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## 1 Introduction

Integration with ServiceNow, a major IT service management software, enables technicians to streamline incident resolution and improve customer satisfaction.

## 2 Implementation

## 2.1 Pre-requisites

- The Guest (version 12.51 or later) needs to be installed on the Technician machine.
- The Host needs to be installed on the target machine(s).
- Both Guest and Host configured so that the Guest can remote control the Host (communication profile, Guest access security)

More information available here (Windows based) or check here (various manuals).

## 2.2 Install Netop Remote Control Integration

This happens from the ServiceNow store, here.

More information on apps from the ServiceNow app store is available here.

## 2.3 Configure Incidents to include Netop information

## 2.3.1 Extend the existing Network Appliance

For the integration to work, there needs to be a way of identifying the devices (Hosts) to which the Technician is connecting. This has been implemented as part of the **Network Appliance** as one of the following:

- Netop Hostname
- Name (if the above is not defined in the Network appliance)

To define the Netop Hostname in the Network Appliance:

1. Search for Network Appliance and click a network appliance:

P network app	8		Network A	ppliance Hostnam	es [NRC view] New	Go to	
★	$\bigcirc$		All				
Configuration by Category		¢ې	Q	■ Name ▲	Manufacturer		
	∥ ∧		(j)	netop-01			
Network Appliance			í	netop-02			
			í	netop-03			
			Actions	on selected rows	T		

2. Go to Configure > Form Design:

< 🔳	Configuration Item	w]
	Save Insert Insert and Stay	ame netop-01
	Configure >	Form Derign /1
	Export 🕨	Form Layout
	View 🕨	Related Lists
	Create Favorite	All
	Copy URL	Table
	Copy sys_id	Business Rules
	Show XML	Client Scripts
	Llistony N	

3. Create a new section:

# Configuration Item	1 🗸 🕀
₩ Name	
∰ Assettag	
₩ Installed	
. ∰ Status	

4. Drag from the Fields listing the following fields: Netop Custom Hostname and Netop Hostname:

I Netop Remote Control	2 🗸 🕂 🏵
II Netop Custom Hostname	Drag content, drop it here
Netop Hostname	

#### 5. Click Save.

#### 2.3.2 Extend the Incident view

You can extend the Incident view by using one of the following options:

- Modifying an existing Incident view
- Using Netop custom build view/form

#### 2.3.2.1 Modifying an existing Incident view

To modify an existing incident view, you need to add the Configuration item to the Incident form, then add the Netop Remote Control button and the script for the Netop Remote Control button:

### Add the Configuration Item to the Incident form

1. Go to Service Desk > Incidents and click one of the incidents:

Filter navigator				Incidents	[NRC view] New	Go to Updated	▼ Search	
E ★ ()			Þ	All > Activ	ve = true			
Self-Service		<b>^</b>	\$ <u>\$</u>	Q	Number	Opened	■ Short description	Caller
Guided Setup				í	<u>INC0000048</u>	2015-11-02 14:05:36	Having problems with Sales Tools performance	Luke Wilson
Service Desk				i	INC0000007	2015-08-12 16:08:24	Need access to sales DB for the West	Joe Employee
Callers		☆		i	INC0000054	2015-11-02 12:49:08	SAP Materials Management is slow or there is an outage	Christen Mitchell
Incidents	1.	☆		(j)	INC0000017	2015-08-12 16:41:00	How do I create a sub-folder	Joe Employee
Knowledge	1.	☆		í	INC0020002	2016-08-10 09:14:59	Performance problems with	System Administrator
My Work	1	☆		í	INC0020003	2016-08-10 09:37:45	Performance problems with	System Administrator
My Groups Work	1	☆		í	INC0000046	2017-04-13 15:04:15	Can't access SFA software	Bud Richman
My Approvals / ☆			(j)	INC0000052	2017-04-13 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	

2. On the top menu click **Configure > Form Design**:

< =	Incident			
	Save		-	
Manage /	Add to Visual Task Board	e [renar	me] [view]	
	Create Request	-		
	Create Normal Change		ier	INC0000048
	Create Emergency Change		iei	111C0000048
	Metrics Timeline		ler	Luke Wilson
	Follow on Live Feed			
	Show Live Feed		ry	None
	Configure	>	Form	n Resign
	Export	▶	Forn	n Layout
	View	Þ	Rela	ted Lists
	Create Favorite		All	
	Copy URL		Tabl	e
	Copy sys_id		Busi	ness Rules
	Show XML		Clier	nt Scripts
	History	•	UIP	olicies
	Reload form		Data	Policies
			UI A	ctions
			Noti	fications
			Dicti	onary

3. Look for the **Configuration item** field and drag it to the **Incident** form:

Incident [incident] Y NRC	×	Form Design
Fields Field Types	∰ Incident [incident]	
Filter Fields	II Number	
# Active	# Caller	
# Activity due	# Category	
# Actual end	# Subcategory	
# Actual start	# Business service	
# Additional assignee list	# Configuration item	
# Approval		
# Approval history		
# Approval set		

## Add the Netop Remote Control button

- 1. Open an Incident.
- 2. Right click on **Configuration item** (make sure you do it over the actual label) and click **Configure** dictionary.

<				
Nur	nber	INC000003		
* C	* Caller		e	Q
Cate	gory	Network		$\sim$
Subcate	Subcategory			~
Business se	rvice			Q
Configuration	Configu	re Label		Q
* Short descri	Configu Configu Show -	rre Qictionary rre Styles 'cmdb_ci' 'cmdb_ci'	- s is down in my area	

In case the fields are not editable, you need to edit **Global Application** instead of the **Netop Remote Control** application.

This record is in the Global application	, but Netop Remote Control is the c	urrent application. To edit this record clic <mark>here.</mark>
		(columns). For new dictionary entries, select a Table and the field Mandatory to save a record, and make the field
Table	Task [task]	
Туре	Reference	
Column label	Configuration item	
Column name	cmdb_ci	
Alters the behavior of a field or function	ality that depends on the field. <u>More</u>	Info
Attributes	ref_ac_order_by=sys_class_nam	e,ref_contributions=task_show_ci_map;show_related_r
Dependent	company	

3. In the Attributes field, add the following key (make sure you also include the ";" sign):

ref contributions	=task show o	ci map; show	related re	cords;x 125243	netop re
m_netop_connect_b	outton			—	

Alters the behavior of a field or functionality that depends on the field. <u>More Info</u>										
Attributes	ref_ac_order_by=sys_class_name,ref_contributions=task_show_cl_map;show_related_records;x_125243_netop_rem_netop_connect_button,ref_ac_columns=sys_									
Dependent	company									

**Note**: The position in the string determines the position of the button.

### Add the script for the Netop Remote Control button

- 1. Click on the top menu and go to Configure > Form design.
- 2. Add an empty session:

ncident [incident]	
Number	Opened
Caller	Closed
Watch list	Urgency
	State
	On hold reason
	On hold reason
	On hold reason
Short description	On hold reason
Short description Contextual Search Results (Formatter)	On hold reason
	On hold reason
Contextual Search Results (Formatter)	On hold reason

3. Drag and drop Incident - Netop Loader from the Formatters area into the new section:

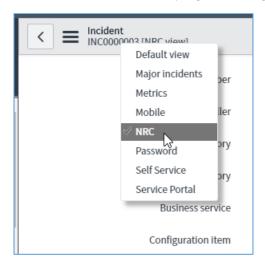
### ServiceNow App

Formatters		
# Attached Knowledge	New Section	2 🗸 🕂
# Checklist	Drag content, drop it here	Drag content, drop it here
Incident - Netop Load		
Incident Variable Editor		
# Parent Breadcrumbs		
# Ratings		

#### 4. Click Save.

#### 2.3.2.2 Using Netop custom build view/form

You can also extend the Incident view by right-clicking on the Incident view and selecting NRC.



# 3 Using the Integration

Support technicians can remotely access machines from within the ServiceNow incidents.

If the Configuration item is already filled in, they just click the Netop Guest button:



If the **Configuration item** is not filled in, they should locate the corresponding Network Appliance, select it, and click the **Netop Guest** button.

#### ServiceNow App

Con	figuration Items New	Go to Name	▼ Search							
				44 4	1 to 20 of	1079 🕨 🏲				
→ All>Name>= netop										
Q	<b>≡</b> Name ▲	Manufacturer	E Class	≡ Location	Assigned to	■ Model ID				
	Search	Search		Search	Search	Search				
•	netop-01	<u>(empty)</u>	Network Appliance Hostname	<u>SHS quadra 5, Bloco</u> <u>E., Brasilia</u>	<u>Abel Tuter</u>	<u>(empty)</u>				
•	netop-02	<u>(empty)</u>	Network Appliance Hostname	<u>(empty)</u>	<u>Abraham Lincoln</u>	<u>(empty)</u>				
•	netop-03	<u>(empty)</u>	Network Appliance Hostname	<u>8306 Mills Drive,</u> <u>Miami,FL</u>	<u>Adela Cervantsz</u>	<u>(empty)</u>				
•	<u>Netscape</u>	<u>Netscape</u>	Software	<u>(empty)</u>	<u>(empty)</u>	<u>(empty)</u>				
•	Netscape Browser	<u>(empty)</u>	Software	<u>(empty)</u>	<u>(empty)</u>	<u>(empty)</u>				

The Netop Guest will be launched, the technician needs to authenticate and the remote session will start:

