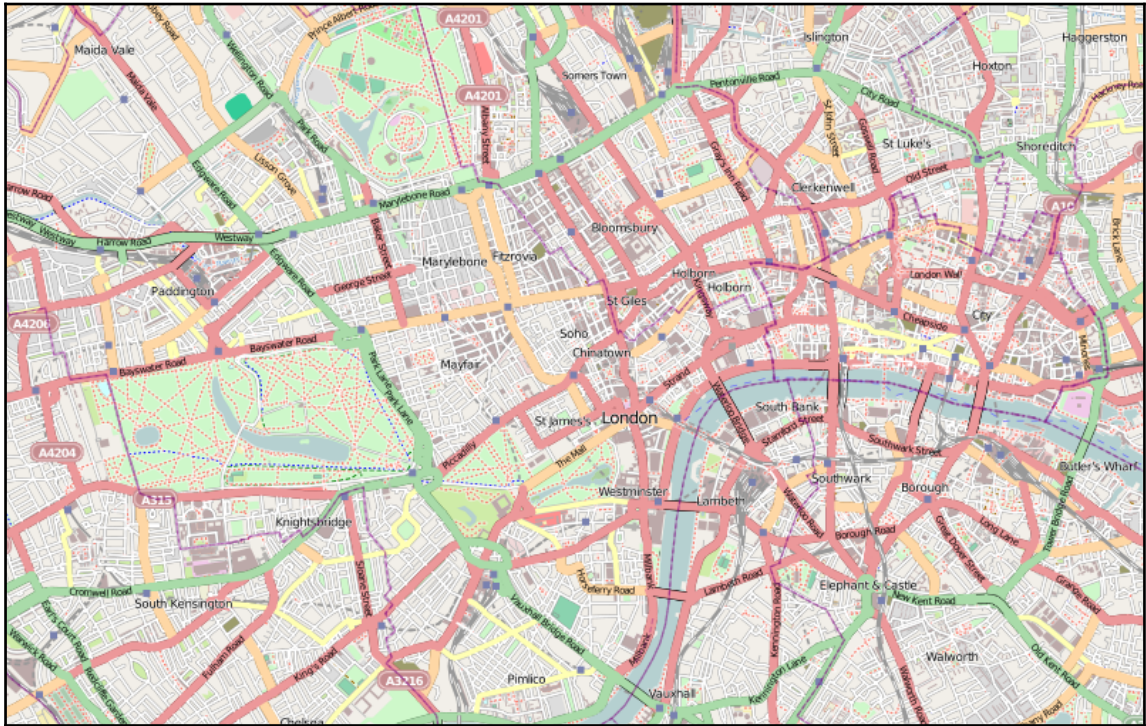
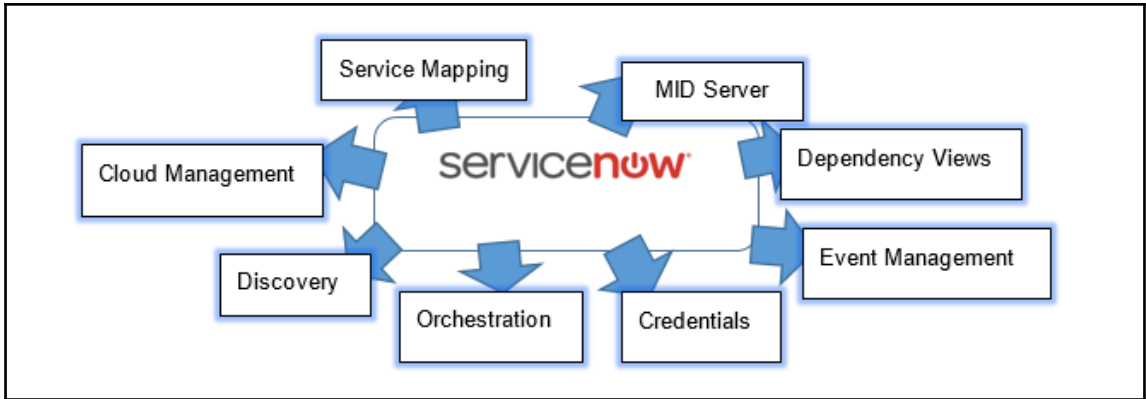
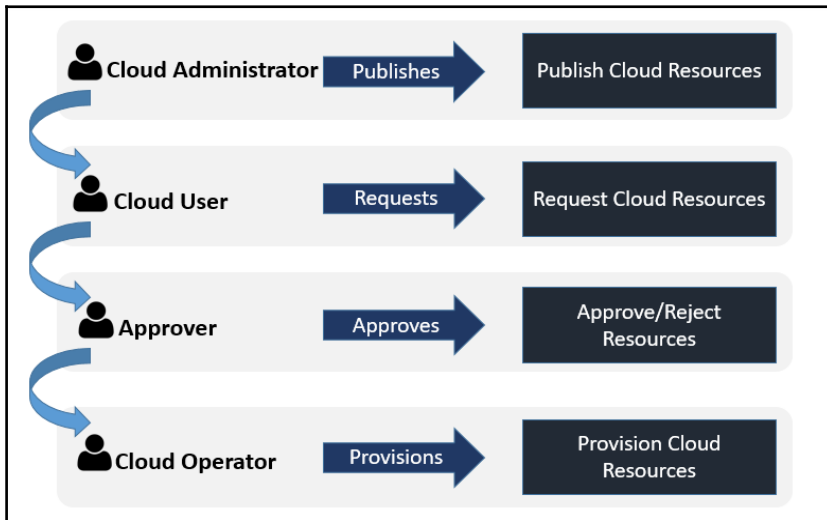
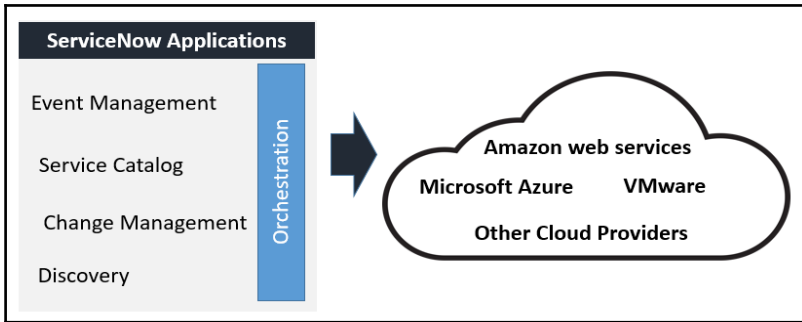
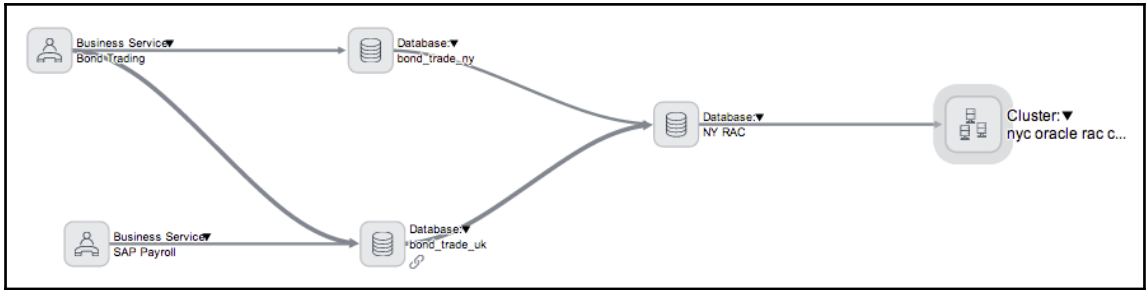


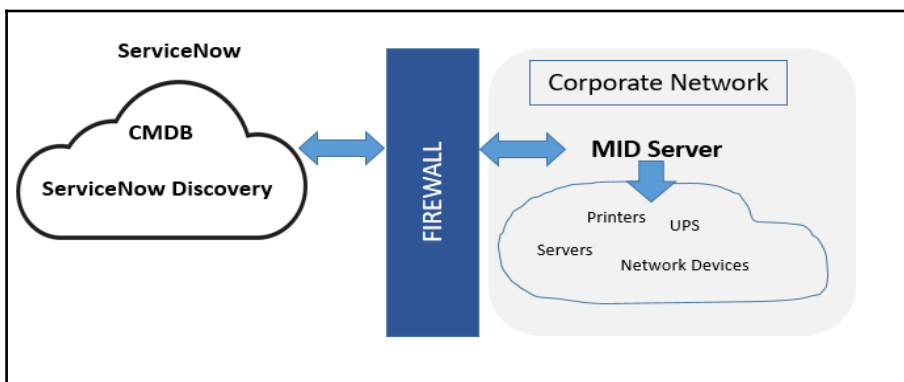
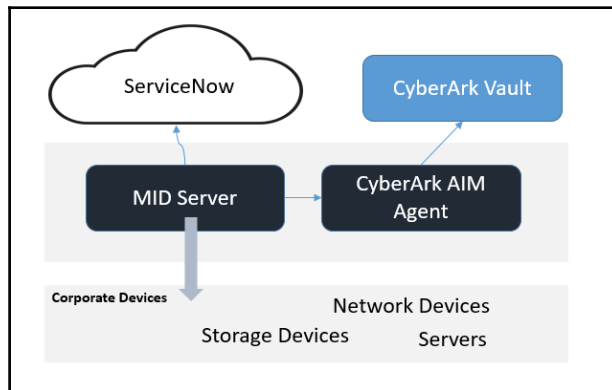
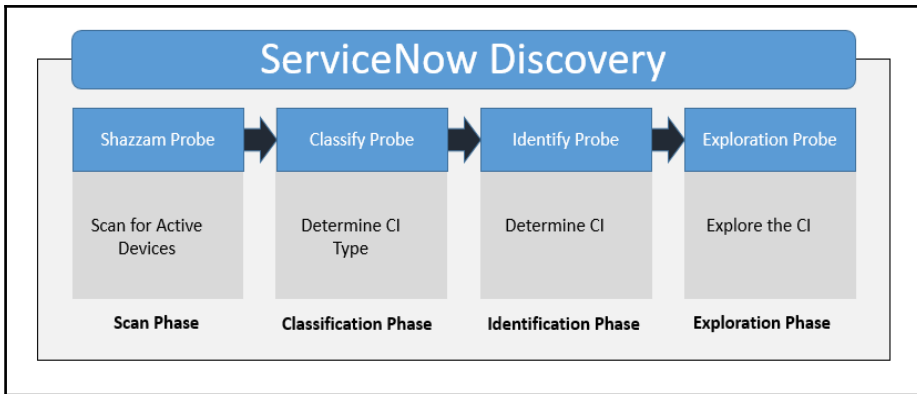
Graphic bundle

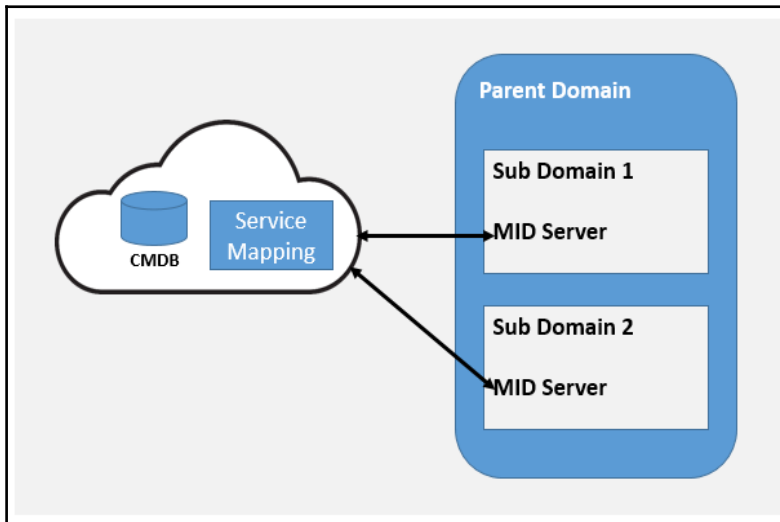
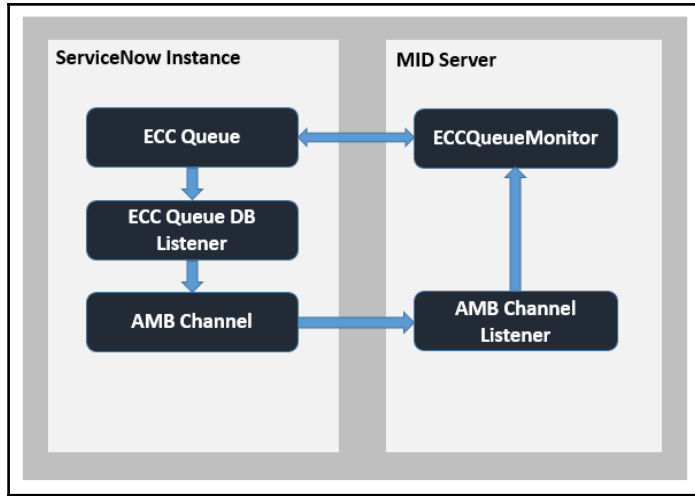
Chapter 1: Introduction to IT Operations Management in ServiceNow

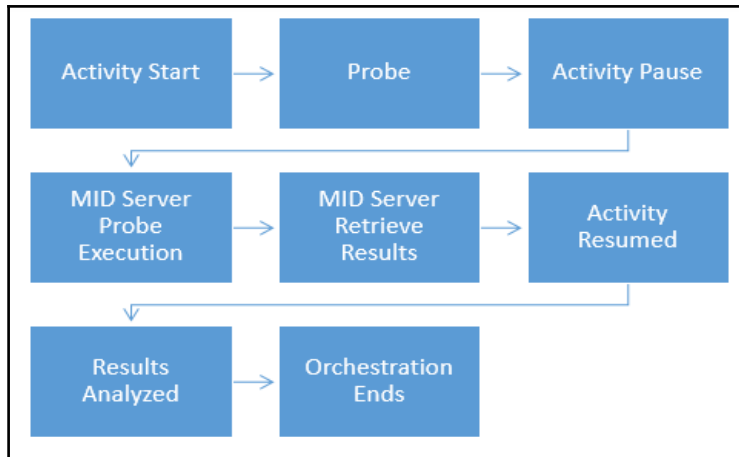
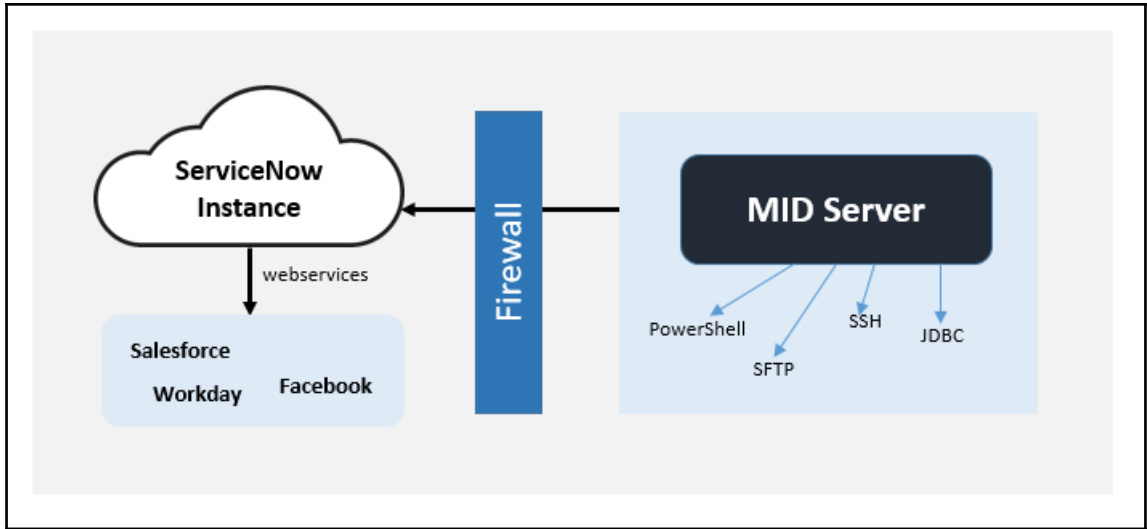


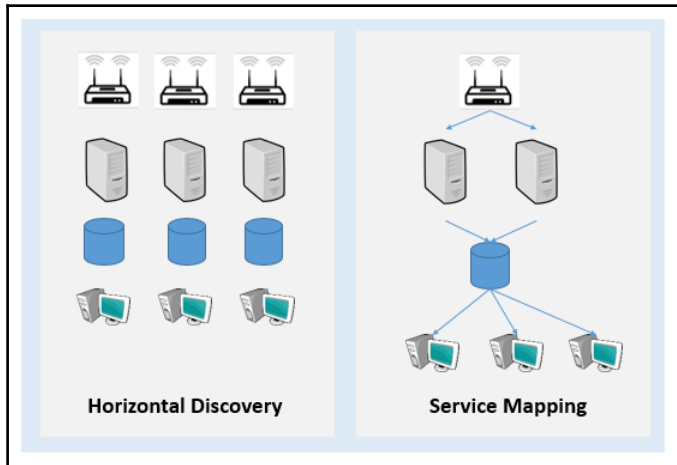
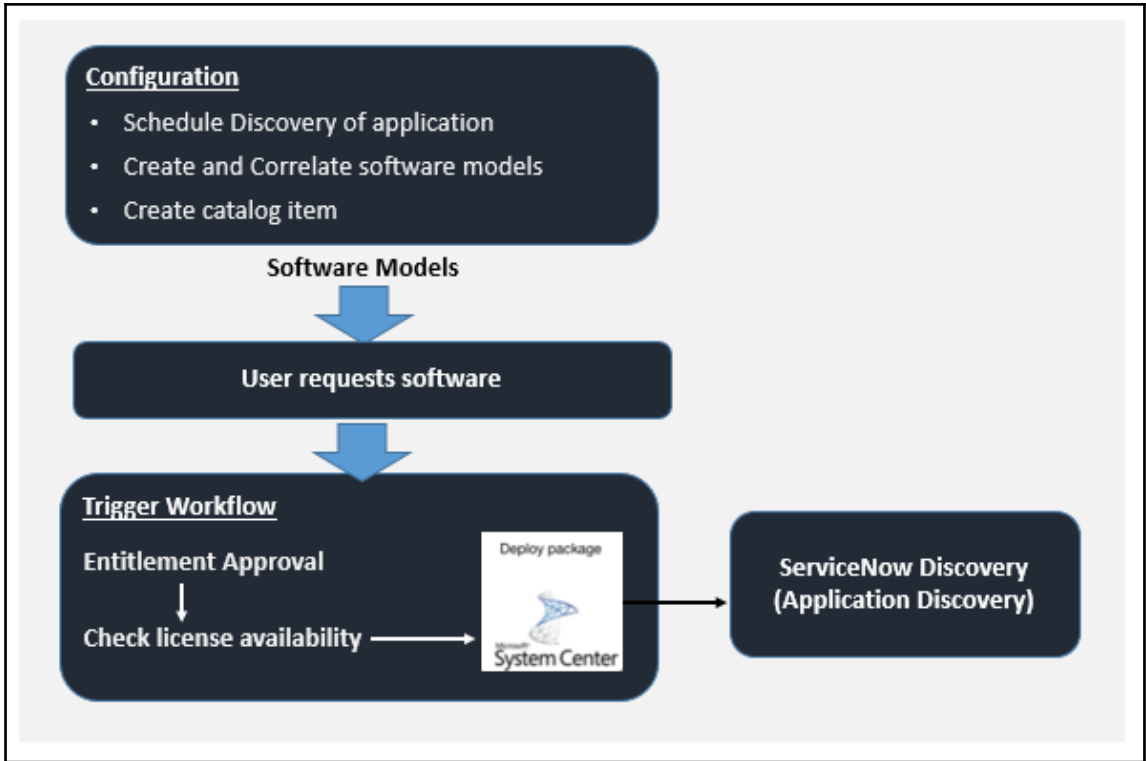


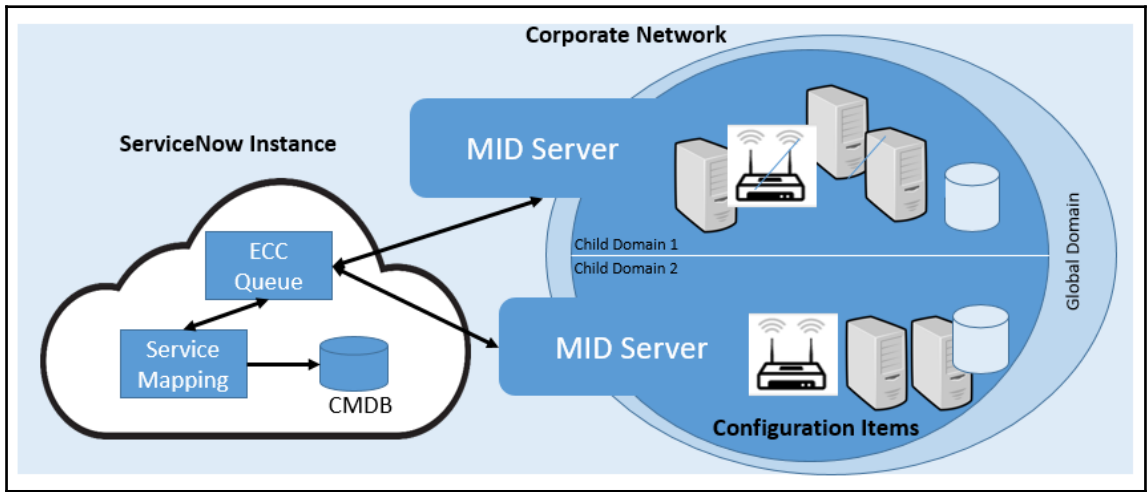
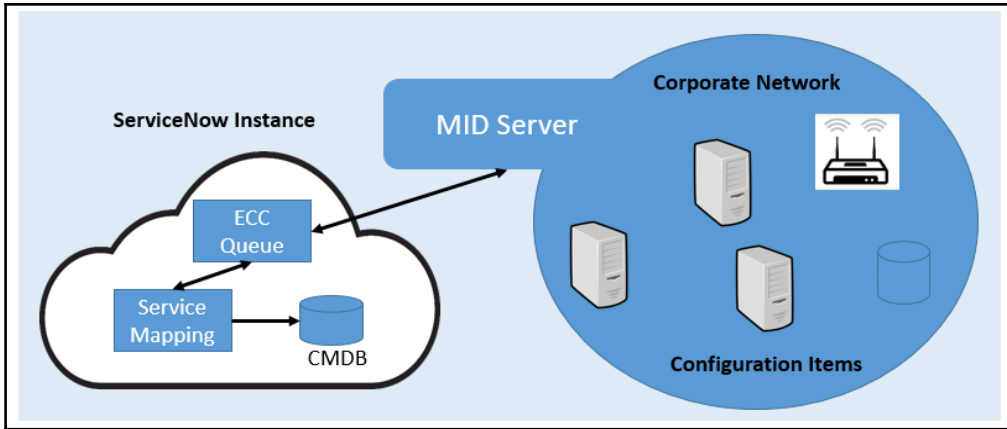


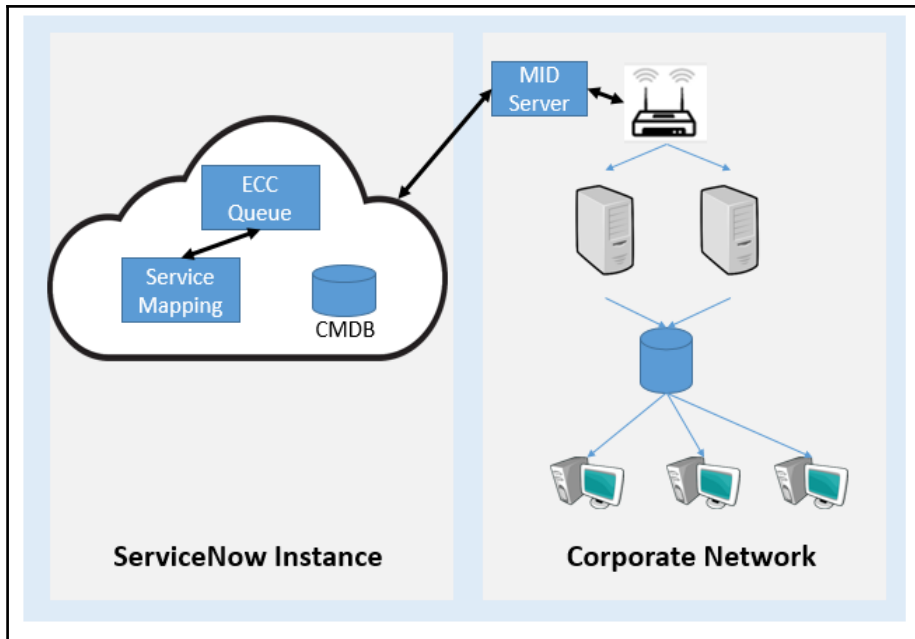


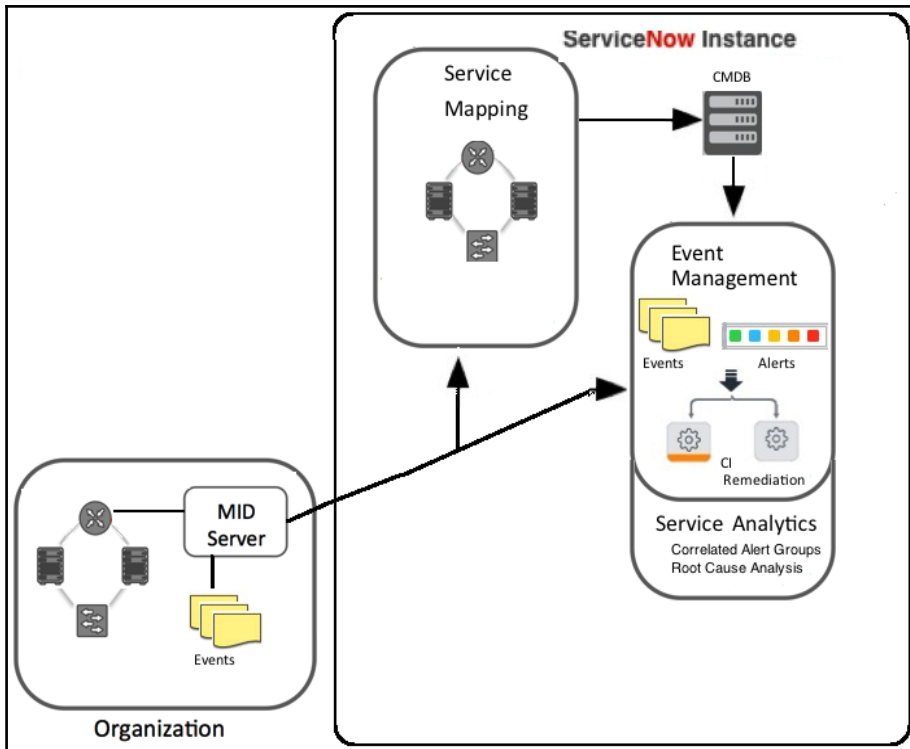


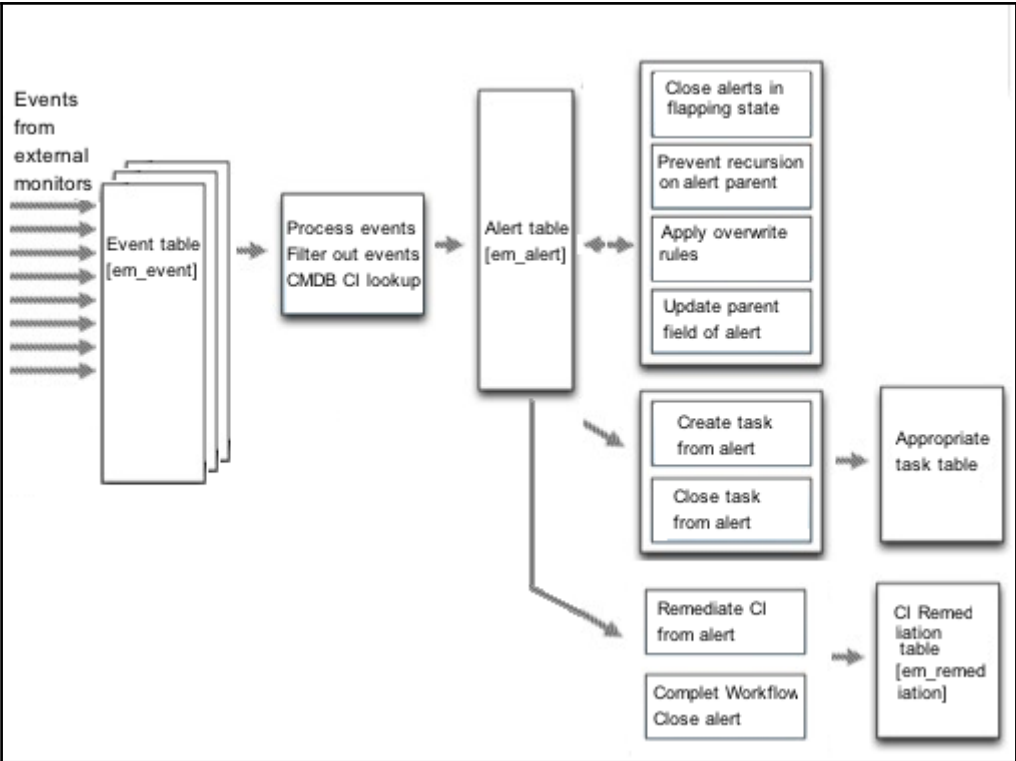




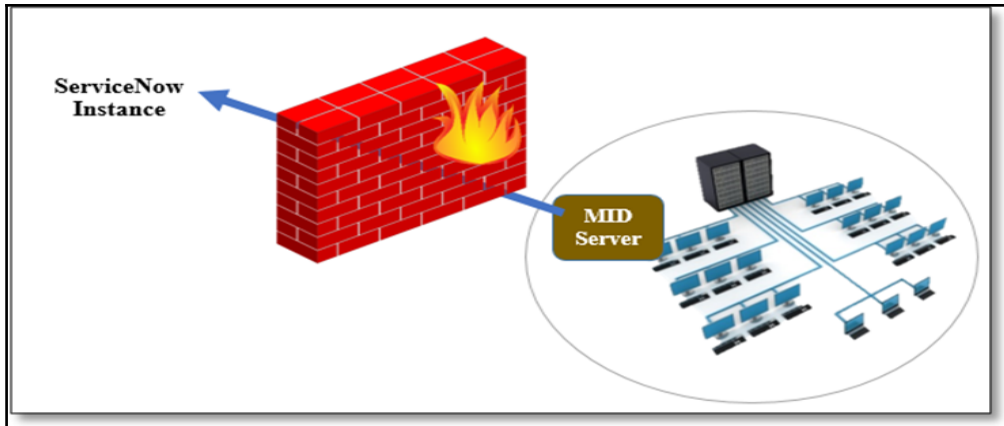
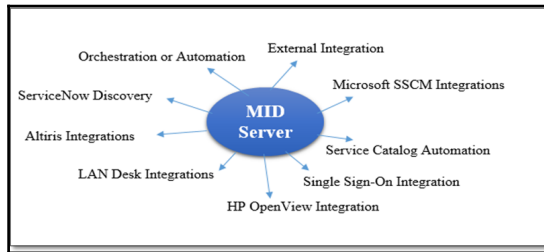


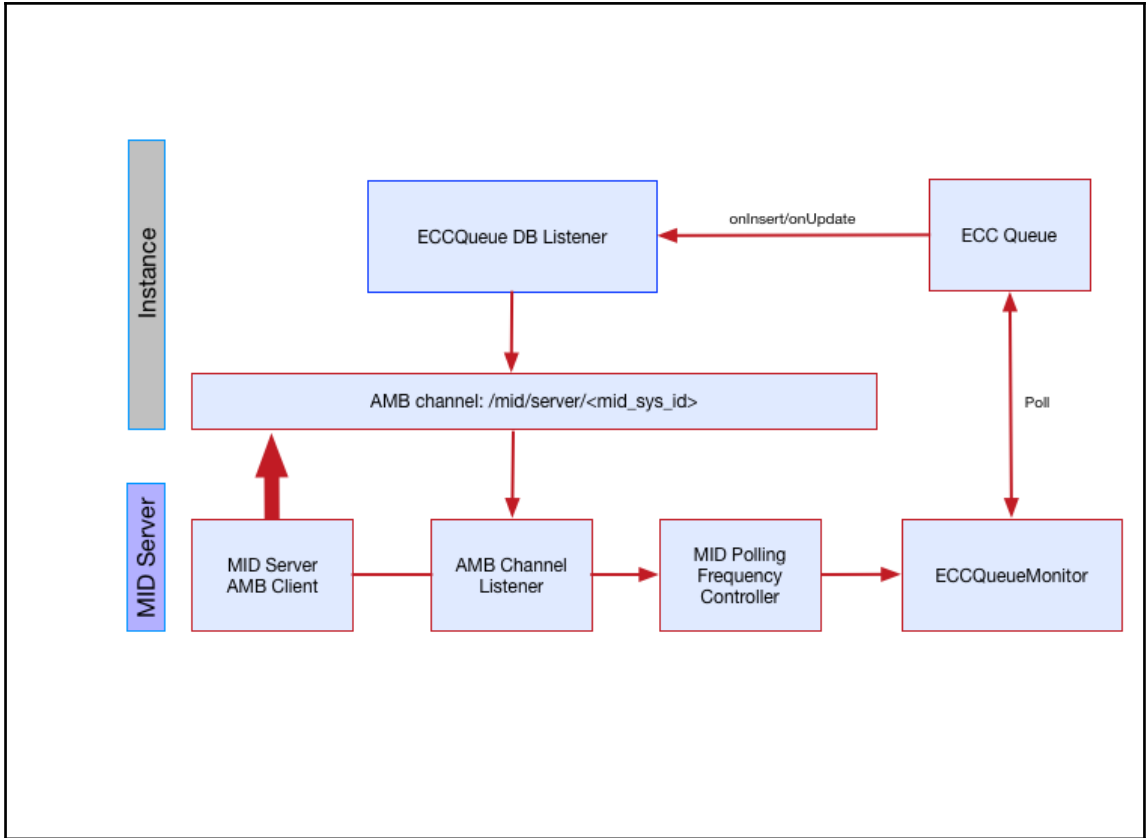


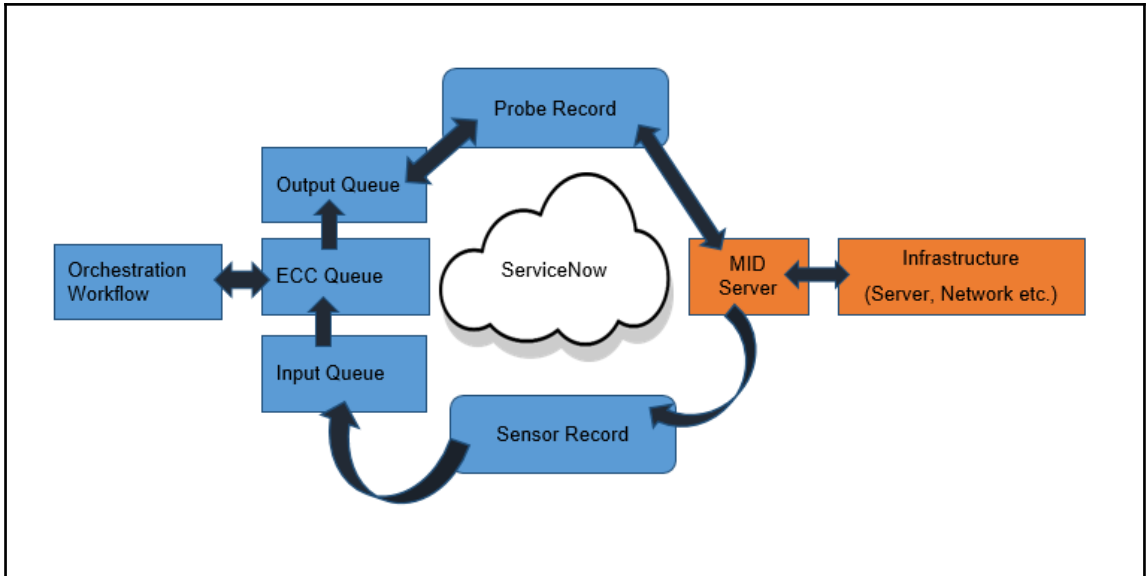




Chapter 2: MID Server Essentials







Download MID

Refer to the [installation instructions](#) for details.


Linux	Windows
32 bit	32 bit
64 bit	64 bit


The MID server is regularly tested against Windows Server (2012, 2008) and Linux (RedHat 6, Ubuntu 12, CentOS 6).


user

+ System Administration

- User ☆
- User Administration ☆
- Users** ☆
- Groups ☆
- Roles ☆
- Logged in users ☆
- Active Transactions ☆
- All Active Transactions ☆

 **10 Things**
10-minute tour of things you can do in ServiceNow

 **Create and Deploy**
Create, modify and deploy applications to your instances

 **Email**
Customize behavior of inbound and

servicenow Service Management

user

Users **New** Go to Name Search

All

	User ID	Name
<input type="checkbox"/>	abel.tuter	Abel Tuter
<input type="checkbox"/>	adela.cervantsz	Adela Cervantsz
<input type="checkbox"/>	aileen.mottern	Aileen Mottern
<input type="checkbox"/>	admin	Ajaykumar Gug
<input type="checkbox"/>	alejandra.prenatt	Alejandra Pren

User Administration

- Users
- Groups
- Roles
- Logged in users
- Active Transactions
- All Active Transactions

User New record

Save

User ID: midserver

First name: MID

Last name: Server

Title: []

Department: []

Password: []

Save

- Configure
- Export
- Create Favorite
- Copy URL
- Copy sys_id
- Reload form

Email: []

Notification: Enable

Integration: Outlook

Time zone: System (US/Pacific)

Date format: System (yyyy-MM-dd)

Business phone: []

Mobile phone: []

Photo: Click to add...

Active:

Roles Groups Delegates Subscriptions

Roles Edit... Go to Role Search

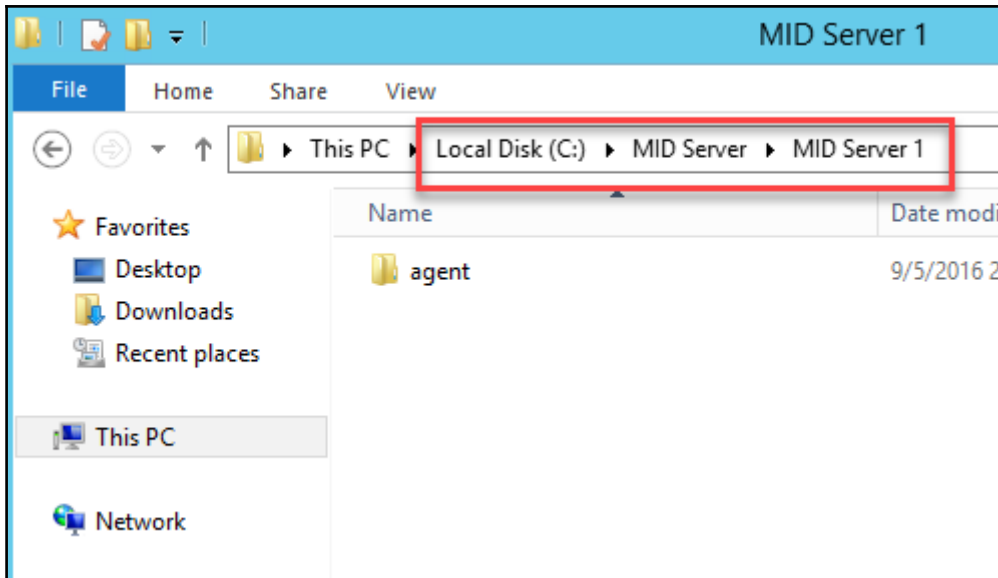
User = MID Server

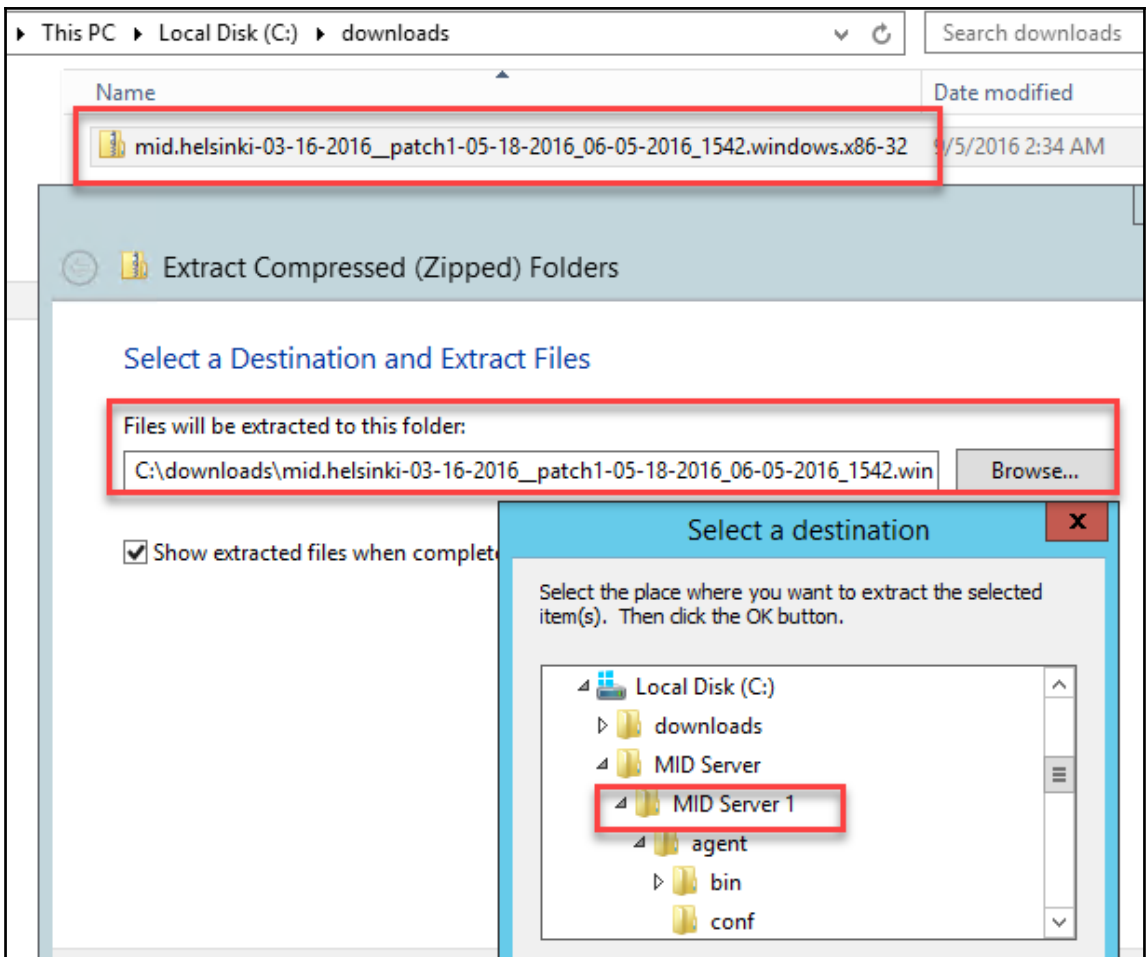
Role State Inherited Inheritance Co

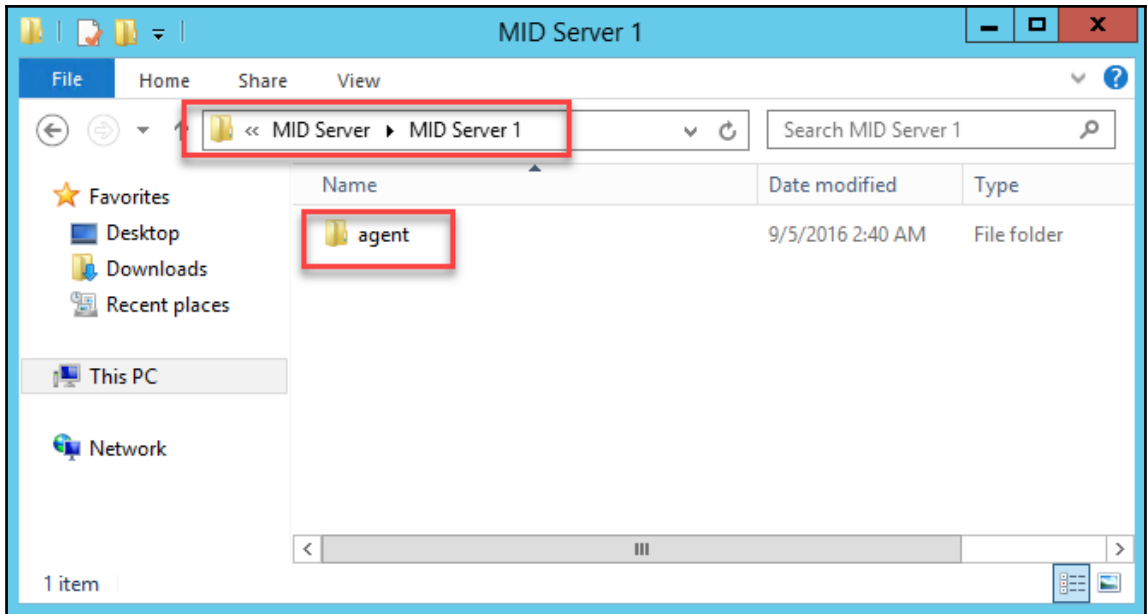
No records to display

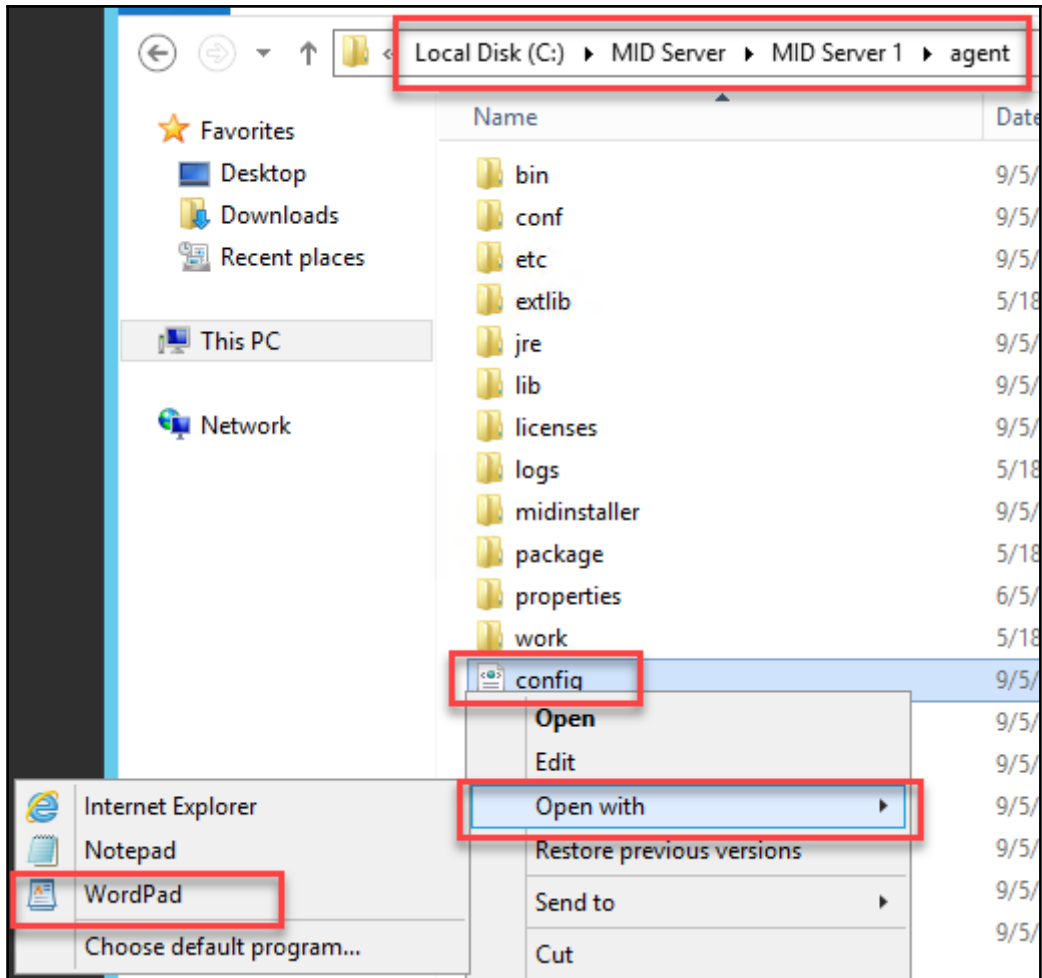
< User MID Server

- Adding Role soap_update to User midserver
- Adding Role soap_script to User midserver
- Adding Role soap_query to User midserver
- Adding Role soap_create to User midserver
- Adding Role soap_delete to User midserver
- Adding Role soap_ecc to User midserver
- Adding Role soap to User midserver









```
<!-- Tells the MID server where to contact its associated
Service-now instance. Edit
    this value to provide the URL of your organization's
Service-now instance. -->
    <parameter name="url" value="https://dev24176.service-now.com"/>

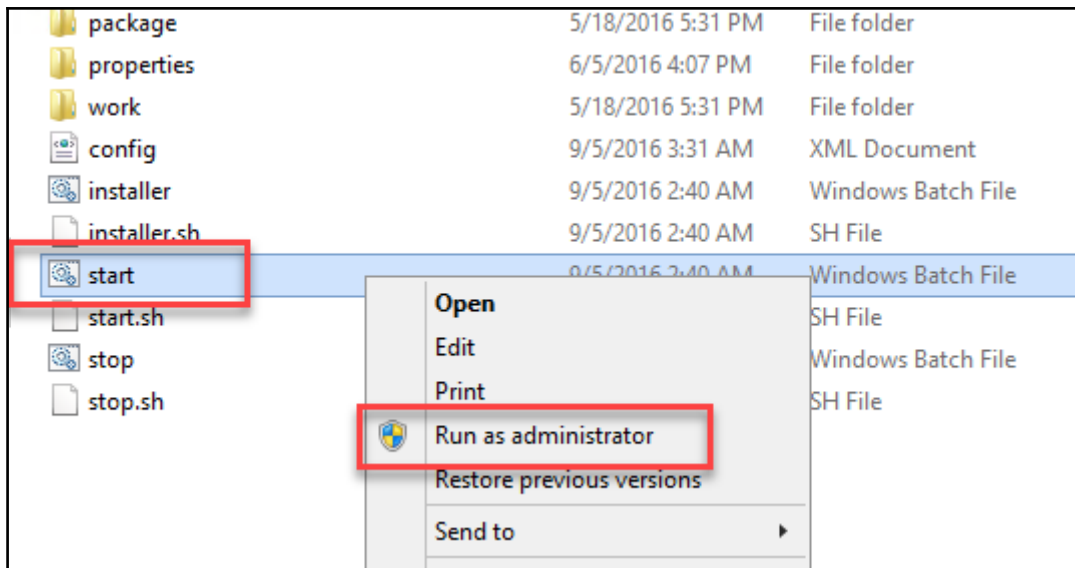
    <!-- If your Service-now instance has authentication
enabled (the normal case), set
    these parameters to define the user name and password
the MID server will use
    to log into the instance. -->

    <parameter name="mid.instance.username" value="midserver"
/>
    <parameter name="mid.instance.password" value="midserver"
encrypt="true"/>

    <!-- Defines the name by which your MID server is known on
the Service-now instance.
    Edit this value to provide the name you want, or
leave it blank and the MID server
will make up a name. -->
    <parameter name="name" value="MID Server 1"/>
```

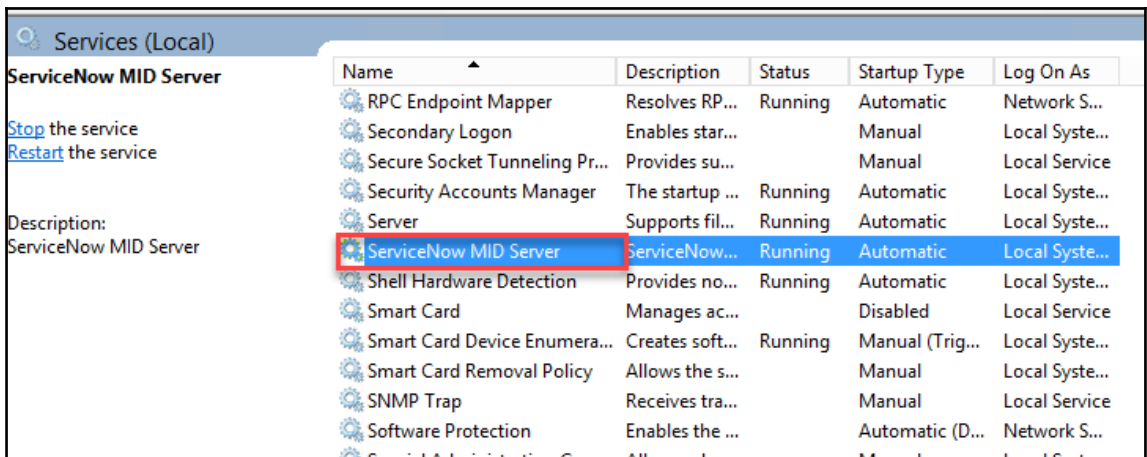
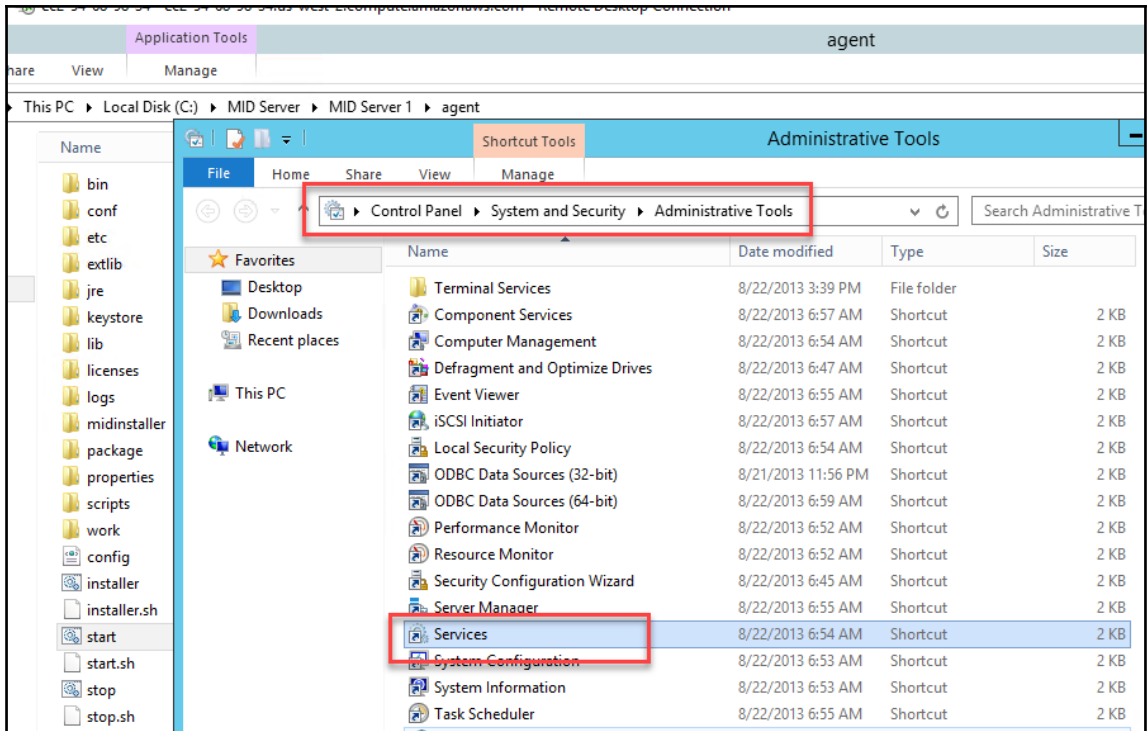
Local Disk (C:) > MID Server > MID Server 1 > agent

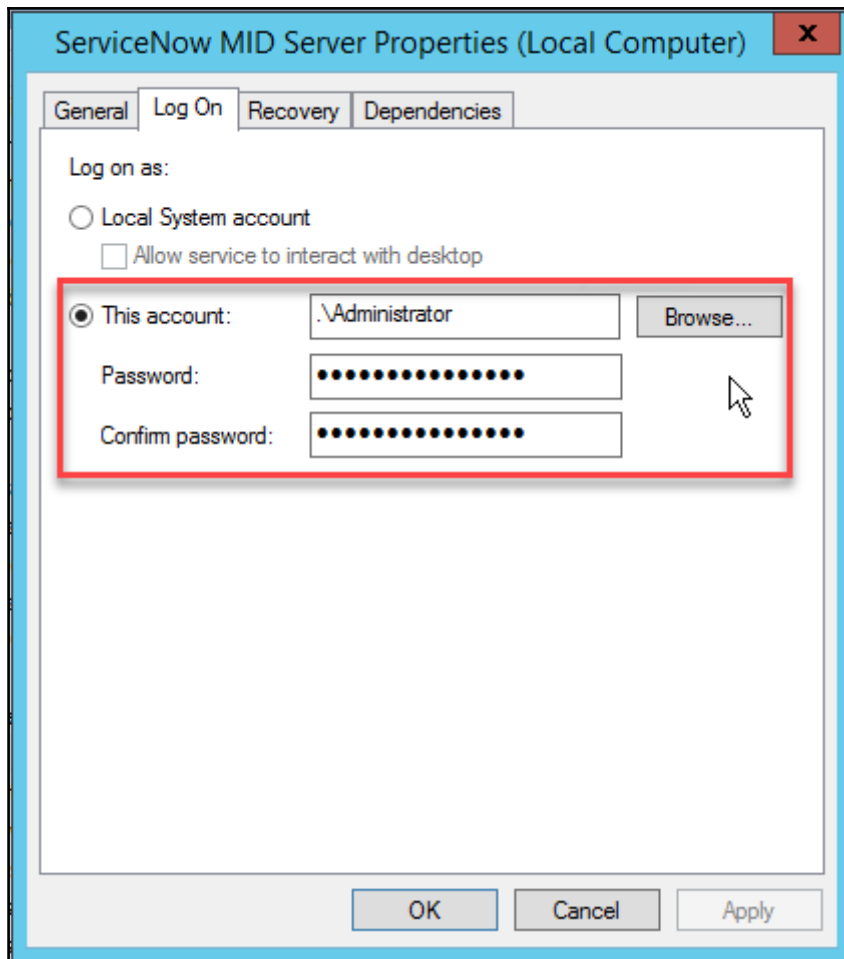
Name	Date modified	Type
bin	9/5/2016 2:40 AM	File folder
conf	9/5/2016 2:40 AM	File folder
etc	9/5/2016 2:40 AM	File folder
extlib	5/18/2016 5:31 PM	File folder
jre	9/5/2016 2:40 AM	File folder
lib	9/5/2016 2:40 AM	File folder
licenses	9/5/2016 2:40 AM	File folder
logs	5/18/2016 5:31 PM	File folder
midinstaller	9/5/2016 2:40 AM	File folder
package	5/18/2016 5:31 PM	File folder
properties	6/5/2016 4:07 PM	File folder
work	5/18/2016 5:31 PM	File folder
config	9/5/2016 3:31 AM	XML Document
installer	9/5/2016 2:40 AM	Windows Batch File
installer.sh	9/5/2016 2:40 AM	SH File
start	9/5/2016 2:40 AM	Windows Batch File
start.sh	9/5/2016 2:40 AM	SH File



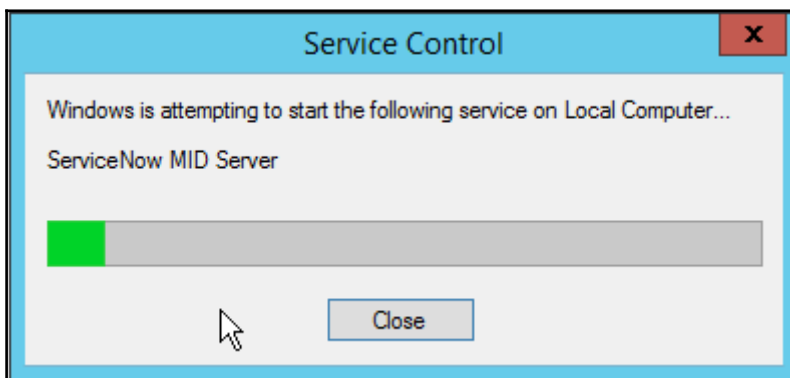
A screenshot of a Windows Command Prompt window titled "C:\Windows\System32\cmd.exe". The command prompt shows the following output:

```
C:\MID Server\MID Server 1\agent>bin\mid.bat start
wrapper ! Unable to install the ServiceNow MID Server service - The specified
service already exists. (0x431)
wrapper ! Service is running. Stopping it...
```



Remote Desktop Services U...	Allows the redirection of Printers/Drives/Ports fo...	Running
Remote Procedure Call (RPC)	The RPCSS service is the Service Control Manage...	Running
RPC Endpoint Mapper	Resolves RPC interfaces identifiers to transport e...	Running
Security Accounts Manager	The startup of this service signals other services t...	Running
Server	Supports file, print, and named-pipe sharing ove...	Running
ServiceNow MID Server	ServiceNow MID Server	Running
Shell Hardware Dete	Start	Running
Smart Card Device E	Stop	Running
System Event Notific	Pause	Running
System Events Broke	Resume	Running
Task Scheduler	Restart	Running
Themes	All Tasks	Running
User Access Logging	Refresh	Running
User Profile Service	Properties	Running
Virtual Disk	Help	Running
Windows Connectio		Running
Windows Event Log		Running



serviceNow Service Management

MID Servers **New** Go to Name search

All

Name	Host name	Status	Validated	Last refreshed	Started
MID Server 1	172.31.43.226	Up	No	2016-09-05 18:09:05	2016-09-06 01:00:41

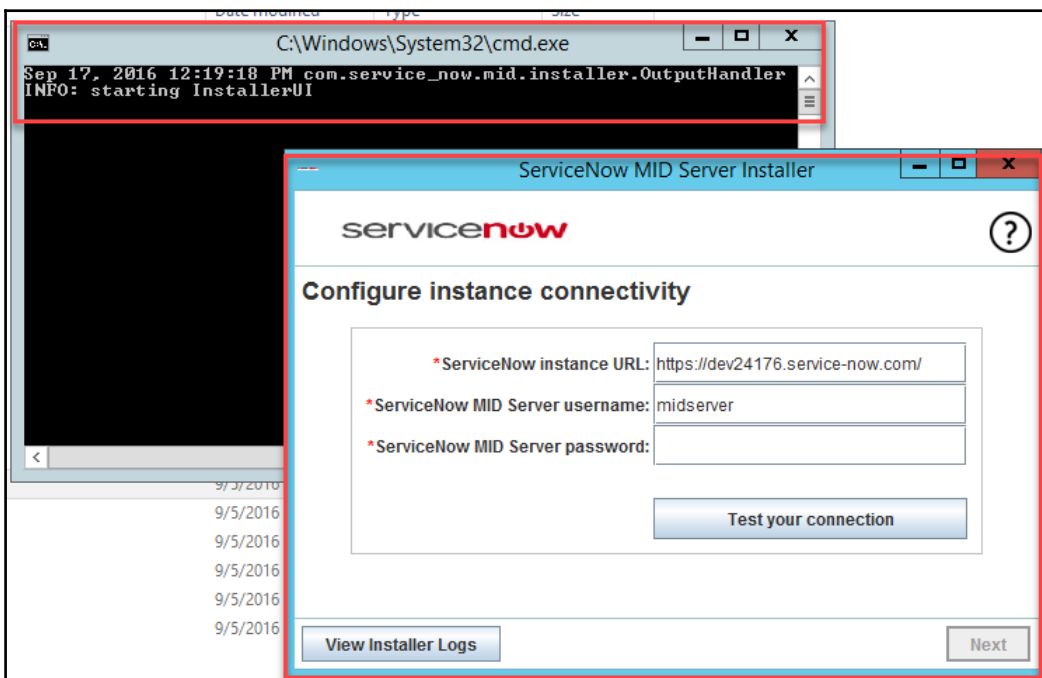
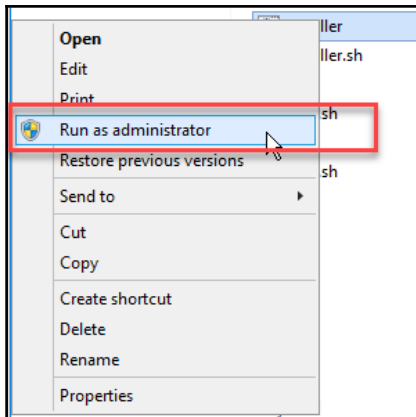
Actions on selected rows...

MID Server

- Installation Instructions
- Downloads
- Dashboard
- Servers**
- Clusters

This PC > Local Disk (C:) > MID Server > MID Server 1 > agent

Name	Date modified	Type	Size
bin	9/5/2016 2:40 AM	File folder	
conf	9/5/2016 2:40 AM	File folder	
etc	9/5/2016 2:40 AM	File folder	
extlib	5/18/2016 5:31 PM	File folder	
jre	9/5/2016 2:40 AM	File folder	
keystore	9/5/2016 3:36 AM	File folder	
lib	9/5/2016 2:40 AM	File folder	
licenses	9/5/2016 2:40 AM	File folder	
logs	9/17/2016 7:47 AM	File folder	
midinstaller	9/5/2016 2:40 AM	File folder	
package	9/5/2016 2:40 AM	File folder	
properties	6/5/2016 4:07 PM	File folder	
scripts	9/5/2016 3:36 AM	File folder	
work	9/5/2016 3:36 AM	File folder	
config	9/5/2016 3:36 AM	XML Document	6 KB
installer	9/5/2016 2:40 AM	Windows Batch File	1 KB
installer.sh	9/5/2016 2:40 AM	SH File	1 KB
start	9/5/2016 2:40 AM	Windows Batch File	1 KB



A screenshot of the ServiceNow MID Servers table. The table has columns: Name, Host name, Status, Validated, Last refreshed, Started, Stopped, and Router. The 'Validated' column is highlighted with a red box. The table contains one row for 'MID Server 1'.

	Name	Host name	Status	Validated	Last refreshed	Started	Stopped	Router
<input type="checkbox"/>	MID Server 1	172.31.43.226	Up	No	2016-09-09 02:59:07	2016-09-06 01:00:41	2016-09-06 01:00:33	172.31.32.1

ServiceNow Service Management

mid serv

MID Servers New Go to Name Search

Name	Host name	Status	Validated	Last refreshed	Started	Stopped
MID Server 1	172.31.43.226	Up	No	2016-09-09 02:59:07	2016-09-06 01:00:41	2016-09-06 01:00:33

Servers

The MID Server facilitates communication between the ServiceNow platform and external applications, data sources, and services. Add MID Server configuration parameters and capabilities here. [More Info](#)

Name: MID Server 1

Status: Up

Validated: No

Version: helsinki-03-16-2016_patch1-05-18-2016_

Last refreshed: 2016-09-09 03:19:11

Started: 2016-09-06 01:00:41

Host name: 172.31.43.226

IP address: 172.31.43.226

Router: 172.31.32.1

Network: 172.31.32.0/20

Host OS: Windows

Windows domain: WORKGROUP

Update Delete

Related Links

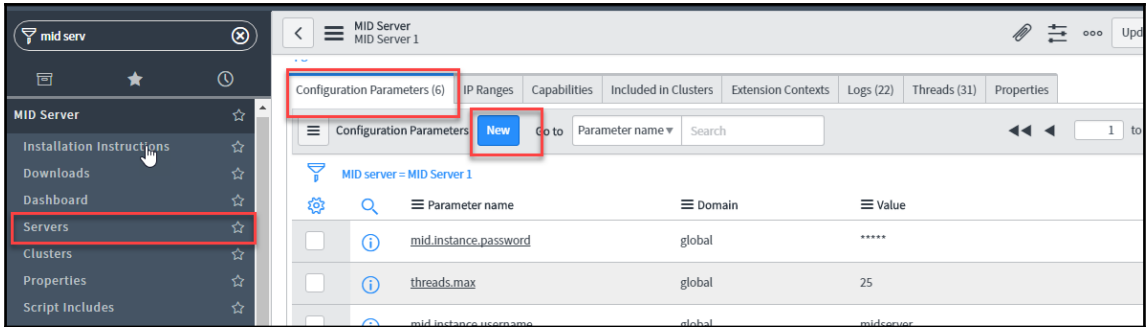
- Validate
- Rekey
- Grab MID logs
- MID statistics
- Restart MID
- Upgrade MID

MID server being validated

Name	Host name	Status	Validated	Last refreshed	Started	Stopped	Router
MID Server 1	172.31.43.226	Up	Yes	2016-09-09 03:19:11	2016-09-06 01:00:41	2016-09-06 01:00:33	172.31.32.1

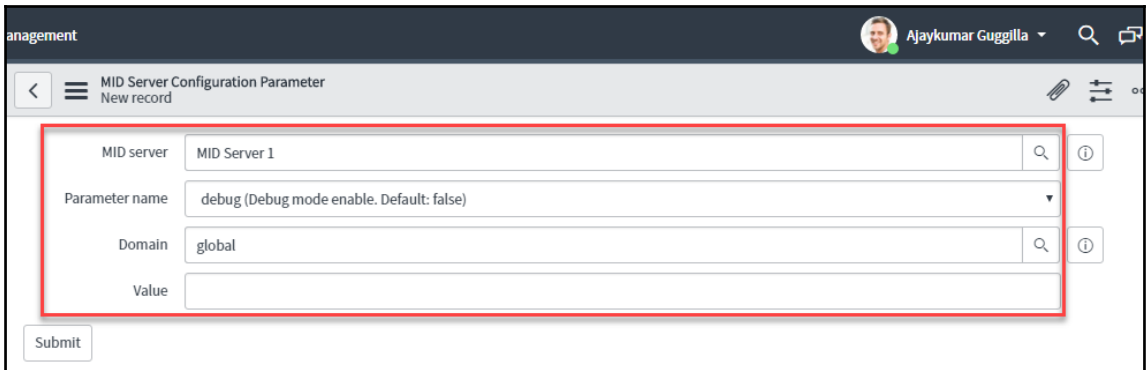
Related Links

- Rekey
- Invalidate
- Grab MID logs
- MID statistics
- Restart MID
- Upgrade MID



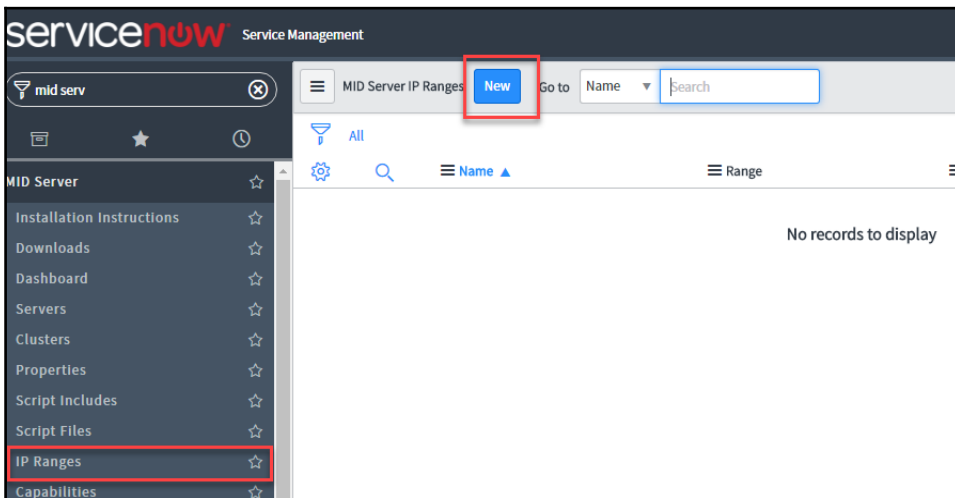
This screenshot shows the 'MID Server Configuration Parameters' page in ServiceNow. The left sidebar contains a navigation menu with 'Servers' highlighted. The main content area shows a table of configuration parameters for 'MID Server 1'. A red box highlights the 'Configuration Parameters (6)' tab and a blue 'New' button. Another red box highlights the 'mid.instance.password' parameter row.

Parameter name	Domain	Value
mid.instance.password	global	*****
threads.max	global	25
mid.instance.username	global	midserver



This screenshot shows the 'MID Server Configuration Parameter' form in ServiceNow. The form is titled 'New record' and contains the following fields: 'MID server' (MID Server 1), 'Parameter name' (debug (Debug mode enable. Default: false)), 'Domain' (global), and 'Value'. A red box highlights the entire form area. A 'Submit' button is located at the bottom left.

MID server: MID Server 1
Parameter name: debug (Debug mode enable. Default: false)
Domain: global
Value:
Submit



This screenshot shows the 'MID Server IP Ranges' page in ServiceNow. The left sidebar contains a navigation menu with 'IP Ranges' highlighted. The main content area shows a table of IP Ranges for 'MID Server 1'. A red box highlights the 'MID Server IP Ranges' tab and a blue 'New' button. The table is currently empty, displaying 'No records to display'.

Name	Range
No records to display	

MID Server IP Range
New record

When associating MID Servers with IP address ranges, Orchestration uses the IP address of the target machine to select the correct MID Server to use for Orchestration activities. This functionality ensures that a MID Server with connectivity to the target is chosen to perform the Orchestration activity. [More Info](#)

Name

Application Global ⓘ

Type Include ▾

Range

Submit

MID Server Capabilities **New** Search for text Search

All

Capability	Domain
<input type="checkbox"/> ⓘ REST	global
<input type="checkbox"/> ⓘ SSH	global
<input type="checkbox"/> ⓘ SNMP	global
<input type="checkbox"/> ⓘ WMI	global
<input type="checkbox"/> ⓘ Resolve DNS	global
<input type="checkbox"/> ⓘ VMware	global
<input type="checkbox"/> ⓘ PowerShell	global
<input type="checkbox"/> ⓘ SOAP	global

MID Server

- Installation Instructions
- Downloads
- Dashboard
- Servers
- Clusters
- Properties
- Script Includes
- Script Files
- IP Ranges
- Capabilities**
- Capability Value Tests
- JAR Files

MID Server Capability
New record

MID Server capabilities define the logical functions of a MID Server within an IP address range. At least one capability is required for each MID Server used by Orchestration. Only users should modify these capabilities. [More Info](#)

Capability

Application Global ⓘ

Value

Submit

Configuration Parameters (6) IP Ranges Capabilities Included in Clusters Extension Contexts Logs (22) Threads (36) Properties

Capabilities Edit... Go to Capability Search

MID server = MID Server 1

Capability Value

No records to display

Add Filter Run filter ?

-- choose field -- -- oper -- -- value --

Collection

- PowerShell
- Resolve DNS
- REST
- SNMP
- SOAP
- SSH
- VMware
- WMI

Capabilities List

MID Server 1

--None--

Cancel Save

servicenow Service Management

mid server

MID Server Cluster New record

MID Server Clusters enable multiple MID Servers with the appropriate capabilities to be grouped together. This is useful for load balancing and fail-over protection of MID S


Name




Type Load Balance

Submit

Configuration Parameters (6) IP Ranges Capabilities **Included in Clusters** Extension Contexts Logs (22) Threads (36) Properties

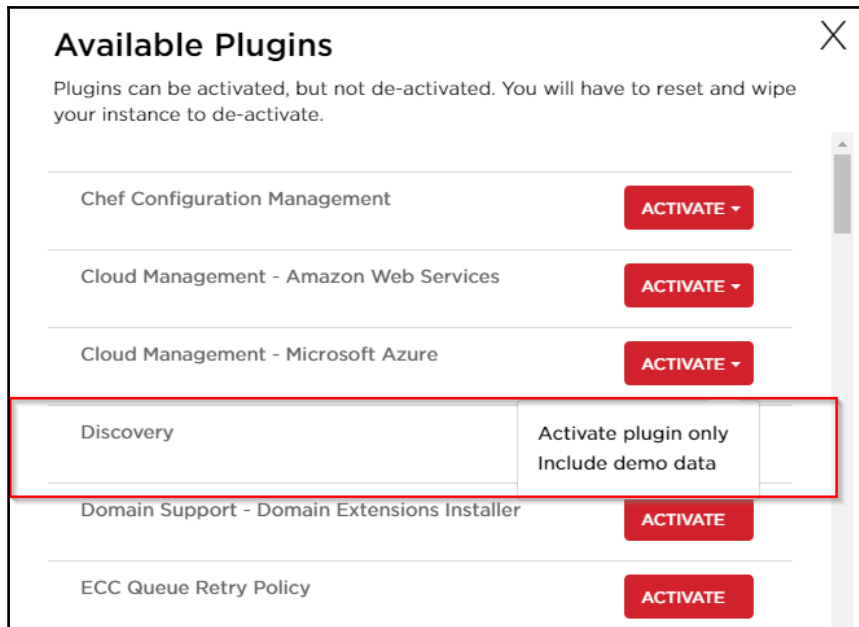
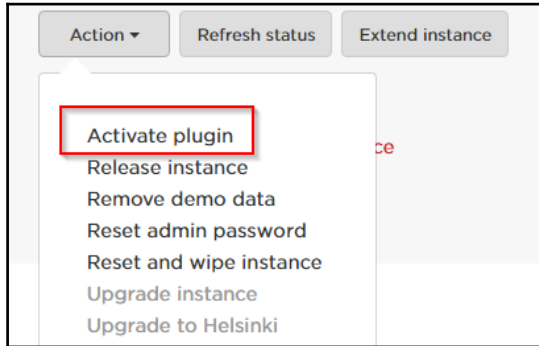
Included in Clusters **Edit...** Go to MID server cluster Search

 MID server = MID Server 1

   MID server cluster

No records to display

Chapter 3: Configuration Management Using ServiceNow w Discovery



servicenow Service Management

disc

System Plugins Go to Name

All

Name

- [DHTMLX Scheduler Libran](#)
- [Diagnostic Monitoring](#)
- [Dictionary overrides](#)
- [E164 Compliant Phone Nu](#)
- [Email - OAUTH support fo](#)
- [Email Accounts](#)
- [Email Automatic User Cre](#)
- [Email Filters](#)
- [Email Notification Preview](#)

Discovery ☆

Quick Start ☆

Welcome ☆

Dashboard ☆

Discovery Patterns ☆

Discovery Schedules ☆

Status ☆

Credentials ☆

Discovery Range Sets ☆

MID Servers ☆

► Output and Artifacts

Discovery Definition ☆


Configuration Console ☆

Range Sets ☆

- Discovery ☆
- Quick Start** ☆
- Welcome ☆
- Dashboard ☆
- Discovery Patterns ☆
- Discovery Schedules ☆
- Status ☆

Discovery Quick Start Next

MID Server User > Install MID Server > Credentials > Schedules > Confirmation



Create MID Server User

User name

Password

Confirm Password

Step 1: Create a MID Server User


A MID server is a Java process that can run on a Linux or Windows server from inside your firewall. Its job is to collect discovery data and return it to the instance for processing.

Create the user credentials that the MID server will use to connect to the ServiceNow instance.

Next

Discovery Quick Start B

MID Server User ✓ > Install MID Server > Credentials > Schedules > Confirmation



Download and Install MID Server

- 1 Download one of these

Linux	Windows
32 bit	32 bit
64 bit	64 bit
- 2 Waiting for MID server to connect...

Step 2: Download and Install MID Server

Download the MID server for your environment. For help installing the MID server, follow the detailed [installation instructions](#).

After the MID server is connected to your instance, Step 2 is cleared and you can validate the connection. The validation button allows you to validate that the correct MID server is connected and given authority to push data to your instance.

Discovery Quick Start

MID Server User ✓ Install MID Server Credentials Schedules Confirmation

Download and Install MID Server

1 Download one of these

Linux	Windows
32 bit	32 bit
64 bit	64 bit

2 MID Server is connected ✓

3 MID Server Name: MID Server 1 ✓

Step 2: Download and Install MID Server

Download the MID server for your environment. For help installing the MID server, follow the detailed [installation instructions](#).

After the MID server is connected to your instance, Step 2 is cleared and you can validate the connection. The validation button allows you to validate that the correct MID server is connected and given authority to push data to your instance.

Back Next

Discovery Quick Start

MID Server User ✓ Install MID Server ✓ Credentials

Create Discovery Credentials

Type: Windows Credentials

Name:

User name:

Password:

Confirm Password:

Test Credential

Add another credential

Step 3: Create Discovery Credentials

Create discovery credentials to access network resources. For example, you can create a user to access a network share.



Create a Schedule

Name

Discovery Schedule

Max run time

Days 2

Hours 0 0 0

Run

Daily ▼

Time

Hours 00 00 30

Range

10.0.0.1-10.0.0.15

Confirm Settings

This setup can only be run once...



MID Server User
midserver



MID Server
Connected



Credentials
discovery credential, windows_credentials



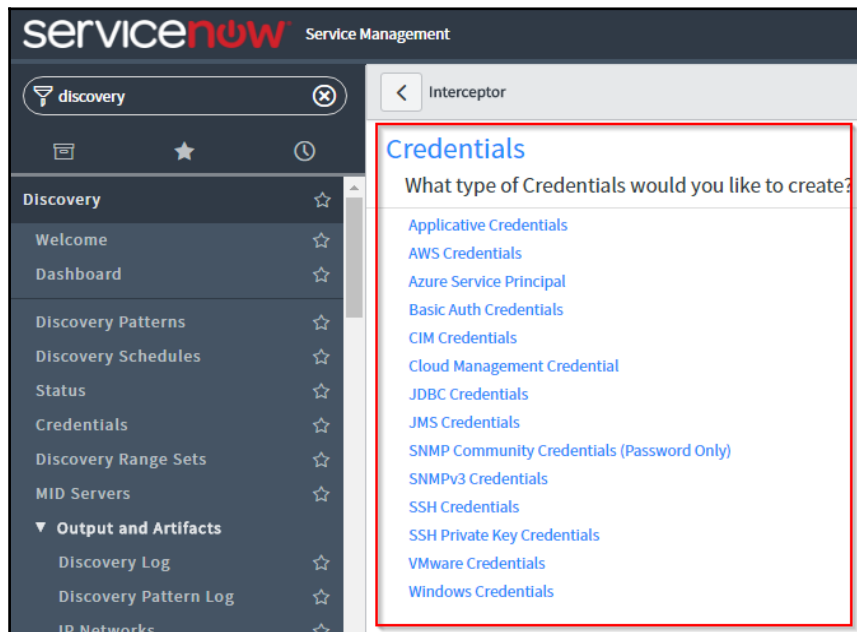
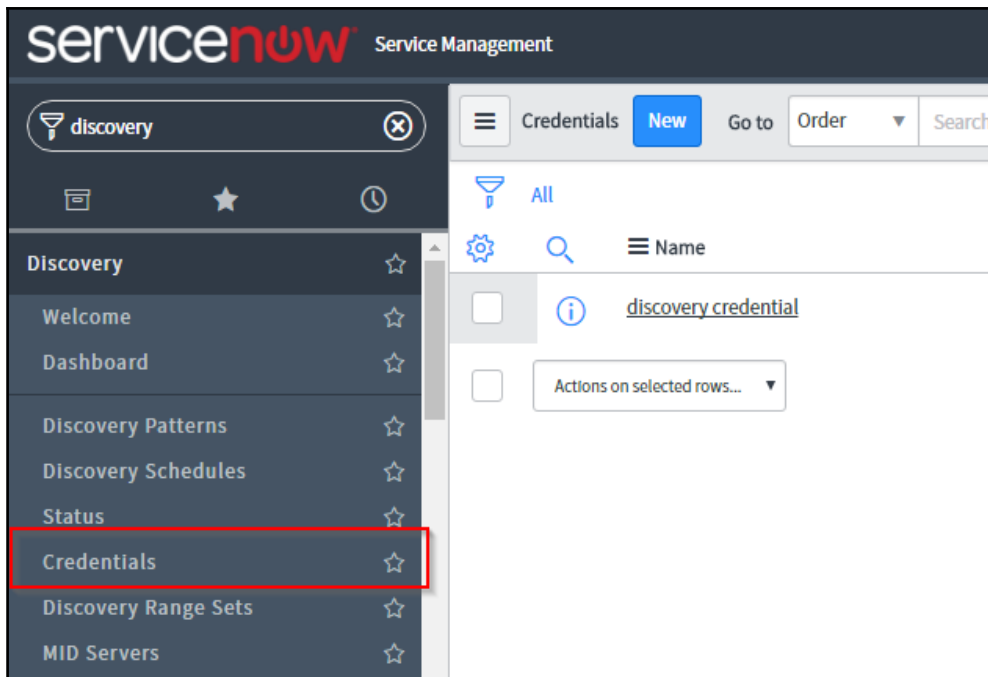
Schedule
Discovery Schedule

Congratulations!

Discovery setup complete

[Discover Now](#)

[Go To Dashboard](#)



SSH Credentials
New record

Name Applies to

Active Order

User name

Password

Related Links
[Test credential](#)

servicenow Service Management

discovery

Discovery Schedules Go to

All

	Name	Run	Discover
<input type="checkbox"/>	Discovery Schedule	Daily	Configuration items
<input type="checkbox"/>	Actions on selected rows...		

Discovery Schedules

- Welcome
- Dashboard
- Discovery Patterns
- Discovery Schedules
- Status
- Credentials

Discovery Schedule
Discovery Schedule

Name: Discovery Schedule Active

Discover: Configuration items

Behavior:

* MID server: MID Server 1

Location:

Max run time: Days 2

Hours: 00 00 00

Run: Daily

Time: Hours 20 05 00

Advanced

Include alive

Log state changes:

Shazzam batch size: 5,000

Shazzam cluster support:

Use SNMP version: v1/v2c

Update Delete

Related Links

[Quick ranges](#)

[Discover now](#)

Discovery IP Ranges (1) | Discovery Range Sets | Discovery Status (6)

Discovery Status

Schedule = Discovery Sched

[DIS0010001](#)

[DIS0010002](#)

[DIS0010003](#)

[DIS0010004](#)

Quick Ranges

Enter comma-separated IP address ranges, IP networks, or individual IPs describing the ranges you would like to add. For example:

10.0.1.0/24,10.0.2.1-10.0.2.15,10.0.3.176,10.0.3.222

Specifies an IP network with valid IP addresses between 10.0.1.1 and 10.0.1.254 inclusive, an IP address range from 10.0.2.1 to 10.0.2.15 inclusive, and the two individual IP addresses 10.0.3.176 and 10.0.3.222. Any entries you make that cannot be interpreted will simply be ignored.

Related Links

[Quick ranges](#)
[Discover now](#)

Discovery IP Ranges (2) | Discovery Range Sets | Discovery Status (6)

Discovery IP Ranges **New** Search for text Search

Discovery Status **New** Go to Number Search

Starting Discovery on Discovery Schedule

All > Sys ID = a012bbda4fa6220053d5b4a18110c7eb

Number Created Description Schedule Discover State

	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	DIS0010007	2016-10-21 02:52:28	Discover Now	Discovery Schedule	Configuration items	Starting
<input type="checkbox"/>	Actions on selected rows...					

Discovery Status
DIS0010007

Discover: Configuration items

Max run time: 2

00 00 00

Include alive:

Log state changes:

Update Delete

Related Links
[Refresh](#)
[Show Discovery timeline](#)
[Cancel Discovery](#)

Discovery Log (3) Devices **ECC Queue (1)** IP Networks

ECC Queue New Go to Name Search

Queues

Created Agent Topic Name Source

	2016-10-21 02:52:32	mid.server.MID Server 1	Shazzam	wmi,snmp,ssh,http,wins,dns,slp,wbem,vmap...	See Payload
--	-------------------------------------	-------------------------	---------	---	-------------

configuration co

Discovery Definition
 Configuration Console

Discovery Configuration Console

Populate the CMDB with the Discovery data you want to collect. You can specify which devices and application types to ignore and create a filter to include or exclude specific UNIX and Windows software. When you select a configuration item to exclude from the CMDB, the instance disables the related probe or classifier that scans that C. This action does not deactivate the probe or classifier for general use across the system. [More Info](#)

Devices

- Network Devices
- Storage Devices
- Unix Servers & Computers**
- Windows Servers & Computers

Software Filter

Unix Windows

Enabled: Mode: Include Exclude

Enter a new key to filter on ...



servicenow Service Management

CI Ident

Identifiers **New** Go to Name Search

	Name	Active	Applies to
<input type="checkbox"/>	Citrix Delivery Controller	true	Citrix Delivery Controller [cmdb_ci_endpoint]
<input type="checkbox"/>	Citrix StoreFront App Icon Inc	true	Citrix StoreFront App Icon Inc [cmdb_ci_endpoint_xenapp_citrix]
<input type="checkbox"/>	Citrix XenAPP or Presentation Server	true	Citrix XenAPP or Presentation Server [cmdb_ci_app_citrix_xenapp]
<input type="checkbox"/>	Cluster Node	true	Cluster Node [cmdb_ci_cluster_node]
<input type="checkbox"/>	Connect-It Service	true	Connect-It Service [cmdb_ci_app_connectit]

Configuration

- Identification/Reconciliation
 - CI Identifiers
- Discovery Definition
 - CI Identification
 - Identifiers
 - Script Includes

servicenow Service Management

System Administrator

que

Queues **New** Go to Name Search

All > Created on Today > Topic != HeartbeatProbe > Topic does not contain queue.

	Created	Agent	Topic	Name	Source	Queue	State	Processed
<input type="checkbox"/>	2016-10-27 07:19:10	mid.server.*	SystemCommand	cancel_discovery	cancel_discovery	output	processed	2016-10-27 07:19:10
<input type="checkbox"/>	2016-10-27 07:19:10	mid.server.MID Server 1	SystemCommand	cancel_discovery	cancel_discovery	output	ready	(empty)

Self-Service

- My Requests
- Requested Items
- Watched Requested Items
- Discovery
 - Output and Artifacts
 - ECC Queue
 - AWS Discovery

servicenow Service Management

probe

Probes **New** Go to Name Search

All > Used by Discovery = true

	Name	ECC queue topic	ECC queue name
<input type="checkbox"/>	AIX - Active Processes	SSHCommand	sh \$(file:ps.sh)
<input type="checkbox"/>	AIX - ADM	MultiProbe	AIX - Application Dependency Mapping
<input type="checkbox"/>	AIX - CPU	SSHCommand	sh \$(file:cpus.sh)

Discovery Definition

- Probes
- Port Probes

Probe
AIX - Active Processes

Name: AIX - Active Processes Application: Global

Class: Probe ECC queue topic: SSHCommand

Cache results: ECC queue name: sh \${file:ps.sh}

Used by Discovery: Used by Orchestration:

Classic mode:

Description: Get (active) running processes

Post processor script

```

1 new ProbePostProcessor({
2
3   /**
4    * Runs the probe instance
5    */
6   process : function() {
7     // parse the results from our ps output, leaving the result in sensor.running_processes...
8     var psop = new PsOutputParser();
9     related_data.running_processes = psop.parse(output);

```

serviceNow Service Management

Discovery Port Probes

	Name	Description	Use classification	Scanner	Conditional	Cls	IPs	Active
<input type="checkbox"/>	dns	Domain Name Resolver	Process Classification [discovery_classy_proc]	DNS Name Resolver	true	true	true	true
<input type="checkbox"/>	http	Web Servers	Process Classification [discovery_classy_proc]	HTTP (Web Server)	false	true	true	true
<input type="checkbox"/>	ip_phone	IP Phones	SNMP Classification [discovery_classy_snmp]	Generic TCP	false	false	true	true

Discovery Port Probe
dns

The Shazzam Probe uses Port Probes to specify ports to scan. Based on the open ports identified, Port Probes define the type and order of classification Probes to launch. [More Info](#)

Name: dns
 Description: Domain Name Resolver
 Scanner: DNS Name Resolver
 Active:
 Cls:
 IPs:
 Triggered by services: dns
 Triggers probe:
 Use classification: Process Classification [discovery_cl...]
 Supplementary:
 Conditional:

Script

```

1 function(cidata, result, scanner, status, midServer, sensor) {
2   var resolvedHostname = scanner.hostName;

```

Scanner	DNS Name Resolver
Active	Generic TCP DNS Name Resolver HTTP (Web Server)
Cls	NetBIOS Name and Domain Resolver SNMP
IPs	Generic TCP with Banner Service Location Protocol

service now Service Management

Sensors

New Search for text

Name	Sensor type	Reacts to probe	Description	Active
Azure - DescribeResources	Javascript	Azure - DescribeResources		true
Linux - Find FQDN	Javascript	Linux - Find FQDN	Getting FQDN of a linux server	true
Windows - AWS Relationship	Javascript	Windows - AWS Relationship	Make relationship to cmdb_c1_ec2_instanc...	true
Windows - WebSphere - Web Services	Javascript	Windows - WebSphere - Web Services	Map contents of server.xml into WebSpher...	true
Solaris - Installed Software	Javascript	Solaris - Installed Software	Process Installed Software	true

MultiSensor
Windows - Storage 2008

Name: Windows - Storage 2008 Sensor type: Javascript

Reacts to probe: Windows - Storage 2008 Active:

Description: Process disk and file system information for Windows 2008 and earlier

Script

```
1 new DiscoveryWindows2008StorageMultiSensor();
```

Update Delete

Responds to Probes Triggers probes Versions

Responds to Probes **New** Search for text Search

Sensor type	Javascript
Active	Classifier
	Java
	Javascript
	Multiline Text
	XML

Responds to Probes **Triggers probes** Versions

Triggers probes **New** **Edit...** Search for text Search

Sensor = Windows - Storage 2008

Probe

servicenow Service Management

ecc

Discovery ☆

▼ Output and Artifacts

ECC Queue ☆

AWS Discovery ☆

ECC Queue ☆

Microsoft Azure Discovery ☆

ECC Queue ☆

ECC ☆

Queue ☆

Queues **New** Go to Name Search

All > Created on Today

	Created	Agent	Topic	Name
<input type="checkbox"/>	2016-10-30 03:39:08	mid.server.*	HeartbeatProbe	
<input type="checkbox"/>	2016-10-30 02:19:04	mid.server.*	HeartbeatProbe	
<input type="checkbox"/>	2016-10-30 01:44:07	mid.server.*	HeartbeatProbe	
<input type="checkbox"/>	2016-10-30 04:39:09	mid.server.*	HeartbeatProbe	
<input type="checkbox"/>	2016-10-30 03:59:05	mid.server.*	HeartbeatProbe	

Queue HeartbeatProbe Update Delete

Agent mid.server.MID Server 1 Queue output

Topic HeartbeatProbe State processed

Name

Source

Response to

Processed 2016-10-30 04:49:02

Created 2016-10-30 04:44:01

Sequence 15815674e8c0000001

Payload XML

```

1

```

serviceNOW Service Management System Administrator

Service Mapping Patterns

All > Pattern type = 3 - Discovery Host .or. Pattern type = 2 - Shared library .or. Pattern type = 4 - Discovery Application

	Name	CI type	Pattern type	Has Draft V
<input type="checkbox"/>	Apache Enrich Attributes	Generic Application [cmdb_ci_appl_generic]	2 - Shared library	false
<input type="checkbox"/>	check for mandatory values WAS	Generic Application [cmdb_ci_appl_generic]	2 - Shared library	false
<input type="checkbox"/>	Connection Simulation lib	Generic Application [cmdb_ci_appl_generic]	2 - Shared library	false
<input type="checkbox"/>	DBZ jdbc Connection	Generic Application [cmdb_ci_appl_generic]	2 - Shared library	false

Service Mapping Pattern New record

Patterns are used as means of discovering CIs during a discovery process. In order to view, edit or debug the pattern, click the "Manage Pattern" button above.

Basic Pattern

- Define the pattern's name.
- Select pattern type from the drop-down list. There are three available pattern types:
 - Service Mapping - The pattern will be used to discover CI of the selected type during top down discovery.
 - Shared Library - A set of steps that can be referred to from inside discovery patterns.
 - Host Discovery - The pattern will be used for horizontal host discovery purposes (instead of legacy probes and sensors).
 - Application Discovery - The pattern will be used for horizontal application discovery purposes (instead of legacy probes and sensors).
- Select the CI type. This is the type of Configuration Item that this specific pattern will look for.

Name

Application Global

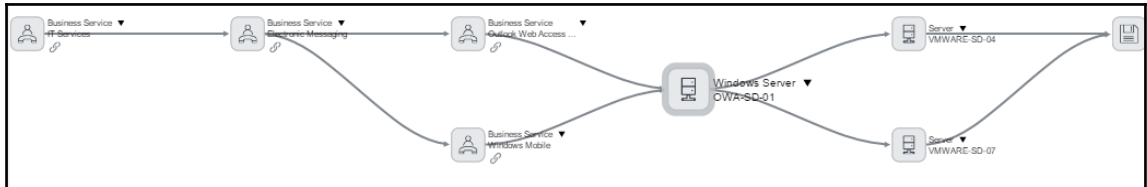
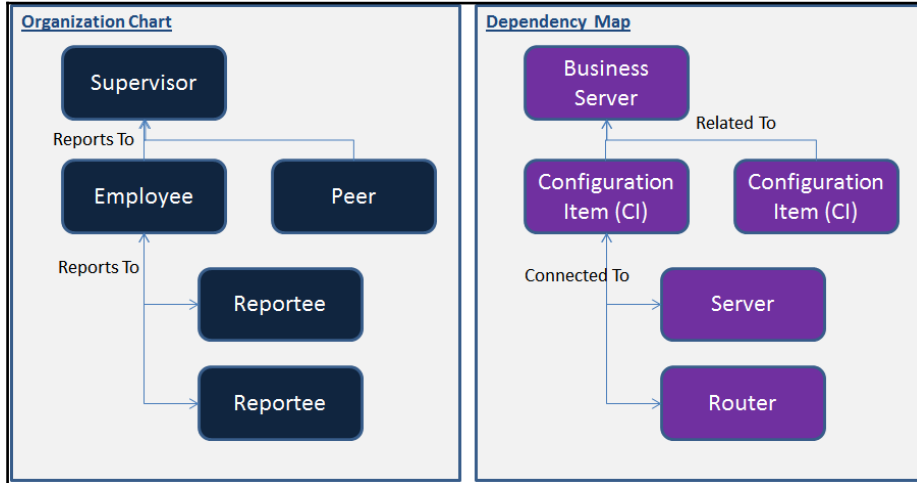
* Pattern type 3 - Discovery Host

CI type .NET Application [cmdb_ci_appl_d...]

Active

Submit

Chapter 4: Creating and Managing Dependency Views



servicenow Service Management

System Administrator

map 1

Map Indicators **New** Go to Order Search

1 to 9 of 9

	Table	Name	Active	Active Dependencies	Order	Updated
<input type="checkbox"/>	cmdb_ci_outage	outages_current	true	false	100	2015-09-06 06:16:18
<input type="checkbox"/>	cmdb_ci_outage	outages_planned	true	false	200	2015-09-06 06:16:31
<input type="checkbox"/>	incident	incident	true	true	300	2015-08-02 04:57:11
<input type="checkbox"/>	problem	problem	true	true	400	2015-08-02 04:57:13
<input type="checkbox"/>	cmdb_ci_outage	outages_past	true	false	500	2015-09-06 06:16:37
<input type="checkbox"/>	change_request	changes_current	true	true	600	2015-08-24 01:28:32
<input type="checkbox"/>	change_request	changes_planned	true	false	700	2015-08-24 01:28:39
<input type="checkbox"/>	change_request	changes_past	true	false	800	2015-08-24 01:28:45
<input type="checkbox"/>	task_ci	affected_ci_task	true	true	900	2015-09-06 06:16:43

Map Indicator
cmdb_ci_outage Update Delete

* Table	<input type="text" value="Outage [cmdb_ci_outage]"/>	Application	<input type="text" value="Global"/>
* Name	<input type="text" value="outages_current"/>	* CMDB CI field	<input type="text" value="Configuration Item"/>
* Order	<input type="text" value="100"/>	* Start field	<input type="text" value="Begin"/>
Node color	<input type="text" value="#f74335"/> 	* End field	<input type="text" value="End"/>
Icon	images/app.ngbsm/indicators/outages-current.svg	* Description field	<input type="text" value="Type"/>

Active

Description

Conditions Add Filter Condition Add "OR" Clause

All of these conditions must be met

<input type="text" value="Begin"/>	<input type="text" value="before"/>	<input type="text" value="Current minute"/>	<input type="text" value="AND"/>	<input type="text" value="OR"/>	<input type="text" value="X"/>
<input type="text" value="End"/>	<input type="text" value="is empty"/>	<input type="text" value="AND"/>	<input type="text" value="OR"/>	<input type="text" value="X"/>	

servicenow Service Management

windo

Windows Servers **New** Go to Name Search

All

	Name	Operating System	OS Version
<input type="checkbox"/>	OWA-SD-01	Windows 2003 Standard	
<input type="checkbox"/>	PS LoadBal01	Windows 2003 Standard	
<input type="checkbox"/>	SAP LoadBal01	Windows 2003 Standard	
<input type="checkbox"/>	SAP LoadBal02	Windows 2003 Standard	
<input type="checkbox"/>	SAP-NY-02	Windows 2003 Standard	
<input type="checkbox"/>	SAP-SD-01	Windows 2003 Standard	
<input type="checkbox"/>	SAP-SD-02	Windows 2003 Standard	
<input type="checkbox"/>	SAP-SD-03	Windows 2003 Standard	

Configuration

- Servers
 - Windows
- Clusters
 - Windows

Discovery Definition

- CI Classification
 - Windows

Windows Server OWA-SD-01

Dashboard **Form** Update Delete

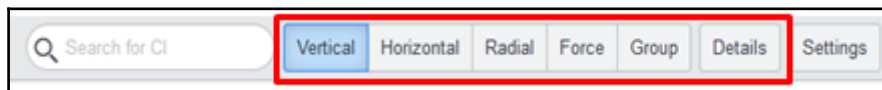
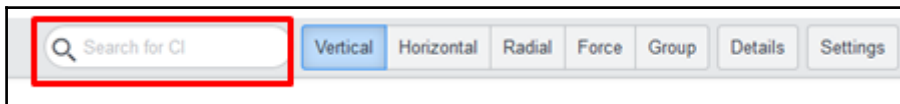
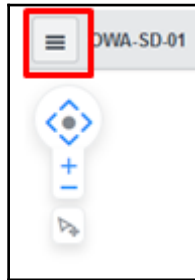
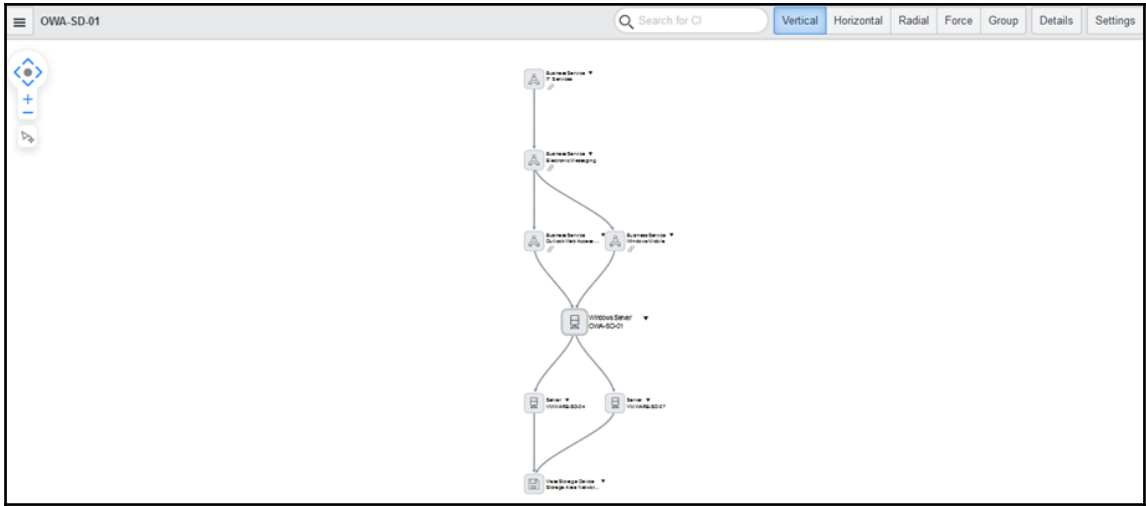
Description

Related Items Search for CI +

- Receives data from - Mass Storage Devices
 - [L2] [VMWARE-SD-04, VMWARE-SD-07 ->] Storage Area Network 002
- Runs on - Servers
 - [L1] VMWARE-SD-04
 - [L1] VMWARE-SD-07
- Used by - Business Services
 - [L2] [Outlook Web Access (OWA), Windows Mobile ->] Electronic Messaging
 - [L3] [Electronic Messaging ->] IT Services
 - [L1] Outlook Web Access (OWA)
 - [L1] Windows Mobile

Update Delete

Search for CI + **Relationships** Settings



Vertical Horizontal Radial Force Group Details **Settings**

Settings Reset

Create New Custom Settings

Custom Settings Name Save

Load Saved Custom Settings

<Default> Load

Use Dependency Type

<Default> Apply

Max Levels

Min - 3 + Max Apply

Filter CIs By Depth ^

Filter CIs By CI Type ^

Filter CIs By CI Location ^

Filter CIs By CI Manufacturer ^

Filter CIs By Audit Failure ^

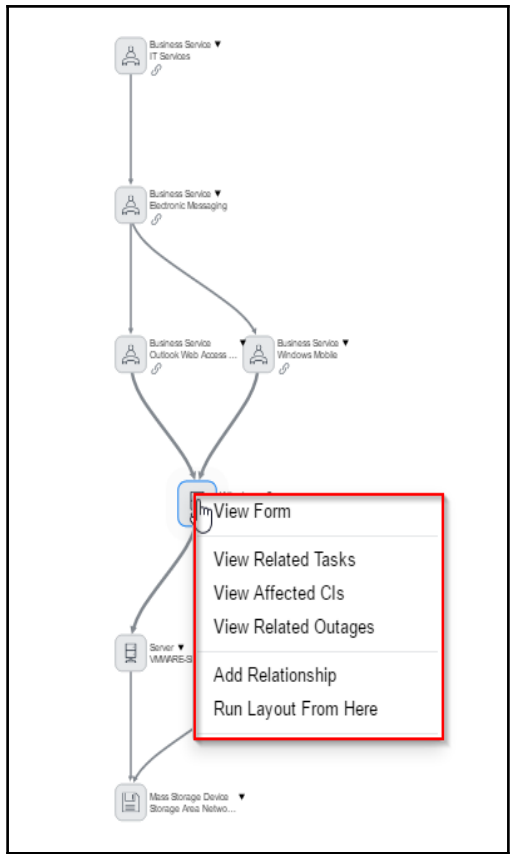
Filter Relationship Types ^

☰ OWA-SD-01

+

-

🖱️



View Form
View Related Tasks
View Affected CIs
View Related Outages
Add Relationship
Run Layout From Here

Windows Server
OWA-SD-01

Dashboard Form Update Delete

Name:

Company:

Asset tag:

Serial number:

Manufacturer:

Model ID:

Asset:

Assigned to:

Configuration

OS Domain:

RAM (MB):

Operating System:

CPU manufacturer:

OS Version:

CPU type:

OS Service Pack:

CPU speed (MHz):

DNS Domain:

CPU count:

Disk space (GB):

CPU core count:

Chassis type:

Description:

- View Form
- View Related Tasks
- View Affected CIs
- View Related Outages
- Add Relationship
- Run Layout From Here

Tasks New Go to Number Search

All > Active = true > Configuration Item = OWA-SD-01

	Number	Priority	State	Assigned to	Short description	Task type
<input type="checkbox"/>	TASK0004200	4 - Low	Open	Byron Fortuna	Update this server to match the conditions listed in the audit results	Follow On Task

Actions on selected rows...

- View Form
- View Related Tasks
- View Affected CIs
- View Related Outages
- Add Relationship
- Run Layout From Here

Clis Affected	Add	New	Go to	Applied	Search	1 to 20 of 803
Applied	Applied date	Configuration Item	Manual proposed change	Task	XML	
<input type="checkbox"/>	false	(empty)	NYLB	false	TASK0020363	
<input type="checkbox"/>	false	(empty)	UPS Chicago	false	TASK0020706	
<input type="checkbox"/>	false	(empty)	NYZC	false	TASK0020383	

- View Form
- View Related Tasks
- View Affected Clis
- View Related Outages
- Add Relationship
- Run Layout From Here

Outages	New	Go to	Configuration Item	Search
Configuration Item	Type	Begin		
<input type="checkbox"/>	*ANNIE-IBM	Outage	2016-11-26 09:07:55	
<input type="checkbox"/>	Actions on selected rows... ▼			

Outage
New record

Configuration Item

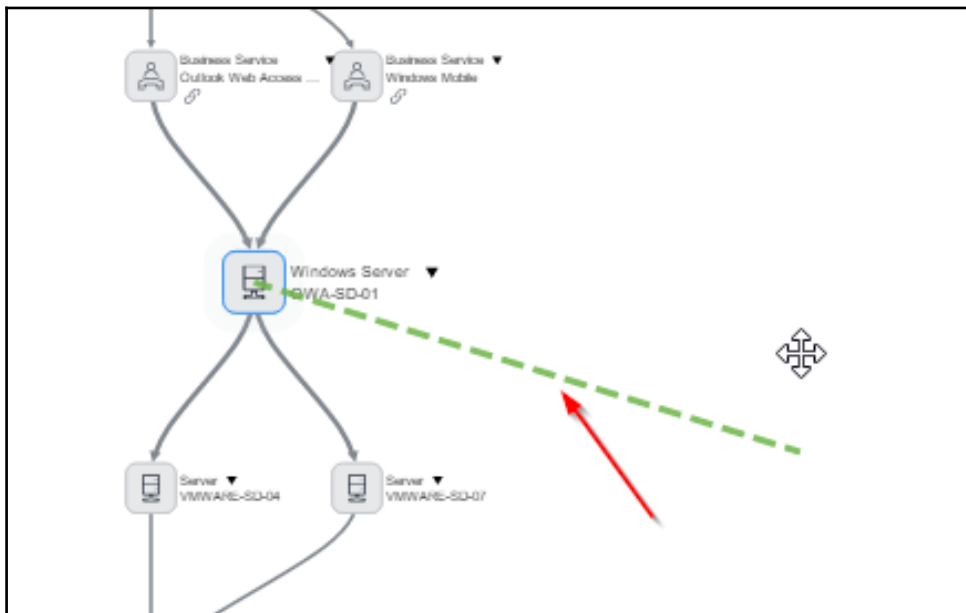
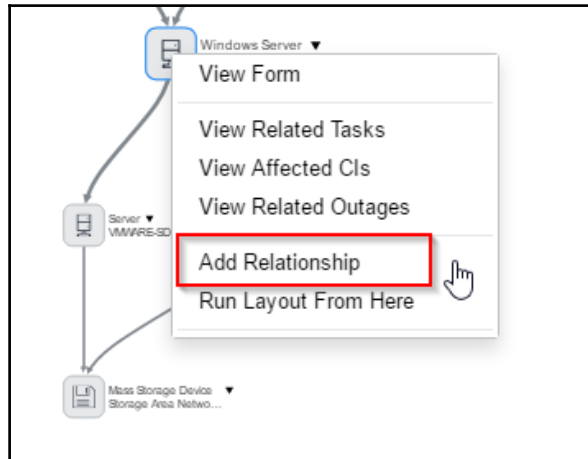
Type

Begin

End

Duration Days Hours

- View Form
- View Related Tasks
- View Affected CIs
- View Related Outages
- Add Relationship
- Run Layout From Here



Select Relationship Type

Search for Relationship T

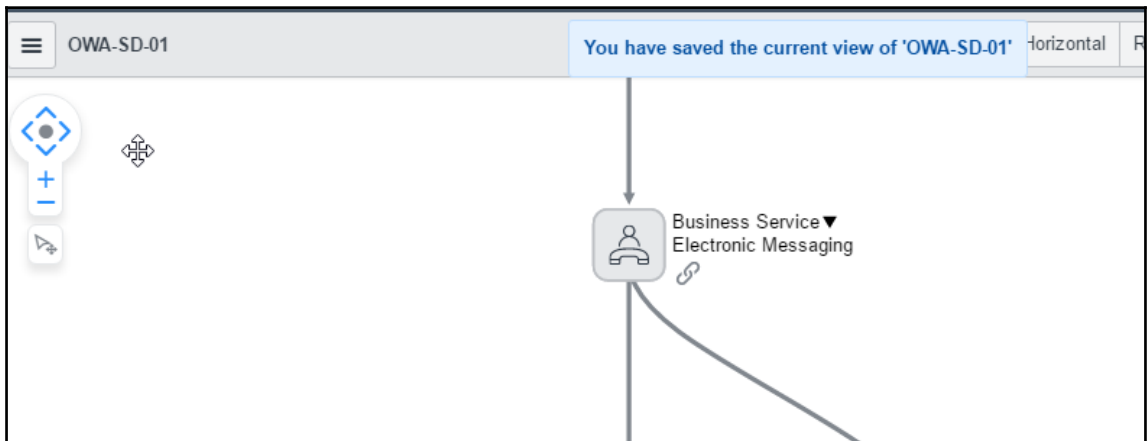
Cancel

The screenshot shows the ServiceNow Service Management interface. The top navigation bar includes the ServiceNow logo, "Service Management", a user profile for "System Administrator", and a search bar. Below the navigation bar, there is a filter "depe" and a search bar "Search for CI". The main content area displays a dependency map for "OWA-SD-01". The map shows a hierarchy of business services: "Business Service IT Services" at the top, connected to "Business Service Electronic Messaging", which is then connected to "Business Service Outlook Web Access ..." and "Business Service Windows Mobile". A sidebar on the left lists various dependency view options, with "View Map" highlighted.

This is a close-up screenshot of the ServiceNow Service Management interface. It shows the top navigation bar with the ServiceNow logo, "Service Management", and a user profile. Below the navigation bar, there is a filter "depe" and a search bar "Search for CI". The main content area displays a dependency map for "OWA-SD-01". The map shows a hierarchy of business services: "Business Service IT Services" at the top, connected to "Business Service Electronic Messaging", which is then connected to "Business Service Outlook Web Access ..." and "Business Service Windows Mobile". A sidebar on the left lists various dependency view options, with "View Map" highlighted.

☰ OWA-SD-01

- ✉ Save View
- 📄 Load View
- ← Last View
- 🖨 Export Image



Select A Saved View

OWA-SD-01

Version 3

Version 2

Version 1

servicenow Service Management System Administrator

depe

Map Views Go to Version Search

All > User = System Administrator

	Version	Configuration Item	User
<input type="checkbox"/>	3	OWA-SD-01	System Administrator
<input type="checkbox"/>	1	OWA-SD-01	System Administrator
<input type="checkbox"/>	2	OWA-SD-01	System Administrator

Actions on selected rows... 1 to 3 of 3

- View Map in New Tab
- View Map
- Saved Settings
- Saved Views**
- Map Menu Actions
- Map Indicators
- Map Related Items
- Map Edge Colors
- Map Icons
- Dependency Types

All > User = System Administrator

	Version	Configuration Item	User
<input checked="" type="checkbox"/>	3	OWA-SD-01	System Administrator
<input checked="" type="checkbox"/>	1	OWA-SD-01	System Administrator
<input checked="" type="checkbox"/>	2	OWA-SD-01	System Administrator

Actions on selected rows... 1 to 3 of 3

- Actions on selected rows...
- Delete**
- Create Application File
- Assign Tag: New...
- Android
- Java
- JavaScript
- Development
- Remove Tag: Android
- Java
- JavaScript
- Development

servicenow Service Management

depe

OWA-SD-01

- Dependency Views ☆
- View Map in New Tab ☆
- View Map** ☆
- Saved Settings ☆
- Saved Views ☆
- Map Menu Actions ☆
- Map Indicators ☆
- Map Related Items ☆
- Map Edge Colors ☆
- Map Icons ☆
- Dependency Types ☆
- Map Properties ☆

System Administrator

Vertical Horizontal Radial Force Group Details **Settings**

OWA-SD-01

Search for CI

Vertical Horizontal Radial Force Group Details **Settings**

```

graph TD
    A[Business Service IT Services] --> B[Business Service Electronic Messaging]
    B --> C[Business Service Outlook Web Access]
    B --> D[Business Service Windows Mobile]
    C --> E[Windows Server OWA-SD-01]
    D --> E
    E --> F[Server VMWARE-SD-04]
    E --> G[Server VMWARE-SD-07]
  
```

Settings [Reset](#)

Create New Custom Settings

Custom Settings Name

Load Saved Custom Settings

<Default>

Use Dependency Type

<Default>

Max Levels

Min - 3 + Max

Filter CIs By Depth

Filter CIs By CI Type

Filter CIs By CI Location

Filter CIs By CI Manufacturer

Filter CIs By Audit Failure

Filter Relationship Types

Map Indicators

Options

Remove Filtered Items

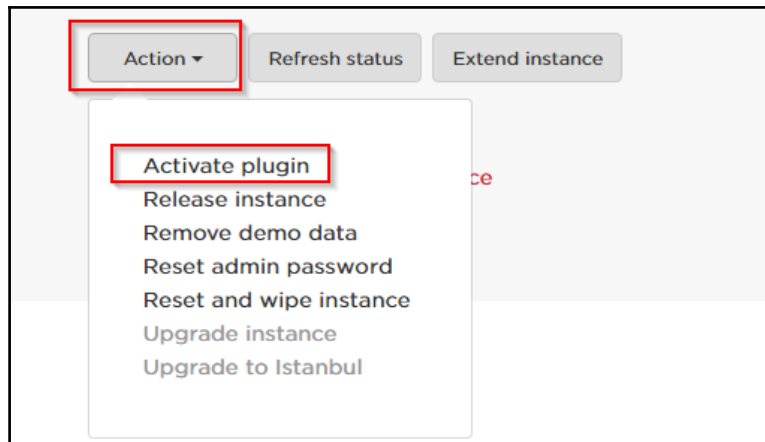
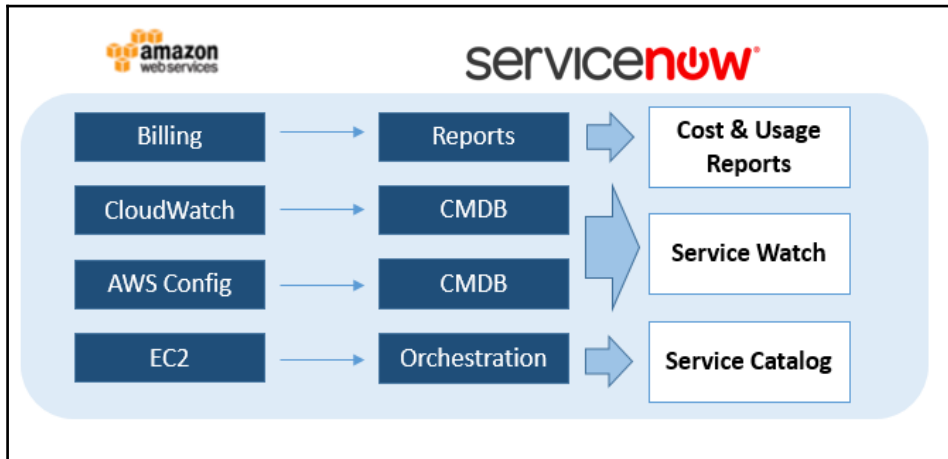
Run Layout Automatically

Create New Custom Settings

Load Saved Custom Settings

Filter CIs By Depth	▼
Filter CIs By CI Type	▲
Filter CIs By CI Location	▲
Filter CIs By CI Manufacturer	▲
Filter CIs By Audit Failure	▲
Filter Relationship Types	▲
Map Indicators	▲

Chapter 5: Cloud Management



Available Plugins

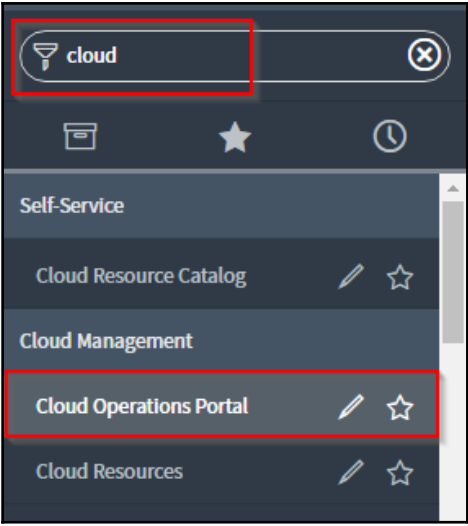
Plugins can be activated, but not de-activated. You will have to reset and wipe your instance to de-activate.

Chef Configuration Management	ACTIVATE ▾
Cloud Management - Amazon Web Services	ACTIVATE ▾
Cloud Management - Microsoft Azure	ACTIVATE ▾
Discovery	ACTIVATE ▾

Available Plugins

Plugins can be activated, but not de-activated. You will have to reset and wipe your instance to de-activate.

Chef Configuration Management	ACTIVATE ▾
Cloud Management - Amazon Web Services	ACTIVATE ▾
Cloud Management - Microsoft Azure	Activate plugin only Include demo data
Discovery	ACTIVATE ▾



Services ▾ Resource Groups ▾

Search IAM

Dashboard

- Groups
- Users
- Roles
- Policies
- Identity providers
- Account settings
- Credential report

Encryption keys

Welcome to Identity and Access Management

IAM users sign-in link:
[https://\[redacted\].signin.aws.amazon.com/console](https://[redacted].signin.aws.amazon.com/console) [Customize](#) | [Copy Link](#)

IAM Resources

Users: 0 Roles: 0
Groups: 0 Identity Providers: 0
Customer Managed Policies: 0

Security Status

0 out of 5 complete.

- Delete your root access keys**
- Delete your AWS root account access keys, because they provide unrestricted access to your AWS resources. [Instead, use IAM user access keys or temporary security credentials.](#) [Learn More](#)
Manage Security Credentials
- Activate MFA on your root account**
- Create individual IAM users**

Your Security Credentials

Use this page to manage the credentials for your AWS account. To manage credentials for AWS Identity and Access Management (IAM) users, use the [IAM Console](#). To learn more about the types of AWS credentials and how they're used, see [AWS Security Credentials](#) in AWS General Reference.

- + Password
- + Multi-Factor Authentication (MFA)
- + Access Keys (Access Key ID and Secret Access Key)**
- + CloudFront Key Pairs
- + X.509 Certificates
- + Account Identifiers

You use access keys to sign programmatic requests to AWS services. To learn how to sign requests using your access keys, see the [signing documentation](#). For your protection, store your access keys securely and do not share them. In addition, AWS recommends that you rotate your access keys every 90 days.

Note: You can have a maximum of two access keys (active or inactive) at a time.

Created	Deleted	Access Key ID	Last Used	Last Used Region	Last Used Service	Status	Actions
Mar 12th 2017		[REDACTED]	N/A	N/A	N/A	Active	Make Inactive Delete

[Create New Access Key](#)



Important Change - Managing Your AWS Secret Access Keys

As described in a [previous announcement](#), you cannot retrieve the existing secret access keys for your AWS root account, though you can still create a new root access key at any time. As a [best practice](#), we recommend [creating an IAM user](#) that has access keys rather than relying on root access keys.

- + CloudFront Key Pairs
- + X.509 Certificates
- + Account Identifiers

	Name	Account ID	Active	Primary AWS Credential
<input type="checkbox"/>	AWS Account	[REDACTED]	true	AWS Account Credential

AWS Account
New record

* Name

* Account ID

← AWS Account
AWS Account

* Name AWS Account

* Account ID [REDACTED]

Primary AWS Credential AWS Account Credential

Update Delete

☰ AWS Credentials **New** Go to Name Search

1 to 1 of 1

All

Search

AWS Account Credential

1 to 1 of 1

← AWS Credentials
AWS Account Credential

Update Delete

Name AWS Account Credential

Active

* AWS Account AWS Account

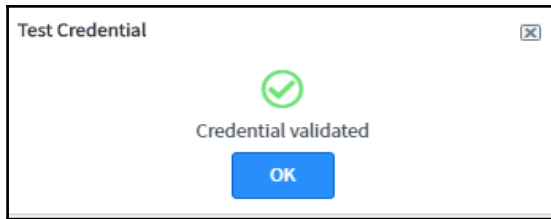
* Access Key ID AKIAJEN6 [REDACTED]

* Secret Access Key [REDACTED]

Update Delete

Related Links

[Test credential](#)



AWS Credentials (1) | Discovery Schedules | AWS Billing Managements (1) | EC2 Key Pairs | EC2 Images | EC2 Approved Image | **Shared Image Accounts (1)**

EC2 Virtual Machine Instances | AWS VPCs | AWS VPC Security Group | AWS Subnets | AWS CloudFormation Stack | AWS Elastic Load Balancers | AWS Auto Scaling Group

AWS Auto Scaling Group Launch C... | AWS EBS Volumes | AWS Elastic Block Store Snapshots | AWS Resources

Shared Image Accounts **New** Go to Name Search 1 to 1 of 1

Account = AWS Account

Name	Account ID
<input type="checkbox"/> AWS Shared	805257929525

Actions on selected rows... 1 to 1 of 1

Shared Image Account **Update** Delete

AWS Shared

Name: AWS Shared

Account ID: [REDACTED]

Account: AWS Account

Active:

Update Delete

AWS Accounts **New** Go to Name Search 1 to 1 of 1

All

Name	Account ID	Active	Primary AWS Credential
<input type="checkbox"/> AWS Account	805257929525	true	AWS Account Credential

Actions on selected rows... 1 to 1 of 1

← AWS Account
AWS Account

Name AWS Account

Account ID [REDACTED]

Primary AWS Credential AWS Account Credential

Update Delete

Related Links
[Create Discovery Schedule](#)

AWS Credentials (1) **Discovery Schedules (1)** AWS Billing Managements (1) EC2 Key Pairs (1) EC2 Images EC2 Approved Image Shared Image Accounts (1)

EC2 Virtual Machine Instances (1) AWS VPCs AWS VPC Security Group AWS Subnets AWS CloudFormation Stack AWS Elastic Load Balancers AWS Auto Scaling Group

AWS Auto Scaling Group Launch C... AWS EBS Volumes (1) AWS Elastic Block Store Snapshots AWS Resources (6)

Discovery Schedules **New** Edit... Go to Discovery Schedule Search 1 to 1 of 1

Web Service Account = AWS Account

Discovery Schedule

[AWS Account - AWS Account](#)

← Discovery Schedule
AWS Account - AWS Account

Name AWS Account - AWS Account Active

Discover Web Service Max run time Days 00

MID server [REDACTED] Hours 00 00 00

Run Daily

Time Hours 00 00 00

Advanced

Update Delete

Related Links
[Quick ranges](#)
[Discover now](#)

Related Links
[Quick ranges](#)
[Discover now](#)

Web Service Accounts (1) | Discovery Status (1)

Discovery Status **New** Go to Number Search 1 to 1 of 1

Schedule = AWS Account - AWS Account

	Number	Created	Description	Discover	State	Started	Completed	Updated	Duration
<input type="checkbox"/>	DIS0010041	2017-03-12 20:07:07	Discover Now	Web Service	Completed	283	283	2017-03-12 20:27:39	20 Minutes

Actions on selected rows...

Discovery Status **New** Go to Number Search 1 to 1 of 1

Starting Discovery on AWS Account - AWS Account

All > Sys ID = 36167a980fe932008da8409ce1050eef

	Number	Created	Description	Schedule	Discover	State	Started	Completed	Updated	Duration
<input type="checkbox"/>	DIS0010042	2017-03-12 20:30:59	Discover Now	AWS Account - AWS Account	Web Service	Starting	0	0	2017-03-12 20:30:59	

Actions on selected rows...

AWS Credentials (1) | **Discovery Schedules (1)** | AWS Billing Managements (1) | EC2 Key Pairs (4) | EC2 Images | EC2 Approved Image | Shared Image Accounts (1)

EC2 Virtual Machine Instances (1) | AWS VPCs (14) | AWS VPC Security Group (18) | AWS Subnets (35) | AWS CloudFormation Stack (1) | AWS Elastic Load Balancers

AWS Auto Scaling Group | AWS Auto Scaling Group Launch C... | AWS EBS Volumes (1) | AWS Elastic Block Store Snapshots... | AWS Resources (4,611)

Discovery Schedules **New** **Edit...** Go to Discovery Schedule Search 1 to 1 of 1

Web Service Account = AWS Account

Discovery Schedule

<input type="checkbox"/>	AWS Account - AWS Account
--------------------------	---

Actions on selected rows...

size

EC2 Sizes **New** Go to Order Search

All

	Name	Description	Price	API name
<input type="checkbox"/>	T1 Micro	613 MIB memory Up to 2 EC2 Compute Unit...	\$55.00	t1.micro
<input type="checkbox"/>	T2 Nano	InstanceType : t2.nano InstanceFamily :...	\$15.00	t2.nano
<input type="checkbox"/>	T2 Micro	1 GIB memory 1 virtual CPU Variable EC...	\$55.00	t2.micro
<input type="checkbox"/>	T2 Small	2 GIB memory 1 virtual CPU Variable EC...	\$110.00	t2.small

EC2 Size Medium

Name

API name

Update Delete

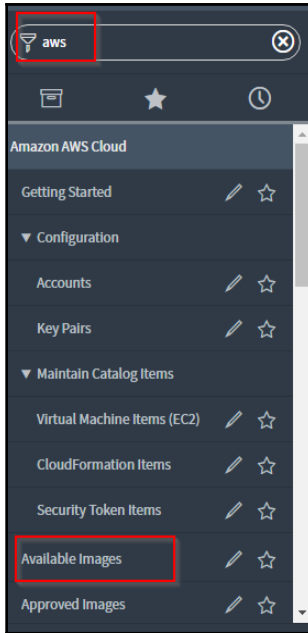
Criteria for Size **Regions Not Providing Size**

Criteria for Size **New Edit...** Search for text Search

Size = Medium

Criteria

No records to display



EC2 Images Go to Name Search 1 to 20 of 436

All

Name	Image ID	Region	Description	Public	State	Architecture	Platform
vmlinuz-2.6.21.7-2.ec2.v1.3.fc8xen.x86_6...	aki-9c1444d9	US-West (Northern California) Region		false	Available	x86_64	linux
pv-grub-hd00_1.03-i386.gz	aki-e97e26ac	US-West (Northern California) Region	PV-GRUB release 1.03, 32-bit, configured...	false	Available	i386	linux
Windows_Server-2012-RTM-Japanese-64Bit-S...	ami-04bf9e41	US-West (Northern California) Region	Microsoft Windows Server 2012 RTM 64-bit...	false	Available	x86_64	windows
vmlinuz-2.6.18-xenU-ec2-v1.5-x86_64.aki....	aki-921444d7	US-West (Northern California) Region		false	Available	x86_64	linux
vmlinuz-2.6.21.7-2.ec2.v1.1.fc8xen.i386.aki	aki-d3376696	US-West (Northern California) Region		false	Available	i386	linux

EC2 Image
vmlinuz-2.6.21.7-2.ec2.v1.3.fc8xen.x86_64.manifest.xml

Dashboard Form Update **Approve** Delete

Name vmlinuz-2.6.21.7-2.ec2.v1.3.fc8xen.x86_64.manifest.xml

Image ID aki-9c1444d9

Architecture x86_64

Description

Public

State Available

Location

Manufacturer

Ramdisk ID

Kernel ID

Region US-West (Northern California) Region

Raw XML <?xml version="1.0" encoding="UTF-8"?><-item>
<imageId>aki-9c1444d9</imageId>
<imageLocation>ec2-public-images-us-west-1/vmlinuz-2.6.21.7-2.ec2.v1.3.fc8xen.x86_64.manifest.xml</imageLocation>

- aws
- Amazon AWS Cloud
- Getting Started
 - Configuration
 - Accounts
 - Key Pairs
 - Maintain Catalog Items
 - Virtual Machine Items (EC2)
 - CloudFormation Items
 - Security Token Items
 - Available Images
 - Approved Images**

EC2 Approved Images [Service Monitoring view] Go to Search 1 to 4 of 4

All

	Name	Image ID	Region	Description	Architecture	Platform	Root device type	Virtualization
<input type="checkbox"/>	fedora-8-i386-v1.14-std	ami-853968c0	US-West (Northern California) Region	Fedora 8 v1.14 i386 std-root lvm-swap lv...	i386	linux	ebs	paravirtual
<input type="checkbox"/>	vmlinux-2.6.21.7-2.ec2.v1.3.fc8xen.x86_6...	aki-9c1444d9	US-West (Northern California) Region		x86_64	linux	instance-store	paravirtual

EC2 Approved Image
fedora-8-i386-v1.14-std [Service Monitoring view]

[Dashboard](#) [Form](#) [Update](#) [Delete](#)

Name:

Description:

Image ID:

[Update](#) [Delete](#)

Related Links
[Create Catalog Item](#)
[View Catalog Items](#)
[Subscribe](#)

EC2 Approved Image
fedora-8-i386-v1.14-std [Service Monitoring view]

[Dashboard](#) [Form](#) [Update](#) [Delete](#)

Name:

Description:

Image ID:

[Update](#) [Delete](#)

Related Links
[Create Catalog Item](#)
[View Catalog Items](#)
[Subscribe](#)

EC2 Catalog Item [Service Monitoring view]

Manage Attachments (1): picture [rename] [view]

Name: EC2 Instance - fedora-8-i386-v1.14-std

Workflow: Cloud Resource Request IPO

Catalogs: Cloud Resources

Price: \$ 0.00

Category: Amazon Virtual Machines

Omit price in cart:

Icon: [Update][Delete]

Billable:

Active:

Short description: EC2 Instance - fedora-8-i386-v1.14-std

Description:

Rich text editor toolbar: Bold, Italic, Underline, Undo, Redo, Font Family, Font Sizes, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Image, Table, Code, Full Screen, Print, Refresh.

EC2 Catalog Items

Go to: Created

Search

	Name	Created	Short description	Active	Catalogs	Category	Price	Provisioning mode	Skip approval
<input type="checkbox"/>	(empty)	2017-03-17 21:36:07		true			\$0.00	Manual	false
<input type="checkbox"/>	EC2 Instance - fedora-8-i386-v1.14-std	2017-03-17 21:34:20	EC2 Instance - fedora-8-i386-v1.14-std	true	Cloud Resources	Amazon Virtual Machines	\$0.00	Automatic	true
<input type="checkbox"/>	EC2 Instance - fedora-8-i386-v1.14-std	2017-03-17 19:48:20	EC2 Instance - fedora-8-i386-v1.14-std	false	Cloud Resources	Amazon Virtual Machines	\$0.00	Automatic	true
<input type="checkbox"/>	Amazon EC2 Instance - Advanced	2016-01-22 21:24:51	Request a new Amazon EC2 Instance	true	Cloud Resources	Amazon Virtual Machines	\$0.00	Automatic	true
<input type="checkbox"/>	EC2 Windows Development	2012-12-14 15:45:40	EC2 Windows 2008 for Windows Developmen...	true	Cloud Resources	Amazon Virtual Machines	\$0.00	Automatic	true
<input type="checkbox"/>	EC2 Windows SQL Server	2012-12-14 15:31:26	EC2 Windows 2012 with SQL Server 2012 (...)	true	Cloud Resources	Amazon Virtual Machines	\$0.00	Manual	false
<input type="checkbox"/>	EC2 Linux MySQL Database	2012-12-14 14:44:41	EC2 Fedora 8 Database Server	true	Cloud Resources	Amazon Virtual Machines	\$0.00	Automatic	true

Left sidebar: main, Event Management (Rules, Maintenance Rules), Change (Administration, Maintenance Schedules), Amazon AWS Cloud (Maintain Catalog Items, Virtual Machine Items (EC2), CloudFormation Items, Security Token Items), Service Catalog.

EC2 Catalog Item

Manage Attachments (1): picture [rename] [view]

Name: EC2 Instance - fedora-8-i386-v1.14-std

Workflow: Cloud Resource Request IP0

Price: \$ 0.00

Omit price in cart:

Billable:

Catalogs: Cloud Resources

Category: Amazon Virtual Machines

Icon: [Update][Delete]

Active:

Short description: EC2 Instance - fedora-8-i386-v1.14-std

Description:

service cata

Catalogs

Service Catalog

Technical Catalog

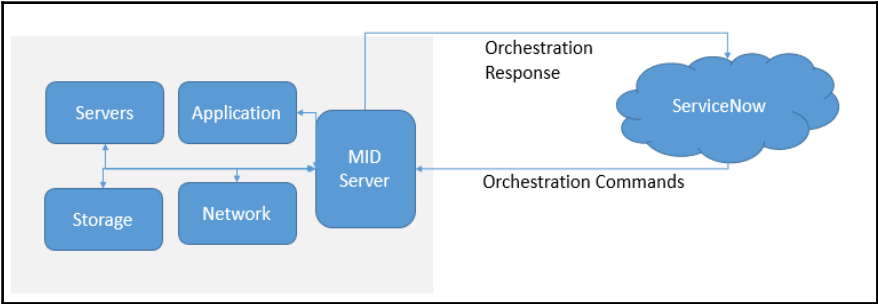
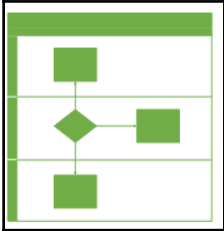
Cloud Resources

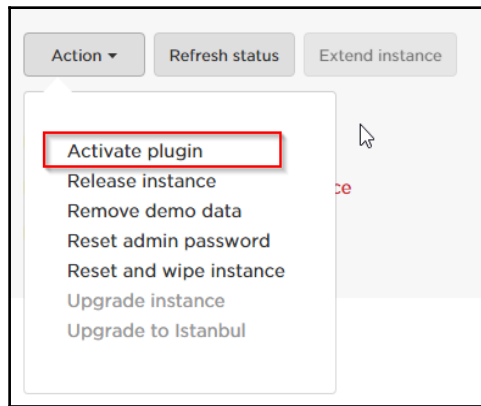
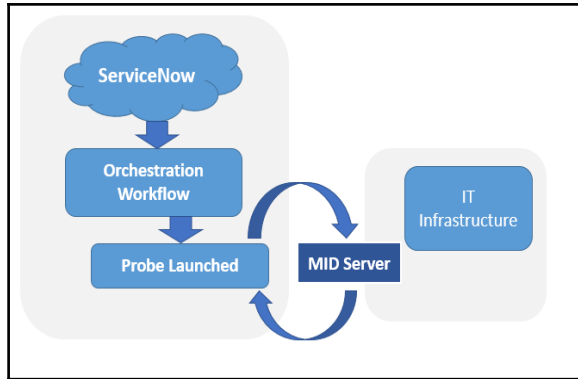
Service Catalog - IT Now

Technical Catalog - Products and services for the IT department

Cloud Resources - Order Cloud Resources

Chapter 6: Automation Using ServiceNow Orchestration






Available Plugins ✕


Plugins can be activated, but not de-activated. You will have to reset and wipe your instance to de-activate.

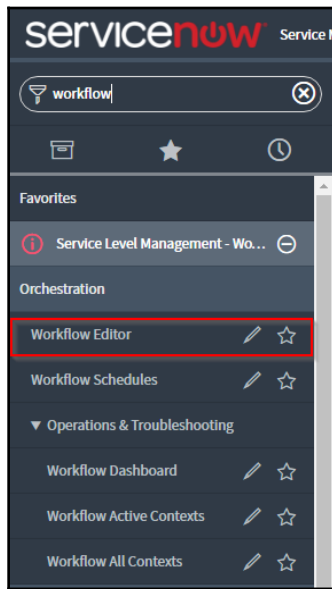
Orchestration	ACTIVATE
Orchestration - Active Directory	ACTIVATE
Orchestration - Amazon EC2	ACTIVATE ▾
Orchestration - Client Software Distribution	ACTIVATE ▾
Orchestration - Examples	ACTIVATE
Orchestration - Exchange	ACTIVATE
Orchestration - F5 network management	ACTIVATE

Action ▾ Refresh status Extend instance

Processing request 

Action ▾ Refresh status Extend instance

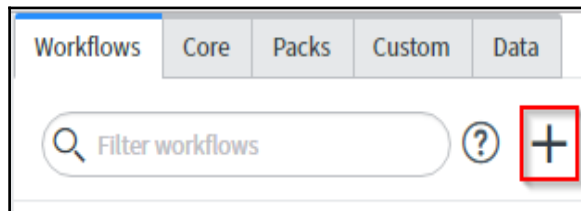
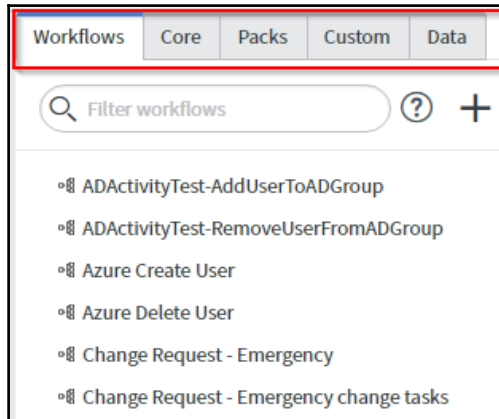
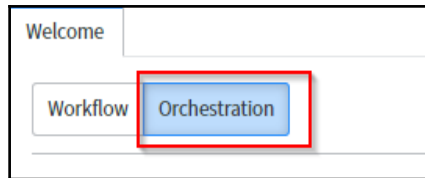
Fulfilling the request 



Welcome

Workflow **Orchestration**

Resources Channel

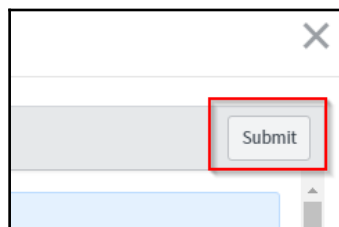


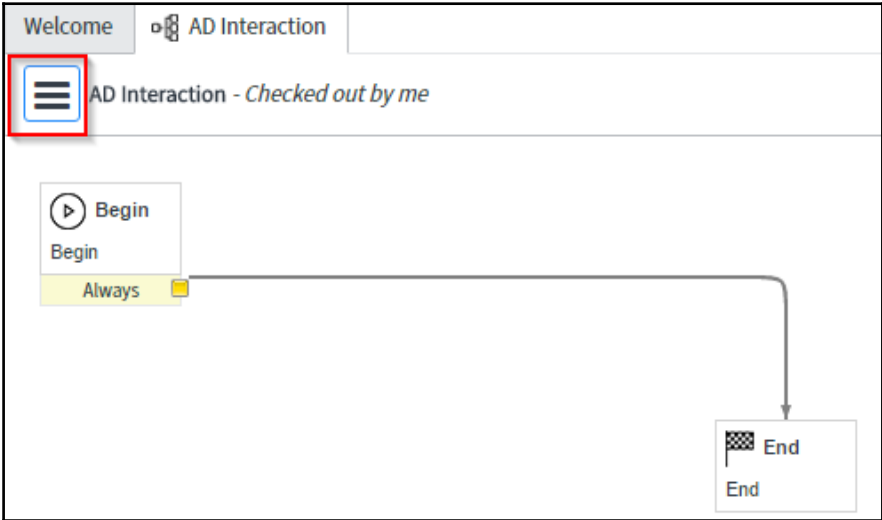
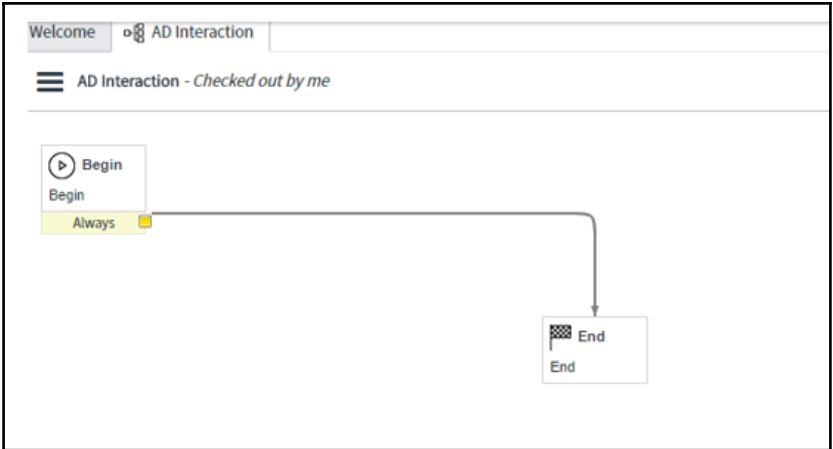
* Name

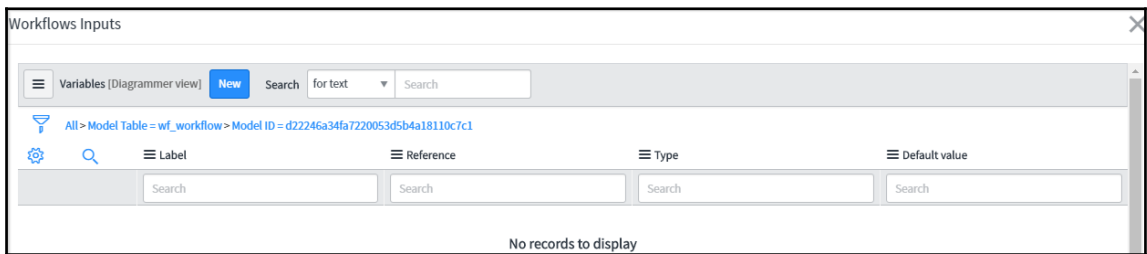
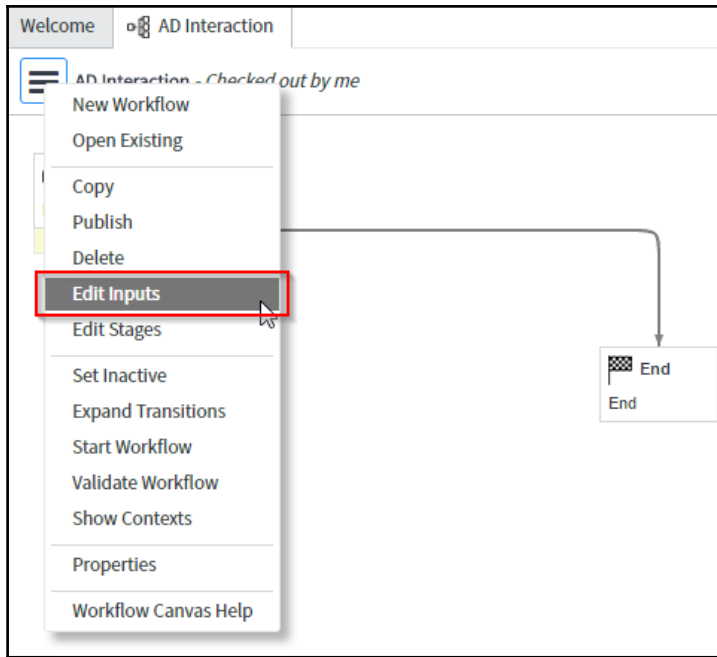
* Table -- None -- ▾

Description

This screenshot shows a form with three input fields. The first two fields, 'Name' and 'Table', are highlighted with a red rectangular box. The 'Name' field is a text input, and the 'Table' field is a dropdown menu currently showing '-- None --'. The 'Description' field is a larger text area below the other two.







Workflows Inputs

Variables
New record [Diagrammer view]

* Type

* Label

* Column name

Application: Global

Active

Read only

Display

Text index

Audit

Submit

Default Value

The Default value specifies what value the field has when first displayed.

Default value

Submit

Related Links
[Advanced view](#)
[Default view](#)

Variables
New record [Diagrammer view]

* Type

* Label

* Column name

Field classes **New** Search for text Search

25 to 44 of 44

- Label
- Price
- Reference**
- Script
- Script (Plain)
- String

< Variables
New record [Diagrammer view]

* Type Reference

* Label Name of the User

* Column name u_name_of_the_user

Workflows Inputs

Variables
New record [Diagrammer view]

* Type

* Label

* Column name

Application

Active

Read only

Mandatory

Display

Text index

Audit

Reference Specification * | Choice List Specification | Default Value

The Reference field specifies what table this field displays values from.

Reference Specification * | Choice List Specification | Default Value

The Reference field specifies what table this field displays values from.

* Reference

Reference qual condition

Reference Specification * | Choice List Specification | Default Value

The Reference field specifies what table this field displays values from.

* Reference

Reference qual condition

Workflows Inputs

Variables
New record [Diagrammer view]

Reference Specification * Choice List Specification Default Value

The Reference field specifies what table this field displays values from.

Reference user

Reference qual condition

Submit

Related Links
[Advanced view](#)
[Default view](#)

Showing 1 through 15 of 17

User	imp_user
User	sys_user
User Criteria	user_criteria
User Entitlement	alm_entitlement_user
User Subscription	sys_user_has_license
User Preference	sys_user_preference
User Presence	sys_user_presence
User Role	sys_user_has_role
User Session	sys_user_session
User Set Audit Log	sys_user_set_audit_log
User Sets for subscriptions	license_has_user_set
User Subscription Audit Log	sys_user_license_audit_log
User Subscription Source	sys_user_license_source

Workflows Inputs

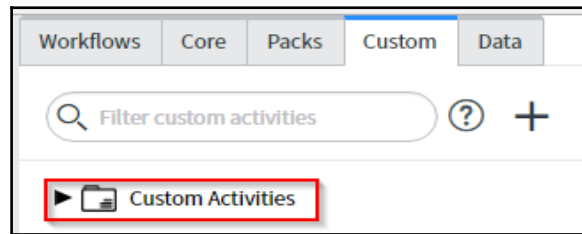
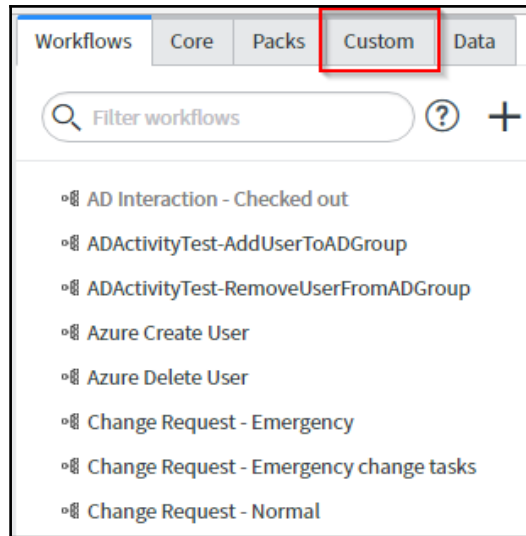
Variables [Diagrammer view] **New** Search for text Search

Reference type field 'u_name_of_the_user' in table " inserted with a max length of 32. Reference type fields hold the sys_id of the reference record which is a 32-character GUID

All > Model Table = wf_workflow > Model ID = d22246a34fa7220053d5b4a18110c7c1

Label	Reference	Type	Default value
Name of the user	User	Reference	

Actions on selected rows...



Workflows Core Packs Custom Data

Filter custom activities

- Custom Activities
 - Global
 - Active Directory
 - Azure AD
 - Exchange
 - F5 Network Management
 - Infoblox DDI
 - PowerShell
 - Probe
 - System Center Configuration Manager
 - SFTP File Transfer
 - SSH
 - Workday Orchestration

Welcome AD Interaction Create AD Object

AD Interaction - Checked out by me

Workflows Core Packs Custom Data

Filter custom activities

- Custom Activities
 - Global
 - Active Directory
 - Add User to Group - v1
 - Change AD User Password - v2
 - Create AD Object - v1
 - Disable AD User Account - v2
 - Enable AD User Account - v1
 - Is AD Account Locked - v1
 - Query AD - v1
 - Remove AD Object - v1
 - Remove User from Group - v1
 - Reset AD User Password - v2
 - Unlock AD Account - v1
 - Update AD Object - v1

New Activity: Create AD Object - v1 ?

Workflow Activity
New record [Diagrammer view]

Name

Stage ?

* Domain controller

Type

* Ou

* Object name

* Object data

Submit

New Activity: Create AD Object - v1 ?

Workflow Activity
New record [Diagrammer view]

Name

Stage ?

* Domain controller

Type

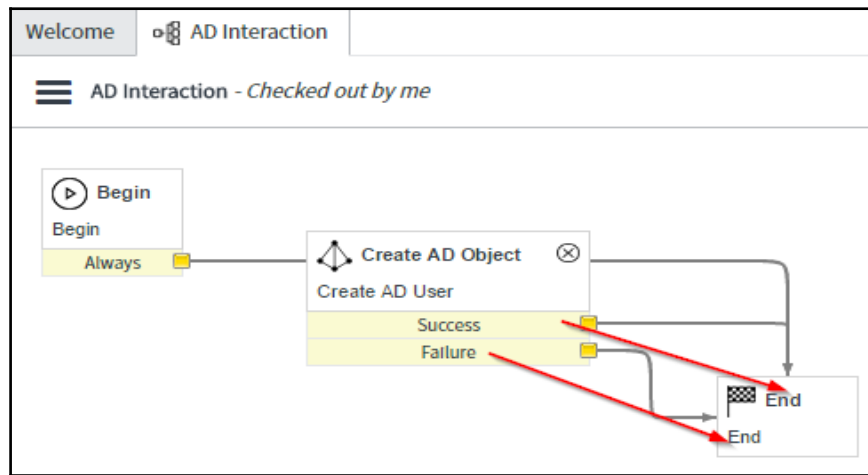
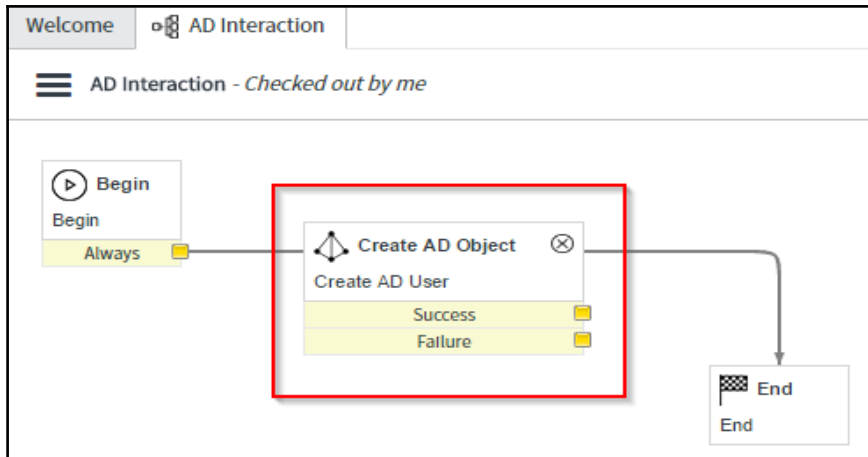
* Ou

* Object name

* Object data

Submit





Workflow Validation Report

Workflow Validation Report for Workflow "AD Interaction"

Validate Summary - Workflow version contains Warnings: **Total checks performed:16 (Info:15, Warn:1, Critical:0)**

Workflow Validation Reports 1 to 16 of 16

All

Type	Level	Message
ValidateTransitionIn	Warn	This workflow contains 1 activity conditions without an input transition. Activities without input transitions cannot execute and serve no purpose in the workflow. Remove the activity or provide a transition line from a previous condition.
ValidateForUnpublishedCustomActivities	Info	There are no unpublished custom activities in this workflow.
ValidateSubflows	Info	There are no subflows in this workflow.
ValidateUpdateSetDependencies	Info	There were no Update Set dependency issues found for subflows.
ValidateLowestCommonTable	Info	The lowest common table in this workflow is .
ValidateInputVarUpdateSetDependencies	Info	There were no Input Variable Update Set dependency issues found.
ValidateSingleEnd	Info	This workflow contains 1 End activity.
ValidateWorkflowStageValues	Info	Workflow stage values are valid.
ValidateDanglingTransition	Info	There are no unattached transitions in this workflow.
ValidateScriptForCurrentDotUpdate	Info	The JavaScript in this workflow has no instances of 'current.update'
ValidateTransitionOut	Info	All conditions have transitions.

servicenow Service

maintain

Service Catalog

▼ Catalog Definitions

- Maintain Catalogs
- Maintain Categories
- Maintain Dynamic Categories
- Maintain Items**
- Maintain Cart Layouts

maintain									
Catalog Items New Go to Updated <input type="text" value="Search"/>									
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item									
	Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
<input type="checkbox"/>	UNIX NGDC Server Team Creation/Add		true		Service Catalog		\$0.00	Item	2016-08-25 07:21:54
<input type="checkbox"/>	Item Designer Category Request	Request a category that you can use to c...	true		Service Catalog	Can We Help You?	\$0.00	Item	2016-03-29 16:31:40
<input type="checkbox"/>	Canon imageCLASS Laser Printer	Canon - imageCLASS LBP-6650DN Laser Prin...	true		Service Catalog	Printers	\$499.99	Item	2016-03-17 14:32:56
<input type="checkbox"/>	Brother Network-Ready Color Laser Printer	Brother - Network-Ready Color Laser Printer	true		Service Catalog	Printers	\$399.50	Item	2016-03-17 14:31:01

Catalog Items **New** Go to Updated

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item

Name Short description Active Roles Catalogs

Catalog Item New record Submit Try It

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name Price \$

Active Recurring price \$

Availability Desktop Only Recurring price frequency -- None --

Catalogs Picture Click to add...

Category

Workflow

Execution Plan DEFAULT

Icon Click to add...

If you want users to be able to search for this item, add it to a Category

Catalog Item
New record

Name

Active

Availability

Catalogs

Category

Price \$

Recurring price \$

Recurring price frequency

Picture Click to add...

Catalog Item
New record

Name

Active

Availability

Catalogs

Category

Workflow

Execution Plan

Price \$

Recurring price \$

Recurring price frequency

Picture Click to add...

If you want users to be able to search for this Item, add it to a Category

Workflow | ServiceNow - Google Chrome

https://dev17162.service-now.com/wf_workflow_list.do?sysparm_target=sc_cat_item.workflow&sysparm_target_value=&sysp

Workflow **New** Go to Name Search 1 to 20 of 66

All

Search

- AD Interaction
- ADActivityTest-AddUserToADGroup
- ADActivityTest-RemoveUserFromADGroup
- Azure Create User
- Azure Delete User
- Change Request - Emergency
- Change Request - Emergency change tasks
- Change Request - Normal

Workflow | ServiceNow - Google Chrome

https://dev17162.service-now.com/wf_workflow_list.do?sysparm_target=sc_cat_item.workflow&sysparm_target_value=&sysparm...

Workflow **New** Go to Name Search 1 to 20 of 66

All

Search

- AD Interaction
- ADActivityTest-AddUserToADGroup
- ADActivityTest-RemoveUserFromADGroup
- Azure Create User
- Azure Delete User
- Change Request - Emergency
- Change Request - Emergency change tasks
- Change Request - Normal

Catalog Item
New record

Name New user creation Price \$ 0.00

Active Recurring price \$ 0.00

Availability Desktop Only Recurring price frequency -- None --

Catalogs

Category

If you want users to be able to search for this Item, add it to a Category

Workflow AD Interaction

Catalog Item
New user creation

Save

Insert
Insert and Stay
Show File Properties
Move to Application...
Show Latest Update

Configure
Export
View
Create Favorite
Copy URL
Copy sys_id
Show XML
History
Reload form

Catalog Items are goods or services available to order from the service catalog. Items can be like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name:

Active:

Availability:

Catalogs:

Category:

If you want users to be able to search for this Item, add it to a Category

Workflow:

Update Copy Try It Delete

Variables Variable Sets Approved By Group Approved By Categories Catalogs Catalog UI Policies Catalog Client Scripts

Variables **New** Go to Order Search

Cat item = New user creation

Type Question Order

No records to display

Variable
New record

Question * Annotation Type Specifications Default Value Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question

* Name

Tooltip

Description

B *I* U ↶ ↷ Font Family Font Sizes

A_ A_

Submit

Variables (3) Variable Sets Approved By Group Approved By Categories Catalogs Catalog UI Policies Catalog Client Scripts

Variables **New** Go to Order Search

1 to 3 of 3

Cat Item - New user creation

	Type	Question	Order
<input type="checkbox"/>	Single Line Text	Last name	
<input type="checkbox"/>	Single Line Text	First Name	
<input type="checkbox"/>	Single Line Text	AD User name	

Actions on selected rows...

1 to 3 of 3

← **Catalog Item**
 New user creation

📎 ⌵ ☰ Update Copy Try It Delete

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the Item.
- Enter a Price, approvals, variables, and other information as needed.

Name Price \$ ✎
 Active Recurring price \$ ✎
 Availability Recurring price frequency
 Catalogs
 Category
If you want users to be able to search for this Item, add it to a Category Picture
 Workflow 🔍 ⚠ ℹ
 Icon

← **New user creation**

📎 🔍 Search catalog

Last name
 First Name
 AD User name

Order this Item
 Quantity
 Delivery time 1 Day
Order Now

 Shopping Cart
 Empty

← **Order Status**

Back to Catalog Continue Shopping Home

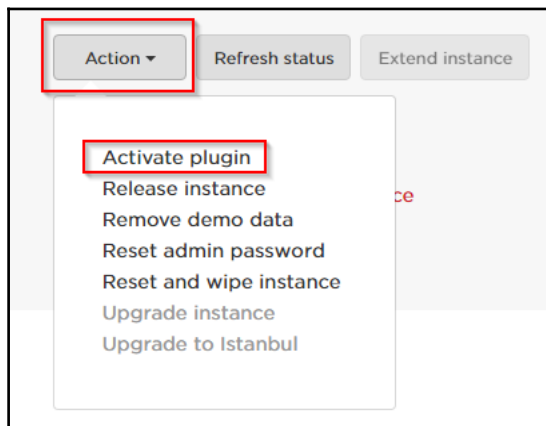
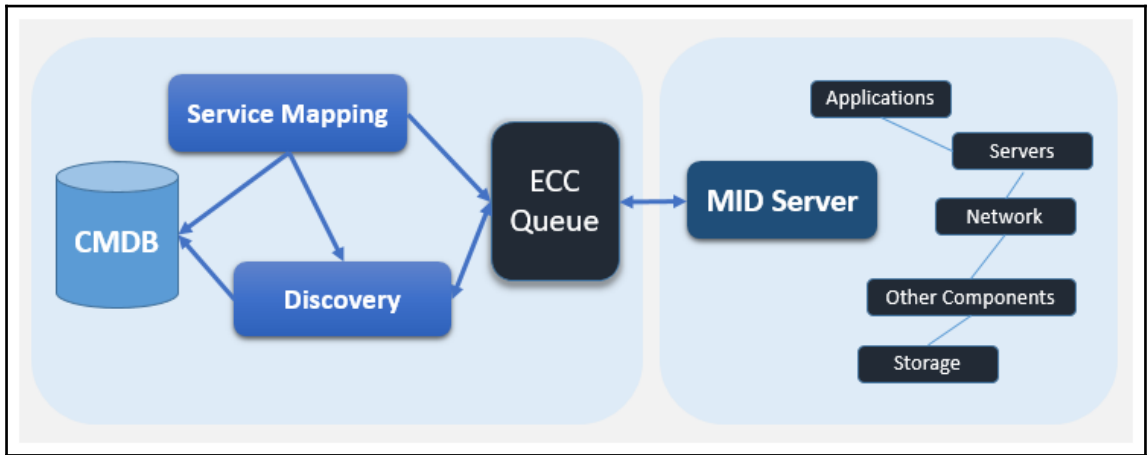
Thank you, your request has been submitted ✕

Order Placed: 2016-12-31 07:18:12
Request Number: REQ0010002 ☆
 Estimated Delivery Date of Complete Order: 2016-12-31

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
	2016-12-31	▶		1	
				Total	.

Back to Catalog Continue Shopping Home

Chapter 7: Exploring Service Mapping



Available Plugins

Plugins can be activated, but not de-activated. You will have to reset and wipe your instance to de-activate.

QUnit Elements Test	ACTIVATE
QUnit Test plugin	ACTIVATE
Service 360 Installs Service 360	ACTIVATE ▾
Service Analytics	ACTIVATE
Service Mapping	ACTIVATE ▾
ServiceNow Edge Encryption	ACTIVATE

service mapping

- Service Mapping
 - Service Map Planner
 - Services
 - Administration
 - Behaviors
 - Flow Connectors
 - Traffic Based Discovery
 - Discovery Messages
 - NAT
 - Map Icons
 - Map Menu Actions
 - MID Servers

MID Servers New Go to Search

	Name	Host name	Status	Validated	Version	Last refreshed	Started	Stopped	Router	Logge
<input type="checkbox"/>	event_midserver	172.31.██.██	Up	Yes	Istanbul-09-23-2016_patch1-12-07-2016_0...	2017-03-19 16:39:03	2017-02-20 04:52:17	2017-02-20 04:52:01	172.██.██.██	midse
<input type="checkbox"/>	MID_Server_Katy	10.0.██.██	Down	Yes	Istanbul-09-23-2016_patch1-12-07-2016_0...	2017-02-22 21:29:05	2017-02-22 10:29:52	2017-02-21 21:43:13	10.0.██.██	midse
<input type="checkbox"/>	SNC MID Server		Down			(empty)	(empty)	(empty)		

Actions on selected rows... ▾

service mapping

Credentials [External_credential_storage view] **New** Go to Order Search 1 to 8 of 8

All > Class != (empty)

	Name	User name	Type	Order	Active
<input type="checkbox"/>	scom_cred	Administrator	Windows	100	true
<input type="checkbox"/>	netcool_cred	root	SSH	100	true
<input type="checkbox"/>	Event_Local	Administrator	Basic Auth	100	true
<input type="checkbox"/>	netcool_cred	root	SSH	100	true
<input type="checkbox"/>	solarwinds_cred	Administrator	SSH	100	true
<input type="checkbox"/>	Event_Mgt	Administrator	SSH	100	true
<input type="checkbox"/>	(empty)		Basic Auth	100	true
<input type="checkbox"/>	AWS Account Credential		AWS	100	true

Actions on selected rows...

1 to 8 of 8

< Credentials

What type of Credentials would you like to create?

- [Applicative Credentials](#)
- [AWS Credentials](#)
- [Basic Auth Credentials](#)
- [CIM Credentials](#)
- [Cloud Management Credential](#)
- [JDBC Credentials](#)
- [JMS Credentials](#)
- [SNMP Community Credentials \(Password Only\)](#)
- [SNMPv3 Credentials](#)
- [SSH Credentials](#)
- [SSH Private Key Credentials](#)
- [VMware Credentials](#)
- [Windows Credentials](#)

Windows Credentials
Service Mapping [External_credential_storage view]

Powershell is required to use Windows credentials.

Name: Service Mapping Applies to: Specific MID servers

Active: MID servers: MID Server Katy

Order: 100

If the user is part of a domain or workgroup, prefix the user name with this value (ex. domain\user). The prefix '\!' may be used to enforce the use of a local user account.

User name: \servicemapuser

Password:

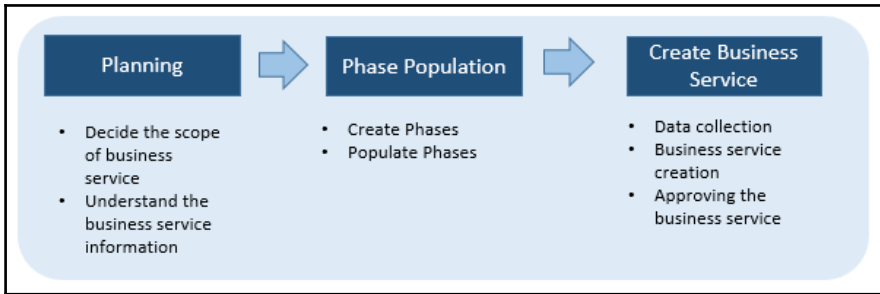
Update Delete

Related Links
Test credential

Discovery IP Affinity New Go to MID server Search

Credential Affinities

MID server Credential ID IP address IP address decimal Domain Type



service ma

Phases New Go to Name Search

All

Name	Description	Created	Status
Search	Search	Search	Search

No records to display

Service Mapping

- Service Map Planner
 - Phases
 - Planned Business Services
 - Connectivity Checks
 - Properties
- Services
 - Business Services

< ☰ Phase
New record

Name Description

Created Status Active ▾

Submit

< ☰ Phase
Critical Services

Name Critical Services Description

Created 2017-03-20 12:47:54 Status Active ▾

Update Delete

Business Service Planning Import Errors

☰ Business Service Planning [New](#) [Import from CSV](#) [Import from load balancer](#) Go to Name ▾ Search

🔔 Phase = Critical Services

⚙️ 🔍 ☰ Name ▲ ☰ Status ☰ Service Deployment Owner ☰ Application Owner ☰ Created

No records to display

Planned Business Service
New record

Data Collection In Discovery In Review Approved

Name: Financial Accounting Status: Data Collection

Application Owner: Alejandra Prenatt

Service Deployment Owner: Sadie Rowlett

Notes

Submit

Planned Entry Points Other Entry Points Actual Entry Points Components Validation Errors

Planned Entry Points New Check Connectivity Go to Name Search

Business Service = Financial Accounting

Name Class

No records to display

Planned Entry Points | Other Entry Points | Actual Entry Points | Components | Validation Errors

Planned Entry Points **New** Check Connectivity Go to Name Search

Business Service = Financial Accounting

Name Class

No records to display

Add Entry Point

Specify an entry point for the planned business service. If there is no entry point type you need, enter its description on the "Other Entry Points" tab.

* Entry point type: HTTP(S)

URL

Host Name

Comments

Cancel Submit

Planned Entry Points **Other Entry Points** Actual Entry Points Components Validation Errors

☰ Other Entry Points **New** Go to Comments ▾ Search

🔍 Business Service = Financial Accounting

⚙️ 🔍 ☰ Comments

No records to display

Planned Entry Points Other Entry Points (1) Actual Entry Points **Components** Validation Errors

☰ Components **New** Go to Component Details ▾ Search

🔍 Business Service = Financial Accounting

⚙️ 🔍 ☰ Component Details

No records to display

Planned Business Service
Financial Accounting

Update Create and Discover Delete

Data Collection In Discovery In Review Approved

Name Financial Accounting Status Data Collection

Application Owner Alejandra Prenatt

Service Deployment Owner Sam Sorokin

Notes

Update Create and Discover Delete

Planned Entry Points (1) Other Entry Points (1) Actual Entry Points Components Validation Errors

Planned Entry Points New Check Connectivity Go to Name Search

1 to 1 of 1

Business Service = Financial Accounting

Planned Entry Points (1) Other Entry Points (1) Actual Entry Points (1) Components Validation Errors

Actual Entry Points Go to Entry point Class Search

1 to 1 of 1

Entry Points

	Class	Name
<input type="checkbox"/>	Advanced Queue	Advanced Queue

1 to 1 of 1

Actions on selected rows...

Planned Business Service
Financial Accounting

Update Send for Review Delete

Data Collection ✓ In Discovery In Review Approved

Name Financial Accounting Status In Discovery

Application Owner Alejandra Prenatt

Service Deployment Owner Sam Sorokin

Notes

Update Send for Review Delete

Related Links
[View Map](#)

Planned Business Service
Financial Accounting

Update Approve Delete

Data Collection ✓ In Discovery ✓ In Review Approved

Name Financial Accounting Status In Review

Application Owner Alejandra Prenatt

Service Deployment Owner Sam Sorokin

Notes

Notes

Post

Activity
System Administrator
Status In Review was In Discovery
2017-03-20 20:37:12

Planned Business Service
Financial Accounting

Data Collection ✓ In Discovery ✓ In Review ✓ **Approved**

Name: Financial Accounting Status: **Approved**

Application Owner: Alejandra Prenatt

Service Deployment Owner: Sam Sorokin

Notes

Post

Business Services

Name	View map	Updated	Business criticality	Discovery status	Operational status	Traffic based discovery
Financial Accounting	View map	2017-03-20 20:28:06	4 - not critical	Done	Non-Operational	true
Customer Management	View map	2017-03-19 16:20:23	1 - most critical	Done	Operational	true
Consumer Analytics	View map	2017-03-19 16:20:00	4 - not critical	Done	Operational	true
10 Linear CIs	View map	2015-11-01 05:41:24	4 - not critical	Done	Non-Operational	true
APAC Loyalty Club	View map	2015-11-01 03:59:06	4 - not critical	Done	Operational	true

Traffic Based Discovery Rules

CI	CI Type	Rule Scope	Action
cmdb_ci_app_server_webseal	cmdb_ci_app_server_webseal	CI Type	Enable
cmdb_ci_exchange_hub_transport_server	cmdb_ci_exchange_hub_transport_server	CI Type	Disable
cmdb_ci_exchange_frontend	cmdb_ci_exchange_frontend	CI Type	Disable
cmdb_ci_db_mssql_integration	cmdb_ci_db_mssql_integration	CI Type	Disable
cmdb_ci_ad_controller	cmdb_ci_ad_controller	CI Type	Disable

Traffic Based Discovery Rules
Created 2015-02-08 08:38:04

Enter a rule for either a "CI Type" or a specific CI.
Rules for specific CIs take precedence over "CI Type" rules.
For rules to take effect, make sure that Traffic Based Discovery is active both globally and for the Business Service you are running.

Action:

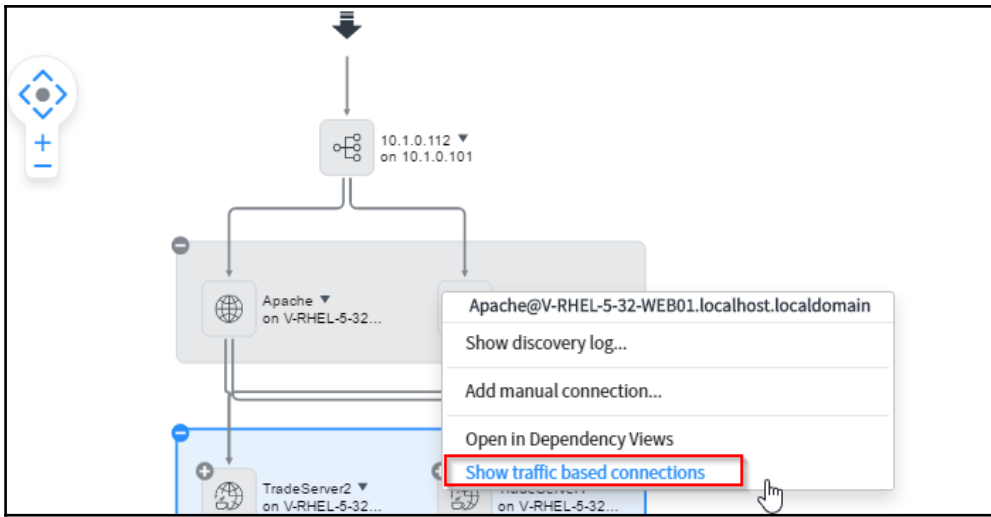
Rule Scope:

* CI Type:

service mapping

Business Services Go to Updated

	Name	View map	Updated	Business criticality
<input type="checkbox"/>	Financial Accounting	View map	2017-03-22 09:02:00	4 - not critical
<input type="checkbox"/>	Customer Management	View map	2017-03-19 16:20:23	1 - most critical
<input type="checkbox"/>	Consumer Analytics	View map	2017-03-19 16:20:00	4 - not critical
<input type="checkbox"/>	10 Linear CIs	View map	2015-11-01 05:41:24	4 - not critical
<input type="checkbox"/>	APAC Loyalty Club	View map	2015-11-01 03:59:06	4 - not critical
<input type="checkbox"/>	Asia Portal	View map	2015-10-12 02:54:32	4 - not critical
<input type="checkbox"/>	Customer Email	View map	2015-10-12 02:54:32	4 - not critical



service ma

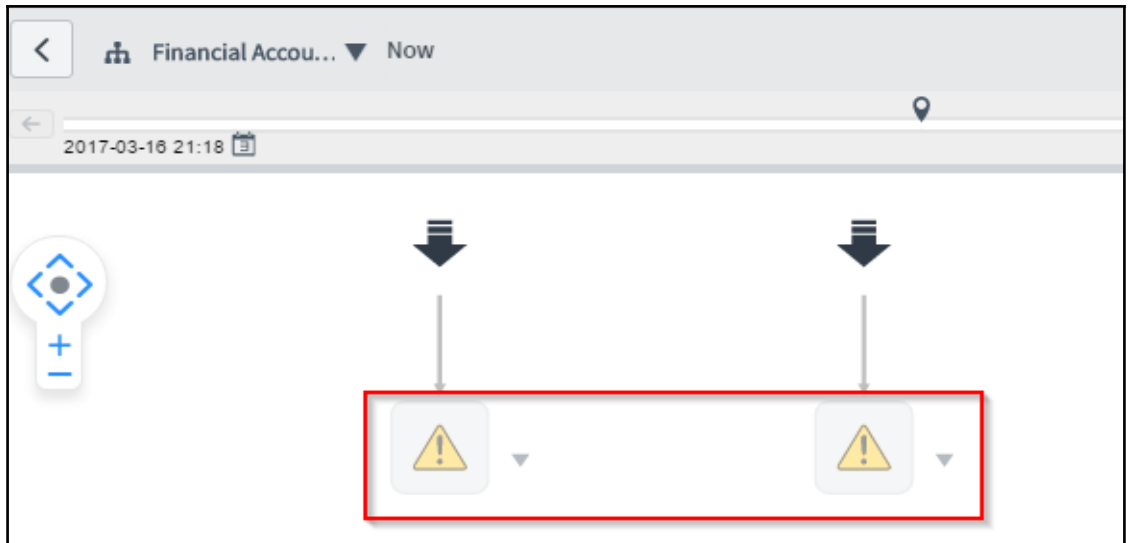
Business Services **New** Go to Updated Search

All

	Name	View map	Updated
<input type="checkbox"/>	Financial Accounting	View map	2017-03-22 09:02:00
<input type="checkbox"/>	Customer Management	View map	2017-03-19 16:20:23
<input type="checkbox"/>	Consumer Analytics	View map	2017-03-19 16:20:00
<input type="checkbox"/>	10 Linear Cis	View map	2015-11-01 05:41:24
<input type="checkbox"/>	APAC Loyalty Club	View map	2015-11-01 03:59:06
<input type="checkbox"/>	Asia Portal	View map	2015-10-12 02:54:32

Service Mapping

- Service Map Planner
- Phases
- Planned Business Services
- Connectivity Checks
- Properties
- Services
 - Business Services
 - Technical Services



The screenshot shows a mobile application interface with a header bar containing a back arrow, a location icon, and the text "Financial Accou... Now". Below the header is a date and time display: "2017-03-16 21:18". The main content area features two downward-pointing arrows, each leading to a square icon with a yellow warning triangle. The rightmost warning icon is highlighted with a red box. A red arrow points from this icon to a "Properties" panel on the right side of the screen. The "Properties" panel displays the following information:

Discovery Message

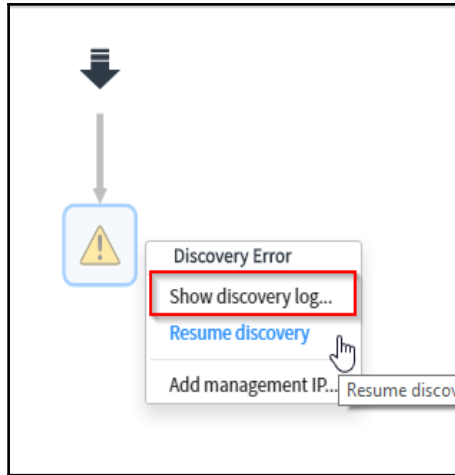
Messages

Message 1

2017-03-22 09:01:50: Permission issues: Command: SELECT Name FROM __NAMESPACE. Response: The RPC server is unavailable. (Exception from HRESULT: 0x800706BA)
Command: Select * From Win32_Process WHERE

Below the "Properties" panel is a table with the following data:

Message	IP Address	Updated
Permission Issues: Command: SELECT Name ...	10.0.0.231	2017-03-22 09:01:50
Failed to recognize application. See the...	10.0.0.231	2017-03-22 09:01:50



Discovery Log

Incoming Connections:
MS SQL Server EP

Endpoint Details: Endpoint Type: MS SQL Server EP IP Address: 10.0.0.231

- Discovery Log
- MSSql DB On Windows Pattern
- MSSql 2000 DB
- Cisco GSS
- Generic Application
- Analyzing error

MSSql DB On Windows Pattern

2017-03-22 15:59:28: setAttribute(cmdb_ci_db_mssql_instance,[])

check if we got port from entry point

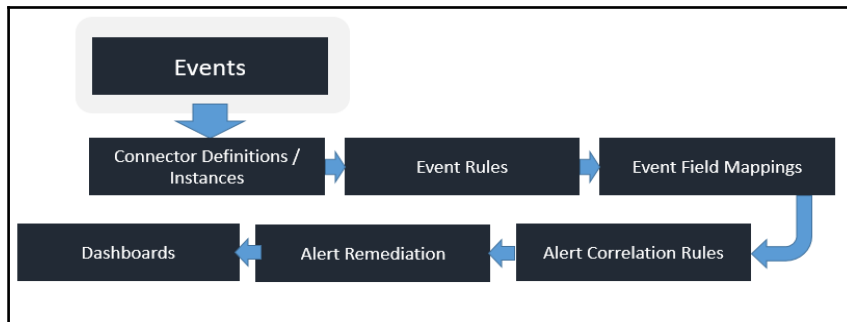
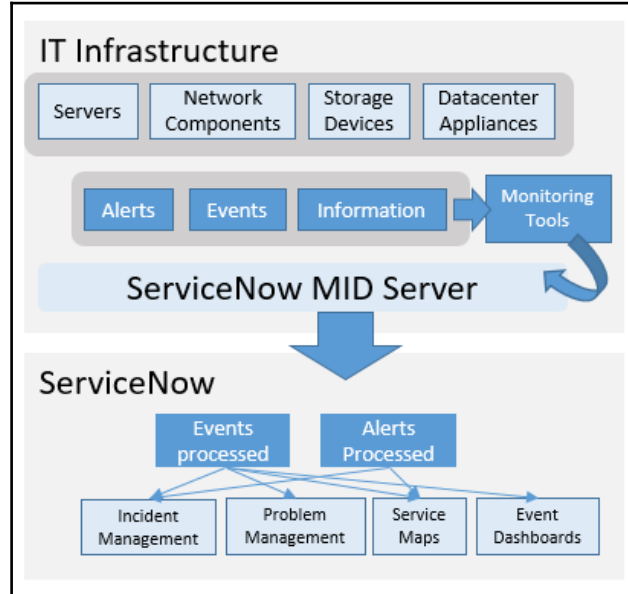
2017-03-22 15:59:28: Execution time: 42 ms

list namespaces in SqlServer namespace

2017-03-22 15:59:28: Executing WMI query on host 10.0.0.231 query: SELECT Name FROM __NAMESPACE

2017-03-22 16:00:11: WMI query on host 10.0.0.231 authentication failure. query: SELECT Name FROM __NAMESPACE error: The RPC server is unavailable. (Exception from HRESULT: 0x800706BA)

Chapter 8: Monitoring Using Event Management



Action ▾ Refresh status Extend instance

- Activate plugin
- Release instance
- Remove demo data
- Reset admin password
- Reset and wipe instance
- Upgrade instance
- Upgrade to Istanbul

Available Plugins

Plugins can be activated, but not de-activated. You will have to reset and wipe your instance to de-activate.


Event Management	ACTIVATE ▾
Event Management and Service Mapping Core	Activate plugin only Include demo data
External Credential Storage	ACTIVATE

Available Plugins

Plugins can be activated, but not de-activated. You will have to reset and wipe your instance to de-activate.

Event Management	ACTIVATE ▾
Event Management and Service Mapping Core	Activate plugin only Include demo data
External Credential Storage	ACTIVATE

Action ▾
Refresh status
Extend instance

Fulfilling the request


MID Servers New Go to Name ▾ Search

All
Name ▲
Host name
Status
Validated
Version
Last refreshed
Started
Stopped
Router

	Name	Host name	Status	Validated	Version	Last refreshed	Started	Stopped	Router
<input type="checkbox"/>	Event_midserver	172.31.19.72	Up	Yes	Istanbul-09-23-2016__patch0-10-05-2016_1...	2017-01-15 05:55:01	2017-01-15 13:54:01	2017-01-15 13:53:54	172.31.16.1
<input type="checkbox"/>	SNC MID Server		Down			(empty)	(empty)	(empty)	

Actions on selected rows...
1 to 2 of 2

properties

Event Management
Settings
Properties
Service Analytics
Properties
Change
Administration
Change Properties
Conflict Properties
Standard Change Properties
Time Sheets
Administration

Event Management Properties

Please edit your changes and press Save

Number of events to handle for event rules processes

50000

Page size of CIs from the Technical Service to be fetched at once while calculating Technical Service Impact Tree

100

Enable multi node event processing

Yes | No

Number of scheduled jobs processing events

1

Maximum events to be processed by every scheduled job

5000

Enable alert group support

Yes | No

Include alerts with maintenance flag set in alert console

Yes | No

Auto close interval (in hours), within which open alerts will be automatically closed; Setting to 0 disables the feature.

connector definitions

Connector Definitions **New** Go to Name Search

All

Name Script type Default schedule (seconds)

	Search	Search	Search
<input type="checkbox"/>	HPOM	Groovy	120
<input type="checkbox"/>	Hyperic	Groovy	120
<input type="checkbox"/>	IBM Netcool	Groovy	120
<input type="checkbox"/>	SCOM	Groovy	120
<input type="checkbox"/>	Solarwinds	Javascript	120
<input type="checkbox"/>	vRealize	Javascript	120
<input type="checkbox"/>	Zabbix	Javascript	120

Actions on selected rows... 1 to 7 of 7

Connector Definitions **New** Go to Name Search

All

Name Script type

	Search	Search
<input type="checkbox"/>	HPOM	Groovy
<input type="checkbox"/>	Hyperic	Groovy
<input type="checkbox"/>	IBM Netcool	Groovy
<input type="checkbox"/>	SCOM	Groovy
<input type="checkbox"/>	Solarwinds	Javascript
<input type="checkbox"/>	vRealize	Javascript
<input type="checkbox"/>	Zabbix	Javascript

Connector Definition
Solarwinds

* Name * Default schedule (seconds)

* Script type Bi-directional

Javascript to run Collect metrics

Connector Parameters 1 to 1 of 1

Insert a new row...

Connector Definition to MID Server Capabilities

Insert a new row...

Last run time

Last run status

Bi-directional

Metrics collection

connector Instances

Connector Instances **New** Go to Name Search

All

Search Search Search Search Search Search

	Name	Active	Connector definition	Schedule (seconds)	Last run time	Last event signature
<input type="checkbox"/>	Event Instance	false	Solarwinds	120	2017-02-20 04:47:24	
<input type="checkbox"/>	Event Local	false	SCOM	120	(empty)	
<input type="checkbox"/>	Netcool SNC Staging	false	IBM Netcool	120	(empty)	
<input type="checkbox"/>	Solarwinds SNC #1	true	Solarwinds	200	(empty)	

Actions on selected rows...

Connector Instance New record

Name Event Instance

Host IP 172.31.32.80

Credential Event Mgt

Schedule (seconds)

Description

Connector definition SCOM

Last run time

Last run status -- None --

Bi-directional

Metrics collection

Last error message

Connector Instance Values

MID Servers for Connectors

MID Server

Insert a new row...

Submit

* Host IP

* Credential

☰ Credentials **New** Go to Name ▾ Search

⏪ ⏩ 1 to 6 of 6 ⏪ ⏩

🔍 All

🔍 ≡ Name

Search

●	scom cred
●	netcool cred
●	netcool cred
●	solarwinds cred
●	Event Mgt
●	AWS Account Credential

< Credentials Edit Interceptor

What type of Credentials would you like to create?

- AWS Credentials
- Basic Auth Credentials
- CIM Credentials
- Cloud Management Credential
- JDBC Credentials
- JMS Credentials
- SNMP Community Credentials (Password Only)
- SNMPv3 Credentials
- SSH Credentials
- SSH Private Key Credentials
- VMware Credentials
- Windows Credentials

< Basic Auth Credentials
New record [Reference List view] Submit

Name	Order
<input type="text"/>	<input type="text" value="100"/>

User name

Password

Connector Instance Solarwinds SNC #1

Update Test Connector Delete

* Name Solarwinds SNC #1 Active

* Host IP 10.0.0.231 Last run time

* Credential solarwinds cred Last run status Error

Schedule (seconds) 200

Description

* Connector definition Solarwinds

Progress

Name Connector Instance Connection Test

State Running

Message Monitoring results from connector

event ru

Event Rules **New**

There are 0 recommended rules, created out of 0 unassociated events of the most recent 50000 events.

Event Rules Go to Threshold metric Search

1 to 20 of 107

	Name	Active	CI type binding (legacy)	Order	Source	Updated	Threshold metric
<input type="checkbox"/>	<u>Node response time dropped</u>	true		100	SolarWinds	2014-12-03 11:34:20	
<input type="checkbox"/>	<u>SCOM Logical Disk Binding</u>	true		590	SCOM	2016-07-05 06:13:09	
<input type="checkbox"/>	<u>SCOM - Fallback rule</u>	false		650	SCOM	2016-08-21 06:29:36	
<input type="checkbox"/>	<u>_lost_connectivity</u>	true	Computer [cmdb_ci_computer]	100	vmwVC	2015-01-11 03:22:52	

< ☰ Event Rule
New record [Advanced view] ✎ ⚙ ⋮ Submit Go to simple mode

* Name

Source

* Order

Active

Description

Filter Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

Additional Info Filter contains And Or X

Select to ignore matching events. Alerts are not created. Once selected, no other values can be specified.

Ignore event

Transform Threshold Bind

Select to enable manipulation of information from events to populate specified alert field values.

Active

< ☰ Event Rule
Solarwinds event Rule [Advanced view] ✎ ⚙ ⋮ Update Delete Go to simple mode

* Name

Source

* Order

Active

Description

Filter Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

Additional Info Filter matches regex And Or X

* Order

Active

Description

Filter Add Filter Condition Add "OR" Clause

-- choose field -- ▼ -- oper -- ▼ -- value -- ▼

Additional Info Filter

matches regex ▼ And Or ✕

Ignore event

Transform Threshold Bind

Select to bind alert to CI using CI identifiers.

Active

Submit Go to simple mode

Transform Threshold Bind

Select to enable manipulation of information from events to populate specified alert field values.

Active

CI type binding (legacy) ▼

Event Match Fields ⊞

⚙️	≡ Field	≡ Regular expression	≡ Mapping
+	Insert a new row...		

Event Compose Fields ⊞

⚙️	≡ Field	≡ Composition
+	Insert a new row...	

Submit Go to simple mode

Transform **Threshold *** Bind

Select to create alerts only when the incoming matching events pass over the specified threshold. Once selected, other related values can be specified.

Active

* Threshold metric

Create Alert Operator Count

Occurs 1

Over(seconds)

Close Alert Operator -- None --

Submit Go to simple mode

* Threshold metric

Create Alert Operator Count

Occurs

Over(seconds)

Close Alert Operator

- Count
- >
- >=
- <
- <=
- =
- !=

* Threshold metric

Create Alert Operator >

* Value

Occurs

Select to create alerts only when the incoming matching events pass over the specified threshold. Once selected, other related values can be specified.

Active

* Threshold metric Network Bandwidth

Create Alert Operator >

* Value 80

Occurs 5

Over(seconds) 60

Close Alert Operator -- None --

Update Delete Go to simple mode

Transform Threshold * Bind

Select to bind alert to CI using CI identifiers.

Active

* CI type: ACE [cmdb_ci_lb_ace]

- .NET Application [cmdb_ci_appl_dot_net]
- A10 Load Balancer [cmdb_ci_lb_a10]
- Accessory [cmdb_ci_acc]
- ACE [cmdb_ci_lb_ace]
- Active Directory Domain Controller [cmdb_ci_ad_controller]

event field mapping

Event Field Mappings [New](#) Go to Updated Search 1 to 20 of 23

	Name	Active	Source	From field	Mapping type	To field	Value	Order
<input type="checkbox"/>	ifnetworkStatus	true	SNMPv2 Generic Trap	ifOperStatus	Single field	ifOperStatus		100
<input type="checkbox"/>	Hyperic-severity	true	Hyperic	priority	Single field	severity		
<input type="checkbox"/>	Hyperic-Fixed	true	Hyperic	fixed	Single field	resolution_state		
<input type="checkbox"/>	solarwinds-type	true	SolarWinds	eventType	Single field	type		
<input type="checkbox"/>	whatsup-whatsupState	true	whatsup	whatsupState	Single field	severity		
<input type="checkbox"/>	mom-momSeverity	true	mom	momSeverity	Single field	severity		

Event Field Mapping
ifnetworkStatus

Update Delete

Name: ifnetworkStatus Active:

Source: SNMPv2 Generic Trap

Order: 100

Mapping type: Single field

From field: ifOperStatus To field: ifOperStatus

Event Mapping Pairs 1 to 7 of 7

	Key	Value
<input checked="" type="checkbox"/>	7	lowerLayerDown
<input checked="" type="checkbox"/>	3	testing
<input checked="" type="checkbox"/>	2	down
<input checked="" type="checkbox"/>	1	up

Event Field Mapping
ifnetworkStatus

* Name: ifnetworkStatus

* Source: SNMPv2 Generic Trap

* Order: 100

* Mapping type: Single field

* From field: ifOperStatus

Event Mapping Pairs

- Save
- Insert
- Insert and Stay
- Configure
- Export
- View
- Create Favorite
- Copy URL
- Copy sys_id
- Show XML
- History
- Reload form

Correlation | Alert Correlation Rules **New** | Go to: Order | Search

All

Name | Active | Order | Relationship | Relationship Type

Search | Search | Search | Search | Search

No records to display

- Correlation Rules
- Correlated Tasks
- Correlated Tasks Rules
- Time Range for Calculated Aver...

Alert Correlation Rule
New record

* Name: Active:

* Order: Advanced:

Description:

Submit

* Primary Alert

-- choose field --

* Secondary Alert

-- choose field --

Relationship Type

Alerts Console Correlated Alerts Group Timeline 1 to 4 of 4

All > Role in Group != Secondary > State != Closed > Severity != Info > Maintenance = false

	Number	Group	Severity	Description	Source	Configuration Item	Node	Task	Impacted Services
<input type="checkbox"/>	Alert0010002		Warning	CPU: EXCH-SD-05 (CPU) - CPU utilization ...	SNC SCOM		EXCH-SD-05		None
<input type="checkbox"/>	Alert0010012		Minor	192.168.5.1: network connectivity, error ...	Solarwinds	ns3950-01	192.168.5.1		None
<input type="checkbox"/>	Alert0010003		Major	Interface GigabitEthernet2/0/38-GI2/0/38...	HPMOUSENT002	linux101	Winpux03		None
<input type="checkbox"/>	Alert0010004		Critical	GigabitEthernet interface 0/0/0 is taking ...	Unic TNC 06	PS.LinuxApp01	PS UnixApp01	INC0010001	None

Actions on selected rows...

All > Role in Group != Secondary > State != Closed > Severity != Info > Maintenance = false

	Number	Group	Severity	Description	Source	Configuration item	Node	Task	Impacted Services
<input type="checkbox"/>	Alert0010002		Warning	CPU: EXCH-SD-05 (CPU) - CPU utilization ...	SNC SCOM		EXCH-SD-05		None
<input type="checkbox"/>	Alert0010012		Minor	192.168.5.1: network connectivity, error ...	Solarwinds	ns3950-01	192.168.5.1		None
<input type="checkbox"/>	Alert0010004		Major	Interface GigabitEthernet2/0/38-Gi2/0/38...	HPMOUSENT002	linux101	Winpux03		None
<input type="checkbox"/>	Alert0010004		Critical	GigabitEthernet interface 0/0 is taking ...	Unic TNC 06	PS LinuxApp01	PS UnixApp01	INC0010001	None

Context menu for Alert0010004:

- Show Matching
- Filter Out
- Copy URL to Clipboard
- Copy sys_id
- Run remediation
- Launch Application
- Assign Tag
- Close
- Add to groups
- Acknowledge
- Maintenance

Remediation for - Alert0010004

Description: GigabitEthernet interface 0/0 is taking high errors.

Remediation - Get Running Processes with Approval

Cancel Run

Remediation Task
TASK0020441 [sw_alerts_panel view]

Number: TASK0020441

Assigned to:

Configuration item: *BETH-IBM

Alert: Alert0010004

Created: 2017-03-05 11:59:59

Short description:

Description:

Work notes:

Priority: 4 - Low

State: Open

Parent:

Workflow: Remediation - Get Running Processes

Closed:

Post

event

Event Management

- Guided Setup
- Dashboard
- Overview
- Alert Console
- Alert Timeline
- All Alerts
- All Events
- Remediation Tasks
- SLA Configuration
- Dashboard Views
- Services

Event Management Overview

Active Alerts: 5

Affected Business Services: 0

Critical Alerts: 1

Active Alerts - Grouped

Severity	Count
Major	3
Critical	1
Minor	1
Warning	0

Affected Business Services - Grouped

No data to display

Critical Alerts - Grouped

Configuration Item	Alert Count
PS LinuxApp01	1

Active Alerts with Tasks

Severity	Count
Critical	1





















Business Services Affected by Alerts

Top CIs with most Alerts

Severity	Count
Critical	1
Major	1
Minor	1

event



- Event Management
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serviceNow Service Management System Administrator

event 0% Complete

Event Management Guided Setup

Getting started Get Started

Welcome to ServiceNow's Guided Setup wizard. The goals of Guided Setup are to help you:

Get going!

Get up and running with ServiceNow quick and easily

Learn

Learn common configuration tasks within ServiceNow

Be empowered

Empower you to make additional configuration changes at a later time

We recommend new customers run Event Management Guided Setup in their production instance and clone the production instance over sub-production instances after going live.

If you are an existing customer or want to run Event Management Guided Setup in a sub-production instance, learn more about using [Update Sets](#) and [Exporting Data](#) in our product documentation before starting.

Pre-setup Checklist

Here is information to collect in advance to ease into the setup process:

serviceNow Service Management System Administrator

event 0% Complete

Event Management Guided Setup

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Pre-setup Checklist

Here is information to collect in advance to ease into the setup process:

Event Properties	Event Sources	Rules	Automation
Handling impact calculation	Hostnames or IPs for event sources	Ability to identify each source of events	What type of tasks to open (typically incident)
Flapping detection	Credentials for connectors to pull events	Know what to keep and what to ignore	How alerts should be associated with Knowledge articles
When to auto-close or re-open	Email formats (if using email)	How to map incoming severities to ServiceNow severity	Types of automated remediations to execute
Performance settings	Any special SNMP trap port requirement	Understand how to bind nodes/services to the CMDB	Filters on alerts to vary above items