



BlackBerry AtHoc ServiceNow Installation and Configuration Guide

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BlackBerry AtHoc ServiceNow integration

The BlackBerry AtHoc ServiceNow integration enables IT administrators to share critical information about highpriority IT outages across their organization using multiple notification modalities, leading to a quicker time for responding to and fixing issues. The BlackBerry AtHoc ServiceNow integration provides an easy way for BlackBerry AtHoc alerts to be generated for ServiceNow incidents from ServiceNow.

The BlackBerry AtHoc ServiceNow integration provides the following capabilities:

- A single interface to manage IT issues and notify users.
- Multiple messaging modalities promote faster collaboration.
- Outages can be resolved more quickly and efficiently.
- Logging of alerts published under one ServiceNow incident.

Software requirements

- ServiceNow version: Jakarta, Kingston, London, or Madrid
- BlackBerry AtHoc release: 7.6, 7.7, 7.8, 7.9, or 7.10.

Configure BlackBerry AtHoc for the ServiceNow integration

This section describes how to create a Client ID, Client Secret, and SDK user. The Client ID and Client Secret are used to update the application registry in ServiceNow. A user with SDK role is required to configure the BlackBerry AtHoc settings in ServiceNow.

Create a Client ID and Client Secret

You need the Client ID and Client Secret to update the AtHoc OAuth provider record.

Note: Ensure that you note down the Client Secret before navigating to any other page.

- 1. Log in to the BlackBerry AtHoc management system as an administrator.
- 2. In the navigation bar, click 🖾.
- 3. In the System Setup section, click API Applications.
- 4. On the API Applications screen, click New.
- 5. In the Basic section, in the Name field, type a name.
- 6. For Status, select Enabled.
- 7. In the Authentication section, for Grant Type, select Password.
- 8. Click Save. The Client ID and Client Secret are generated and displayed in the Success banner.
- 9. Take note of the Client ID and Client Secret.

Create an SDK User

- 1. Log in to the BlackBerry AtHoc management system as an administrator.
- 2. In the navigation bar, click Users > Users.
- 3. Do one of the following:
 - Create a new user. Click on the newly created user in the user details screen and click **Grant Operator Permissions**. For detailed information about how to create new user, see "Create a User" in the *BlackBerry AtHoc Manage Users Guide*.
 - Click an existing user. In the user details screen, click Grant Operator Permissions.
- 4. In the Operator Roles section, select SDK User from the Operator Roles list.
- 5. In the **Password** section, enter and confirm a password for the user.
- 6. Click Save.

View a template common name

Every alert template has a common name that is generated automatically when you create a new alert template. You must enter the alert common name in the **Settings** page of ServiceNow.

- 1. Log in to the BlackBerry AtHoc management system as an administrator.
- 2. Click Alerts > Alert Templates.
- 3. Click New to Create a new alert template or click an existing alert template.
- 4. In the alert template, scroll down to the end of the template. The Info section displays the common name.

Create a new alert template

- 1. Log in to the BlackBerry AtHoc management system as an administrator.
- 2. Click Alerts > Alert Templates.
- 3. Click New.
- 4. In the Alert Template section, enter a template name and description.
- 5. In the **Content** section, complete the following steps:
 - a. In the Severity field, select the severity level from the drop-down list.
 - **b.** Enter the title and content of the alert.
 - **c.** In the **Response Options** field, click **Add Response Option** to define one or more responses that alert recipients can send to let you know that they have received the message.
- 6. In the Target Users section, click Select Personal Devices, and then select the devices you want to publish the alert to.
- 7. In the **Schedule** section, set a time in the **Alert Duration** field.
- 8. Click Save.

A confirmation message is displayed at the top of the Alert Templates screen.

Import update sets

The entire ServiceNow BlackBerry AtHoc integration solution is available in the form of a ServiceNow update set. To deploy this integration solution, you must import the update set to a customer's ServiceNow environment. You must import the following two update sets:

- GlobalScopeUpdateSet
- SN-IWS_Alert IntegrationUpdateSet
- 1. Open the ServiceNow instance and log in with your credentials.
- 2. In the Filter navigator field, type Retrieved Update Sets. A list of results is displayed.
- 3. Click Retrieved Update Sets.
- 4. On the Retrieved Update Sets screen, in the Related Links section, click Import Update Set from XML.
- 5. On the Import XML window, click Choose File. Navigate to the update set and attach it.

Note: You can import only one update set at a time.

- 6. Click Upload. The update set is displayed in the Retrieved Update Sets window in Loaded state.
- 7. Click Update set record.
- 8. On the update set record, click **Preview Update Set** to preview the changes that are captured in the update set. During the update, you may get an error because of the conflicts between the files present in updates set and the files which are already present in the ServiceNow.
- 9. Click Close.

Note: With **Preview Update Set** option, you can only preview the update set changes and cannot commit any changes.

- 10.If an error is displayed, during the import of the SN-IWS_Alert IntegrationUpdateSet.xml file, in the Update Set Preview Problem section, click Skip Remote Update for oauth_entity_XX. Select Accept Remote Update for all the remaining conflicts.
- 11.Click Commit Update Set.
- 12. When you are done, refresh the main browser window for the changes to take effect.
- **13.**Repeat steps 5 to 10 to import the GlobalScopeUpdateSet file.

Configure ServiceNow parameters

You must configure and change some BlackBerry AtHoc environment settings in the ServiceNow console. This section describes how to configure BlackBerry AtHoc settings, create the AtHoc Alerts tab in an incident, configure ServiceNow devices, create and view pair devices, and set up OAuth in ServiceNow.

Each ServiceNow module has a star icon next to the name. Use these icons to select or view favorite modules. The star icon for each module can be selected or deselected. These icons are used to select frequently used modules and then display only the favorites in the application navigator.

Configure BlackBerry AtHoc settings

Note: You can only create one connection setting.

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow home page, in the Filter navigator field, type BlackBerry AtHoc and then click Settings.
- 3. If you are creating the connection for the first time, click New, otherwise, select your existing connection.
- 4. In the BlackBerry AtHoc System URL field, enter your system URL using the format of https:// <iwsserver.domain.com>
- 5. In the BlackBerry AtHoc Organization ID, enter your organization ID.
- 6. In the Username field, enter the username of a user with an SDK USER role.
- 7. In the Password field, enter the user's password.
- 8. In the Scope field, the value must be openid profile athoc.iws.web.api offline_access. Do not change this value. For information about how to get the common name of an alert template, see View a template common name.
- 9. In the Organization Code field, enter your organization code.
- **10.**In the **Alert Template Common Name** filed, enter the common name of the alert template that you want to use.
- 11.Click Validate.
- 12.If the connection is successful, click Save.
- 13.A pop-up message appears telling you that you must update the Client ID, Client Secret, and Token URL in the Application Registry. Click the here link in the message to go to the screen where you can update the registry. For more information on how to update the registry, see Update the application registry. The registry must be updated each time you modify the connection settings.

Create the AtHoc Alerts tab

Related lists appear on forms and display records in tables that have a relationship to the current record. You can create and send alerts from the AtHoc Alerts tab.

Note: Ensure you select Global application as the current application.

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow home page, in the Filter navigator, type Incident and click Incident > All.
- 3. On the Incidents screen, click an incident. The Incident detail page opens without AtHoc Alerts tab at the bottom.
- 4. Right-click the header and from the list click Configure > Related Lists.
- 5. On the Configuring related lists window, in the Available column, click AtHoc Alerts -> Incident.
- 6. Click the right arrow to add it to the Selected column.

7. Click Save.

The AtHoc Alerts tab is displayed on the Incident detail page.

Create a device pair

This section describes how to create a pairing of ServiceNow devices with BlackBerry AtHoc devices.

The mapping of ServiceNow to BlackBerry AtHoc devices is stored as a JSON in a single record in the ServiceNow database table. You can only create one pair devices record.

You can map only one ServiceNow device with one AtHoc device. For example, if you paired the ServiceNow Email device with the AtHoc Email-WorkName device, you cannot pair the ServiceNow Email device with the AtHoc Phone-WorkName device.

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow home page, in the Filter navigator, type BlackBerry AtHoc and click Pair Devices.
- 3. On the Pair Devices screen, click New to create a new record or click an existing record to pair devices.
- 4. From the ServiceNow Device list, select an unpaired device.

If you do not see the device in the list, see Configure ServiceNow devices to configure a ServiceNow device. 5. From the AtHoc Device list, select an unpaired device.

Note: The AtHoc Device list auto-populates the list of devices enabled on BlackBerry AtHoc for your organization.

- 6. Click **Pair Selected**. The mapping between the ServiceNow and AtHoc device is created in the Paired Devices table.
- 7. Optionally, repeat steps 4 to 6 to map multiple ServiceNow and AtHoc devices to create device pairs.
- 8. Click Save.

View the paired devices

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow console, in the Filter navigator, type BlackBerry AtHoc and click Pair Devices.
- 3. On the Pair Devices screen, click the record to open it.

The list of paired devices is displayed.

Configure ServiceNow devices

Note: Ensure you select AtHoc Alerts as the current application.

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow home page, in the Filter navigator, type BlackBerry AtHoc and click Pair Devices.
- 3. On the **Pair Devices** screen, click **New** if there is no record of paired devices. Otherwise, click an existing record.
- 4. On the Pair Devices screen, right-click ServiceNow Device and click Show Choice List.
- 5. On the Choices screen, click New to configure a new ServiceNow device or click an existing record to modify it.
- 6. Fill in the following details:
 - Table: Pair Devices x_80966_iws_alert_device_mapping
 - Element: u_servicenow_device
 - · Language: en

- · Label: <Label of the field present in USER TABLE and not displayed in the list>
- · Value: <Value associated with Label>

The Label and Value should match with the corresponding Label and Value fields of the sys_user table of ServiceNow. For detailed information about how to get the label of the device in sys_user table, see Get ServiceNow device label and value.

- 7. Click Submit.
- 8. Optionally, repeat steps 4 to 7 to configure other ServiceNow devices.
- 9. In the Filter navigator, type BlackBerry AtHoc and click Pair Devices.
- 10.On the Pair Devices screen, click New or click an existing record to open it.
- 11.Click ServiceNow Device to view the list of configured devices.

Get ServiceNow device label and value

- 1. Open the ServiceNow instance and log in with your credentials.
- On the ServiceNow home page, in the Filter navigator, type sys_user.LIST and press the Enter key. The Users table opens in a new tab.
- 3. Click any user record. The user record opens.
- **4.** Right-click the field that you want to configure as ServiceNow device and click **Configure Dictionary**. For example, email, Business phone, or Mobile phone. The Dictionary Entry for the selected field opens.
- 5. Copy the values from the Column label and Column name fields.
- 6. Repeat steps 4 to 5 to get values for other fields that you want to configure as ServiceNow devices.

Set up OAuth

The ServiceNow BlackBerry AtHoc integration synchronizes users from ServiceNow to BlackBerry AtHoc using the REST API. The authentication type used in the REST API is OAuth Authentication. With OAuth authentication, you can access BlackBerry AtHoc resources from ServiceNow by obtaining a token instead of entering login credentials for each resource request.

Note: You must have ServiceNow administrator permissions.

- 1. Ensure the OAuth plug-in is active.
- 2. Ensure the OAuth activation property is set to true.
- **3.** Update the application registry.

Activate OAuth

By default, the OAuth 2.0 plug-in is active on new and upgraded ServiceNow instances. If the plug-in is not active on your ServiceNow instance, you can activate the plug-in.

Note: You must have administrator permissions.

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow home page, in the Filter navigator, type System Definition and click Plugins.
- 3. On the System Plug-ins screen, search for OAuth 2.0 and check if the plug-in status is active.
- 4. If the status is inactive, complete the following steps:
 - a. Click OAuth 2.0.
 - b. On the System Plug-in window, in the Related Links section, click Activate/Upgrade.

Set the OAuth property

To generate OAuth 2.0 tokens and register applications, the com.snc.platform.security.oauth.is.active property must be active for the instance.

Note: You must have administrator permissions.

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow console, in the Filter navigator, type sys_properties.list and press the Enter key.
- 3. On the System Properties window, search for com.snc.platform.security.oauth.is.active and verify if the value is set to true.
- 4. If the value is not set to true, complete the following steps:
 - a. Click com.snc.platform.security.oauth.is.active
 - **b.** To edit, click the **here** link.
 - c. In the Value field, type true.
 - d. Click Update.

Update the application registry

For detailed information about how to create a client ID and client secret, see Create a Client ID and Client Secret.

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow home page, in the Filter navigator, type Application Registry and press the Enter key.
- 3. On the Application Registries screen, click AtHoc OAuth Provider.
- 4. On the Application Registry screen, in the Client ID field, enter the Client ID.
- 5. In the Client Secret field, enter the Client Secret.
- 6. Update Redirect URL to https://<your_instance_name>.service-now.com/oauth_redirect.do.
- 7. Update the Token URL to https://<iwsserver.domain.com>/AuthServices/Auth/connect/token.
- 8. Click Update.

Change the application status

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow home page, in the navigation bar, click 2.
- 3. On the System Settings page, click Developer.
- 4. In the Developer section, from the Application list, select Global or AtHoc Alerts.

Configure scheduled jobs time interval

You can configure a scheduled job to run at a specific time interval.

- 1. Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow home page, in the Filter navigator, type Scheduled Jobs and click System Definition > Scheduled Jobs.
- 3. Search for the job with the following names:
 - AtHoc Alert Publish Job-Scheduled job to publish an alert.
 - AtHoc Alert Tracking Job-Scheduled job for tracking alert summary, details, and status.
 - Update Alert Details-Scheduled job to update the alert details in the Alert table.
- 4. Click a scheduled job.
- 5. On the Scheduled Jobs screen, from the Run list, select an interval to schedule the job.
- 6. In the Repeat Interval section, update the execution time interval.

Note: The default time interval is 1 minute.

7. Click Update.

Send a test alert

To verify the configuration in ServiceNow, send a test alert.

- **1.** Open the ServiceNow instance and log in with your credentials.
- 2. On the ServiceNow home page, in the Filter navigator, type Incident and then click Incident > All.
- 3. On the Incident screen, click an incident record you want to create an alert for.
- 4. On the incident record, click the AtHoc Alerts tab and click New to create a new alert.
- 5. On the New alert window, enter a title for your alert.
- 6. Optionally, enter the content for your alert in the **Body** field.
- 7. Optionally, from the Severity list, select a severity for the alert.
- 8. Optionally, in the More info link field, enter a URL to include in the alert.
- 9. In the Target Groups section, select a target group.

10.In the Target Users section, select target users.

Note: You must either select a target user or target group from the Target Users or Target Groups section.

11.Select the delivery methods you want to use to send your alert. You must select at least one delivery method. **12.**Click **Send**.

13.On the Send Alert confirmation message window, click Send.

You are redirected to the Alert Tracking page that displays the alert status and tracking details.

Track the alert status

Once you have successfully created an alert, you are redirected to the Alert Tracking page.

Observe the following items to track the alert status:

- 1. When the User Sync API is executed, the Alert Tracking page displays any one of the following User Sync API statuses:
 - User Sync failed: When the user sync with BlackBerry AtHoc fails for all the targeted users in the alert.
 - User sync partially successful: When the user sync with BlackBerry AtHoc fails for some users targeted in the alert.
 - Users Sync Complete: When the user sync with the BlackBerry AtHoc is successful for all users targeted in the alert.
- 2. When the User Sync API is complete or partially successful, the Alert Publish API is executed. The status of the sent alert is displayed on the Alert Tracking screen.

Note: Alert Publish API targets the alert to only synced users.

3. After the Alert Publish API status is successful, then Alert tracking APIs are executed. It may take a while for the alert tracking page to display the tracking details. Auto-Refresh functionality updates the tracking details once a minute. Click **Refresh** to view the latest tracking details immediately.

Note: After the Alert Tracking API is executed successfully, the API status is no longer displayed in the Alert tracking screen.

- 4. In the Delivery Summary section, click on the links to view the details of:
 - · Users for whom the user sync with BlackBerry AtHoc failed
 - Total users targeted by the alert
 - Actual users targeted by the alert
 - Users reachable by the alert (Sent)
 - Users unreachable by the alert (Not Sent)

- Groups that were added to Target Groups during alert creation
- 5. Optionally, click View Tracking Details to view the list of targeted users and devices for the alert.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

https://support.athoc.com

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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