CONFIGURING SUPPORT AUTOMATION (SA) IN SERVICE DESK MANAGER R12.9 and R14.1 ADVANCE AVAILABILITY (AA) MODE

This document will provide steps on configuring Support Automation (SA) in Advance Availability (AA) mode for Service Desk Manager R12.9 and R14.1.

For testing we considered 5 different Servers all on Windows OS.

- 1 Background (BG) Server
- 1 Standby Server
- 2 Application Servers
- 1 Database Server (Remote)
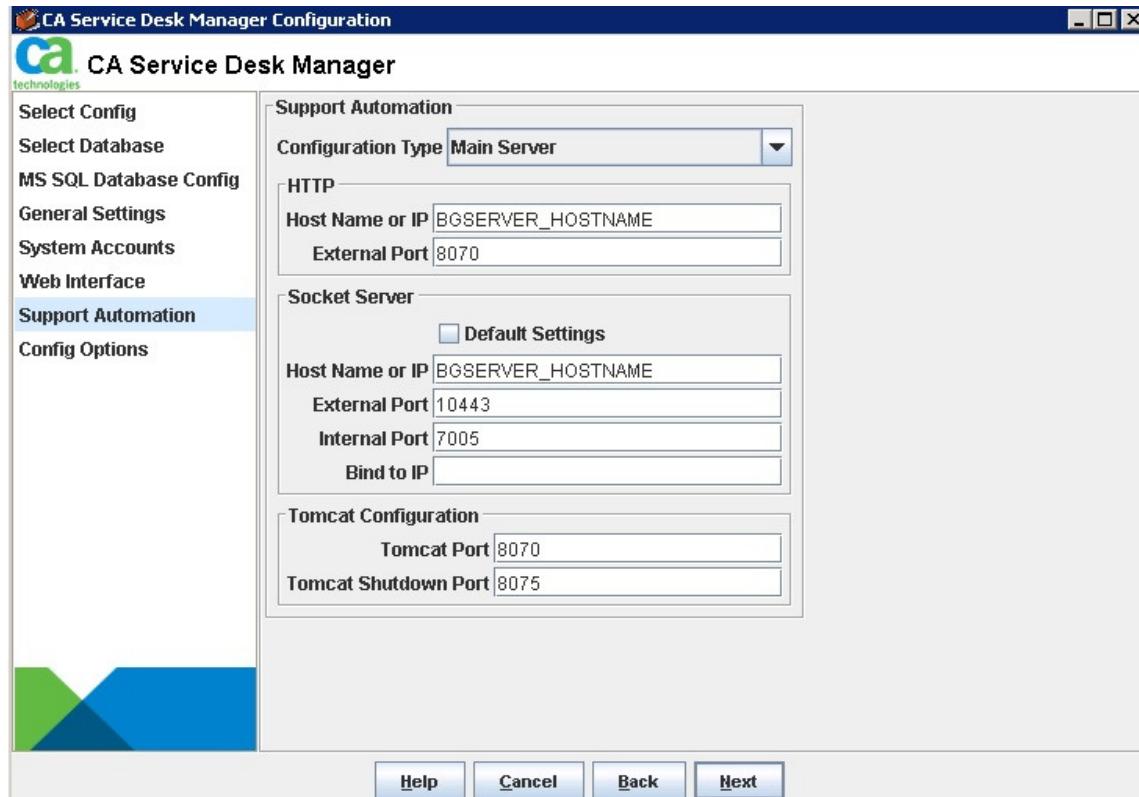
We will be configuring:

- The Background Server (BG) as the MAIN Support Automation Server.
- One of the Application Servers will be used to setup the SupportAutomation URL.
- All the ports will be left as default.

Below are the SA Configuration Options when the Service Desk Configuration (pdm_configure) is invoked:
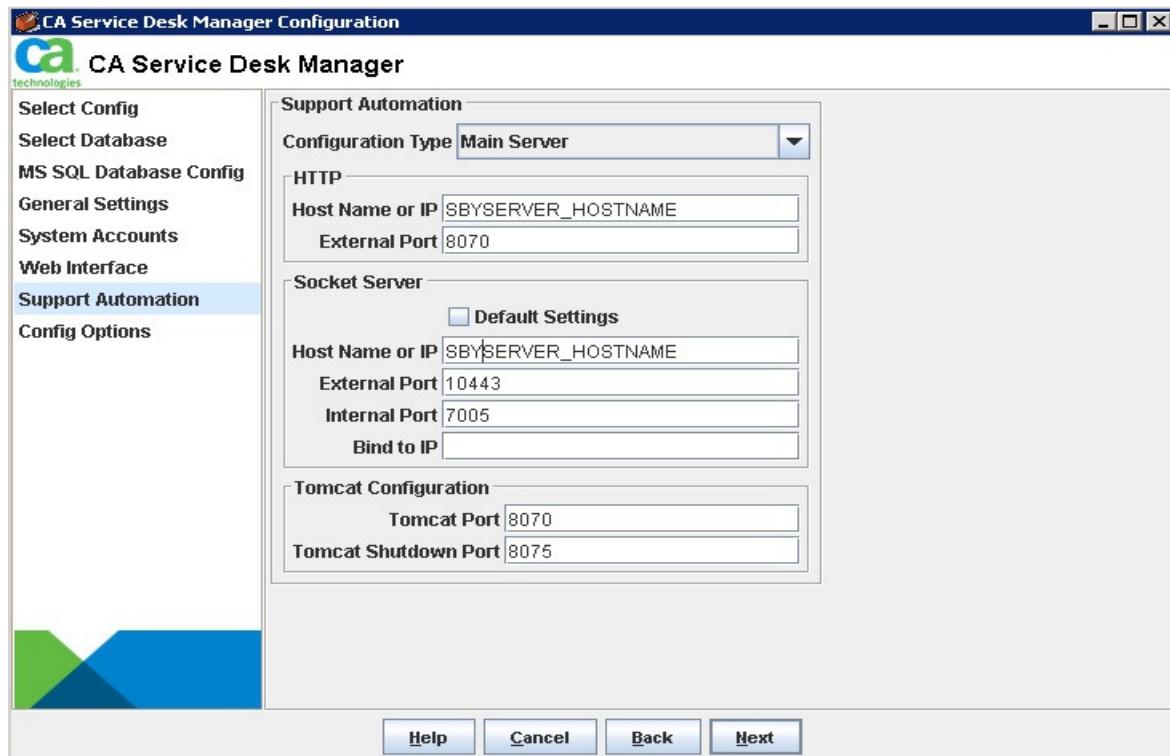
BACKGROUND SERVER SUPPORT AUTOMATION (SA) CONFIGURE WINDOW

- Configuration Type – Main Server
- Hostname or IP will be the Background Servers Hostname or IP Address. This is case sensitive.
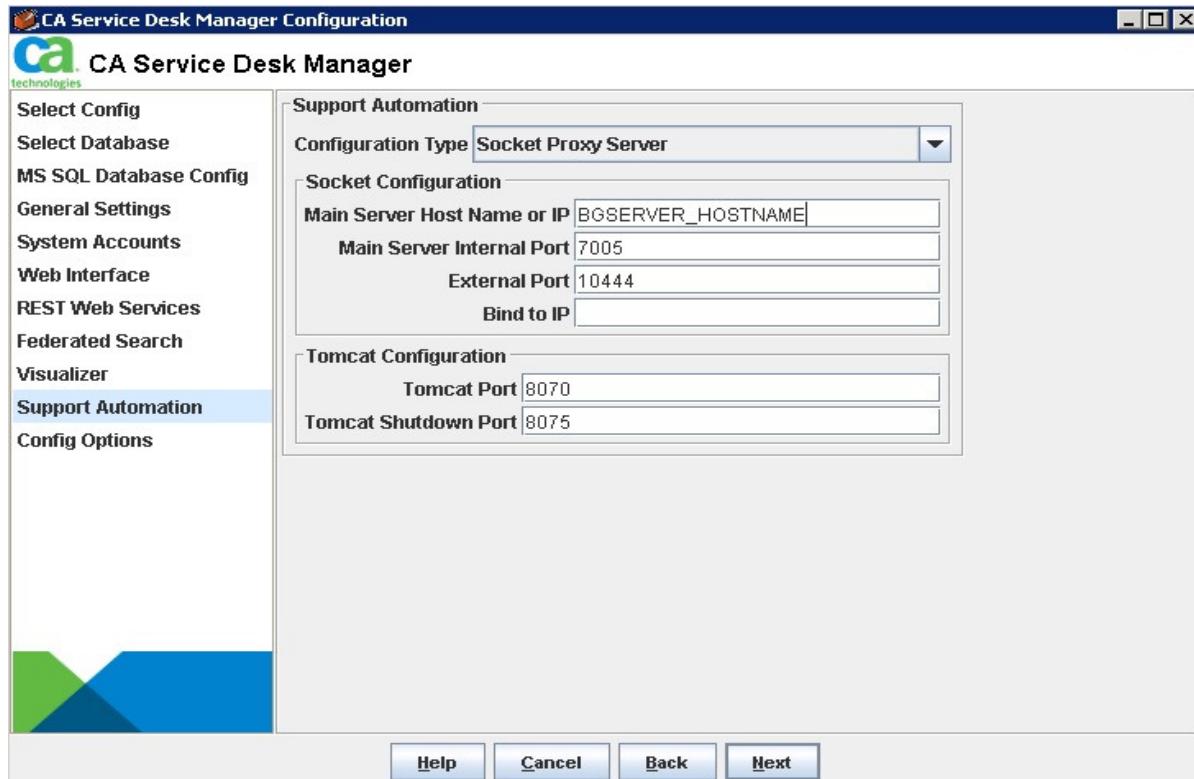
STANDBY SERVER SUPPORT AUTOMATION (SA) CONFIGURE WINDOW

- Configuration Type – Main Server
- Hostname or IP will be the Standby Servers Hostname or IP Address. This is case-sensitive.

ON THE APPLICATION SERVERS

- Configuration Type – **Socket Proxy Server**
- Main Server Host Name of IP will be pointing to the Active Background Server Hostname. This is case sensitive.
- If there are more Application Servers, then the same settings apply in the SA configuration window.

SA NX VARIABLES

The NX.env variables on the Active Background, Stand By and all Application Servers will be as shown below.

@NX_SA_DOMSRVR=domsrvr:sa

@NX_SA_SERVER_ON_PRIMARY=YES

@NX_SA_PRIMARY_DOMSRVR=Yes

@NX_SUPPORTAUTOMATION_URL=http://APPSERVER1_HOSTNAME:8070/SupportAutomation

(If Support Automation URL Option is installed pointing to APPLICATION Server 1 Hostname)

Note: Do not edit the NX.env file manually. Always use the Options Manager from the Service Desk Administration Interface to install the Options.

SA VALUES TO NOTE IN THE /SITE/CONFIG.PROPERTIES FILE

	Background (BG) Server	**Standby Server**	**On the Application Servers**
sa.socket_main_host	Blank	Blank	Hostname of Active BG Server if SA is configured on the Application Server. If SA is not configured on the Application Server then this value will be Blank. **sa.socket_main_host=BG Server Hostname (OR) sa.socket_main_host=**
sa.socket_host	Hostname of the BG Server	Hostname of the Standby Server	Hostname of the Application Server
sa.server_type	Main	Main	This value will be set to Proxy if SA is configured on the Application Server. If SA is not configured on the Application Server then this value will be None. **sa.server_type=proxy (OR) sa.server_type=none**
sa.http_host	Hostname of the BG Server	Hostname of the Standby Server	Hostname of the Application Server

Note: Do not edit the /site/Config.properties file manually. When the ServiceDesk Configuration (pdm_configure) is run these values will appear in this file.

SA VARIABLES IN THE /PDMCONF/NX.ENV_NT.TPL FILE ON ALL THE SERVERS

Note: These values exist by default. Do not modify or change these values.

@NX_SA_CATALINA_BASE=$NX_ROOT/bopcfg/www/CATALINA_BASE_SA

@NX_SA_DOMSRVR=domsrvr:sa

@NX_SA_NOTIF_EVENT_ID_TO_ATTACH_TO_SA_NOTIF_ID=21600

@NX_SA_NOTIF_QUEUE_IDS_TO_EXCLUDE=100004,100030,100200,101000

Server.properties file values under

\BOPCFG\WWW\CATALINA_BASE_SA\WEBAPPS\SUPPORTAUTOMATION\WEB-INF\CLASSES\CONFIG

	On BG and Standby Server	On Application Servers
ServerMode	Standalone	Proxy
UrlHost	Application Server Hostname as SA URL in NX.env is pointing to the Application Server	Not Applicable
UrlPort	8070	8070
UrlProtocol	http	http
HttpPort	8070	
SocketServerHost	Application Server Hostname as SA URL in NX.env is pointing to the Application Server	
SocketServerPort	10443	10443
InternalTcpPort	7005	7005
PrimaryServerHostname	Not applicable to BG and Standby Servers	Active BG Server Hostname
AppName	Not applicable to BG and Standby Servers	SupportAutomation

SA PROCESSES SEEN IN PDM_STATUS OUTPUT

Name	Process Name	Background Server	Standby	Application
SA Object Mgr	domsrvr:sa	Yes	No	No
CA SA Tomcat	pdm_tomcat_nxd	Yes	Yes	Yes

SA PROCESSES SEEN IN SLSTAT OUTPUT

Background Server	Standby	Application
sa_main_server	This process will be running only on the Active BG Server. This will not be present on the Standby Server.	sa_proxy_server_ APPServerHostname
pdm_tomcat-BGServerhostname_SA	This process will be running only on the Active BG Server. This will not be present on the Standby Server.	pdm_tomcat-APPServerHostname_SA
domsrvr:sa	domsrvr:sa	

JRE CONSIDERATIONS

- JRE is only used for the Analyst Launch. It is not used for the End-User Launch.
- Ensure that Control Panel on each of the Servers shows Java in the list. If not then there is a need to uninstall and re-install Java.
- Ensure that JRE install folder is added to the Windows System Path.
- Run java –version and check if it returns the JRE Version. If not then the JRE Install path is not added to Windows Path.