Dell EMC OpenManage Integration Version 1.1 with ServiceNow

User's Guide

November 2020
Rev. A01

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.

Contents

1

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 Dell EMC OpenManage Enterprise, see the documents available at Dell OpenManage Enterprise page 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 the documents available at Serviceability Tools page 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 detailed inventory from one or more OpenManage Enterprise instances into a ServiceNow Configuration Management Database (CMDB).
        - Automatic creation of configuration items (CIs) for all the PowerEdge servers that are imported from one or more OpenManage Enterprise instances into a ServiceNow CMDB.
    - Event and incident management integration:
        - Periodic and on-demand sync of events from one or more OpenManage Enterprise instances 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 one or more SupportAssist Enterprise instances 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.

Topics:

What is new

- Support integration with multiple OpenManage Enterprise and SupportAssist Enterprise instances.
- Configuration Management Database (CMDB) Integration:
    - Periodic and on-demand sync of detailed server inventory. For example, CPU, memory, storage controllers, physical and virtual disks, fans, firmware versions.
    - Auto create Configuration Items (CI) and CI relationships for server and the related server components.
    - Use out-of-box CMDB CI server classes for storing the PowerEdge server information.
- Support warranty monitoring.
- New platform support:
    - ServiceNow New York, Orlando and Paris.
    - Support for Hyper-Converged Infrastructure (HCI) devices—VxRail and XC-Series.
- Usage of Import Set table for staging imported server records from OpenManage Enterprise before transforming and mapping them to CMDB tables.
- A new and enhanced application menu for faster navigation and better usability.

Additional resources

Table 1. Additional resources

Document	Description	Availability
Dell EMC OpenManage Integration with ServiceNow Installation Guide	Provides information about installing and configuring OpenManage Integration with ServiceNow.	1. Go to Dell.com/OpenManageManuals. 2. Click **Dell EMC OpenManage Integration with ServiceNow** and select the required application version. 3. Click **Manuals & documents** to access these documents.
Dell EMC OpenManage Integration with ServiceNow Release Notes	Provides information about new features, known issues, and workarounds in OpenManage Integration with ServiceNow.	
Dell EMC OpenManage Enterprise User's Guide	Provides information about installing and using OpenManage Enterprise.	1. Go to Dell.com/OpenManageManuals. 2. Click **Dell EMC OpenManage Enterprise** and select the required application version. 3. Click **Manuals & documents** to access these documents.
Dell EMC OpenManage Enterprise and OpenManage Enterprise - Modular Edition RESTful API Guide	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.	

Table 1. Additional resources (continued)

Document	Description	Availability
Dell EMC SupportAssist Enterprise User's Guide	Provides information about installing, configuring, using, and troubleshooting SupportAssist Enterprise.	Dell.com/ServiceabilityTools
ServiceNow documentation	For more information about using the ServiceNow application.	https://www.servicenow.com/

2

License requirements for OpenManage Integration with ServiceNow

An OpenManage Integration with ServiceNow license must be installed on target PowerEdge servers for monitoring alerts and support cases of the devices in ServiceNow.

To deploy licenses on target servers:

- A license can be purchased when you purchase a server or by contacting your sales representative.
- The purchased licenses can be downloaded from the Software License Management portal at Dell.com/support/retail/lkm.
- 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.

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Required user privileges

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

- `x_310922_omisnow.OMISNOW Operator` for the OpenManage Integration Operator role.
- `x_310922_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, Modify, or Delete Openmange Enterprise connection profiles	Allowed	Allowed	Not allowed
Create, Modify, or Delete SupportAssist Enterprise connection profiles	Allowed	Allowed	Not allowed
Retrieve the server inventory information from OpenManage Enterprise instances	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
View the alerts and incidents created for	Allowed	Allowed	Allowed

Table 2. Required user privileges (continued)

OpenManage Integration with ServiceNow features	ServiceNow Administrator	OpenManage Integration with ServiceNow Operator	OpenManage Integration with ServiceNow User
the retrieved events from OpenManage Enterprise			
Update the alerts and incidents	Allowed	Allowed	Not allowed
Enable or disable alert management rule	Allowed	Not allowed	Not allowed
Enable or disable alert correlation rule	Allowed	Not allowed	Not allowed
Delete OpenManage Integration application from ServiceNow	Allowed	Not allowed	Not allowed
Create or edit alert correlation rules	Allowed	Not allowed	Not allowed
Assign incidents to OME and SAE groups	Allowed	Allowed	Not allowed
Activate and deactivate transform maps	Allowed	Allowed	Not allowed
Configure parallel queue	Allowed	Allowed	Not allowed

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Adding OpenManage Enterprise instances in ServiceNow

You can retrieve inventory from one or more OpenManage Enterprise instances available in your data center. For multiple connection profiles, configure MID servers based on the number of OpenManage Enterprise and SupportAssist Enterprise connection profiles. It is recommended to use one MID server per OpenManage Enterprise profile.

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

To retrieve inventory and events, you must create an OpenManage Enterprise connection profile for each OpenManage Enterprise instance in the ServiceNow instance.

- To create an OpenManage Enterprise connection profile, see Create OpenManage Enterprise connection profile on page 11.
- To edit an OpenManage Enterprise connection profile, see Edit OpenManage Enterprise connection profile on page 12.
- To delete an OpenManage Enterprise connection profile, see Delete OpenManage Enterprise connection profile on page 12.

Topics:

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 one or more Management, Instrumentation, and Discovery (MID) Servers based on your data center environment.
- Deployed the OpenManage Integration with ServiceNow connector .jar file on the MID Server.
- Necessary user privileges. See Required user privileges on page 9.

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 information:
   - IP address or the FQDN address

     NOTE: Ensure that you create an OpenManage Enterprise connection profile either by using the IP Address or by using the FQDN of the OpenManage Enterprise appliance. Due to a technical limitation, OMSINOW does not prevent creating two duplicate connection profiles for an appliance, one with the IP address and another with FQDN.
   - User name

     NOTE: Enter only the username. You must not enter the username that is prefixed with a domain 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**.

   NOTE: Ensure that you have entered only the username in the **Name** field. If the username is prefixed with the domain name, the test connection fails.

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

   NOTE: If you click **Submit** without performing the test connection, a message is displayed alerting you to test the connection. In this message, do not select the **Prevent this page from creating additional dialogs** check box. If this option is selected, when you create the connection profile next time, this message is not displayed and prevents you from creating connection profiles in the following web browsers:

   - Internet Explorer
   - Microsoft Edge
   - Mozilla Firefox
8. To create the connection profile for another OpenManage Enterprise instance, repeat steps 1 to 7.

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.

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Inventorying and monitoring of 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 devices discovered in OpenManage Enterprise and for periodic and on-demand sync of events and alerts, ensure that an Dell EMC OpenManage Integration with ServiceNow license is installed on the devices. 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.
- Ensure that you have necessary user privileges. See Required user privileges on page 9.
- An OpenManage Enterprise connection profile is created in ServiceNow. See Create OpenManage Enterprise connection profile on page 11.

To monitor the Dell EMC PowerEdge servers:

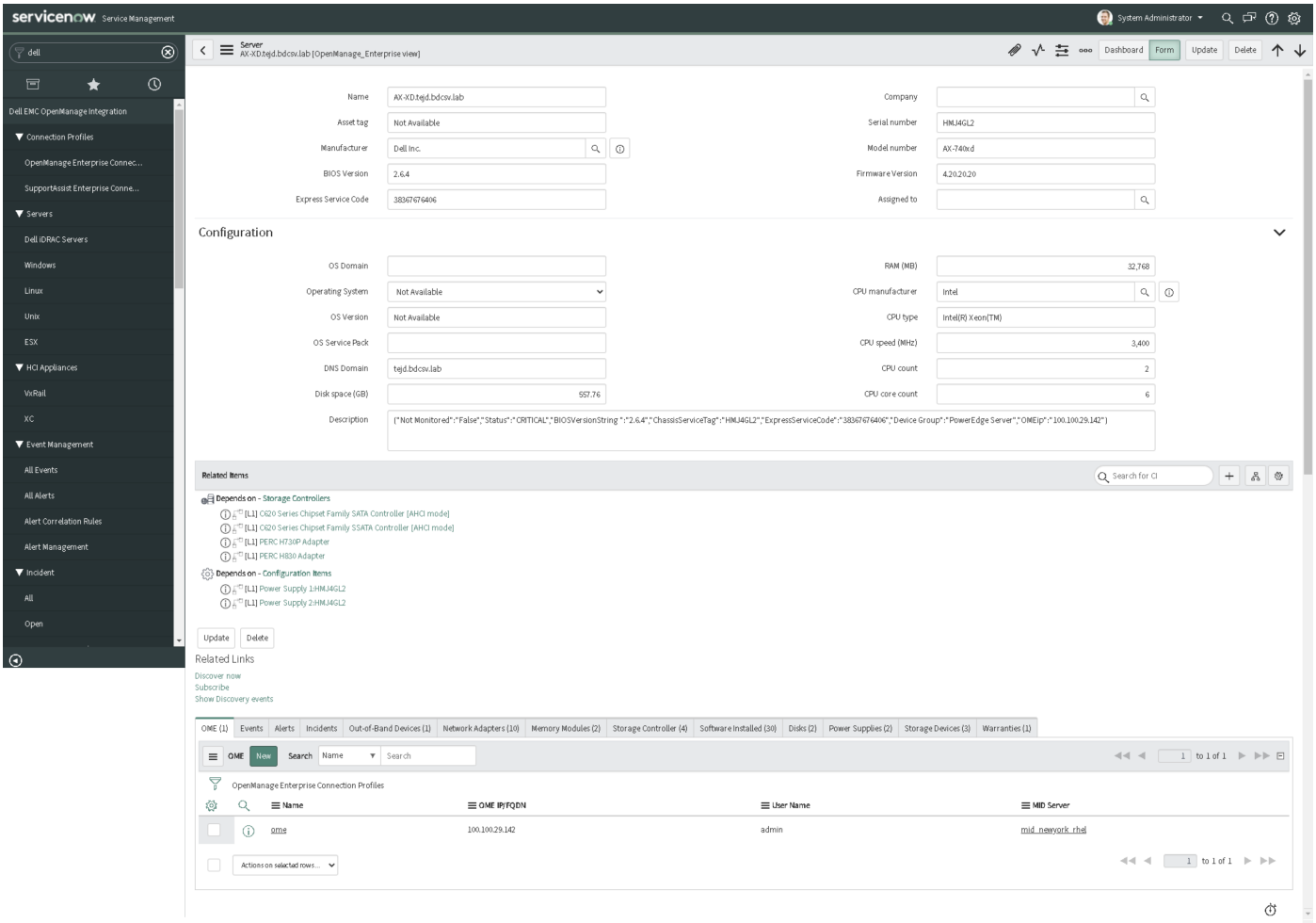
1. In the Navigation filter, enter `Dell EMC OpenManage Integration`, and then under **Connection Profiles**, select **OpenManage Enterprise Connection Profiles**.
2. To run the device inventory collection, select one or more connection profiles from the list and select **Actions on selected rows** > **OME Inventory Sync**.

   After completion of the on-demand OpenManage Enterprise inventory sync for the first time, the scheduled inventory sync is activated and runs for every day. By default, the schedule inventory sync is set for one day. To change the inventory collection schedule, in the Navigation filter, enter `Dell EMC OpenManage Integration`, and then select **Application Properties** > **Properties**. From the properties list, click **Dell EMC OpenManage Integration Properties**, and then under **OME Inventory Collection [Days]**, enter the number of days after which the inventory information is retrieved by OpenManage Integration with ServiceNow application. See Properties table—field definitions on page 33.

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

   NOTE: If you use a custom table to monitor devices, duplicate records will be created if you perform the sync operation multiple times on the same set of devices.
3. To view the inventory information of the PowerEdge servers, in the Navigation filter, enter `Dell EMC OpenManage Integration`, and do the following:
   - To view the inventory information of the PowerEdge servers that do not have operating system installed, select **Servers** > **Dell iDRAC Servers**.
   - To view the inventory information of the devices based on the operation systems, under **Servers**, select one of the following:
     - **Windows**
     - **Linux**
     - **Unix**
     - **ESX**
   - To view the inventory information of the PowerEdge servers in the hyper-converged infrastructure appliances such as VxRail and Dell EMC XC series, under **HCI Appliances**, select one of the following:
     - **VxRail**
     - **XC**

   For more information about the inventory of a Dell iDRAC Server that you can view in ServiceNow, see Dell EMC PowerEdge Server basic inventory information on page 15.



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

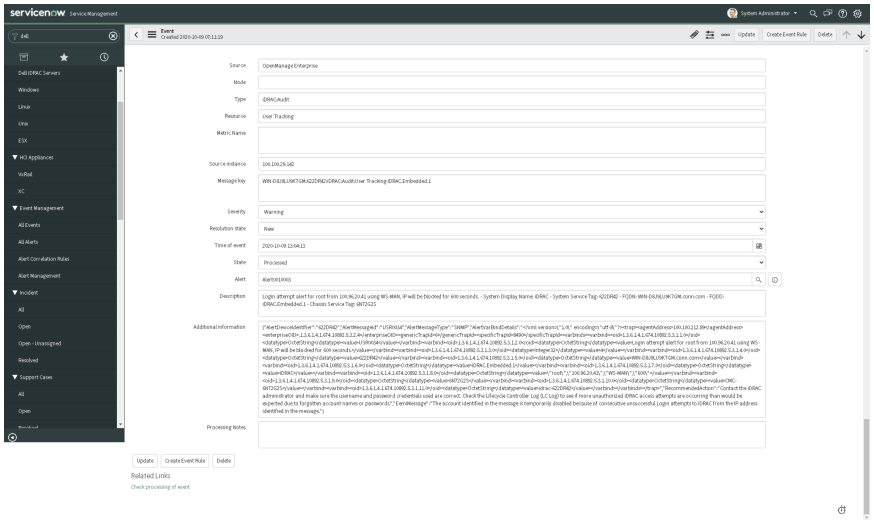
   NOTE: An on-demand device inventory collection must be run before the device events are synced from OpenManage Enterprise in ServiceNow.

5. To retrieve all the events, select the connection profile from the list and select **Actions on selected rows** > **OME Events Sync**. After the first on-demand inventory sync, the scheduled event sync is activated. OMISNOW performs the scheduled event sync based on the default time interval configured in the **Dell EMC OpenManage Integration Properties** table. See Properties table—field definitions on page 33.

   NOTE: OMISNOW performs the scheduled sync only after the first on-demand event sync.

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

6. To view the events, in the Navigation filter, enter `Dell EMC OpenManage Integration`.
7. Under **Event Management**, select **All Events**.
   The events are listed and you can filter the events based on the associated severity. The events are mapped with the server CI in Service Now and you can view the Server CI that is mapped with an event in the **Configuration item** column.



8. To view the corresponding alerts that are created by ServiceNow for the events, in the Navigation filter, enter `Dell EMC OpenManage Integration`, and then under **Event Managment**, select **All Alerts**.
9. To view the corresponding incidents that are created by ServiceNow for the events, in the Navigation filter, enter `Dell EMC OpenManage Integration`, select **Incident**.
   For more information about the alerts and incidents, see Alert management—View alerts and the corresponding OpenManage Enterprise events on page 25 and Incident management—View and manage incidents created for the OpenManage Enterprise events on page 26.

To view the logs for the inventory and events sync tasks, in the Navigation filter, enter `Dell EMC OpenManage Integration`, and then under **System Log**, select **Application Logs**. For more information about the user privileges that are required to view the application logs in ServiceNow, see Required user privileges on page 9.

When devices are removed from OpenManage Enterprise, the **Not Monitored** attribute value in the **Description** field changes to **`True`** and the events from those devices are no longer monitored in ServiceNow. You can manually delete the devices from ServiceNow.

NOTE: If you delete a device from the OMISNOW target table, the components that are not imported from the corresponding Import Set table will become orphan records.

Topics:

Dell EMC PowerEdge Server basic inventory information

To view inventory data about servers that do not have an OS installed, select **Servers** > **Dell iDRAC Servers**. To view the inventory information of the devices based on the operation systems, under **Servers**, select one of the following:

- **Windows**
- **Linux**
- **Unix**
- **ESX**

To view the detailed information about the Dell EMC PowerEdge server, see Dell EMC PowerEdge Server detailed inventory information on page 17.

NOTE: The data that are displayed for some of the PowerEdge Server basic inventory attributes vary depending on whether you discover the server by using the ServiceNow out-of-box discovery or OpenManage Enterprise discovery.

In the list view, the following basic inventory information about a PowerEdge server is displayed.

- **Name**
- **Manufacturer**
- **Model number**
- **Operating System**
- **OS Version**
  NOTE: The operating system name and version are partially displayed because of the character limit is set in ServiceNow for the **Operating System** and **OS Version** fields.
- **Class**
- **CPU count**
- **CPU core count**
- **CPU type**
- **CPU speed (MHz)**
- **CPU manufacturer**
- **BIOS Version**
- **Firmware version**
- **Express Service Code**
- **Description**—Displays the following attributes:
  - **Not Monitored**—Indicates the monitoring status of the server. When a device is removed from an OpenManage Enterprise instance or if OpenManage Integration with ServiceNow license installed on the device is expired or deleted, the **Not Monitored** attribute value changes to `True`. For example, `Not Monitored: True`
  - **Status**—Indicates the overall health status of a server.
  - **BIOSVersionString**—Indicates the BIOS version.
  - **ChassisServiceTag**—Indicates the service tag of the chassis.
  - **ExpressServiceCode**—Indicates the express service code of the server.
  - **Device Group**—Indicates the device group.
  - **OMEip**—Indicates the IP address of the OpenManage Enterprise instance.

NOTE: The **CPU count**, **CPU core count**, **CPU type**,**CPU speed (MHz)**, and **CPU manufacturer** columns are not displayed by default. To add columns, click the **Update Personalized List** gear icon, and then select the required attributes.

In the form view, the following basic inventory information about a PowerEdge server is displayed:

- **Name**
- **Asset tag**
- **Manufacturer**
- **BIOS Version**
- **ExpressServiceCode**
- **Serial number**
- **Model number**
- **Firware version**
- **Operating System**
- **OS Version**
  NOTE: The operating system name and version are partially displayed because of the character limit that is set in ServiceNow for the **Operating System** and **OS Version** fields.
- **RAM(MB)**
- **CPU manufacturer**
- **CPU type**
- **CPU speed (MHz)**
- **CPU count**
- **CPU core count**
- **DNS Domain**
- **Disk Space**
- **Description**. The **Description** field displays the following attributes:

- **Not Monitored**—Indicates the monitoring status of the server. When a device is removed from an OpenManage Enterprise instance or if the OpenManage Integration for ServiceNow license installed on the device is expired or deleted, the **Not Monitored** attribute value changes to **`True`**. For example, **`Not Monitored: True`**
- **Status**—Indicates the overall health status of a server.
- **BIOSVersionString**—Indicates the BIOS version.
- **ChassisServiceTag**—Indicates the service tag of the chassis.
- **ExpressServiceCode**—Indicates the express service code of the server.
- **Device Group** —Indicates the device group.
- **OMEip**—Indicates the IP address of the OpenManage Enterprise instance.

To view the iDRAC information, click **Out-of-Band Devices** tab under **Related Links**. The following information about iDRAC is displayed. Click the iDRAC management URL to start the iDRAC console.

- **Name**
- **IP Address**
- **Host**
- **URL**
- **Type**
- **Firmware version**
- **Product version**
- **MAC Address**
- **Discovery source**
- **Most recent discovery**

NOTE: The **Most recent discovery** column is not displayed by default in the list view. To add the column, click **Update Personalized List** gear icon, and then select the attribute.

Dell EMC PowerEdge Server detailed inventory information

To view detailed inventory information of a PowerEdge server, on the **<OS> Server** page, click the corresponding tab of a component under **Related Links**.

The following table lists the attributes that are displayed under each component tab.

NOTE: The attributes that cannot be mapped with a field in the OMISNOW table are listed either in the **Description** or **Attributes** field by using the JSON file format.

Tab	Description	Attributes
Software Installed	Displays information about the software that is installed on the PowerEdge server.	• In the list view, the following information is displayed about the software installed: ○ **Name**—Lists the device description of the software application. Click one of the device descriptions in the **Name** column. The **Software Instance** page displays the following: ▪ **Name** ▪ **Install date** ▪ **Installed Oon** ▪ **Product Name** ○ **Version** ○ **Install Date** ○ **Product Name**— Lists the instance ID and version. Click one of the instance IDs in the

Tab	Description	Attributes
		Product Name column. The **Software** page displays the **Name** and **Version** of the software. • In the form view, the following information is displayed about the software installed: ○ **Name** ○ **Install Date** ○ **Installed on** ○ **Product Name**
Memory Modules	Displays the information about the memory modules in the PowerEdge server.	• In the list view, the following information is displayed about the disk drive: ○ **Name** ○ **Speed (MHz)** ○ **Type** ○ **Configuration Item** ○ **Manufacturer** ○ **Device Locator** ○ **Capacity** ○ **Formfactor** ○ **Type Detail** ○ **Description**—Displays the health status of the memory module and the information about the slot in which the memory module is installed. **NOTE:** The **Manufacturer** and **Description** columns are not displayed by default. To add the columns, click **Update Personalized List** gear icon, and then select the **Manufacturer** and **Description** attributes. • In the form view, the following information is displayed about the disk drive: ○ **Name** ○ **Configuration Item** ○ **Capacity (MB)** ○ **Speed (MHz)** ○ **Type** ○ **Bank Label** ○ **Total Width (bits)** ○ **Part Number** ○ **Serial number**
Disks	Displays the information about the disk drives installed on the PowerEdge server.	• In the list view, the following information is displayed about the disk drive: ○ **Name**

Tab	Description	Attributes
		○ **Computer**—Displays the hostname of the server. ○ **Interface** ○ **Size** ○ **Free disk space (GB)** ○ **Manufacturer** ○ **Model Number** ○ **Discovery source** ○ **Size bytes** ○ **Description** **NOTE:** The **Discovery source** and **Size bytes** columns are not displayed by default. To add the columns, click **Update Personalized List** gear icon, and then select the required attributes. ● In the form view, the following information is displayed about the disk drive: ○ **Name** ○ **Device ID** ○ **Serial number** ○ **Manufacturer** ○ **Model Number** ○ **Storage type** ○ **Device interface** ○ **Size** ○ **Computer** ○ **Descrption**—Displays the following information in JSON format. **raidStatus, usedSpace, formFactor, diskNumber, channel, slotNumber, mediaType, sasAddress, securityState, deviceid, manufacturedWeek, revision, EncryptionAbility, statusString, manufacturedYear, partNumber, enclosureID, busType, remainingReadWriteEndurance, manufactureDay, predictiveFailureState**, and **Status**.
Network Adapters	Displays information about the network adapters installed on the PowerEdge server.	● In the list view, the following information is displayed about the network adapters: ○ **Name** ○ **MAC address** ○ **IP address** ○ **Netmask** ○ **Configuration Item**

Tab	Description	Attributes
		○ **Mac manufacturer** ○ **DHCP Enabled** ○ **Status** ○ **Attributes**. ○ **Description**—Displays the slot and port number on which NIC is configured. ● In the form view, the following information is displayed about the network adapters: ○ **Name** ○ **IP Address** ○ **Netmask** ○ **MAC Address** ○ **DHCP Enabled** ○ **Mac manufacturer** ○ **Configuration item** ○ **Status** ○ **Attributes**—Displays the following information in JSON format: **PermanentMacAddress, VirtualMacAddress, VirtualIscsiMacAddress, VirtualFIpMacAddress,NicMode, FcoeMode, FQDD, IscsiMode, MinBandwidth, MaxBandwidth, PortId, ProductName, InitiatorName, InitiatorGateway, InitiatorPrimaryDns, InitiatorSecondaryDns, TargetIpAddress, TargetFcoeWwpn, LinkStatus**, and **LinkSpeed**.
Power Supplies	Displays information about the power supply installed on the PowerEdge server. **NOTE:** The power supply information is not displayed for modular servers.	● In the list view, the following information is displayed about the power supply: ○ **Name** ○ **Serial number** ○ **Manufacturer** ○ **Description**—Displays the following information in JSON format: **operationalStatus, powerSupplyType, requestedState, inputVoltage, outputWatts, range1MaxInputPowerWatts, acInput, inputPowerUnits, redundancyState, acOutput, compType, switchingSupply, ratedMaxOutputPower, activeInputVoltage, Range1MaxInputVoltageHighMilliVolts, location, model, Id, state, firmwareVersion,** and **status**.

Tab	Description	Attributes
		○ **Discovery source** ● In the form view, the following information is displayed about the network adapters: ○ **Name** ○ **Serial number** ○ **Manufacturer** ○ **Description**—Displays the following information in JSON format: **operationalStatus, powerSupplyType, requestedState, inputVoltage, outputWatts, range1MaxInputPowerWatts, acInput, inputPowerUnits, redundancyState, acOutput, compType, switchingSupply, ratedMaxOutputPower, activeInputVoltage, Range1MaxInputVoltageHighMilliVolts, location, model, Id, state, firmwareVersion,** and **status**. ○ **Discovery source** **NOTE:** The **compType** attribute is added to identify the component type as PowerSupply becasue the `cmdb_ci` table is used to store the Power Supply information of the PowerEdge servers.
Storage Controller	Displays information about the RAID controllers installed on the PowerEdge server.	● In the list view, the following information is displayed about the RAID controller: ○ **Name** ○ **Device ID** ○ **Computer** ○ **Discovery source** ○ **Description**—Displays the following information in JSON format: **DeviceDescription, extraAttribute, Status, DriverVersion, PciSlot, RollupStatusString, RollupStatus, StatusTypeString, FirmwareVersion, CacheSizeInMb,** and **StorageAssignmentAllowed**. . ● In the form view, the following information is displayed about the RAID controller: ○ **Name** ○ **Device ID** ○ **Computer**

Tab	Description	Attributes
		○ **Description**—Displays the following information in JSON format: **DeviceDescription, extraAttribute, Status, DriverVersion, PciSlot, RollupStatusString, RollupStatus, StatusTypeString, FirmwareVersion, CacheSizeInMb,** and **StorageAssignmentAllowed**. .
Storage Devices	Displays information about the virtual and physical disks installed on the PowerEdge server.	**Physical disks:** ● In the list view, the following information is displayed about the physical disks: ○ **Name** ○ **Computer** ○ **Device ID** ○ **Storage type** ○ **Device interface** ○ **Size** ○ **Discovery source** ○ **Device Target ID** ○ **Provided By** ○ **Description**—Displays the following information in JSON format: **raidStatus, usedSpace, formFactor, diskNumber, channel, slotNumber, mediaType, sasAddress, securityState, deviceId, manufacturedWeek, revision, EncryptionAbility, statusString, manufacturedYear, partNumber, enclosureId, busType, remainingReadWriteEndurance, manfufacturedDay, predictiveFailureState**, and **status**. ● In the form view, the following information is displayed about the physical disks: ○ **Name** ○ **Device ID** ○ **Storage type** ○ **Device interface** ○ **Serial number** ○ **Size** ○ **Computer** ○ **Manufacturer** ○ **Model Number** ○ **Description**—Displays the following information in JSON format: **raidStatus, usedSpace,**

Tab	Description	Attributes
		formFactor, diskNumber, channel, slotNumber, mediaType, sasAddress, deviceId, manufacturedWeek, revision, EncryptionAbility, statusString, manufacturedYear, partNumber, enclosureId, busType, remainingReadWriteEndurance, manfufacturedDay, predictiveFailureState, and **status**.
		Logical disks: ● In the list view, the following information is displayed about the logical disks: ○ **Name** ○ **Computer** ○ **Device ID** ○ **Storage type** ○ **Device interface** ○ **Device Target ID** ○ **Provided By** ○ **Size** ○ **Discovery source** ○ **Description**—Displays the following information in JSON format: **RaidControllerId, Status, ReadPolicy, CachePolicy, Layout, StripeSize, LockStatus, State, MediaType, MagneticDrive, Fqdd, RollupStatus**, and **WritePolicy**. ● In the form view, the following information is displayed about the virtual disks: ○ **Name** ○ **Device ID** ○ **Storage type** ○ **Device interface** ○ **Size** ○ **Computer** ○ **Description**—Displays the following information in JSON format: **RaidControllerId, Status, ReadPolicy, CachePolicy, Layout, StripeSize, LockStatus, State, MediaType, MagneticDrive, Fqdd, RollupStatus**, and **WritePolicy**.
Warranties	Displays the warranty information about the PowerEdge server.	● In the list view, the following information is displayed about the warranty:

Tab	Description	Attributes
	NOTE: The warranty details about the servers are not displayed if the OpenManage Enterprise version used in your data center environment is version 3.3 or older. To view the warranty information, upgrade OpenManage Enterprise version to 3.4 or later.	○ **Number** ○ **Start date** ○ **End date** ○ **Automatically renew** ○ **Name** ○ **State** ○ **PO Number** ○ **Contract Number** ○ **Vendor** ○ **Description**—Displays the following information in JSON format: **IsWarrantyItemRenewed, DeviceModel, GroupName, DaysRemaining, ServiceLevelGroup, ServiceLevelCode, DeviceType, TimeStamp, MaxEndDateForServiceCode, CustomerNumber, LocalChannel, ServiceLevelDescription, Discovery Source**, and **SystemShipDate**. • In the form view, the following information is displayed about the warranty: ○ **Number** ○ **Start date** ○ **End date** ○ **Automatically renew** ○ **Name** ○ **State** ○ **PO Number** ○ **Location** ○ **Active** ○ **Contract Number** ○ **Payment Amount** ○ **Payment Schedule** ○ **Total Cost** ○ **Description**—Displays the following information in JSON format: **IsWarrantyItemRenewed, DeviceModel, GroupName, DaysRemaining, ServiceLevelGroup, ServiceLevelCode, Discovery Source, Local Channel, DeviceType, TimeStamp, MaxEndDateForServiceCode, CustomerNumber, LocalChannel, ServiceLevelDescriptino**, and **SystemShipDate**.

Configure Parallel Queues

To reduce the device inventory sync time, OpenManage Integration with ServiceNow (OMISNOW) runs multiple External Communication Channel (ECC) queues in parallel to retrieve the device inventory information. By default, ECC queues that can be run in parallel is set to 10.

NOTE: For parallel queues to work seamlessly, ensure that the maximum number of API sessions in OpenManage Enterprise is not set to less than 10. By default, maximum number of API sessions is set to 100. For more information see, *Dell EMC OpenManage Enterprise User's Guide*.

To increase the parallel queues, do the following

1. In the navigate filter, enter **`Dell EMC OpenManage Integration`**, and then under **Application Properties**, click **Properties**.
2. On the **Properties** page, click **Dell EMC OpenManage Integration Properties**.
3. In the **Parallel queues for inventory sync** section, enter the number of parallel queues to run in the **Parallel Queues** box.

Activate or deactivate transform maps

The OpenManage Integration with ServiceNow (OMISNOW) transform maps with the defined rules are used to transform the records in OMISNOW staging table to the corresponding OMISNOW target table. The transforms maps are activated by default. However, to stop moving the records from the import set table (staging table) to the corresponding target table, deactivate the transform map. For example, to stop moving the network adapters records to the target table, deactivate the **Network Adapters** transform map.

To active or deactivate transform map, do the following:

1. In the navigate filter, enter **`Dell EMC OpenManage Integration`**, and then under **Application Properties**, click **Properties**.
2. On the **Properties** page, click **Dell EMC OpenManage Integration Properties**.
3. To deactivate the transform map of a component, in the **Activate/ De-activate Transform Maps** section, clear the check box next to the component.

   You can activate or deactivate transform map of the following components.

   NOTE: All transform maps are activated by default. If you deactivate the **Servers** transform map, other transform maps are automatically deactivated.

   - **Servers**
   - **Events**
   - **Out-of-Band Devices**
   - **Network Adapters**
   - **Memory Modules**
   - **Storage Controllers**
   - **Software Instances**
   - **Disks**
   - **Power Supplies**
   - **Storage Devices**
   - **Warranties**

4. Click **Update**.

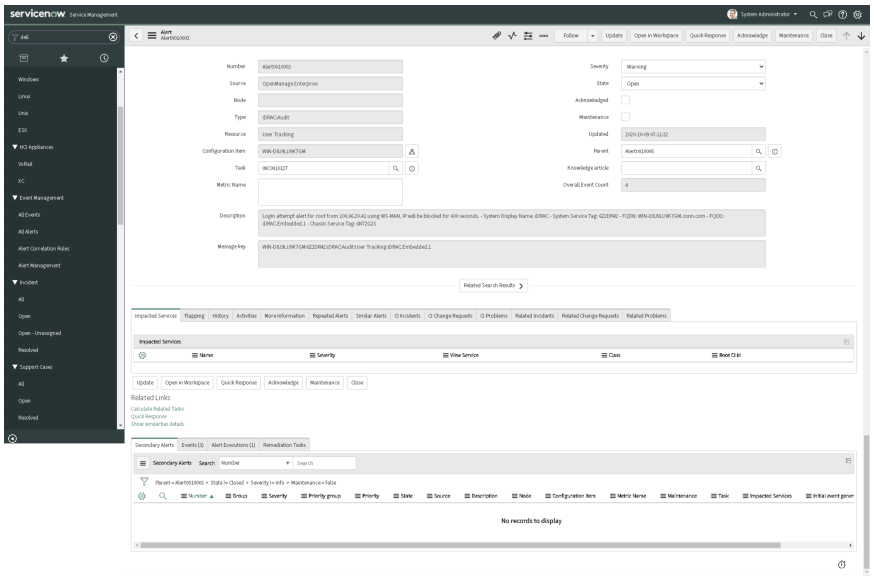
Alert management—View alerts and the corresponding OpenManage Enterprise events

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.

For periodic or on-demand sync of alerts from OpenManage Enterprise, ensure that an OpenManage Integration with ServiceNow license is installed on the PowerEdge servers.

To view the alerts:

1. In the Navigation filter, enter `Dell EMC OpenManage Integration`, and then under **Event Management**, select **All 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. The alerts are mapped with the server CI in Service Now and you can view the Server CI in the **Configuration item** column.
2. Under the **Number** column, select an alert to view more information.



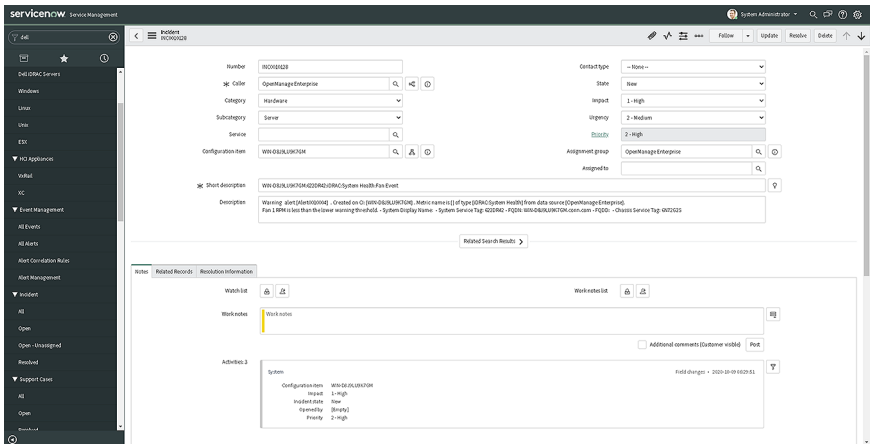
   The **Severity** field displays the alert severity and the **Resource** field displays the hardware resource of the target node considered for the grouping by ServiceNow. The **Task** field displays the associated incidents created by ServiceNow. For more information about viewing the incidents, see Incident management—View and manage incidents created for the OpenManage Enterprise events on page 26.
3. 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:

1. In the Navigation filter, enter `Dell EMC OpenManage Integration`, and 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 Enable or disable alert management rule on page 27.

2. Under the **Number** column, select an incident to view more information.
   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.
   The incidents are automatically assigned to the OpenManage Enterprise group by OMISNOW. You can assign the incidents to different groups and users by using the search icon against the **Assignment group** and **Assigned to** fields.

   If an 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_310922_omisnow.OMISNOW Operator roles can resolve and close the OpenManage Enterprise incidents.

Enable or disable Alert Correlation Rule

OpenManage Integration with ServiceNow enables you to manually classify alerts into primary and secondary based on the **OME Alert correlation rule** rule. By using this rule, you can establish a relationship between the primary and secondary alerts and group alerts that are related.

The alert correlation rule is enabled by default. However, you can enable or disable the alert correlation rule. For more information about the user privileges that are required to enable or disable the alert management rule, see Required user privileges on page 9.

1. In the navigation filter, enter `Dell EMC OpenManage Integration`, and then under **Event Management**, select **Alert Correlation Rules**.
2. On the **Alert Correlation Rules** page, select the **OME Alert correlation rule** rule.
3. To enable the rule to create incidents for alerts that are in critical state, on the **OME Alert correlation rule** page, select the **Active** check box. To disable the rule, clear the **Active** check box.
4. Click **Update**.

The updated alert correlation rule is applied during the next event sync schedule.

Enable or disable alert management rule

OpenManage Integration with ServiceNow creates incidents for alerts that are in critical and warning states based on the following rules defined in the **Alert Management Rule** page.

- **Create Incident on Critical Alerts**
- **Create Incident on Warning Alerts**

The alert management rules are enabled by default. However, you can enable or disable the alert management rules. For more information about the user privileges required to enable or disable the alert management rule, see Required user privileges on page 9.

1. In the navigation filter, enter `Dell EMC OpenManage Integration`, and then under **Event Management**, select **Alert Management**.
2. On the **Alert Management Rules** page, perform the following:
   - To enable the rule to create incidents for alerts that are in critical state, select the **Create Incident on Critical Alerts** rule, and then in the **Alert Info** tab, select the **Active** check box. To disable the rule, clear the **Active** check box.
   - To enable the rule to create incidents for alerts that are in warning state, select **Create Incident on Warning Alerts** rule, and then in the **Alert Info** tab, select the **Active** check box. To disable the rule, clear the **Active** check box.
3. Click **Update**.

The updated alert management rule is applied during the next event sync schedule.

6

Adding a SupportAssist Enterprise instance in ServiceNow

You can retrieve cases from one or more SupportAssist Enterprise instances available in your data center. To retrieve the cases from SupportAssist Enterprise, you must create a SupportAssist Enterprise connection profile by using OpenManage Integration with ServiceNow. In case of multiple connection profiles, configure MID servers based on the number of OpenManage Enterprise and SupportAssist Enterprise connection profiles. It is recommended to use one MID server per OpenManage Enterprise profile.

- To create a SupportAssist Enterprise connection profile, see Create SupportAssist Enterprise connection profile on page 28.
- To edit a SupportAssist Enterprise connection profile, see Edit SupportAssist Enterprise connection profile on page 29.
- To delete a SupportAssist Enterprise connection profile, see Delete SupportAssist Enterprise connection profile on page 29.

Topics:

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 one or more 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 on page 9.

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 Connection Profiles**.
2. Click **New**.
3. Enter a name for the connection profile.
4. Enter the following SupportAssist Enterprise information:
   - IP address or the FQDN address
   - User name
   - Password

   The provided SupportAssist Enterprise information 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: If you click **Submit** without performing the test connection, an message is displayed alerting you to perform the test connection. In this message, do not select the **Prevent this page from creating additional dialogs** check box. If

this option is selected, when you create the connection profile next time, this message is not displayed and prevents you from creating connection profiles in the following web browsers:

- Internet Explorer
- Microsoft Edge
- Mozilla Firefox

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

9. To create the connection profile for another SupportAssist Enterprise instance, repeat steps 1 to 8.

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.
   - Edit the impact and urgency of the cases by selecting the respective drop-down menus.

   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.

7

Incident management—View and monitor incidents of SupportAssist Enterprise cases

Dell EMC OpenManage Integration with ServiceNow (OMISNOW) 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.
- Ensure that you have necessary user privileges. See Required user privileges on page 9.
- A SupportAssist Enterprise connection profile is created in ServiceNow. See Create OpenManage Enterprise connection profile on page 11.
- 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 retrieve the SupportAssist Enterprise cases and to view the corresponding events in ServiceNow:

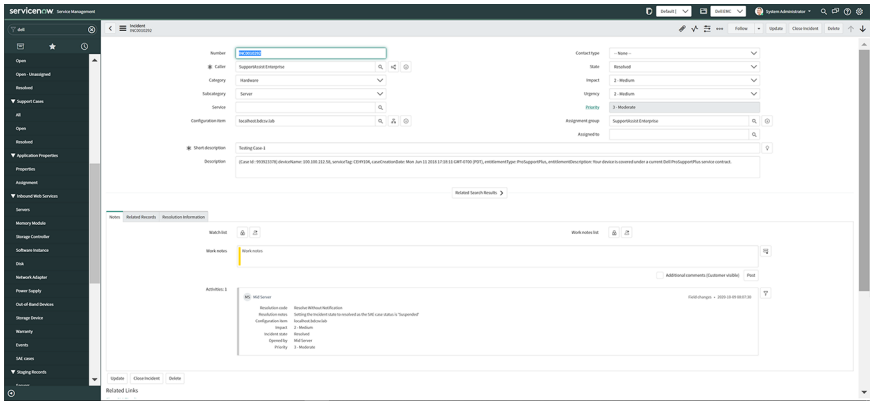
NOTE: If a support case state is changed in SupportAssist Enterprise, the case state is reflected in OMISNOW only if the case state is supported in ServiceNow incident management state model flow. See ServiceNow documentation

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**. After the first on-demand SAE case sync, OMISNOW performs the scheduled case sync based on the default time interval configured in the **Dell EMC OpenManage Integration Properties** table. See Properties table—field definitions on page 33.

   NOTE: OMISNOW performs the scheduled SAE case sync only after the first on-demand SAE case sync.

3. To view the incidents created by ServiceNow, in the Navigation filter, enter `Dell EMC OpenManage Integration`, and then under **Support Cases**, select one of the following:
   - **All**
   - **Open**
   - **Resolved**

   NOTE: If a support case state is changed in SupportAssist Enterprise, the case state is reflected in OMISNOW only if the case state is supported in ServiceNow incident management state model flow. See ServiceNow documentation



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

The incidents are automatically assigned to the SupportAssist Enterprise group by OMISNOW. You can assign the incidents to different groups and users by using the search icon against the **Assignment group** and **Assigned to** fields. 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 on page 9.

NOTE: Users with ServiceNow Administrator and x_310922_omisnow.OMISNOW Operator roles can resolve and close the SupportAssist Enterprise incidents.

Topics:

Change incident priority

In ServiceNow, priority value for an incident is calculated based on the impact value and urgency value assigned to an incident. By default, impact value and urgency value are set to **`2 - Moderate`** in SupportAssist Enterprise connection profiles. Therefore, priority value is calculated as 3 - Moderate for all incidents in OpenManage Enterprise with ServiceNow (OMISNOW). If you want to change the priority value of the incidents, you must change the impact and urgency values.

Change impact value and urgency value in SupportAssist Enterprise connection profile

If you change the impact and urgent value in the SupportAssist Enterprise connection profile, the cases that are created during the subsequent inventory sync are assigned with the new set of impact and urgency values.

1. In the navigation filter, enter Dell EMC OpenManage Integration, and then under **Connection Profiles**, click **SupportAssist Enterprise Connection Profiles**.
2. On the **SAE Connection Profile** page, click the connection profile.
3. On the **SupportAssist Enterprise Connection Profile** page, edit the impact and urgency values.

Change impact value and urgency value of a specific incident

1. In the navigation filter, enter **`Dell EMC OpenManage Integration`**, and then under **Support Cases**, select one of the following:
   - **All**
   - **Open**

- **Resolved**

2. Click the case that you want to modify.
3. On the **Incident** page, change the impact and urgency values for the incident.

Change impact value and urgency value for multiple incidents

1. In the navigation filter, enter **`Dell EMC OpenManage Integration`**, and then under **Support Cases**, select one of the following:
   - **All**
   - **Open**
   - **Resolved**
2. On the **Incidents** page, perform one of the following:
   - To change the impact and urgency value for all incidents, right-click any column header, and click **Update All**. On the **Incident** page, change the impact and urgency values for all incidents.
   - To change the impact and urgency values only for some cases, select the check boxes next to the incidents, right-click any column header, and click **Update Selected**. On the **Incident** page, change the impact and urgency values for the incidents.

8

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
OME Inventory Collection Interval [1-90]	
OME Inventory Collection [Days]	Schedule the interval for inventory collection of devices from OpenManage Enterprise. Enter the time interval (in days) in which the inventory collection is performed. The default interval is set to one day.
OME Event Collection Interval	
OME Event Collection [Mins]	Schedule the interval for events collection from OpenManage Enterprise. Enter the time interval (in minutes) in which the event collection is performed. The default interval is set to 15 minutes.
SAE Case Collection Interval	
SAE Case Collection [Mins]	Schedule the interval for support cases collection from SupportAssist Enterprise. Enter the time interval (in minutes) in which the support cases collection is performed. The default interval is set to 15 minutes.
Parallel queues for inventory sync	Configure the number of External Communication Channel (ECC) queues to run in parallel for retrieving the device inventory information. By default, ECC queues that can be run in parallel is set to 10.
Activate/ De-activate Transform Maps	Activate or deactivate the inventory sync of the PowerEdge server components from OpenManage Enterprise. For more information, see Activate or deactivate transform maps on page 25.

9

Troubleshooting

- As an administrator, I would like to view the application logs of OpenManage Integration with ServiceNow (OMISNOW) application in ServiceNow.

  To view the OMISNOW application logs in a ServiceNow instance, click **Dell EMC OpenManage Integration** > **Application Logs** > **Logs**. The logs capture information when the OMISNOW operations are run and also provide debug information about any errors that occur while performing any OMISNOW operations. Application logs are captured for the following OMISNOW operations:

  - Creating OpenManage Enterprise and SupportAssist Enterprise connection profiles.
  - On-demand sync of devices, events, and support cases.
  - Scheduled jobs to sync devices, events, and support cases.

  NOTE: All updation or deletion operations that are performed on the PowerEdge servers by using OMISNOW are captured in the OMISNOW application logs. Any operations that are performed on the PowerEdge servers by using out-of-box discovery in ServiceNow are not captured in the OMISNOW application logs.

10

Contact Dell EMC Support for OpenManage Integration with ServiceNow

To contact Dell EMC for technical support or customer service issues that are specific for Dell EMC OpenManage Integration with ServiceNow:

1. In the navigation filter, enter **`Dell EMC OpenManage Integration`**, and under **Contact Module**, select **Support Contact.**

   The **Dell EMC Contact Support** page lists the following contact details:

   - Support Hours of Operation: 24 hrs
   - Support Days of Operation: 7 days
   - Contact Method: Phone: 1 (800) 999-3355
   - Contact Method: Website: https://www.dell.com/contactus

2. Choose a preferred method to contact Dell EMC.

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Contacting Dell EMC

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.

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.

To contact Dell EMC for sales, technical support, or customer service issues:

1. Go to Dell.com/support.
2. Select preferred country or region from the list at the bottom right of the page.
3. Click **Contact Us** and select the appropriate support link.

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Accessing support content from the Dell EMC support site

Access supporting content related to an array of systems management tools using direct links, going to the Dell EMC support site, or using a search engine.

- Direct links:
  - For Dell EMC Enterprise Systems Management and Dell EMC Remote Enterprise Systems Management—https://www.dell.com/esmmanuals
  - For Dell EMC Virtualization Solutions—https://www.dell.com/SoftwareManuals
  - For Dell EMC OpenManage—https://www.dell.com/openmanagemanuals
  - For iDRAC—https://www.dell.com/idracmanuals
  - For Dell EMC OpenManage Connections Enterprise Systems Management—https://www.dell.com/OMConnectionsEnterpriseSystemsManagement
  - For Dell EMC Serviceability Tools—https://www.dell.com/serviceabilitytools
- Dell EMC support site:
  1. Go to https://www.dell.com/support.
  2. Click **Browse all products**.
  3. From the **All products** page, click **Software**, and then click the required link.
  4. Click the required product and then click the required version.

Using search engines, type the name and version of the document in the search box.