

SCOPED CERTIFIED APPLICATION INSTALLATION AND CONFIGURATION GUIDE

Rubrik

Template version: 1.0

Template effective date: February 20th, 2015

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1 Overview

This document details the post-installation configuration steps for the Rubrik ServiceNow Integration. It includes steps for configuration and connectivity, as well as some troubleshooting steps. Application dependencies are detailed in the ‘

Note that adding a Rubrik Cluster relies on having access to the MID servers table, this typically requires the ‘admin’ role in ServiceNow. This can be removed once all clusters have been added.

External systems connection’ section of the document.

1.1 References

#	Document Identifier	Document Title
1	n/a	Rubrik CDM User Guide

2 Application Dependencies

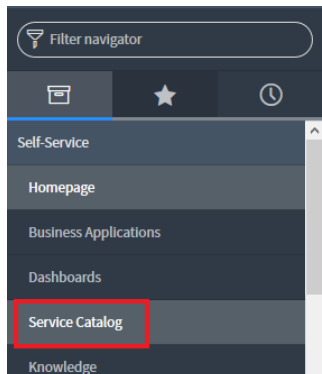
- List all plugins required: None
- List all system table permissions required: None

3 Configuration Instructions

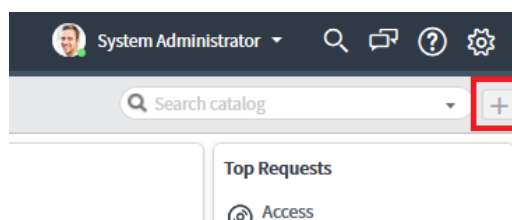
NOTE: The following tasks should be carried out as someone with ServiceNow admin permissions.

The following steps are used to configure the application once it is installed:

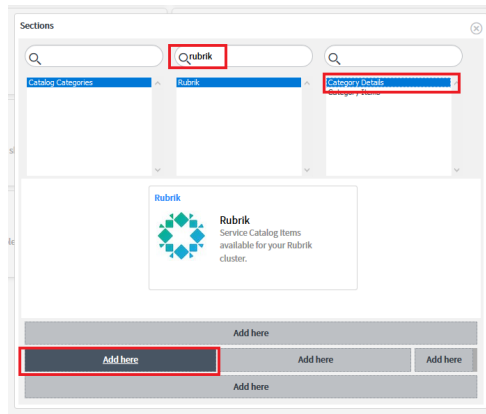
1. Go to Service Catalog in the ServiceNow console



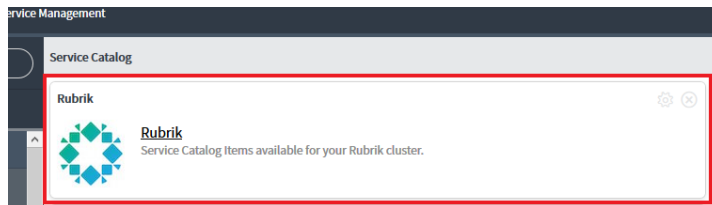
2. Click the plus button in the top right to add a new category to your ServiceNow Service Catalog



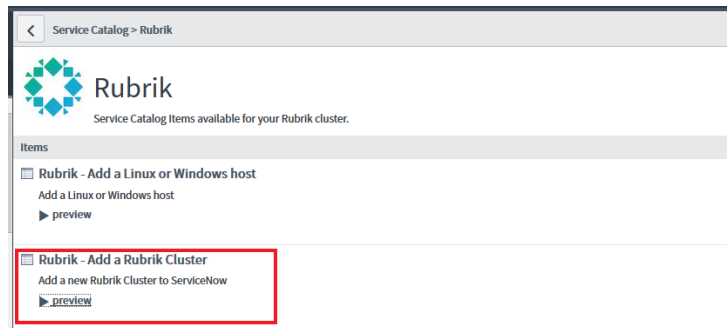
3. Enter ‘Rubrik’ in the middle search box, select ‘Category Details’, and click ‘Add here’ on the left-hand middle box in the layout view



- You should now see the 'Rubrik' category in your Service Catalog, click the 'Rubrik' title to drill into the catalog services



- Click the 'Add a Rubrik Cluster' Catalog Item



- Complete the fields in the table with the Rubrik connection details, note that the 'Rubrik Site/Cluster Name' field is used as the display name for the Rubrik cluster when running reports or other catalog items.

NOTE: It is suggested to use a Floating IP for the 'Rubrik Cluster Hostname or IP address' value, instructions on configuring a Floating IP can be found in the Rubrik CDM User Guide (see section 1.1). Use of a Floating IP will help ensure that the application continues to function in the event of a node loss.

Select the MID Server which is most appropriate for connecting to the Rubrik cluster on-premises



Service Overview

Add a new Rubrik cluster to the ServiceNow configuration

* Rubrik Site/Cluster Name:

* Rubrik Cluster Hostname or IP address:

* Rubrik Username:

* Rubrik Password:

* ServiceNow MID Server:

7. Once done click Order Now

System Administrator

Search catalog

Order this Item

Quantity: 1

Delivery time: 1 Day

Order Now

Add to Cart

Shopping Cart

Empty

Order Status: Thank you, your request has been submitted.

Order placed: 2018-04-30 10:21:57
Request Number: REQ0000001
Estimated delivery date of Complete Order: 2018-04-30

Description	Delivery Date	Stage	Price (x1)	Quantity	Total
Add a new Rubrik Cluster to ServiceNow	2018-04-30	1		1	
			Total		

Back to Catalog Continue Shopping Home

8. Click on the 'REQ' request ID, and confirm that the request is in 'Closed Complete' state. If something went wrong with connecting to the Rubrik cluster, or using the provided credentials then this will be in a 'Closed Incomplete' status

Request ID: REQ0000001

Requested for: System Administrator

Location:

Date date: 2018-04-30 10:21:57

Price: \$0.00

Description:

Short description:

Special instructions:

Opened: 2018-04-30 10:21:57

Opened by: System Administrator

Approval: Approved

Request state: Closed Complete

9. Repeat this step with further requests for any additional Rubrik clusters to be managed through ServiceNow

There are a set of scheduled workflows configured as part of the Rubrik ServiceNow Management Pack, these are as follows:

Name	Default Frequency	Description
Import SLA Domains	Every 6 hours	Gets backup history for all objects on the managed Rubrik clusters and stores them in the 'Rubrik - Backup Histories' table
Import SQL Server Databases/Instances	Every 4 hours	Gets details for SQL Databases and Instances for Rubrik managed clusters and stores them in the 'Rubrik – MSSQL Databases' and 'Rubrik – MSSQL Instances' tables
Get Failed Backups	Every 4 hours	Gets details for failed backup jobs from Rubrik managed clusters and stores them in the 'Rubrik – Failed Backup Tasks' table
Import VMware VMs	Every 4 hours	Gets details for VMware VMs for Rubrik managed clusters and stores them in the 'Rubrik – VMware Virtual Machine' table
Import Hyper-V VMs	Every 4 hours	Gets details for Hyper-V VMs for Rubrik managed clusters and stores them in the 'Rubrik – Hyper-V Virtual Machine' table
Import Filesets	Every 4 hours	Gets details for Filesets for Rubrik managed clusters and stores them in the 'Rubrik – Filesets' table
Import AHV VMs	Every 4 hours	Gets details for Nutanix AHV VMs for Rubrik managed clusters and stores them in the 'Rubrik – AHV Virtual Machine' table
Import EC2 Instances	Every 4 hours	Gets details for EC2 Instances for Rubrik managed clusters and stores them in the 'Rubrik – EC2 Instances' table
Import Fileset Templates	Every 6 hours	Gets all Fileset Templates from managed clusters and stores them in the 'Rubrik – Fileset Templates' table
Fetch Restore History	Every 24 hours	Gets details for recovery jobs from Rubrik managed clusters and stores them in the 'Rubrik – Recovery Tasks' table

Import VMs	Every 4 hours	Gets details for Rubrik protected objects from managed clusters and stores them in the 'Rubrik – VMs' table. These objects are VMs and Filesets
Import Capacity Stats	Every 15 minutes	Gets capacity statistics for the managed Rubrik clusters, and stores them in the 'Rubrik – Capacity Stats' table
Import Stats	Every 15 minutes	Gets statistics for the managed Rubrik clusters, and stores them in the 'Rubrik - Stats' table

Snappable types not in use on the Rubrik managed clusters can have these Scheduled Workflows deactivated by an administrator to reduce load on the ServiceNow instance. For example, if no Hyper-V VMs are managed by Rubrik then disable the 'Import Hyper-V VMs' Scheduled Workflow.

The default timings should be fine for most deployments, although these can be tuned through the 'Scheduled Workflows' interface as shown below.

The screenshot shows the ServiceNow 'Workflow Schedules' interface. The top section displays a list of workflows: 'Rubrik - Fetch Backup History', 'Rubrik - Import Stats', and 'Rubrik - Import VM's'. The 'Rubrik - Import Stats' workflow is selected, and its details are shown in the lower section. The 'Name' field is 'Rubrik - Import Stats', the 'Application' is 'Rubrik', and the 'Run' frequency is 'Periodically'. The 'Repeat Interval' is set to 'Days: 0', 'Hours: 00', 'Minutes: 15', and 'Seconds: 00'. The 'Starting' time is '2017-03-07 14:03:54'. The 'Active' checkbox is checked. The 'Update' button is highlighted with a red box.

On first installation, these should be run manually in the following order, by going to each scheduled workflow and clicking 'Execute Now':

- Import VMs
- Import SLA Domains
- Import Fileset Templates
- Any active 'Import <snappable type>' workflows
- Import Stats

- Import Capacity Stats
- Get Failed Backups
- Fetch Restore History

Leave around 5 mins between each workflow run to ensure this has completed. System log can be monitored to ensure the completion of each workflow.

The following roles are required to access the Rubrik application:

Role Name	Description
x_rubri_rubriksnow.app_user	Required for access to catalog items, modules, and read-only access to tables
x_rubri_rubriksnow.app_admin	Provides modify access to all tables and portal pages
x_rubri_rubriksnow.dashboard_admin	Provides modify access to portal pages included with the application
x_rubri_rubriksnow.dashboard_user	Provides read-only access to portal pages included with the application

Note that adding a Rubrik Cluster relies on having access to the MID servers table, this typically requires the 'admin' role in ServiceNow. This can be removed once all clusters have been added.

4 External systems connection

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

- Integration components required: Rubrik CDM cluster, running RCDM version 4.0+ (NOTE: some elements require newer versions)
- It is recommended to use a floating IP address for management of the cluster in order that management and monitoring can continue in the event that a node in the cluster is unavailable (instructions for configuring Floating IPs can be found in the Rubrik User Guide, See Rubrik User Guide, References entry 1)
- Steps to create a dedicated integration user:
 1. See Rubrik User Guide (References entry 1) for instructions on creating a user account.
 2. The user account should be of the 'Administrator' role type on the Rubrik system.
 3. The user account can be a 'local' or 'Active Directory' type account

5 Testing the configuration

Connectivity to the on-premises Rubrik cluster(s) will be via one or more ServiceNow MID Servers. These MID servers will require HTTPS (TCP/443) access to the Rubrik cluster in order to communicate with the Rubrik CDM REST API.

Once the application is installed, testing for connectivity to added Rubrik clusters will be done as they are added via the included 'Add a Rubrik Cluster' Catalog Item.

6 Demo Data

No demo data is included with this application

7 Support and Troubleshooting

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

7.1 Service Level Agreement Definition

Should you need support please contact us using the information below.

- **Support Hours of Operation:** 8am - 5pm PST
- **Support Days of Operation:** Monday - Friday other than national holidays
- **Promised Response Time:** We will respond to email within 48 hours of receiving a support request during normal support hours
- **Promised Resolution Time:** Within 5-10 business days of response
- **Contact Method:** Email
- **Contact Details:**
Email: support@rubrik.com

7.2 Troubleshooting

Issues with the Rubrik application are likely a result of communication issues between the MID Server and the Rubrik CDM cluster. These can be investigated through network troubleshooting from the MID Server:

- Windows – can you access the Rubrik CDM Web UI via Chrome browser on the MID Server?
- Linux – can you connect to port 443? (*nc <rubrik_cluster_ip> 443*):

```
HAL:~ user$ nc rubrik.demo.com 443 -v
found 0 associations
found 1 connections:
    1:  flags=82<CONNECTED,PREFERRED>
        outif utun4
        src 192.168.1.101 port 55434
        dst 192.168.0.100 port 443
        rank info not available
        TCP aux info available
Connection to rubrik.demo.com port 443 [tcp/https] succeeded!
```

If tables are not populating via the Scheduled Workflows then the System Log in ServiceNow can be used to check for error messages (*System Logs > System Log > All*).

END OF DOCUMENT