

# Dell EMC OpenManage Integration Version 1.0 with ServiceNow

User's Guide

## Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Overview of Dell EMC OpenManage Integration with ServiceNow

Dell EMC OpenManage Integration with ServiceNow assists enterprise-level organizations to improve the efficiency of their business-critical operations by bridging any gaps between their services and Operations Management processes. It is a native application—within the ServiceNow platform—that provides seamless interface between OpenManage Enterprise (Infrastructure management capabilities) and ServiceNow (service and operations management capabilities). OpenManage Enterprise is a one-to-many systems management console that provides comprehensive, unified life cycle management for PowerEdge Modular Infrastructure, rack, and tower servers. The OpenManage Integration provides automation capabilities to transfer device inventory information and events between OpenManage Enterprise and ServiceNow, and therefore assists Service Management teams to quickly detect, diagnose, and resolve issues that impact business services and IT infrastructure health.

Also, OpenManage Integration with ServiceNow integrates with SupportAssist Enterprise for viewing and keeping track of the support cases—opened to the Dell EMC support teams—from within the ServiceNow instance. SupportAssist Enterprise is an application that proactively detects hardware issues—before they actually occur—and alerts the Tech Support teams about your PowerEdge servers, storage, and networking devices. With this integration, operations and service management teams can keep themselves abreast with the tech support tickets generated for PowerEdge servers, and track their progress from incident to resolution.

## Dell EMC OpenManage Enterprise

OpenManage Enterprise is a systems management and monitoring application that provides a comprehensive view of the Dell EMC servers, chassis, storage, and network switches on the enterprise network. With OpenManage Enterprise, a web-based and one-to-many systems management application, you can:

- Discover and manage devices in a data center environment.
- Group and manage devices.
- View hardware inventory and compliance reports.
- Monitor the health of your devices.
- Manage device firmware versions and perform system updates and remote tasks.
- View and manage system alerts and alert policies.

For more information about OpenManage Enterprise, see [Dell.com/OpenManageManuals](https://Dell.com/OpenManageManuals).

## Dell EMC SupportAssist Enterprise

SupportAssist Enterprise automates technical support for your Dell EMC servers, storage, and networking devices. It monitors your devices and proactively detects hardware issues that may occur. When a hardware issue is detected, SupportAssist Enterprise automatically opens a support case with Technical Support and sends you an email notification.

For more information about SupportAssist Enterprise, see [Dell.com/ServiceabilityTools](https://Dell.com/ServiceabilityTools).

## Key features of OpenManage Integration with ServiceNow

- Native ServiceNow application support: OpenManage integration with ServiceNow can be installed and deployed on a ServiceNow instance.

- OpenManage Enterprise integration:
  - CMDB integration:
    - Periodic and on-demand sync of PowerEdge servers inventory from OpenManage Enterprise into a ServiceNow Configuration Management Database (CMDB).
    - Automatic creation of configuration items (CIs) for all the PowerEdge servers imported from OpenManage Enterprise into a ServiceNow CMDB.
  - Event and incident management integration:
    - Periodic and on-demand sync of events from OpenManage Enterprise into a ServiceNow instance.
    - Automatic mapping of events (critical and warning) and alerts with the server CIs in ServiceNow.
    - Automatic creation of incidents for critical and warning alerts.
- SupportAssist Enterprise integration: Import support cases from SupportAssist Enterprise for the monitored servers into a ServiceNow instance and automatically create incidents for the corresponding support cases.
- The server inventory information, events, and Dell EMC support cases are fetched by OpenManage Integration by using the REST APIs provided by OpenManage Enterprise and SupportAssist Enterprise applications.

## Additional resources

**Table 1. Additional resources**

Document	Description	Availability
<i>Dell EMC OpenManage Integration with ServiceNow Installation Guide</i>	Provides information about installing and configuring OpenManage Integration with ServiceNow.	1 Go to <a href="https://Dell.com/OpenManageManuals">Dell.com/OpenManageManuals</a> . 2 Click <b>Dell EMC OpenManage Integration with ServiceNow</b> and select the required application version.
<i>Dell EMC OpenManage Integration with ServiceNow Release Notes</i>	Provides information about new features, known issues, and workarounds in OpenManage Integration with ServiceNow.	3 Click <b>Manuals &amp; documents</b> to access these documents.
<i>Dell EMC OpenManage Enterprise User's Guide</i>	Provides information about installing and using OpenManage Enterprise.	1 Go to <a href="https://Dell.com/OpenManageManuals">Dell.com/OpenManageManuals</a> . 2 Click <b>Dell EMC OpenManage Enterprise</b> and select the required application version.
<i>Dell EMC OpenManage Enterprise and OpenManage Enterprise - Modular Edition RESTful API Guide</i>	Provides information about integrating OpenManage Enterprise by using Representational State Transfer (REST) APIs and also includes examples of using REST APIs to perform common tasks.	3 Click <b>Manuals &amp; documents</b> to access these documents.
<i>Dell EMC SupportAssist Enterprise User's Guide</i>	Provides information about installing, configuring, using, and troubleshooting SupportAssist Enterprise.	<a href="https://Dell.com/ServiceabilityTools">Dell.com/ServiceabilityTools</a>
<i>ServiceNow documentation</i>	For more information about using the ServiceNow application.	<a href="https://www.servicenow.com/">https://www.servicenow.com/</a>

# License requirements for OpenManage Integration with ServiceNow

A valid Dell EMC license supporting the OpenManage Integration with ServiceNow must be installed on target PowerEdge servers for monitoring the alerts and support cases of the devices in ServiceNow.

To deploy the licenses on target servers:

- 1 A license can be purchased when you purchase a server or by contacting your sales representative.
- 2 The purchased licenses can be downloaded from the Software License Management portal at [Dell.com/support/retail/lkm](https://Dell.com/support/retail/lkm).
- 3 The downloaded licenses can be deployed on target servers by importing them into the respective iDRAC console. To deploy the licenses on multiple servers in your data center, you can use the Dell EMC License Manager application. For more information about deploying the licenses by using the Dell EMC License Manager, see [Dell EMC License Manager product page](#).

## Required user privileges

The OpenManage Integration with ServiceNow application installs the following set of user roles in a ServiceNow instance:

- `x_317119_omisnow.OMISNOW Operator` for the OpenManage Integration Operator role.
- `x_317119_omisnow.OMISNOW User` for the OpenManage Integration User role.

Ensure that appropriate roles and privileges are assigned to the ServiceNow users to use the OpenManage Integration with ServiceNow application. If required, additional users can be created in ServiceNow and assign them OpenManage Integration Operator and User roles.

**Table 2. Required user privileges**

OpenManage Integration with ServiceNow features	ServiceNow Administrator	OpenManage Integration with ServiceNow Operator	OpenManage Integration with ServiceNow User
Upload the OpenManage Integration with ServiceNow update set to ServiceNow	Allowed	Not allowed	Not allowed
Deploy OpenManage Integration with ServiceNow connector .jar on a MID Server	Allowed	Not allowed	Not allowed
Create a OpenManage Enterprise connection profile	Allowed	Allowed	Not allowed
Create a SupportAssist Enterprise connection profile	Allowed	Allowed	Not allowed
Retrieve the server inventory details from OpenManage Enterprise	Allowed	Allowed	Not allowed
Retrieve all the server events from OpenManage Enterprise	Allowed	Allowed	Not allowed
Retrieve cases from SupportAssist Enterprise	Allowed	Allowed	Not allowed
View the application logs in ServiceNow	Allowed	Not allowed	Not allowed
Schedule the inventory and event collection intervals	Allowed	Allowed	Not allowed

<b>OpenManage Integration with ServiceNow features</b>	<b>ServiceNow Administrator</b>	<b>OpenManage Integration with ServiceNow Operator</b>	<b>OpenManage Integration with ServiceNow User</b>
View the alerts and incidents created for the retrieved events from OpenManage Enterprise	Allowed	Allowed	Allowed
Update the alerts and incidents	Allowed	Allowed	Not allowed
Change the alert management rule	Allowed	NA	NA
Delete OpenManage Integration application from ServiceNow	Allowed	Not allowed	Not allowed

# Adding an OpenManage Enterprise instance in ServiceNow

To retrieve the devices and events from OpenManage Enterprise, you must create an OpenManage Enterprise connection profile in the ServiceNow instance.

- To create an OpenManage Enterprise connection profile, see [Create OpenManage Enterprise connection profile](#).
- To edit an OpenManage Enterprise connection profile, see [Edit OpenManage Enterprise connection profile](#).
- To delete an OpenManage Enterprise connection profile, see [Delete OpenManage Enterprise connection profile](#).

Topics:

- [Create OpenManage Enterprise connection profile](#)
- [Edit OpenManage Enterprise connection profile](#)
- [Delete OpenManage Enterprise connection profile](#)

## Create OpenManage Enterprise connection profile

Before creating an OpenManage Enterprise connection profile, ensure that you have:

- Installed the OpenManage Integration with ServiceNow application in ServiceNow by importing the update set from Dell EMC Support Site. For more information, see the *Dell EMC OpenManage Integration with ServiceNow Installation Guide* on the support site.
- Installed and configured a Management, Instrumentation, and Discovery (MID) Server in your data center environment.
- Deployed the OpenManage Integration with ServiceNow connector .jar file on the MID Server.
- Necessary user privileges. See [Required user privileges](#).

To create an OpenManage Enterprise connection profile:

- 1 In the navigation filter, enter `Dell EMC OpenManage Integration`, and under **Connection Profiles**, select **OpenManage Enterprise Connection Profiles**.
- 2 Click **New**.
- 3 Enter a name for the connection profile.
- 4 Enter the following OpenManage Enterprise appliance details:
  - IP address or the FQDN address
  - User name
  - Password

The provided OpenManage Enterprise details are used to validate the connection with the ServiceNow instance.

- 5 To select the MID Server, click the **Search** icon and select the configured MID Server from the list.
- 6 To ensure that the connection is established between the ServiceNow instance and the OpenManage Enterprise appliance, click **Test Connection**.
- 7 If the connection to the OpenManage Enterprise is successful, click **Submit**.

The OpenManage Enterprise Connection Profile is now created and listed on the **OpenManage Enterprise Connection Profiles** page.

**NOTE:** In OpenManage Integration version 1.0 with ServiceNow, you are allowed to create only one OpenManage Enterprise connection profile.

# Edit OpenManage Enterprise connection profile

- 1 In the **OpenManage Enterprise Connection Profiles** page, select the connection profile.
- 2 You can edit the following fields:
  - IP address or FQDN of an OpenManage Enterprise appliance.
  - User name and password of the OpenManage Enterprise appliance.

**NOTE:** If you change the OpenManage Enterprise IP address, FQDN, or user name, you must re-enter the password and click "Test Connection".

- 3 Click **Update**.

The updated connection profile is listed under the **OpenManage Enterprise Connection Profiles** page.

# Delete OpenManage Enterprise connection profile

- 1 On the **OpenManage Enterprise Connection Profiles** page, under the **Name** column, click the connection profile.
- 2 To delete the connection profile from ServiceNow, select **Delete**.
- 3 In the **Confirmation** dialog box, select **Delete**.

The OpenManage Enterprise connection profile is removed from ServiceNow.

**NOTE:** If you delete an existing OpenManage Enterprise Connection Profile, the devices and associated events will not be monitored in ServiceNow.

# Inventorying and monitoring PowerEdge servers

Dell EMC OpenManage Integration with ServiceNow provides the capability to sync all the inventoried devices in OpenManage Enterprise to ServiceNow. The events that are associated with the devices are also retrieved from OpenManage Enterprise and corresponding incidents are created in ServiceNow to efficiently monitor the events in ServiceNow.

Prerequisites:

- To monitor the PowerEdge servers discovered in OpenManage Enterprise, ensure that the appropriate Dell EMC license for integration with ServiceNow is installed on the PowerEdge servers. You can purchase the license when you purchase a server or by contacting your sales representative. You can download the purchased license from the Software License Management Portal at [Dell.com/support/retail/lkm](http://Dell.com/support/retail/lkm).
- Ensure that you have necessary user privileges. See [Required user privileges](#).
- An OpenManage Enterprise connection profile is created in ServiceNow. See [Create OpenManage Enterprise connection profile](#).
- To view the events and incidents of OpenManage Integration with ServiceNow application, you must activate the Event Management plug-in in the ServiceNow instance. Select **Action > Activate plugin > Available plugins > Event Management > Activate plugin only** to activate the plug in.

To monitor the Dell EMC PowerEdge servers:

- In the Navigation filter, enter **Dell EMC OpenManage Integration**, and then under **Connection Profiles**, select **OpenManage Enterprise Connection Profiles**.
- To run the device inventory collection, select the connection profile from the list and select **Actions on selected rows > Dell EMC OME Inventory Sync**.
  - To schedule the inventory collection, in the Navigation filter, enter **Dell EMC OpenManage Integration**, and then select **Properties**, and then under **OME Inventory Collection Interval**, enter the number of days after which the inventory details are retrieved by OpenManage Integration with ServiceNow application. See [Properties table—field definitions](#).

The inventory details of the PowerEdge servers that are discovered in OpenManage Enterprise are synced in the ServiceNow instance.

- To view the inventory details, in the Navigation filter, enter **Dell EMC OpenManage Integration**, and then select **Dell EMC PowerEdge Server**.

Time of event	Source	Description	Node	Type	Resource	Message Key	State	Severity	Alert
2019-06-25 08:49:00	OpenManage Enterprise	License DE0000025432729 exported from d...	WIN19R540.tajd.bdcsv.lab.7252FM2	IDRAC-Audit	Licensing	100.100.28.131:WIN19R540.tajd.bdcsv.lab...	Processed	Info	Alert00000002
2019-06-25 08:49:00	OpenManage Enterprise	License F000000010019060 exported from d...	WIN19R540.tajd.bdcsv.lab.7252FM2	IDRAC-Audit	Licensing	100.100.28.131:WIN19R540.tajd.bdcsv.lab...	Processed	Info	Alert00000002
2019-06-12 11:38:52	OpenManage Enterprise	Unknown trap received with enterprise O...	WIN19R540.tajd.bdcsv.lab.7252FM2	Application.Miscellaneous	Miscellaneous	100.100.28.131:WIN19R540.tajd.bdcsv.lab...	Processed	Info	Alert00000018

On the **Dell EMC PowerEdge Server** page, inventory details of the PowerEdge servers are listed. The unique Service Tag of the servers are listed under the **Serial number** column. You can launch the iDRAC console directly from ServiceNow by clicking the management URL.

**NOTE:** The overall health status of the PowerEdge server is displayed in the **Device Health Status** field.

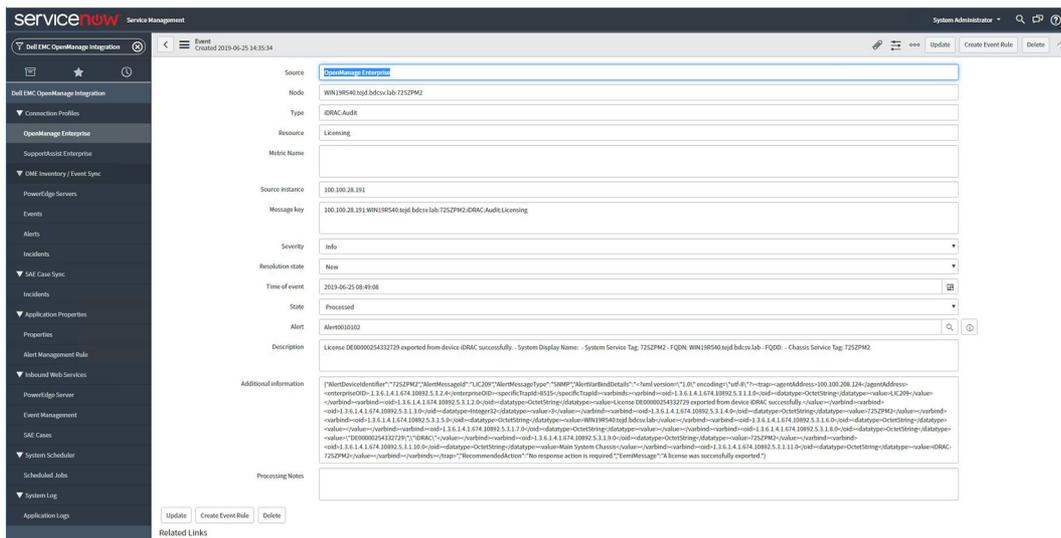
- To sync the events from OpenManage Enterprise, in the Navigation filter, enter **Dell EMC OpenManage Integration**, and then select **OpenManage Enterprise Connection Profile**.

**NOTE:** An on-demand device inventory collection must be run before the device events are synced from OpenManage Enterprise in ServiceNow.

- Perform one of the following actions to fetch the events:
  - To fetch all the events, select the connection profile from the list and select **Actions on selected rows > Dell EMC OME Events Sync**.
  - To schedule the event collection, in the Navigation filter, enter **Dell EMC OpenManage Integration**, and then select **Properties**, and then under **Event Collection Interval**, enter the hours and minutes after which the events that are generated by the servers are retrieved by OpenManage Integration with ServiceNow application. See [Properties table—field definitions](#).

The events that are generated by the PowerEdge servers are synced with the ServiceNow instance.

- To view the events, in the Navigation filter, enter **Dell EMC OpenManage Integration**, and then under **OME Inventory/ Event Sync**, select **Events**.



The events are listed and you can filter the events based on the associated severity.

- To view the corresponding alerts and incidents that are created by ServiceNow for the events, in the Navigation filter, enter **Dell EMC OpenManage Integration**, and then under **OME Inventory/ Event Sync**, select **Alerts** or **Incidents**.

For more information about the alerts and incidents, see [Alert management—View alerts and the corresponding OpenManage Enterprise events](#) and [Incident management—View and manage incidents created for the OpenManage Enterprise events](#).

For more information about the status of the inventory and events sync tasks, view the corresponding logs at **System Logs > System Log > Application Logs**. For more information about the user privileges that are required to view the application logs in ServiceNow, see [Required user privileges](#).

When devices are removed from OpenManage Enterprise, the **Deleted from OME** column is updated as True and the events from those devices are no longer monitored in ServiceNow. You can manually delete the devices from ServiceNow.

Topics:

- [Alert management—View alerts and the corresponding OpenManage Enterprise events](#)
- [Incident management—View and manage incidents created for the OpenManage Enterprise events](#)

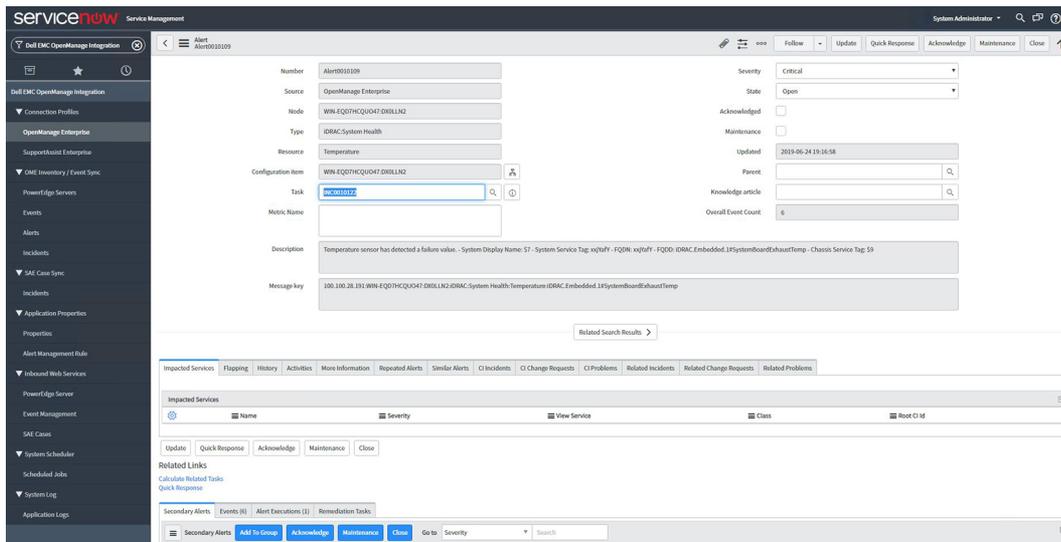
- Change alert management rule

# Alert management—View alerts and the corresponding OpenManage Enterprise events

Dell EMC OpenManage Integration with ServiceNow provides the capability to group the events retrieved from OpenManage Enterprise based on the hardware resource of the target node.

To view the alerts:

- In the Navigation filter, enter `Dell EMC OpenManage Integration`, and then under **OME Inventory/ Event Sync**, select **Alerts**.  
On the **Alerts** page, the alerts created by ServiceNow are listed. The alerts are created for the events retrieved from OpenManage Enterprise and grouped based on the hardware resource.
- Under the **Number** column, select an alert to view more details.



The **Severity** field displays the alert severity and the **Resource** field displays the hardware resource of the target node considered for the grouping by ServiceNow. The **Task** field displays the associated incidents created by ServiceNow. For more information about viewing the incidents, see [Incident management—View and manage incidents created for the OpenManage Enterprise events](#).

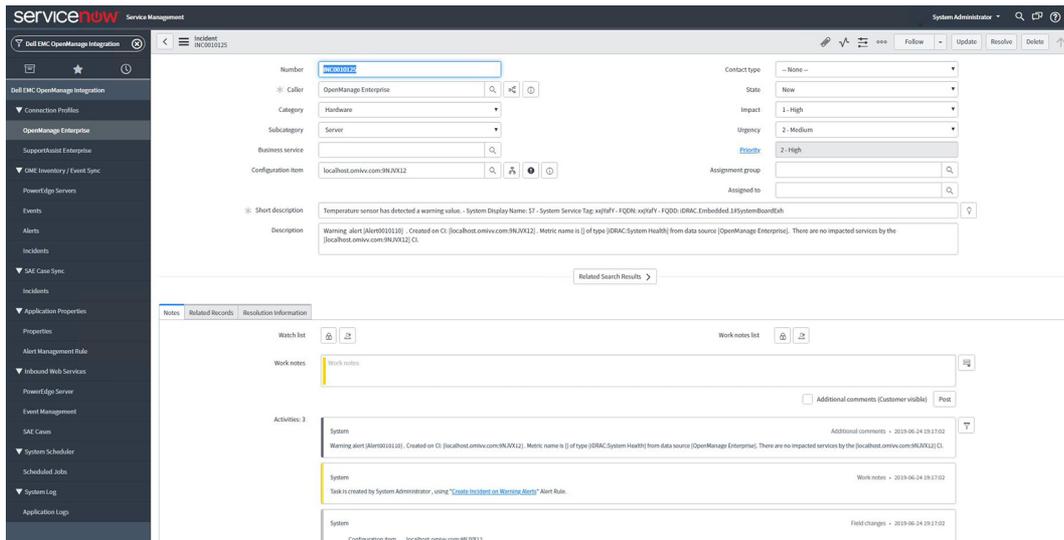
- To view the corresponding events, under **Related Links**, select the **Events** tab.  
For more information about the alert management features provided by ServiceNow, see the **Alert Management** module in the ServiceNow instance.

# Incident management—View and manage incidents created for the OpenManage Enterprise events

Dell EMC OpenManage Integration with ServiceNow provides the capability to view and manage the incidents created for the alerts. For the alerts in critical and warning states, ServiceNow creates corresponding incidents.

To view and manage the incidents:

- In the Navigation filter, enter `Dell EMC OpenManage Integration`, and then under **OME Inventory/ Event Sync**, select **Incidents**.



On the **Incidents** page, the incidents created by ServiceNow are listed. The incidents can be filtered based on the priority and state of the incidents. To change the alert management rule, see [Change alert management rule](#).

- 2 Under the **Number** column, select an incident to view more details. The **Short description** and **Description** fields displays the associated service tag, target node, and the alert corresponding to the individual incidents.
- 3 To manage the incidents, select the **State** drop-down menu and select the different states depending on the resolution of the incident. If the incident is resolved and the state is updated to Closed, the corresponding alert state is also updated to Closed to signify that the alert retrieved from OpenManage Enterprise is resolved. Select the **Resolution Information** tab to view more information about the resolution status.

**NOTE:** Users with ServiceNow Administrator and x\_317119\_omisnow.OMISNOW Operator roles can resolve and close the OpenManage Enterprise incidents.

## Change alert management rule

ServiceNow creates incidents for alerts in the critical and warning states. To change this functionality, update the alert management rule in the ServiceNow instance.

For more information about the user privileges required to change the alert management rule, see [Required user privileges](#).

To change the alert management rule:

- 1 In the navigation filter, enter Dell EMC OpenManage Integration, and then under **Application Properties**, select **Alert Management Rule**.
- 2 Under the **Name** column, select an alert management rule.
- 3 In the **Alert Info** tab, update the name of the alert rule and enter a description to differentiate the alert rule.
- 4 Select the **Alert Filter** tab. Under **Alert filter**, provide the conditions by selecting the drop-down menus and by using the logical operators.
- 5 Select the **Actions** tab and verify if the remediation subflow is correct.
- 6 Select **Update** to change the alert management rule.

The updated alert management rule will be active for the events retrieved from OpenManage Enterprise in the next event sync schedule.

# Adding a SupportAssist Enterprise instance in ServiceNow

To retrieve the cases from SupportAssist Enterprise, you must create a SupportAssist Enterprise connection profile by using OpenManage Integration with ServiceNow.

- To create a SupportAssist Enterprise connection profile, see [Create SupportAssist Enterprise connection profile](#).
- To edit a SupportAssist Enterprise connection profile, see [Edit SupportAssist Enterprise connection profile](#).
- To delete a SupportAssist Enterprise connection profile, see [Delete SupportAssist Enterprise connection profile](#).

Topics:

- [Create SupportAssist Enterprise connection profile](#)
- [Edit SupportAssist Enterprise connection profile](#)
- [Delete SupportAssist Enterprise connection profile](#)

## Create SupportAssist Enterprise connection profile

Before creating a SupportAssist Enterprise connection profile, ensure that you have:

- Installed the OpenManage Integration with ServiceNow application in ServiceNow by importing the update set from Dell EMC Support Site. For more information, see the *Dell EMC OpenManage Integration with ServiceNow Installation Guide* on the support site.
- Installed and configured a Management, Instrumentation, and Discovery (MID) Server in your data center environment.
- Deployed the OpenManage Integration with ServiceNow connector .jar file on the MID Server.
- Necessary user privileges. See [Required user privileges](#).

To create a SupportAssist Enterprise connection profile:

- 1 In the navigation filter, enter `Dell EMC OpenManage Integration`, and then under **Connection Profiles**, select **SupportAssist Enterprise**.
- 2 Click **New**.
- 3 Enter a name for the connection profile.
- 4 Enter the following SupportAssist Enterprise details:
  - IP address or the FQDN address
  - User name
  - Password

The provided SupportAssist Enterprise details are used to validate the connection with the ServiceNow instance.

- 5 Specify the impact and urgency of the cases by selecting the respective drop-down menus.
- 6 To select the MID Server, click the **Search** icon and select the configured MID Server from the list.
- 7 To ensure that the connection is established between the ServiceNow instance and SupportAssist Enterprise, click **Test Connection**.
- 8 If the connection to the SupportAssist Enterprise is successful, click **Submit**.

The SupportAssist Enterprise Connection Profile is now created and listed on the **SAE Connection Profile** page.

**NOTE:** In OpenManage Integration version 1.0 with ServiceNow, you are allowed to create only one SupportAssist Enterprise connection profile.

# Edit SupportAssist Enterprise connection profile

- 1 In the **SAE Connection Profile** page, select the connection profile.
- 2 You can edit the following fields:
  - IP address or FQDN of an SupportAssist Enterprise appliance.
  - User name and password of the SupportAssist Enterprise appliance.

 **NOTE:** If you change the SupportAssist Enterprise IP address, FQDN, or user name, you must re-enter the password and click **SAE Test Connection**.

- 3 Click **Update**.

The updated connection profile is listed on the **SAE Connection Profile** page.

# Delete SupportAssist Enterprise connection profile

- 1 On the **SAE Connection Profile** page, under the **Name** column, click the connection profile.
- 2 To delete the connection profile from ServiceNow, select **Delete**.
- 3 In the **Confirmation** dialog box, select **Delete**.

The SupportAssist Enterprise connection profile is deleted from ServiceNow.

 **NOTE:** If you delete an existing SupportAssist Enterprise Connection Profile, the associated cases will not be monitored in ServiceNow.

# Incident management—View and monitor incidents of SupportAssist Enterprise cases

Dell EMC OpenManage Integration with ServiceNow provides the capability to retrieve all the cases from SupportAssist Enterprise into a ServiceNow instance. The corresponding incidents for all the cases are created by ServiceNow to efficiently monitor the cases. Prerequisites:

- The devices that are discovered in OpenManage Enterprise must be added in SupportAssist Enterprise before you can retrieve the cases in ServiceNow. For more information about adding the devices in SupportAssist Enterprise, see the *SupportAssist Enterprise User's Guide* on the Dell EMC Support Site.
- The Dell EMC support cases of devices discovered in OpenManage Enterprise with valid Dell EMC license for integration with ServiceNow are only monitored in ServiceNow. You can purchase the license when you purchase a server or by contacting your sales representative. To can download the purchased license from the Software License Management Portal at [Dell.com/support/retail/lkm](http://Dell.com/support/retail/lkm).
- Ensure that you have necessary user privileges. See [Required user privileges](#) .
- A SupportAssist Enterprise connection profile is created in ServiceNow. See [Create OpenManage Enterprise connection profile](#).
- To view the events and incidents of OpenManage Integration with ServiceNow application, you must activate the Event Management plug-in in the ServiceNow instance. Select **Action > Activate plugin > Available plugins > Event Management > Activate plugin only** to activate the plug in.

To fetch the SupportAssist Enterprise cases and to view the corresponding events in ServiceNow:

- 1 In the Navigation filter, enter **Dell EMC OpenManage Integration**, and then under **Connection Profiles**, select **SupportAssist Enterprise Connection Profiles**.
- 2 To retrieve the cases, select the connection profile from the list and select **Actions on selected rows > SAE Case Sync**.
  - To schedule the retrieval of cases, in the Navigation filter, enter **Dell EMC OpenManage Integration**, and then select **Properties**, and then under **SAE Case Collection Interval**, select the number of hours and minutes after which the support cases are retrieved by OpenManage Integration with ServiceNow application. See [Properties table—field definitions](#).
- 3 To view the incidents created by ServiceNow, in the Navigation filter, enter **Dell EMC OpenManage Integration**, and then under **SAE Case Sync**, select **Incidents**.

The screenshot displays the ServiceNow Incident Management interface. The left-hand navigation pane shows the path: Dell EMC OpenManage Integration > Connection Profiles > OpenManage Enterprise > SupportAssist Enterprise > SAE Case Sync > Incidents. The main area shows an incident record with the following details:

- Number:** INC0000339
- Caller:** SupportAssist Enterprise
- Category:** Hardware
- Subcategory:** Server
- Business service:**
- Configuration item:** IDRAC-7252FM2-CEH1204
- Short description:** Dell PC Diagnostics - Microsoft Windows 10 Enterprise Edition (64-bit)
- Description:** [Case#] : 2003202588) Dell PC Diagnostics - Microsoft Windows 10 Enterprise Edition (64-bit)
- Contact type:** Others
- State:** New
- Impact:** 2 - Medium
- Urgency:** 2 - Medium
- Priority:** 3 - Moderate
- Assignment group:**
- Assigned to:**

Below the incident details, there are sections for 'Notes', 'Related Records', 'Resolution Information', 'Watch list', 'Work notes list', and 'Activities'. The 'Activities' section shows a log entry for 'Mid Server' with configuration item 'IDRAC-7252FM2-CEH1204', impact 'Medium', incident state 'New', opened by 'MGS Server', and priority '3-Moderate'. The date and time of the activity is 'Field changes - 2019-06-19 15:58:04'.

To sort the incidents based on the priority or state, select the respective column options and choose the sort option.

For more information about the status of the case sync tasks, view the corresponding logs at **System Logs > System Log > Application Logs**. For more information about the user privileges that are required to view the application logs in ServiceNow, see [Required user privileges](#).

 **NOTE:** Users with ServiceNow Administrator and x\_317119\_omisnow.OMISNOW Operator roles can resolve and close the SupportAssist Enterprise incidents.

## Properties table—field definitions

The inventory, event, and SAE case collections can be scheduled by using the properties module that is provided by OpenManage Integration with ServiceNow.

**Table 3. Properties table**

Field	Definitions
<b>Event Collection Interval</b>	
Event Collection [Hours]	Schedule the interval for events collection from OpenManage Enterprise. Default interval is 15 minutes and the supported schedule interval is 15 minutes–6 hours.
Event Collection [Mins]	
<b>OME Inventory Collection Interval [1-90]</b>	
OME Inventory Collection [Days]	Schedule the interval for inventory collection of devices from OpenManage Enterprise. You can enter the number of days from 1–90 and the default interval is set to 30 days.
<b>SAE Case Collection Interval</b>	
SAE Case Collection [Hours]	Schedule the interval for support cases collection from SupportAssist Enterprise. Default interval is 15 minutes and the supported schedule interval is 15 minutes–6 hours.
SAE Case Collection [Mins]	

# Accessing documents from Dell EMC support site

You can access the Dell EMC products' documentation by using the following links:

- For Dell EMC Enterprise Systems Management documents — [www.dell.com/esmmanuals](http://www.dell.com/esmmanuals)
- For Dell EMC OpenManage documents — [www.dell.com/openmanagemanuals](http://www.dell.com/openmanagemanuals)
- For Dell EMC Remote Enterprise Systems Management documents — [www.dell.com/esmmanuals](http://www.dell.com/esmmanuals)
- For iDRAC and Dell Lifecycle Controller documents — [www.dell.com/idracmanuals](http://www.dell.com/idracmanuals)
- For Dell EMC OpenManage Connections Enterprise Systems Management documents — [www.dell.com/esmmanuals](http://www.dell.com/esmmanuals)
- For Dell EMC Serviceability Tools documents — [www.dell.com/serviceabilitytools](http://www.dell.com/serviceabilitytools)
- To view a document:
  - a Go to [www.dell.com/support](http://www.dell.com/support).
  - b Select **Browse all products**.
  - c On the **All products** page, select **Software**, and then select the required link from the following:
    - **Analytics**
    - **Client Systems Management**
    - **Enterprise Applications**
    - **Enterprise Systems Management**
    - **Public Sector Solutions**
    - **Utilities**
    - **Mainframe**
    - **Serviceability Tools**
    - **Virtualization Solutions**
    - **Operating Systems**
    - **Support**
  - d Select the product name, and then select the required version.
- Using search engines:
  - Enter the name and version of the document in the search box.

# Contacting Dell EMC

**NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell EMC product catalog.

Dell EMC provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell EMC for sales, technical support, or customer service issues:

- 1 Go to **Dell.com/support**.
- 2 Select your support category.
- 3 Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
- 4 Select the appropriate service or support link based on your need.