

Quick Reference Guide for QualityNet File Cloud Integration

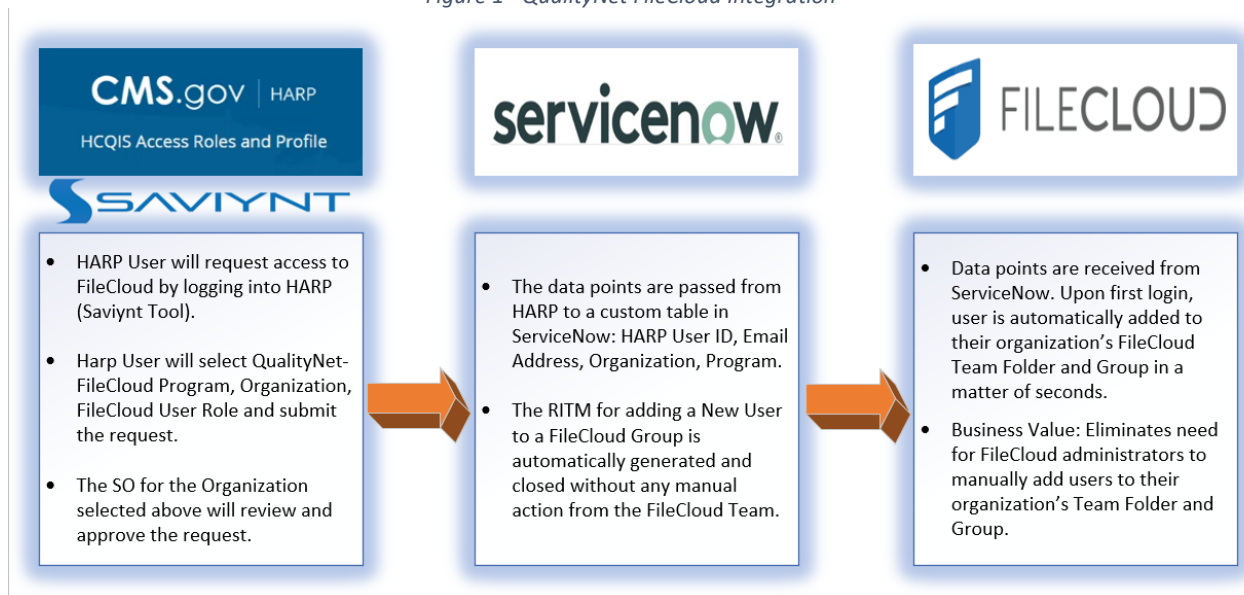
Affected User Groups: HIDS ServiceDesk/Collab

The provisioning of QualityNet FileCloud accounts is now automated by using the HCQIS ServiceNow Workflow Integrator API between HARP and FileCloud. This automation eliminates the manual process of adding a FileCloud User to their organization's Team folder upon first login, **after the user requests the FileCloud user role via HARP, and is approved by their SO**. Any exceptions that occur in the process will be captured in a ServiceNow Requested Item (RITM) Task and is assigned to the HIDS Service Desk Collaboration Team which includes the FileCloud Team (Group Name in ServiceNow: *HIDS SD-Collab*) for troubleshooting.

Happy Path

The overall process for the "happy path" is summarized in Figure 1.

Figure 1 - QualityNet FileCloud Integration



Not So Happy Path

When an API receives an invalid response or exception, a RITM/TASK is automatically created in ServiceNow and assigned to the FileCloud Team. Examples of the exceptions that could occur are represented in Figures 2-6:

1. The FileCloud Admin credentials for authentication in ServiceNow fails.
2. ServiceNow is unable to receive a valid response for the "getuser" API call.
3. ServiceNow is unable to receive a valid response for the "adduser" API call.
4. ServiceNow is unable to receive a valid response for the "getgroupbyname" API call.
5. ServiceNow is unable to receive a valid response for the "addmembertogroup" API call.

Figure 2 – Admin Login API Received Invalid Response (Credential Authentication Fails)

Catalog Task TASK0102074

Request: REQ0092916 State: Open

Request Item: RITM0089273 Priority: 4 - Low

Requested for: FileCloud Approvals * Assignment group: HIDS SD-Collab

Due date: 09/01/2020 10:52:19 AM Assigned to:

Configuration item:

Work notes list:

Short description: ServiceNow received an invalid response from adminlogin API for the HARP ID Test.varadarajdeshpande request

Description:

HARP/SN/FileCloud Access Request Information:

First Name : Varadaraj
 Last Name : Deshpande
 HARP ID : Test.varadarajdeshpande
 Email : varadaraj.deshpande3@ventechsolutions.co
 Organization : HIDS-Ventech
 Entitlements : tt

Error: User credentials supplied to adminlogin API are not FileCloud Admin credentials.

Figure 3 - Get User API Received Invalid Response (Unable to Retrieve User)

Catalog Task TASK0101928

Number: TASK0101928 Approval: Approved

Request: REQ0092804 State: Closed Complete

Request item: RITM0089160 Priority: 4 - Low

Requested for: FileCloud Approvals Assignment group: HIDS SD-Collab

Due date: 08/31/2020 11:33:30 AM Assigned to:

Configuration item:

Work notes list:

Short description: ServiceNow received an invalid response from getuser API for the HARP ID Test.varadarajdeshpande request

Description:

HARP/SN/FileCloud Access Request Information:

First Name : VARADARAJ
 Last Name : DESHPANDE
 HARP ID : Test.varadarajdeshpande
 Email : Varadaraj.Deshpande@ventechsolutions.com
 Organization : ADO-ESS-Ventera
 Entitlements : FileCloud-User

GetUser method (getuser API) received a invalid response

API (getuser) Response : HTTP/1.1 401 Unauthorized

Figure 4.1 – Add User API Received Invalid Response (Invalid Email)

Number: TASK0102076 Approval: Requested

Request: REQ0092919 State: Open

Request item: RITM0089276 Priority: 4 - Low

Requested for: FileCloud Approvals * Assignment group: HIDS SD-Collab

Due date: 09/01/2020 11:08:32 AM Assigned to:

Configuration item:

Work notes list:

Short description: ServiceNow received an invalid response from addUser API for the HARP ID Tes.varadarajdeshpande request

Description:

HARP/SN/FileCloud Access Request Information:

First Name : Varadaraj
 Last Name : Deshpande
 HARP ID : Tes.varadarajdeshpande
 Email : @ventechsolutions.com
 Organization : HIDS-Ventech
 Entitlements : tt

Error: User Information i.e. HARP ID & email address combination is not acceptable by FileCloud

API Response: Invalid Email

Figure 4.2 – Add User API Received Invalid Response (# of Accounts Exceeded)

Number Approval Requested

Request REQ0092923 State Open

Request item RITM0089280 Priority 4 - Low

Requested for FileCloud Approvals * Assignment group HIDS SD-Collab

Due date 09/01/2020 11:14:38 AM Assigned to

Configuration item Work notes list

Short description ServiceNow received an invalid response from addUser API for the HARP ID demo12348 request

Description

HARP/SN/FileCloud Access Request Information:

First Name : Test
 Last Name : Manager
 HARP ID : demo12348
 Email : demo99998@qat.com
 Organization : HIDS-Ventech
 Entitlements : tt

Error: User Information i.e. HARP ID & email address combination is not acceptable by FileCloud

API Response: Number of Accounts Exceeded. Please check with your Admin to create new account.

Figure 4.3 – Add User API Received Invalid Response (Email ID already in use)

Number Approval Requested

Request REQ0092920 State Open

Request item RITM0089277 Priority 4 - Low

Requested for FileCloud Approvals * Assignment group HIDS SD-Collab

Due date 09/01/2020 11:10:12 AM Assigned to

Configuration item Work notes list

Short description ServiceNow received an invalid response from addUser API for the HARP ID Test.vadeshpande request

Description

HARP/SN/FileCloud Access Request Information:

First Name : Varadaraj
 Last Name : Deshpande
 HARP ID : Test.vadeshpande
 Email : varadaraj.deshpande@ventechsolutions.com
 Organization : HIDS-Ventech
 Entitlements : tt

Error: User Information i.e. HARP ID & email address combination is not acceptable by FileCloud

API Response: Email ID already in use

Figure 5 - Get Group API Received Invalid Response (Group Does Not Exist)

Number Approval Requested

Request REQ0092918 State Open

Request item RITM0089275 Priority 4 - Low

Requested for FileCloud Approvals * Assignment group HIDS SD-Collab

Due date 09/01/2020 11:06:38 AM Assigned to

Configuration item Work notes list

Short description Missing Group ID from getgroupbyname API for the group HIDS-Ventec

Description

HARP/SN/FileCloud Access Request Information:

First Name : Varadaraj
 Last Name : Deshpande
 HARP ID : Test.varadarajdeshpande
 Email : varadaraj.deshpande4@ventechsolutions.co
 Organization : HIDS-Ventec
 Entitlements : tt

Error: Received good response for getgroupbyname API without Group ID

API Response: Group Does Not Exist

Figure 6 - Add User to Group API Received Invalid Response

Number: TASK0101931

Request: REQ0092806

Request Item: RITM0089162

Requested for: FileCloud Approvals

Due date: 08/31/2020 11:52:26 AM

Configuration Item:

Short description: ServiceNow received invalid response from addmembertogroup API for the group ADO-ESS-Ventera and HARP User ID Test.varadaraj combination

Description: HARP/SN/FileCloud Access Request Information:
 First Name : VARADARAJ
 Last Name : DESHPANDE
 HARP ID : Test.varadaraj
 Email : Varadaraj.Deshpande@ventechsolutions.com
 Organization : ADO-ESS-Ventera
 Entitlements : FileCloud-User
 Error: Add Member Information i.e. Group ID & User ID combination is not acceptable by FileCloud
 API Response:

Remediation Through Service Request Tasks

Once Tasks are created, ServiceNow will automatically send a notification to the FileCloud Team. See Figure 7 for an example of the notification. The notification will include the Task number with a link to the Task form. The notification will also include the Requested for information, the assignment group, the short description, and the description on the Service Request. The description will include the details necessary to perform troubleshooting. You will need to assign the Task appropriately to indicate you are working on the Task. Once completed, be sure to set the Task to “Closed Completed.” It is important to note that the Service Request Catalog item is called *HARP/SN/FileCloud Access Request Information* and will be in the ‘description’ field of the Service Request.

Figure 7- Task Notification Example

