

WINDOWS SERVICE AUTOMATIC RESTART USE CASE



This use case will demonstrate how to restart any Windows service using BMC Helix Intelligent Automation with the TrueSight Orchestration connector to help manage all of your IT assets.

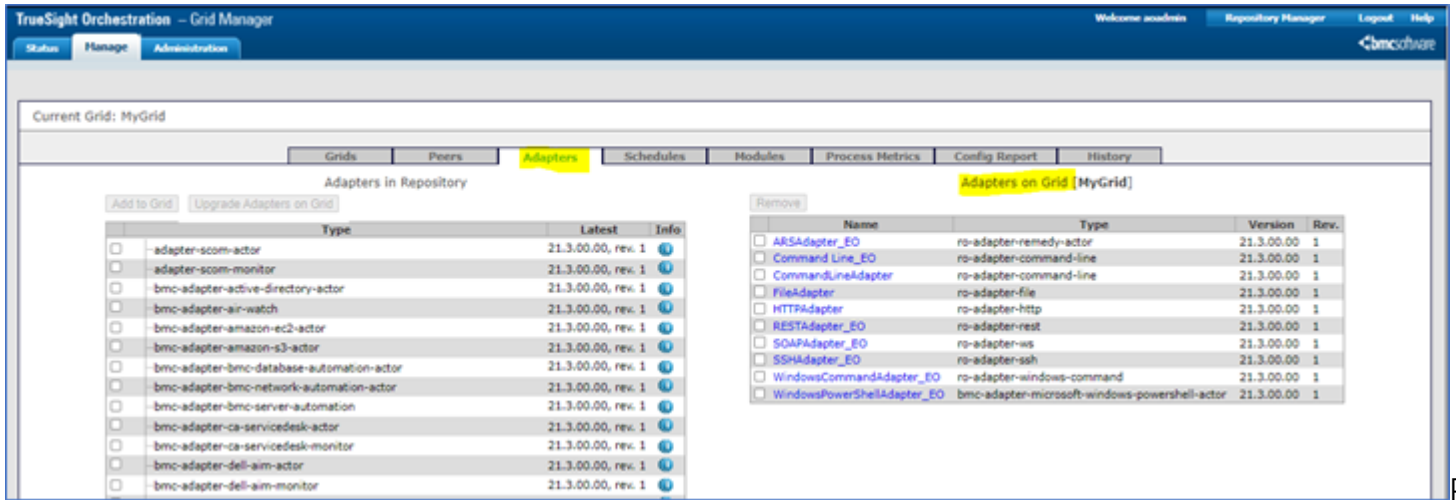
Use Case

When a Windows Service down alert comes into BMC Helix Operations Management, the service is restarted automatically using BMC Helix Intelligent Automation.

- In this use case, we are using TrueSight Orchestration (TSO) as the automation tool for Out-of-the-box TSO event orchestration runbook adapters and modules.
- The BMC Helix Intelligent Automation Policy triggers the TSO workflow to remotely restart the Windows service.
- The Windows service gets restarted successfully and the event is closed in BMC Helix Operations Management.
- For this use case, we are restarting the Print Spooler service on a Windows server as an example to demonstrate the flow.

The Event Orchestration Runbook Configuration

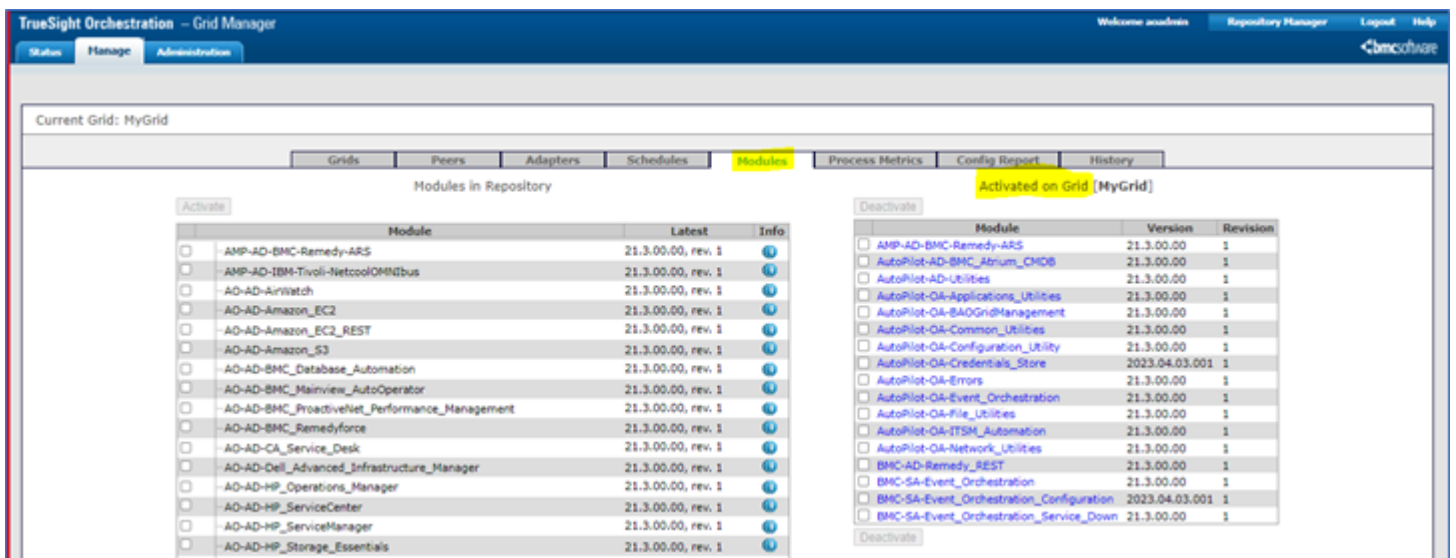
The adapters needed for this use case are shown below.



reference:

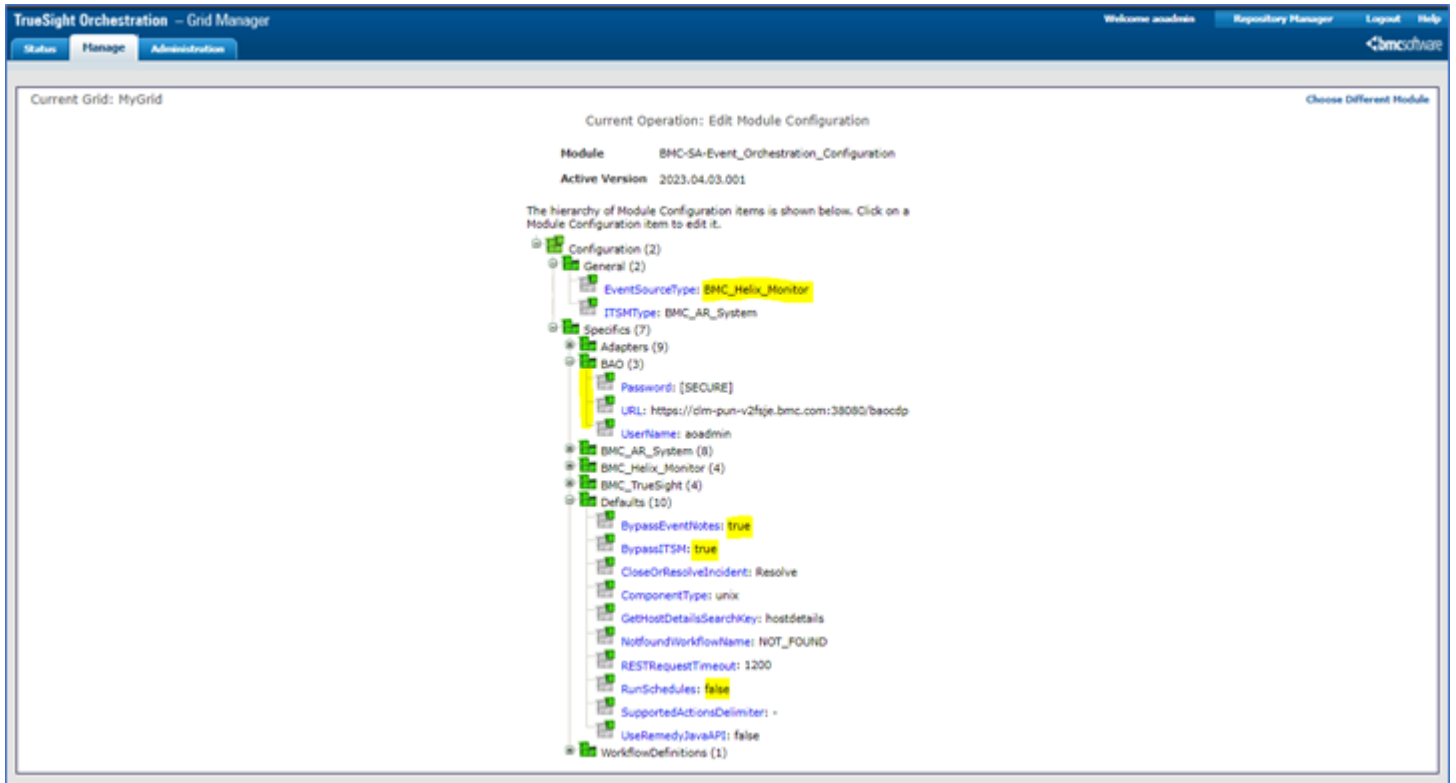
<https://docs.bmc.com/docs/TruesightOrchestrationContent/231/installing-the-event-orchestration-runbook-1192637229.html>

The modules needed for this use case are shown below.



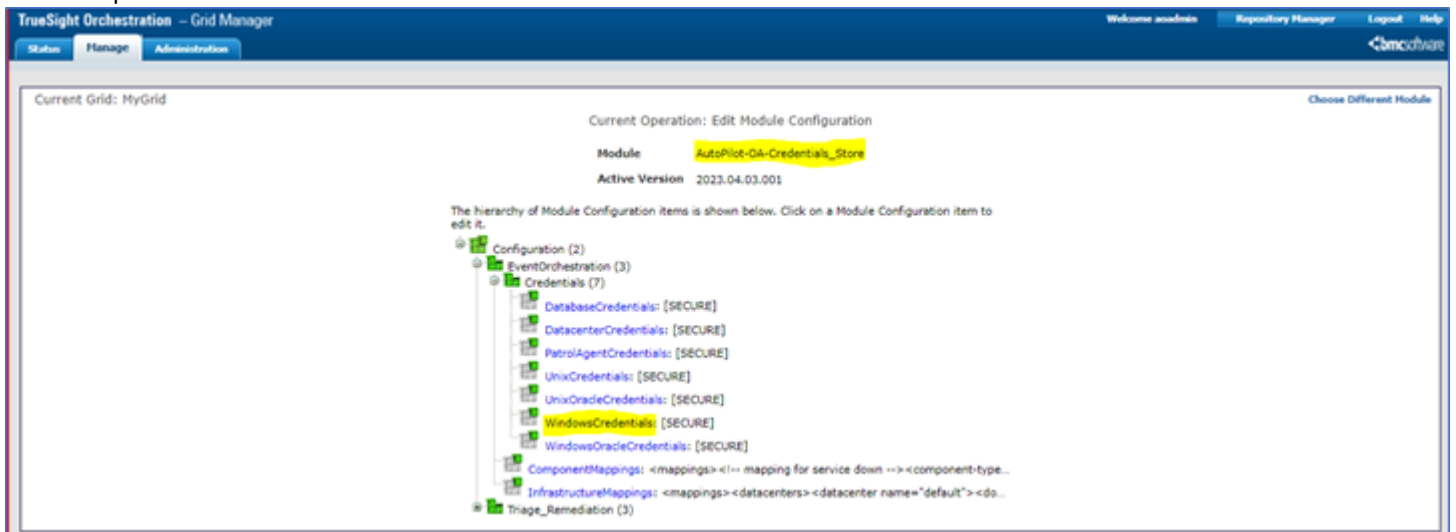
Event Orchestration Module Configuration for BMC Helix Monitor

You will need to make changes for the attributes highlighted below.



Event Orchestration Credential Store Configuration

Please provide the correct Windows credentials, as shown below.



BMC Helix Intelligent Automation

The screens below show the BMC Helix Intelligent Automation Connector, which needs to be configured from the console.

Reference:

<https://docs.bmc.com/docs/helixintelligentautomation/232/configuring-the-truesight-orchestratio-n-connector-1191808192.html>

The screenshot shows the 'Configured Connectors' page in the BMC Helix Intelligent Automation interface. The top navigation bar includes 'Requests', 'Policies', 'History', 'Connectors', 'Solutions', and 'Report'. Below the navigation, there are tabs for 'Configured Connectors', 'Available Connectors', and 'Plugin Keys'. A warning message states: 'For applications that support both cloud and on-premises connectors, only on-premises connectors are supported now and all policies should be configured with on-premises connector. For more details refer to Intelligent Automation documentation.' The main content area displays a connector card for 'bmc TrueSight Orchestration'. The card shows 'TSO_IP' as the connector name, 'ON PREM' as the type, and a green 'CONNECTED' status with an information icon. The last update timestamp is 'Mar 2, 2023, 7:28:37 PM'.

Policy Configuration: BMC Helix Intelligent Automation

You will need to configure the BMC Helix Intelligent Automation policy from the Policies tab.

The screenshot shows the 'Restart Windows Service - DEMO' policy configuration page. The top navigation bar includes 'Requests', 'Policies', 'History', 'Connectors', 'Solutions', and 'Report'. The page is divided into two main sections: '1 Policy Information' and '2 Trigger'.
1 Policy Information
Enter a name and description for the policy.
Policy Name (required): Restart Windows Service - DEMO
Description: Enter an optional description.
Execution Mode: Manual Automatic
2 Trigger
Define the event, and build criteria to match the trigger condition to the event.
Event Type (required): User defined event (Event)
Trigger Condition (required): { source_hostname Equals clm-pun-v2fsje } AND { object Equals SERVICES_Spooler }
Build the trigger condition by selecting the event parameters as they appear in a pop-up list. Or paste the trigger condition in the text box directly.

3 Action Configuration
Select actions from the action library and configure them. (required)

Select Action

Click on "Select Action" to get the page below.

Select an action

1. Pick an automation tool TSO_IP 2. Select an action 3. Configure an action

933 actions available Sync Actions

Search actions

- :AutoPilot-AD-BMC_Atrium_CMDB:Utilities:Extract Soap Username From Items Select
- :BMC-SA-Event_Orchestration_Service_Down:Perform Triage Select
- :AutoPilot-OA-Applications_Utilities:Perform Start Distributed Transaction Coordinator Select

member to click on "Sync Actions."

Next, you can search for "Event_Orchestration Process Event" in the Search Actions field.

Select an action

1. Pick an automation tool TSO_IP 2. Select an action 3. Configure an action

1 actions available Sync Actions

Event_Orchestration Process

- :BMC-SA-Event_Orchestration:Process Event Select

Follow the steps below to complete the policy configuration.

Configure action

1. Pick an automation tool 2. Select an action 3. Configure an action

:BMC-SA-Event_Orchestration:Process Event

Description
:BMC-SA-Event_Orchestration:Process Event

Input Parameters

Event Data (required) Event

Action Id (required) BMC_Helix_Monitor-ServiceDown-1

Filter

- msg
- tags
- alias
- class
- _ci_id
- _model
- _notes
- object
- status

The screenshot shows the BMC Helix Intelligent Automation interface for configuring a policy named "Restart Windows Service - DEMO". The interface is divided into three main sections:

- 1 Policy Information:** This section includes a "Policy Name" field with the value "Restart Windows Service - DEMO", a "Description" field with the placeholder "Enter an optional description.", and "Execution Mode" radio buttons for "Manual" and "Automatic" (which is selected).
- 2 Trigger:** This section defines the event and criteria. The "Event Type" is set to "User defined event" with a sub-label "Event". The "Trigger Condition" is configured as a logical expression: "(source_hostname Equals clm-pun-v2fsje) AND (object Equals SERVICES_Spooler)". A note below states: "Build the trigger condition by selecting the event parameters as they appear in a pop-up list. Or paste the trigger condition in the text box directly."
- 3 Action Configuration:** This section allows selecting actions from a library. One action is selected: "BMC-SA-Event_Orchestration:Process Event" with a sub-label "Tso.jp".

At the bottom of the form, there are three buttons: "Save" (highlighted in orange), "Cancel", and "Test Policy".

This completes

the policy creation.

Please refer to the below link to download the presentation for this Blog Article.

[Restart a Windows Service](#)

We have recorded a Video showing the working of this Use Case and required configuration. This can be obtained upon request through email to the Authors.

ipsita_priyadarshini@bmc.com

sayan_banerjee@bmc.com

Conclusion

Enterprise applications require these workflows to identify and remediate critical events happening in their infrastructure. This use case help organizations manage the end-to-end infrastructure in an effective way with the least impact to the business.