SCOM To ServiceNow Connector

Administration and Security Guide

This guide will cover how to customize and lock down the SCOM To ServiceNow Connector for your end users.

Table of Contents

Control Access to the SCOM To ServiceNow Website 2

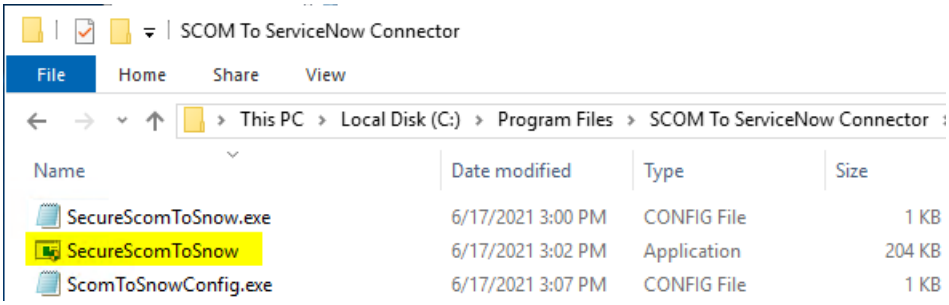
Customize Data and Management Packs 3

Control Access to the SCOM To ServiceNow Website

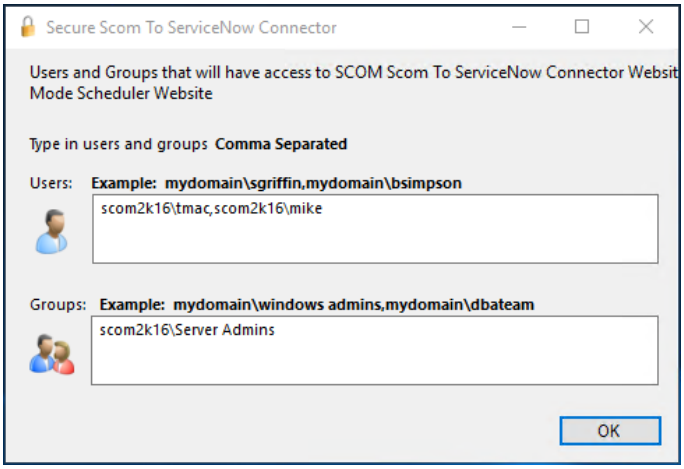
In this scenario the SCOM admin wants to limit who can access the SCOM to ServiceNow tool.

**Note: this only works when the SCOM To ServiceNow Connector Application is installed on a SCOM Management Server. If it is installed on a Standalone server this will create a Kerberos Double Hop

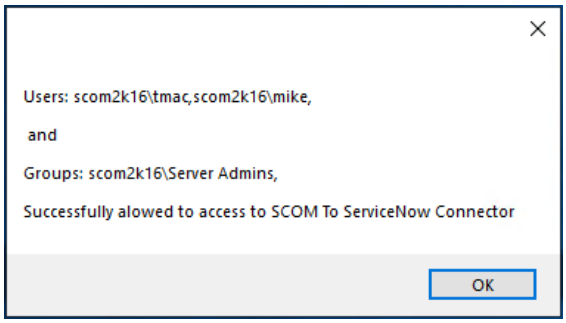
1.) Log into the Management Server where the SCOM To ServiceNow Connector is installed. Browse out to C:\Program Files\SCOM To ServiceNow Connector
2.) Run SecureScomToSnow.exe



3.) On the User Access Control dialog pick Yes
4.) The Secure SCOM to ServiceNow tool will launch
5.) Type in the domain users and domain groups you want to have access to the tool. Make sure you grant yourself access as well. For multiple users and groups, use a comma to separate them.



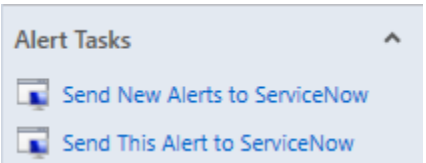
6.) Click OK
7.) You should get a pop-up dialog telling you that the users and groups have been successfully granted access.



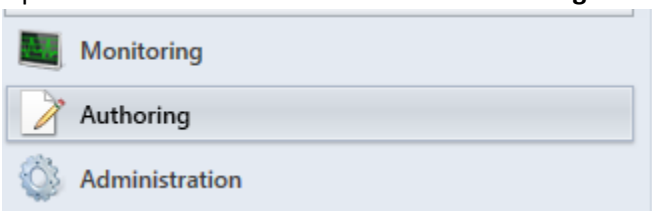
8.) The website is now secure, and users will be authenticated before they are allowed access to the site.

Modify URL for SCOM to ServiceNow Connector Management Pack Alert Tasks

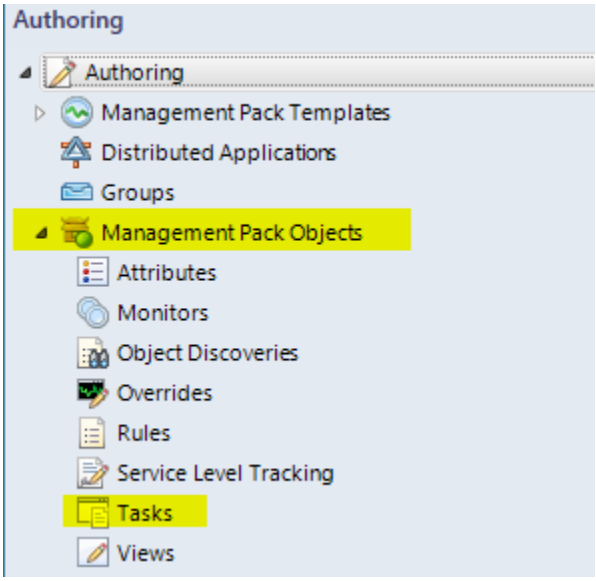
You may have a custom URL that you want to use, such as one with SSL (https) or a Fully Qualified Domain Name (http://OM.scom2k16.com/SCOMToServiceNow instead of http://OM/SCOMToServiceNow) . To modify the Alert Tasks



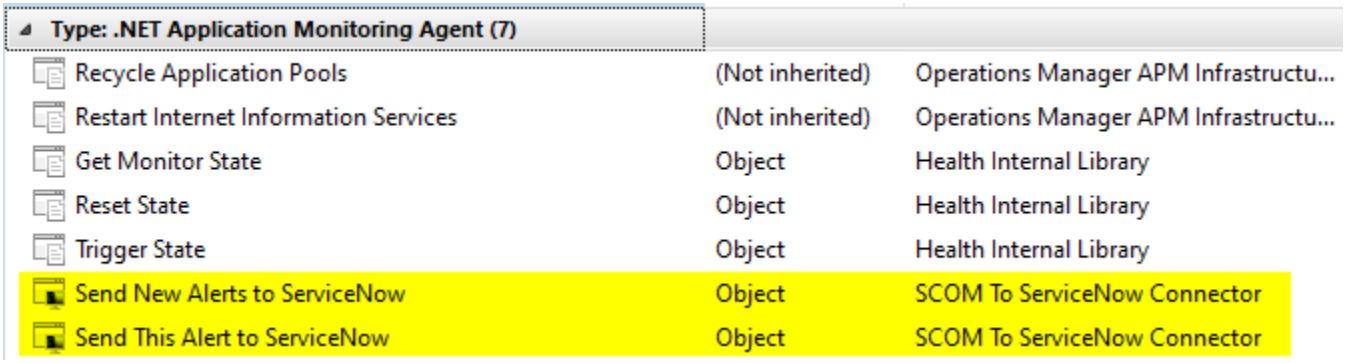
1.) Open the **SCOM Console**. Click on the **Authoring Pane.**



2.) Under **Authoring**. Expand **Management Pack Objects**. Then click on **Tasks**.

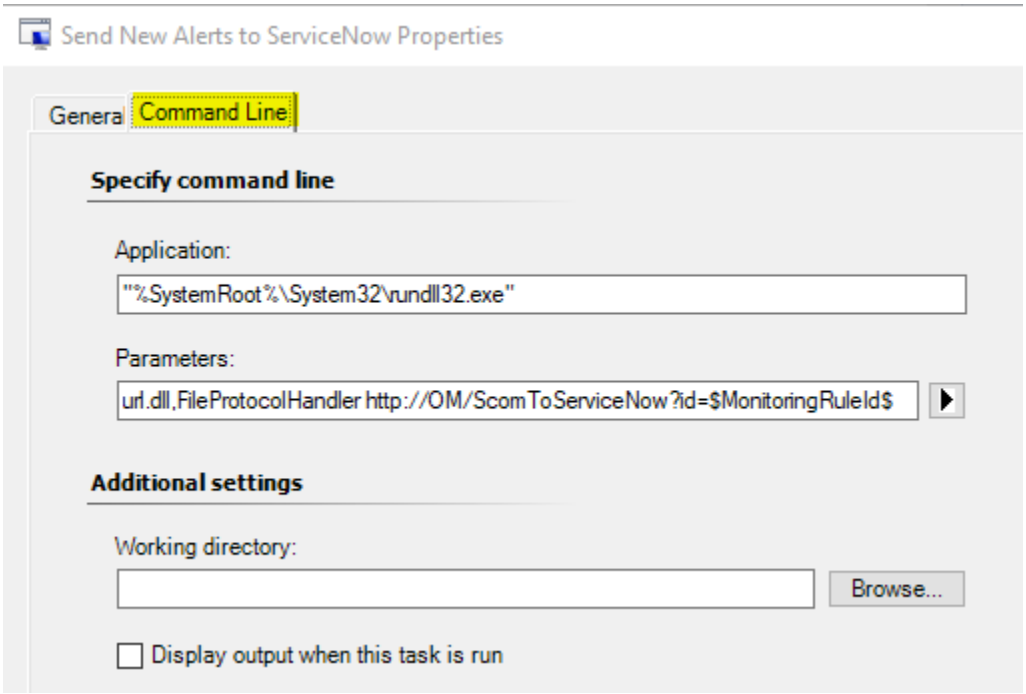


3.) For every class listed you will see the two tasks.

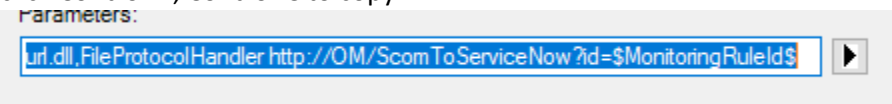


Type: .NET Application Monitoring Agent (7)		
Recycle Application Pools	(Not inherited)	Operations Manager APM Infrastructu...
Restart Internet Information Services	(Not inherited)	Operations Manager APM Infrastructu...
Get Monitor State	Object	Health Internal Library
Reset State	Object	Health Internal Library
Trigger State	Object	Health Internal Library
Send New Alerts to ServiceNow	Object	SCOM To ServiceNow Connector
Send This Alert to ServiceNow	Object	SCOM To ServiceNow Connector

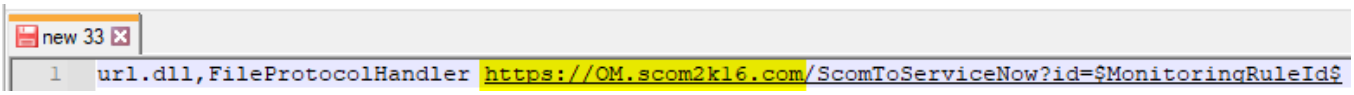
4.) **Double click** on **Send New Alerts to ServiceNow**. Then click the **Command Line Tab**



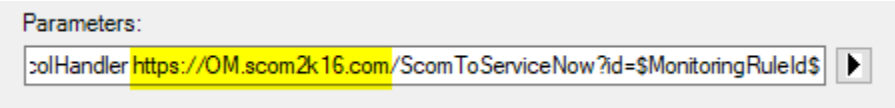
5.) You can edit directly in the text box but I prefer to **copy** and **paste** to notepad or notepad++. Select the text and click Control-A, Control-C to copy.



6.) Make the necessary modifications to the URL.



7.) **Copy** and **paste** it back into the **Parameters: text box** in SCOM

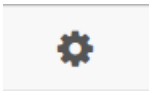


8.) Repeat the process for the **Send This Alert to ServiceNow** task

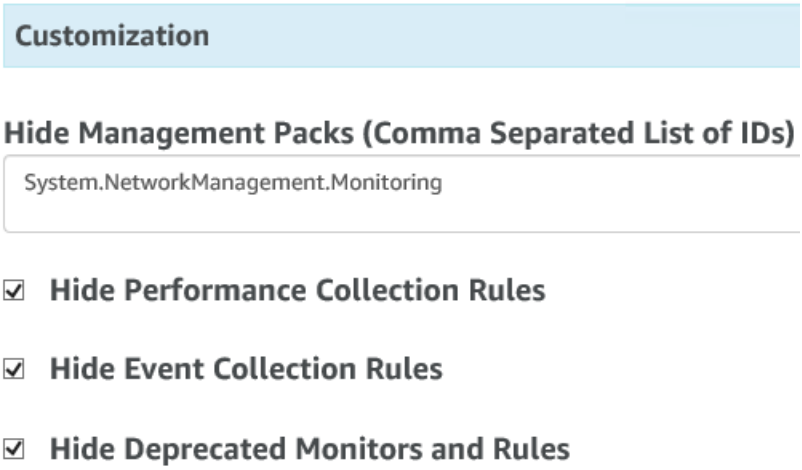
Customize Data and Management Packs

The default install hides data from the network management pack, depreciated monitors, depreciated rules, event collection rules and performance collection rules as they are not typically used for alerting in most environments. You can add these back or exclude additional unused management packs in the settings page.

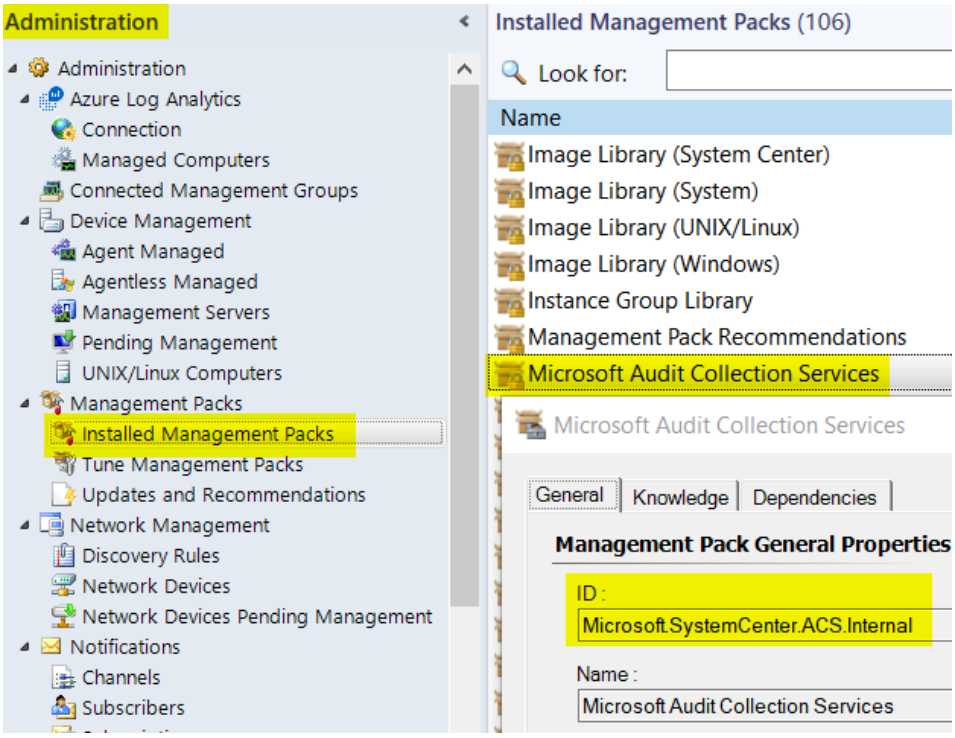
1.) Go to the Settings page by clicking the gear in the top right corner.



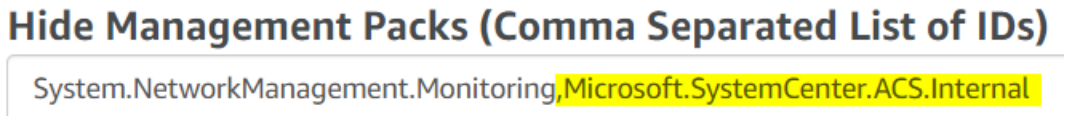
2.) Go to the Customization Section



3.) To hide additional management packs. Get the Management Pack ID from the Operations Manager Administration console.



4.) Type copy the Management Pack ID and paste it in the Setting Page with a comma



5.) Click **Save**

6.) On the SCOM Alert Update Connector Web site the management pack rules and monitor will be hidden

Before: Showing 1 to 10 of 909 entries **After:** Showing 1 to 10 of 891 entries