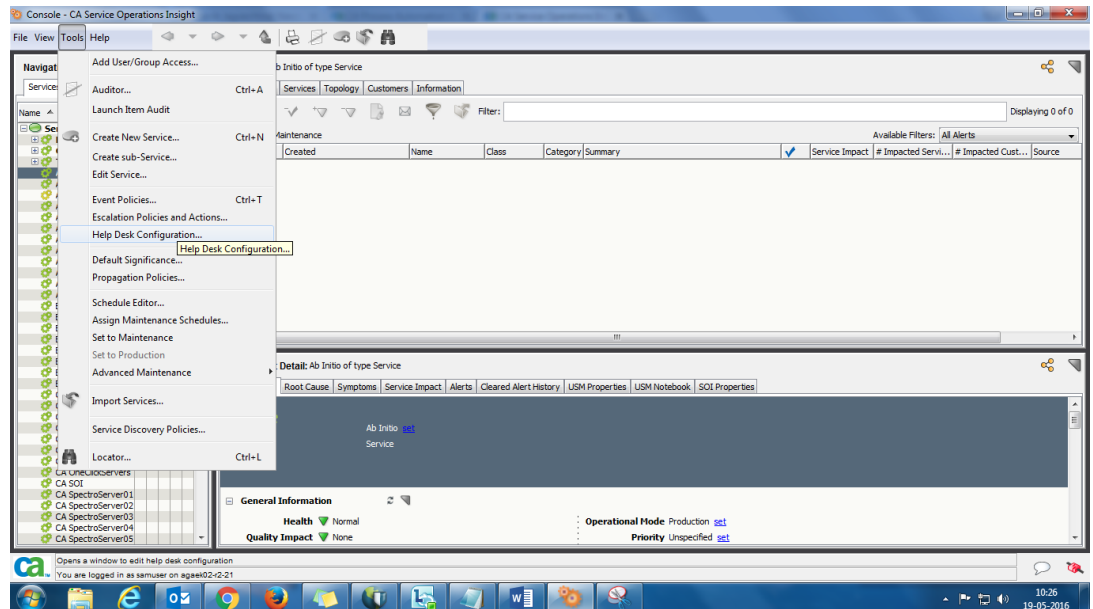


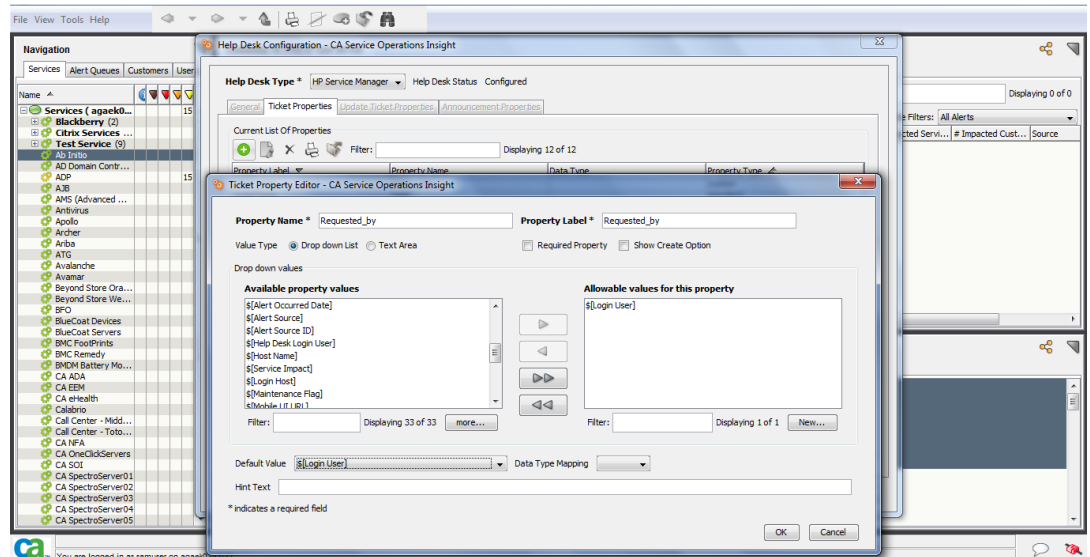
Pass SOI Alert Custom Properties in SNOW via PAM

Follow these steps to configure SOI:

1. Open the SOI console.
2. Select Tools > Help Desk Configuration.

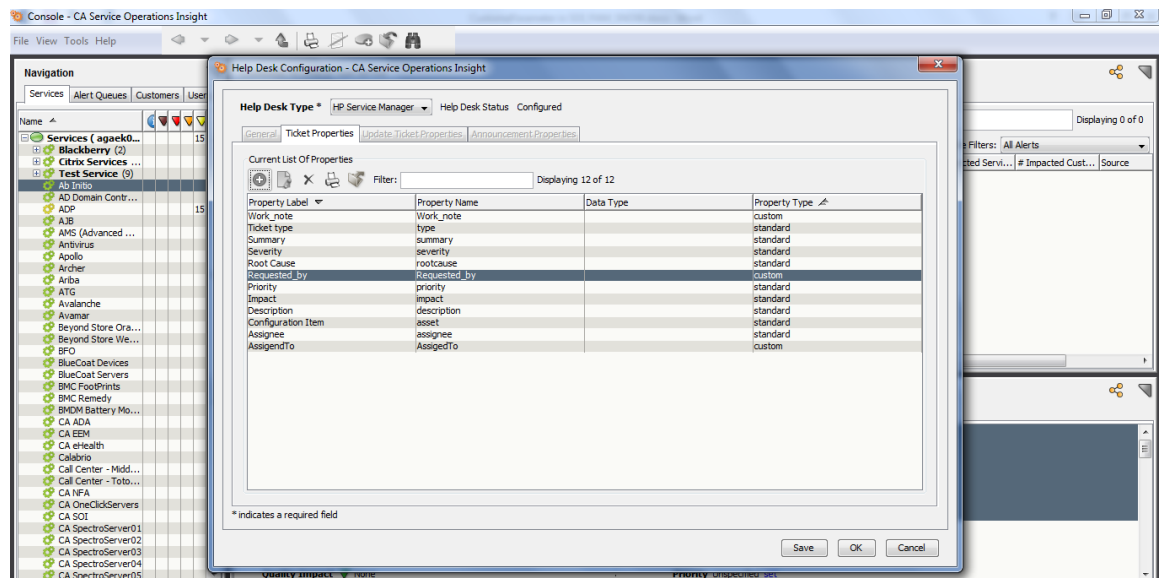


3. Click  for adding new custom properties.
4. Type the following details for the new custom property:
 - Property Name
 - Property Label
 - Select the properties in the Available property value section and click  to move the selected values to the Allowable values for this property section
 - Default Value

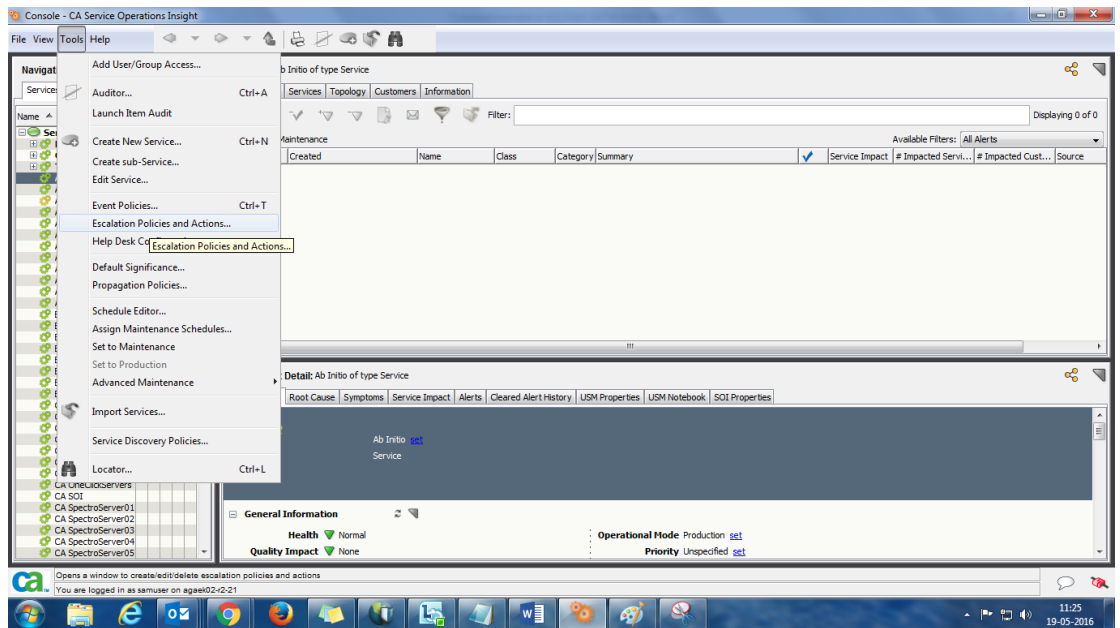


5. Click OK.

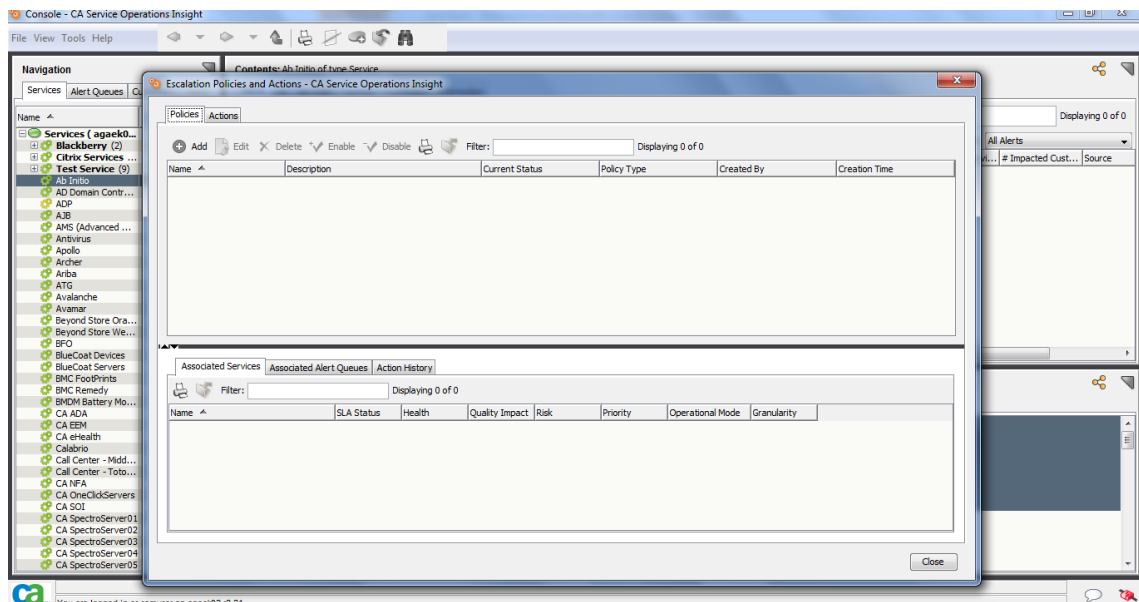
The new properties looks as follows:



6. Select Tools > Escalation Policies and Action

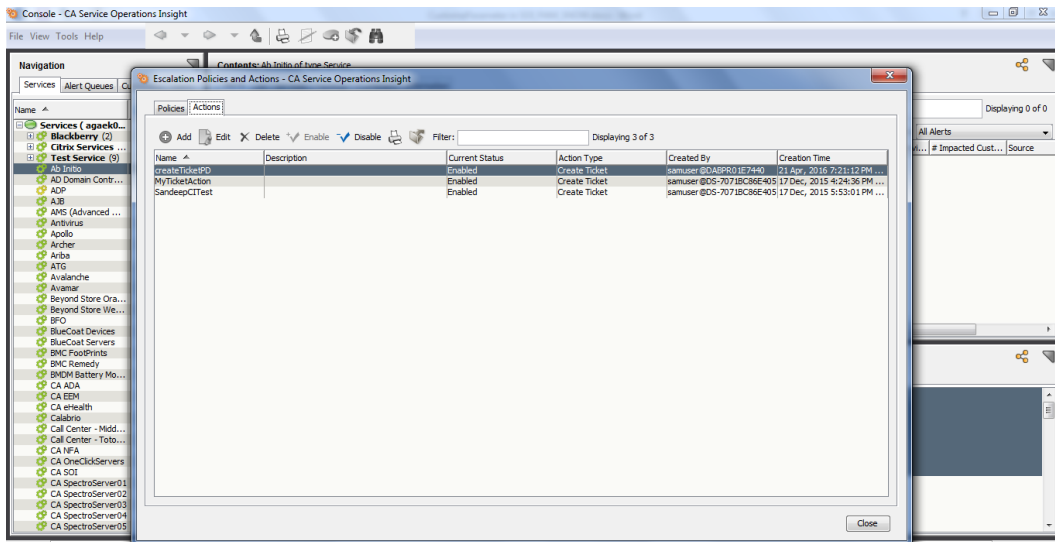


7. Click the Actions tab in the Escalations Policies and Actions window.



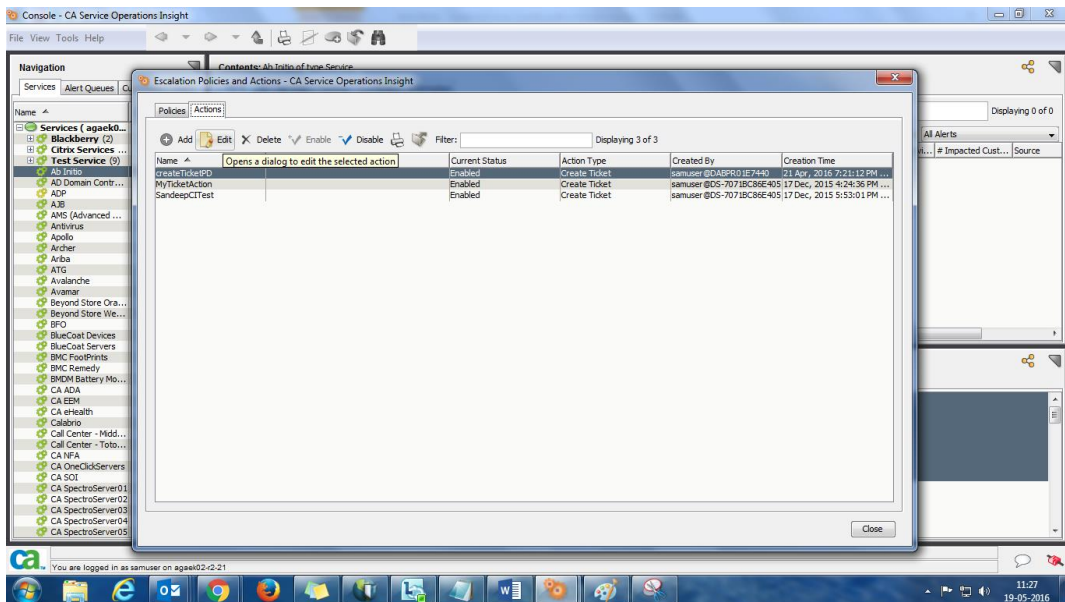
8. Do one of the following steps:

- If you want to create new Ticket action, click  Add
- If you want to edit the existing action, click  Edit

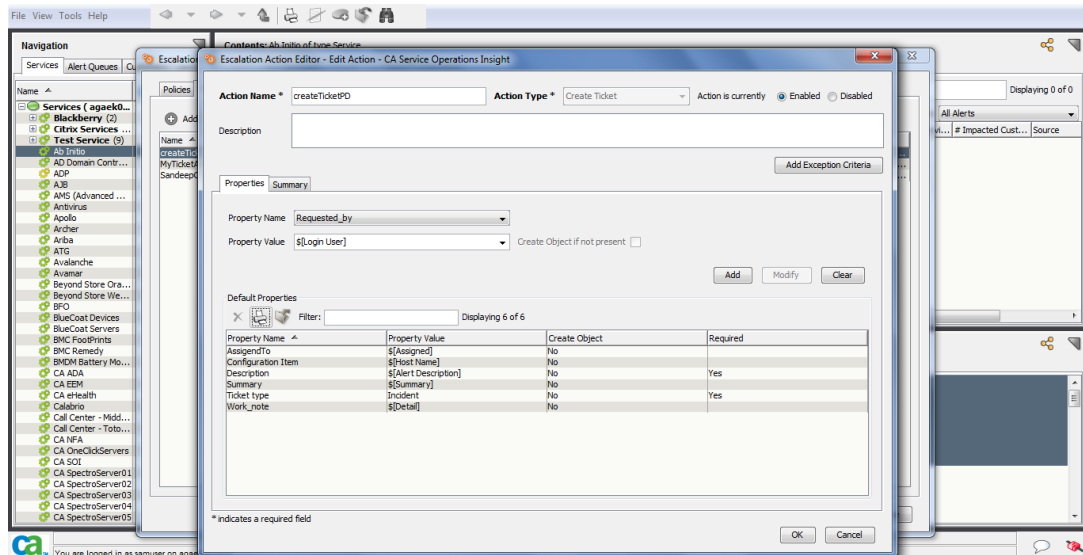


In this document, we will edit an existing action

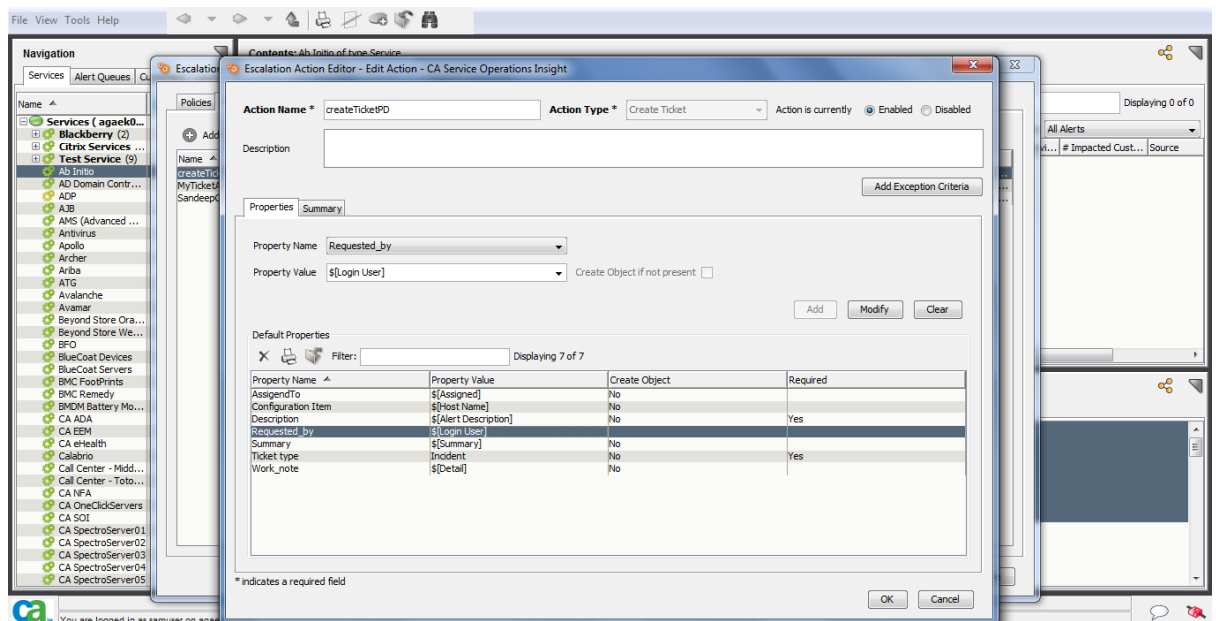
9. Select an action and click Edit.



10. Select a property name and corresponding property value in the Property Name and Property Value drop-downs.



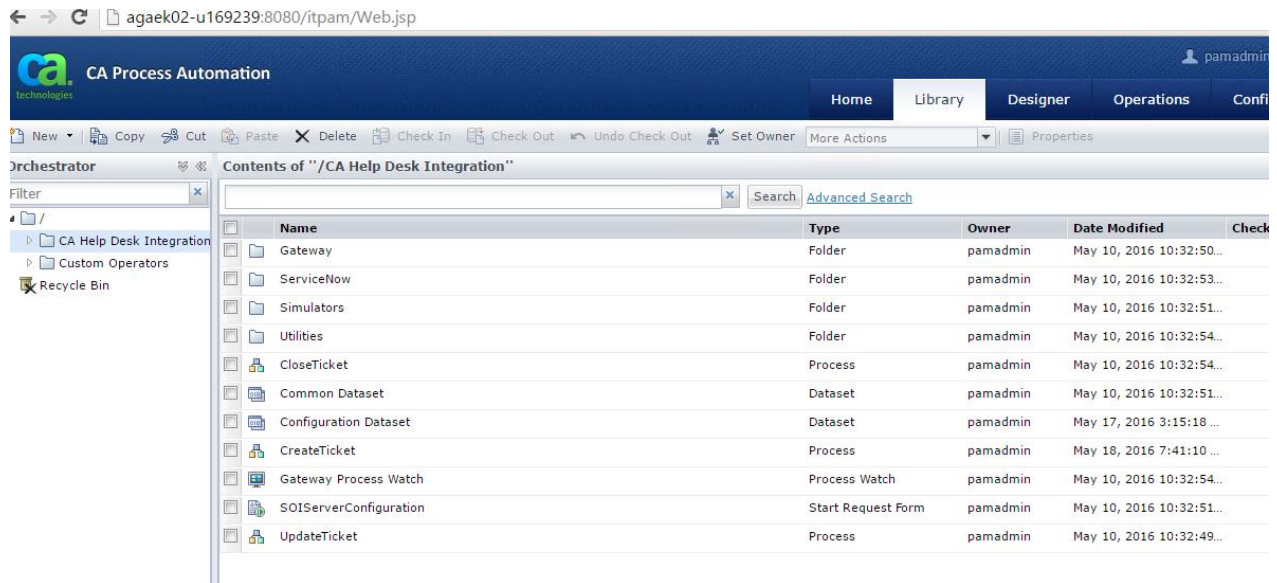
11. Click Add. The value is added as follows:



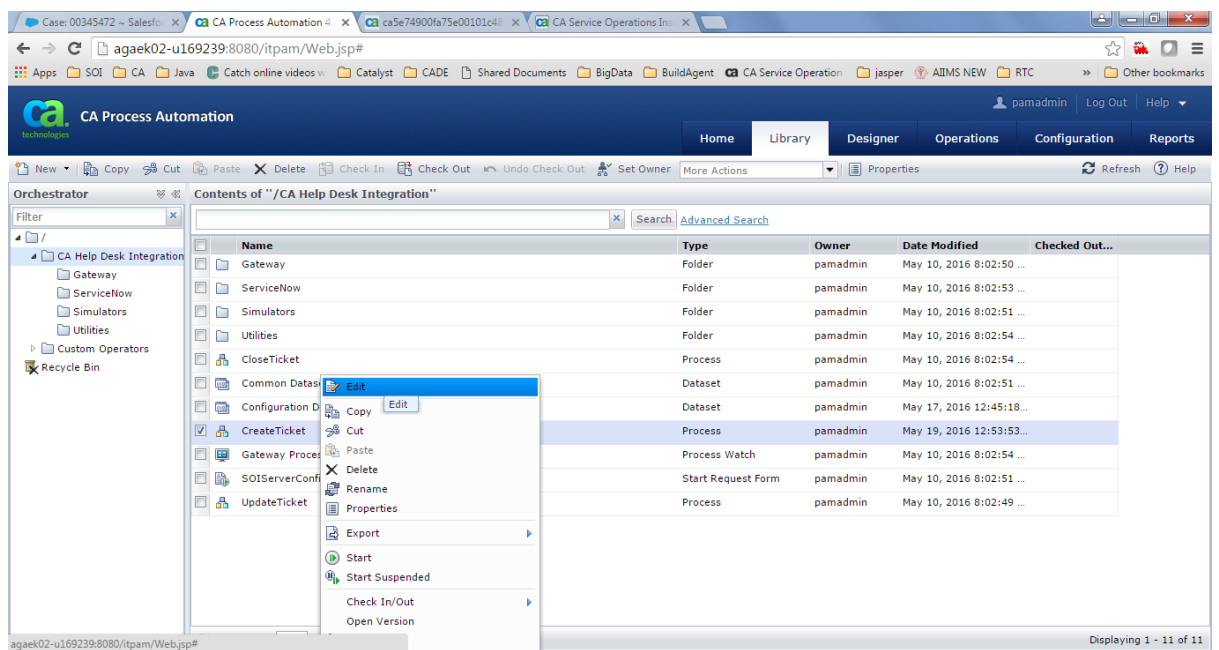
Now SOI Side configuration done.

Follow these steps in CA PAM:

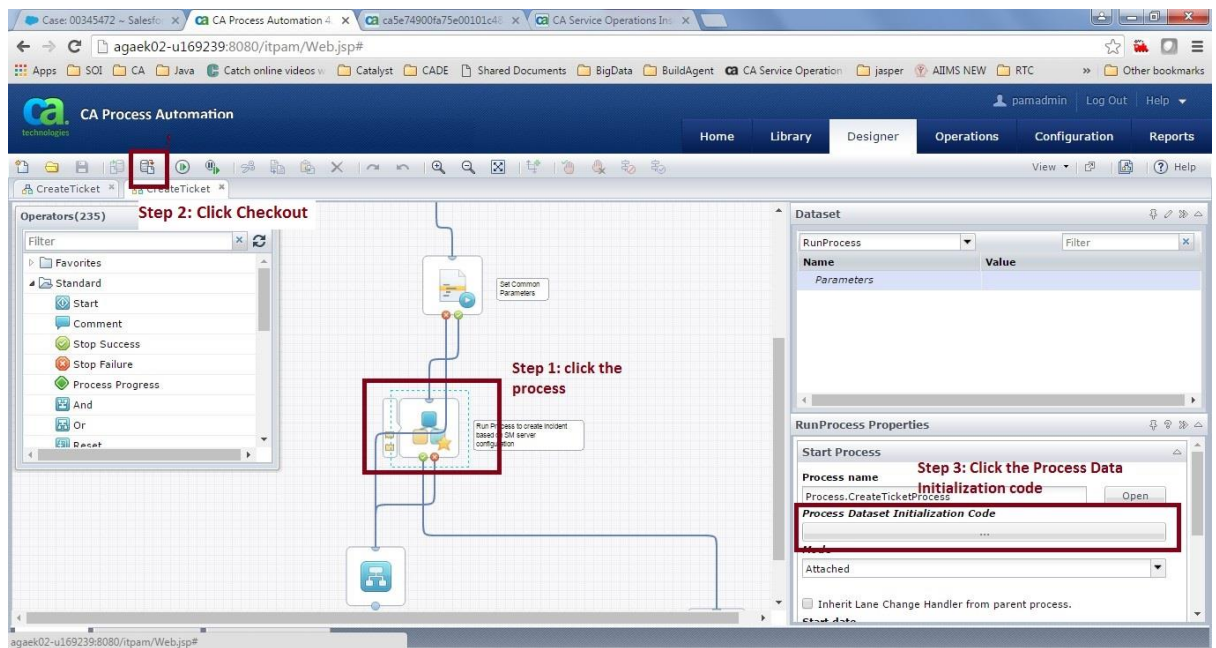
12. Login to PAM Server (<http://<hostname>:8080/itpam/Web.jsp>)
13. Select Library and CA Help Desk Integration from left panel



14. Select CreateTicket, right-click, and select Edit



15. Follow the three steps as shown in the image:



The *Process Dataset Initialization Code* window appears.

16. Scroll down and assign the value of the custom property that you created in CA SOI.

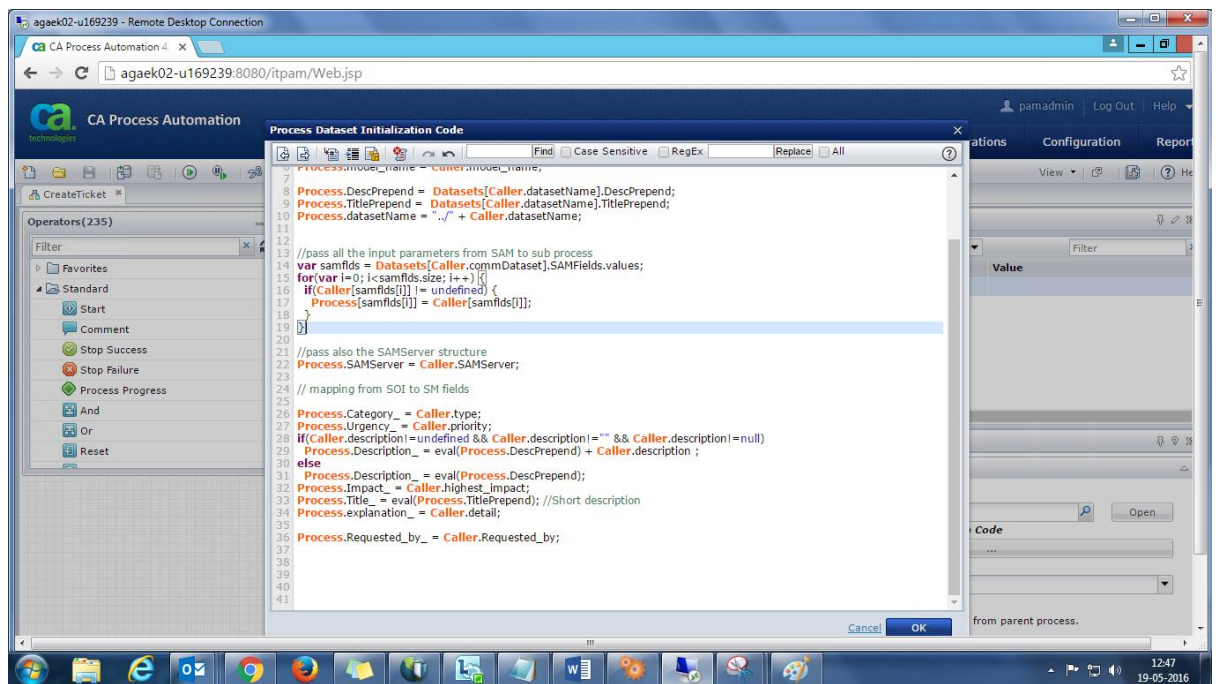
You can see two objects: Caller and Process

Caller: Defines the custom property created in CA SOI.

Process: Defines child process

For example, In CA SOI, if you have created the a custom property with name "Requested_by" then define the Caller and Process as follows:

`Process.Requested_by_ = Caller.Requested_by;` (see line no.36)



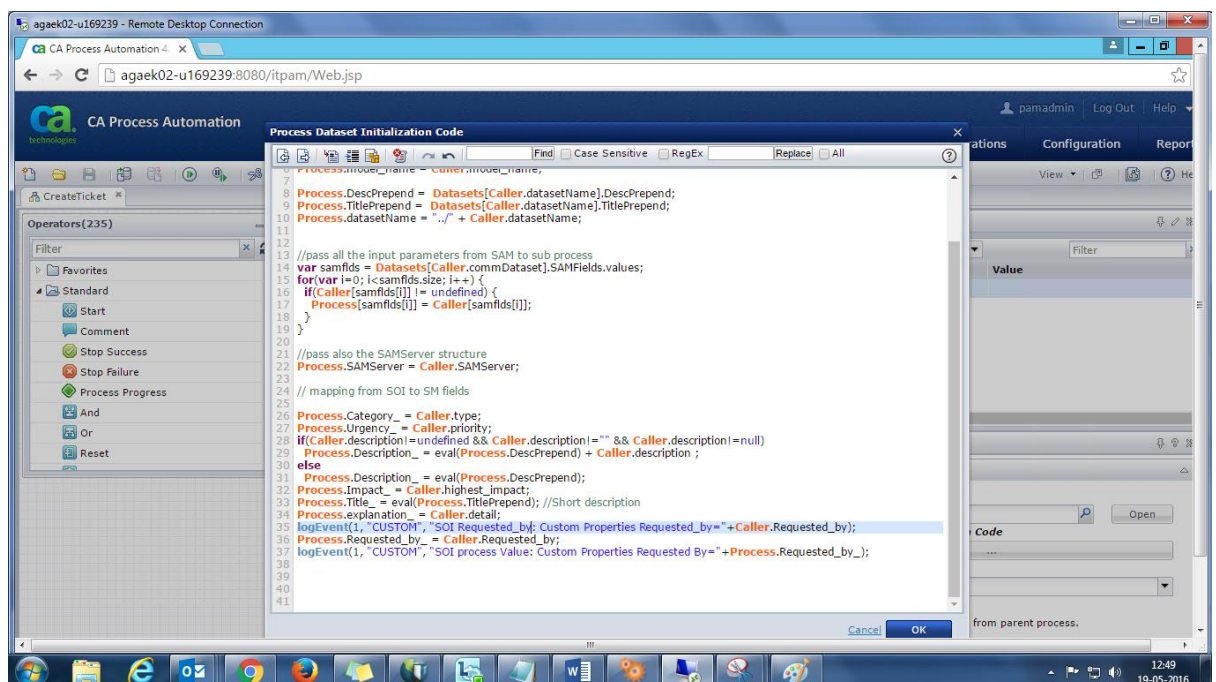
17. (Optional) If you want any Debug log, add Debug log syntax as follows:

```

logEvent(1, "CUSTOM", "SOI process Value: Custom
Properties Requested By="+Process.Requested_by_);

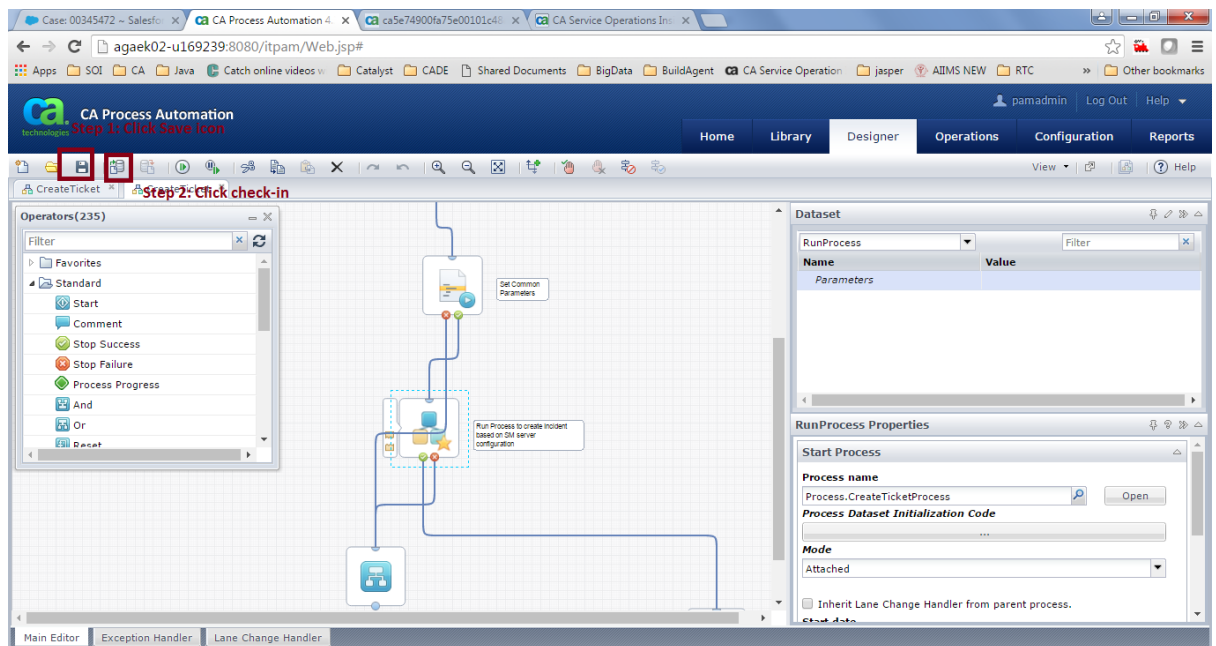
```

(See Line numbers: 35 and 37)

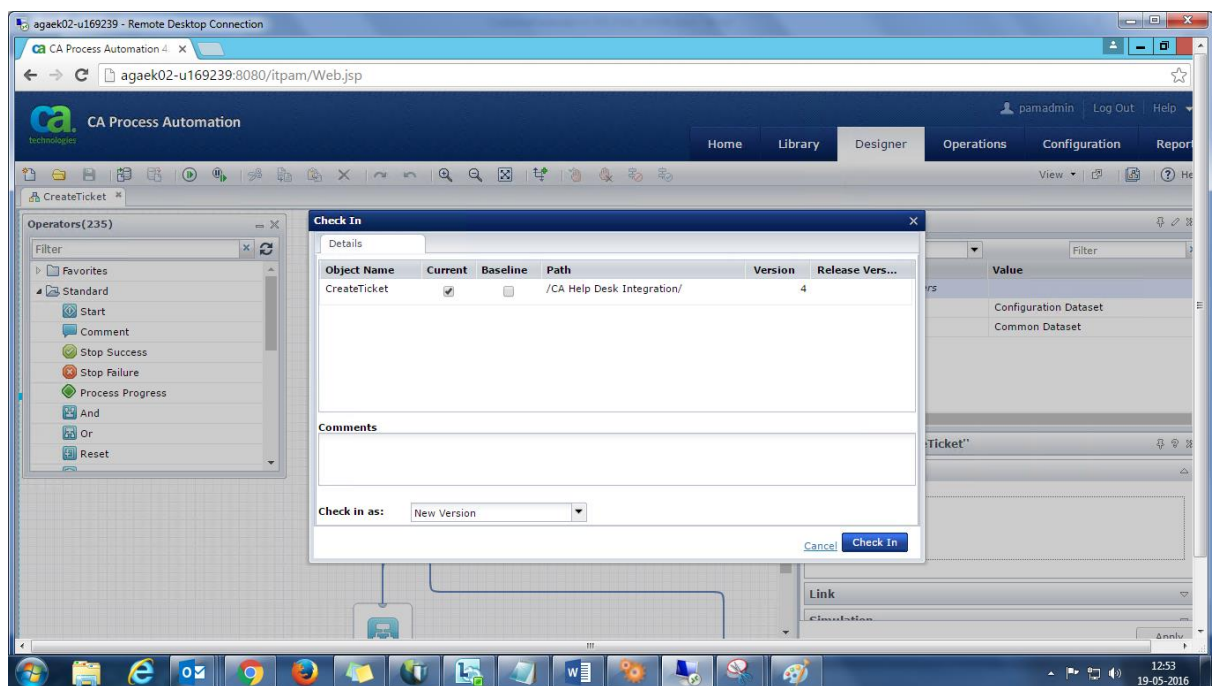


18. Click OK.

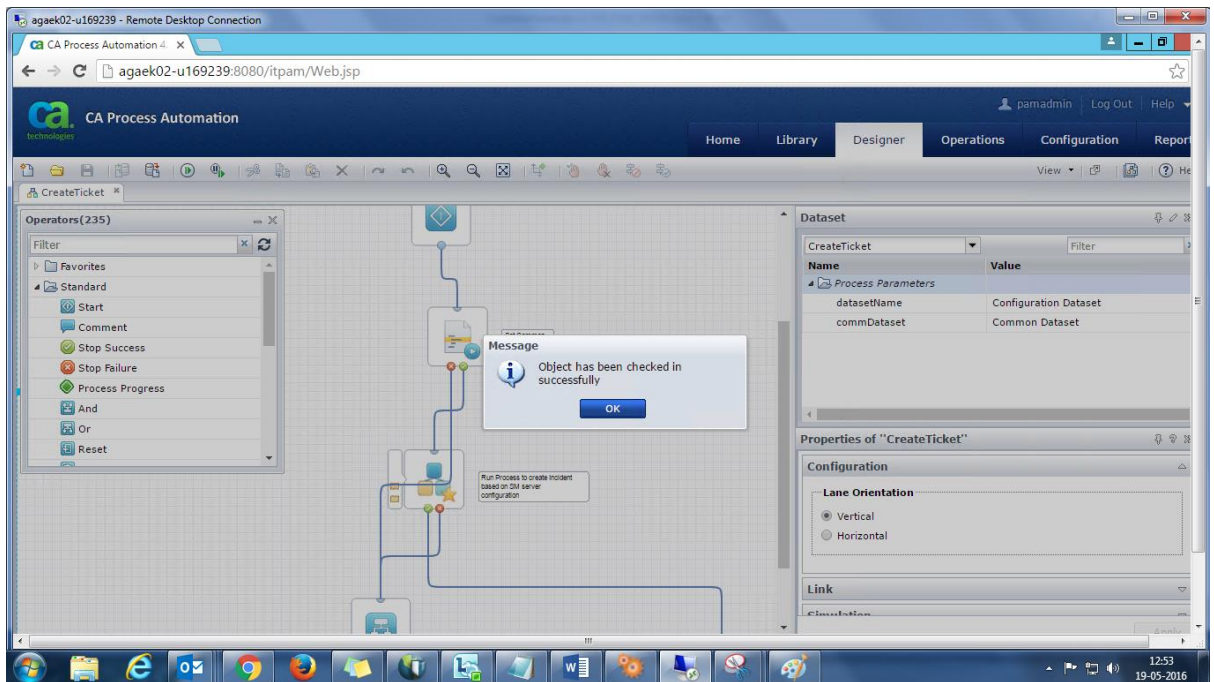
19. Click Save and Check In.



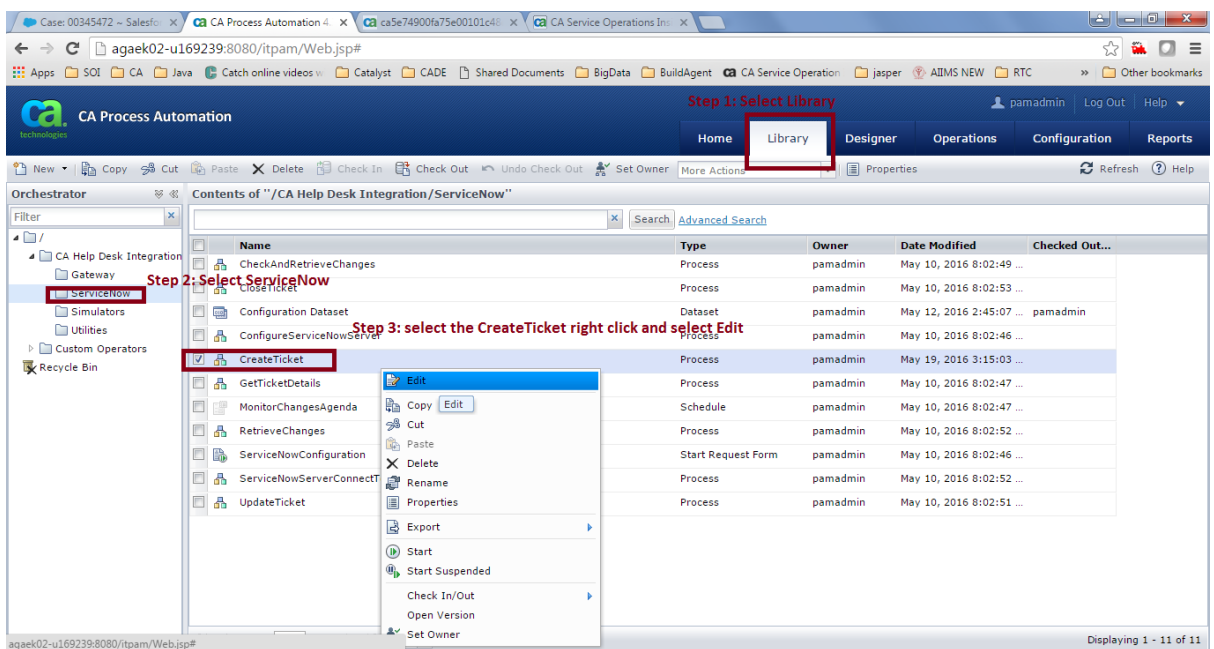
20. Add comments to reflect the change made and click Check In.



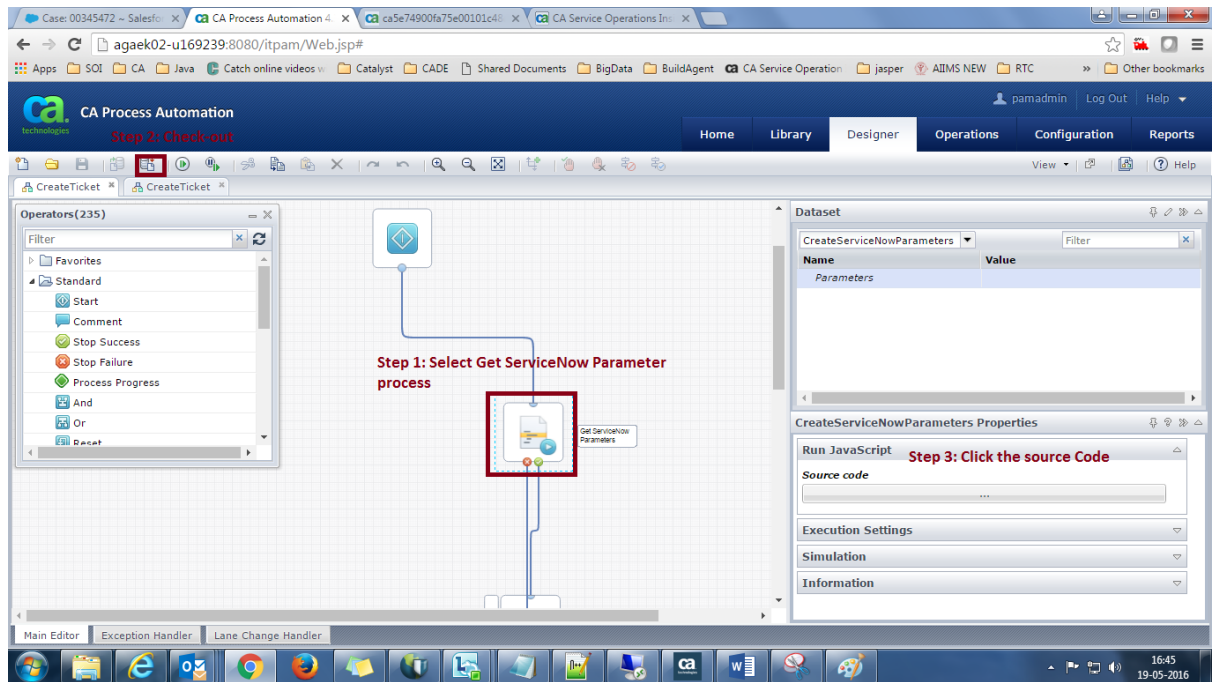
21. Click OK in the confirmation message.



22. Select Library and click CA Help Desk Integration > ServiceNow. Then, select CreateTicket and right-click, and click Edit



23. Follow the three steps in the image:
 - a. Select Get ServiceNow Parameter.
 - b. Click check-out
 - c. Click the source code on right side



Now, map the custom property value of SOI to ServiceNow property

24. .Add the following lines in the get Service Now Parameter process for mapping Snow and SOI parameter:

```
if (Process.Requested_by_!=undefined &&
Process.Requested_by_!="")

{

i++;

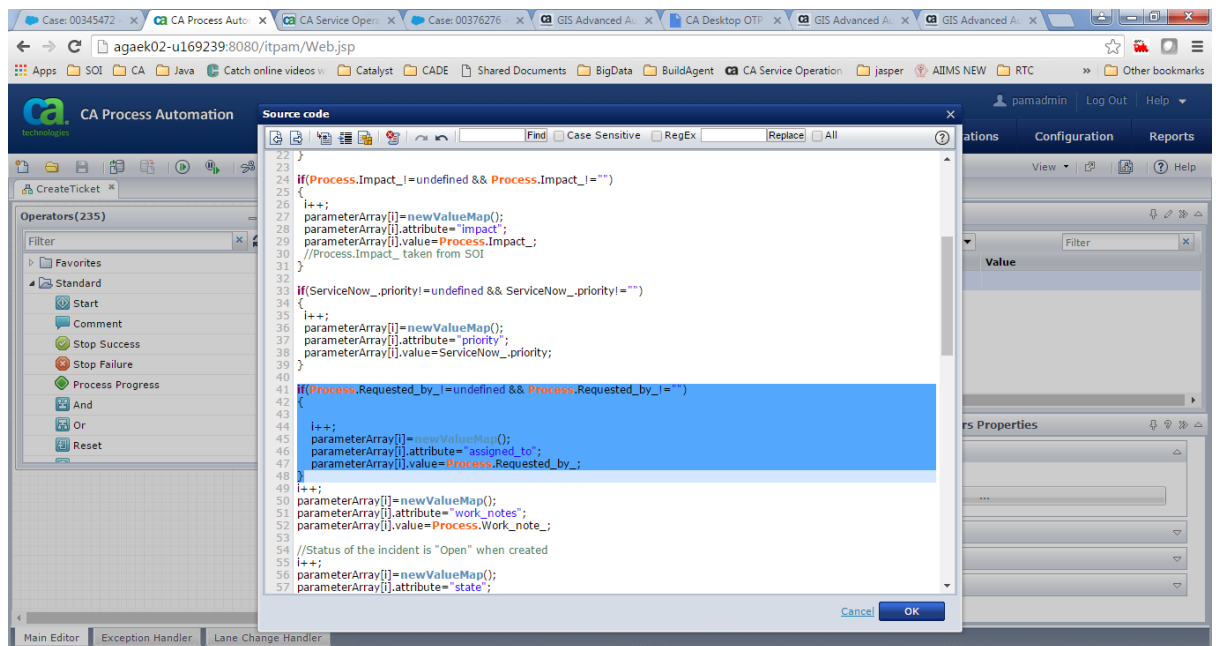
parameterArray[i]=newValueMap();

parameterArray[i].attribute="assigned_to";

parameterArray[i].value=Process.Requested_by_;

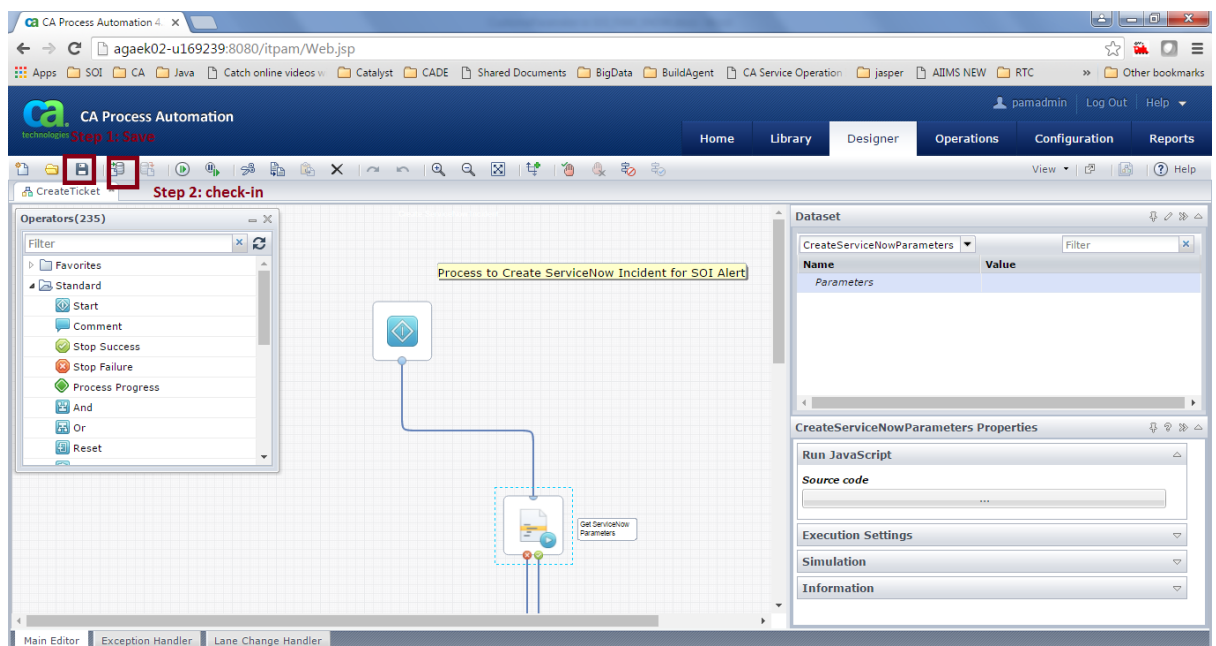
}
```

See line number 41 to 48 highlighted in the image. Here custom property name "Requested_by_" is mapped with the ServiceNow attribute "assigned_to"

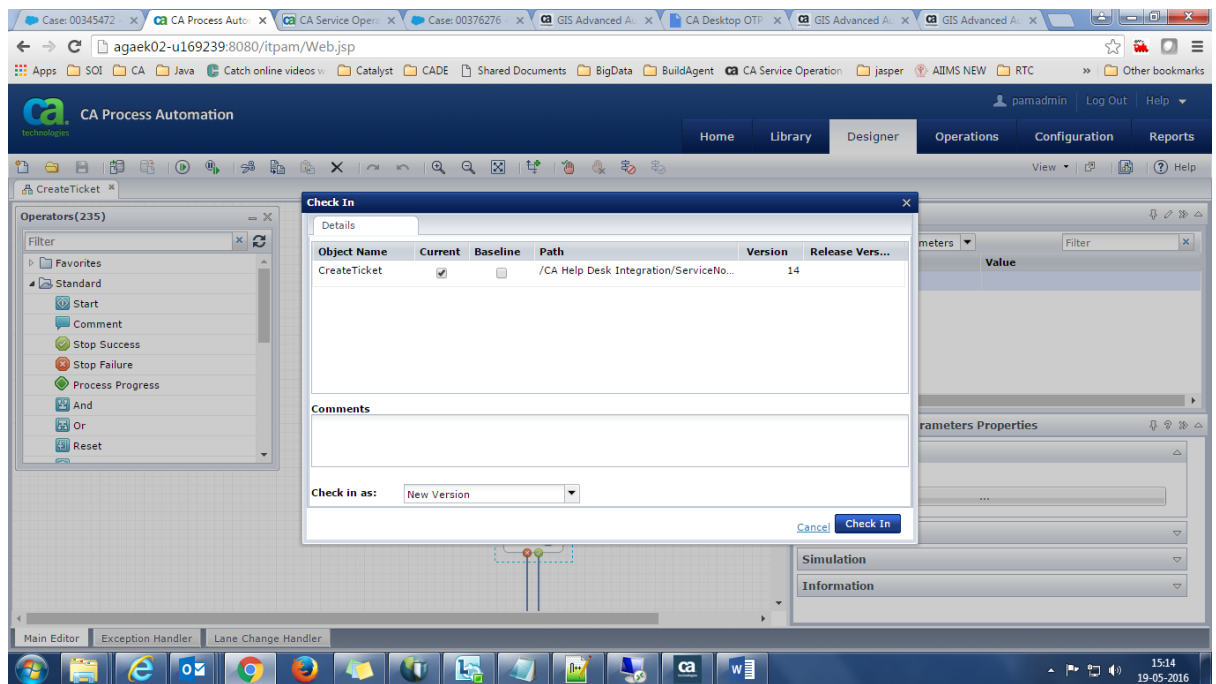


25. Click OK in the source code.

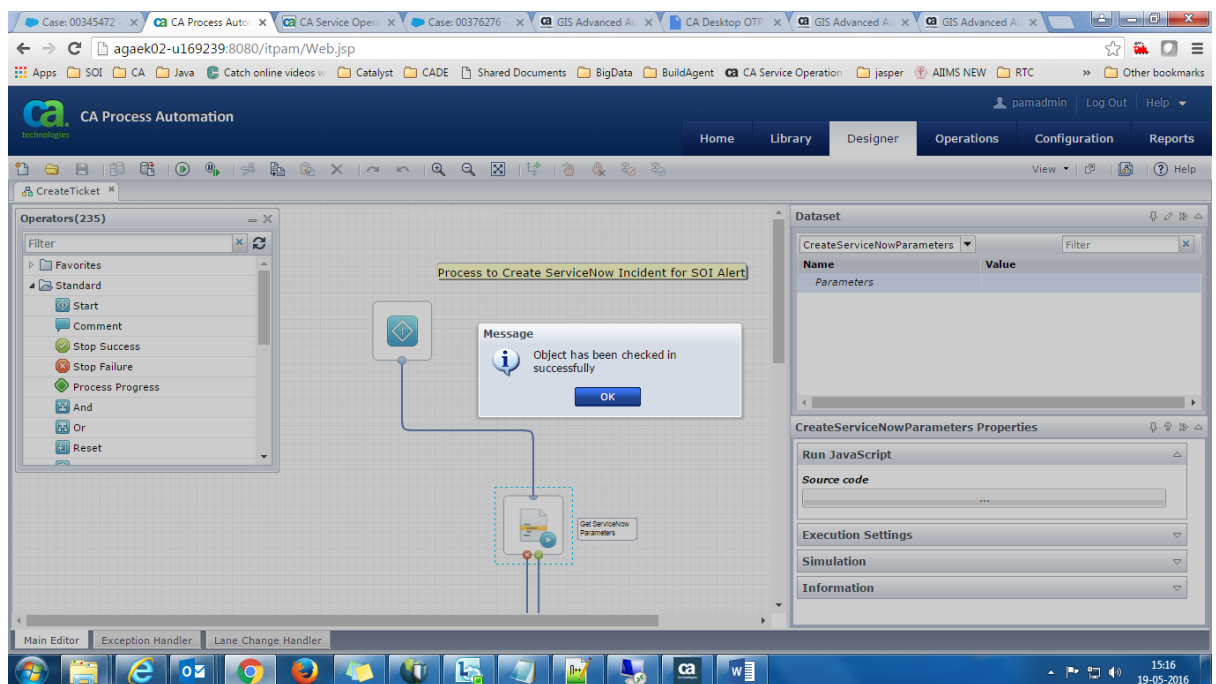
26. Click Save and the Check In.



27. Add comments and click Check In.



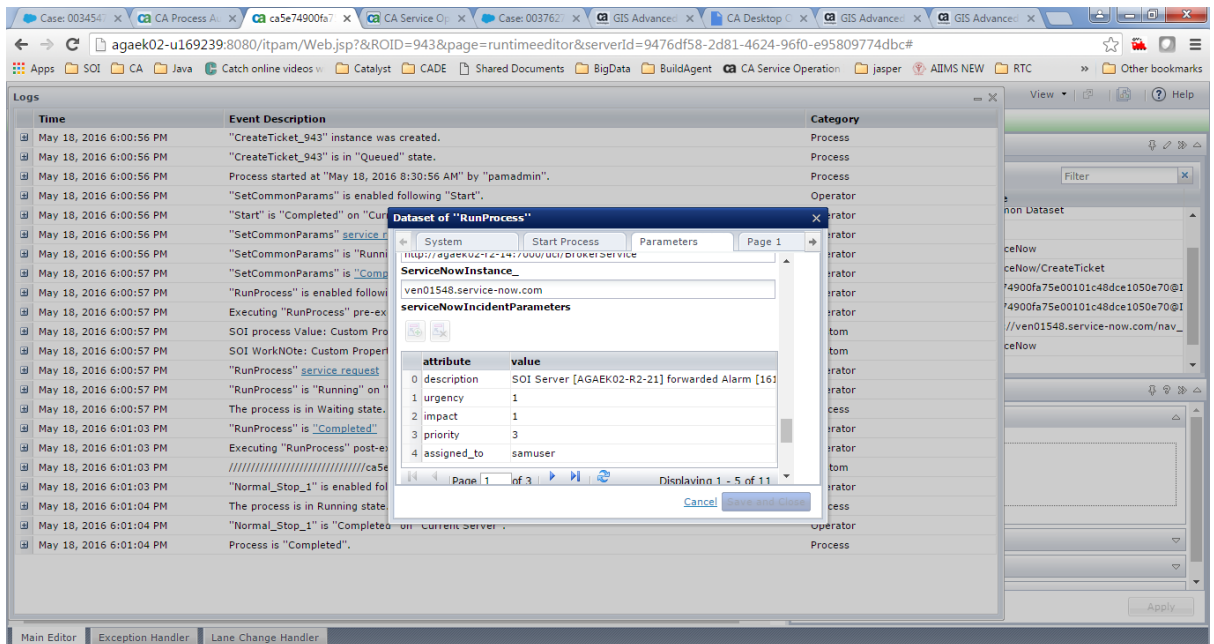
28. Click OK in the confirmation message.



29. Open CA SOI console and create an alert

Troubleshooting at PAM Side:

1. Click on the newly created ticket on PAM Home and you will be redirected to the create ticket process page.
2. You will find the log window, if already not open go to View in top right corner of UI → Select the Log.



PAM Server Debug option for the Custom Properties

3. In the PAM installed Machine, browse to <PAM_Install Folder>\server\c2o\.config\OasisConfig.properties
4. Open the OasisConfig.properties file in the edit mode.
5. Add the following line at the end:
pam.log.soap.request=true
6. Browse to <PAM_Install folder>\server\c2o\conf
7. Open the log4j.xml file and search following lines and change the Threshold value for C2OFILE to INFO

```
<appender name="C2OFILE"
class="org.jboss.logging.appender.RollingFileAppender">
<errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
<param name="File" value="${jboss.server.home.dir}/log/c2o.log"/>
<param name="Threshold" value="INFO"/>
<param name="Append" value="true"/>
<param name="MaxFileSize" value="50000KB"/>
<param name="MaxBackupIndex" value="3"/>
```

8. Search for root and change the value of priority value "ERROR" to "INFO"

Before Editing:

```
<!-- ===== -->
<!-- Setup the Root category -->
<!-- ===== -->
<root>
<priority value="ERROR" />
<appender-ref ref="CONSOLE"/>
<appender-ref ref="C2OFILE"/>
</root>
```


After Editing:

```
<!-- Setup the Root category -->
<!-- ===== -->
<root>
<priority value="INFO" />
<appender-ref ref="CONSOLE"/>
<appender-ref ref="C2OFILE"/>
</root>
```

9. Restart the PAM Server
10. Log file location: <PAM_Install folder>\server\c2o \log\c2o.log

Note: Take a backup of 'oasisconfig.properties' & Log4j.xml' files before making the changes

SOI Side Log Setting for Troubleshooting:

1. Open the Manager Debug page

<http://<SOI manager Host name>:7090/sam/debug/>

2. Click on the Debug Controller
3. Enable the log for below classes:
ActionService
HelpDeskManager
ITPAMWSCliient
RuntimeTokenParser
RuntimeParams
4. Current Debug Level : select MAX → Apply
5. Go to SOI_MANGER_HOME\ tomcat\logs and open the soimgr-debug.log

Note: after these change in SOI side server restart is not required.

Container (SNOW connector) Side Log Setting for Troubleshooting:

1. Go to container installed location

<Catalyst_home>\CatalystConnector\container\etc

2. Open the "org.ops4j.pax.logging.cfg" file → Go to bottom of the file and search for "log4j.logger.com.ca.usm.ucf.servicenow" and change the INFO to DEBUG.

3. Before change:

log4j.logger.com.ca.usm.ucf.servicenow=INFO, SN

4. After change

log4j.logger.com.ca.usm.ucf.servicenow=DEBUG, SN

5. Restart The CA Catalyst container service from Services.msc console

6. Log file location:
<Catalyst_home>\CatalystConnector\container\data\log\ServiceNow_Con
nector.log