Configuring OnCommand Workflow Automation

OnCommand Workflow Automation 5.0

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OnCommand Workflow Automation (WFA) enables you to configure various settings—for example, AutoSupport and notifications.

When configuring WFA, you can set up one or more of the following, as required:

- AutoSupport (ASUP) for sending ASUP messages to technical support
- Microsoft Active Directory Lightweight Directory Access Protocol (LDAP) server for LDAP authentication and authorization for WFA users
- Mail for email notifications about workflow operations and sending ASUP messages
- Simple Network Management Protocol (SNMP) for notifications about workflow operations
- Syslog for remote data logging

Configure authentication settings

You can configure OnCommand Workflow Automation (WFA) to use a Microsoft Active Directory (AD) Lightweight Directory Access Protocol (LDAP) server for authentication and authorization.

What you'll need

You must have configured a Microsoft AD LDAP server in your environment.

About this task

Only Microsoft AD LDAP authentication is supported for WFA. You cannot use any other LDAP authentication methods, including Microsoft AD Lightweight Directory Services (AD LDS) or Microsoft Global Catalog.

> During communication, LDAP sends the user name and password in plain text. However, LDAPS (LDAP secure) communication is encrypted and secure.

Steps

1. Log in to WFA through a web browser as an admin.
2. Click **Settings**, and under **Setup** click **Authentication**.
3. Select the **Enable Active Directory** check box.
4. Enter the required information in the fields:
   a. **Optional**: If you want to use the *user@domain* format for domain users, replace `sAMAccountName` with `userPrincipalName` in the **User name attribute** field.
   b. **Optional**: If unique values are required for your environment, edit the required fields.
   c. Enter the AD server URI as follows: `ldap://active_directory_server_address[:port]`

   Example

   ```
   ldap://NB-T01.example.com[:389]
   ```

If you have enabled LDAP over SSL, you can use the following URI format:
`ldaps://active_directory_server_address[:port]`

d. Add a list of AD group names the required roles.

> ⓘ You can add a list of AD group names to the required roles in the Active Directory Groups Window.

Active Directory Groups window

5. Click **Save**.

Configure email notifications

You can configure OnCommand Workflow Automation (WFA) to send you email notifications about workflow operations—for example, workflow started or workflow failed.

What you'll need

You must have configured a mail host in your environment.

Steps

1. Log in to WFA through a web browser as an admin.
2. Click **Settings**, and under **Setup** click **Mail**.
3. Enter the required information in the fields.
4. Test the mail settings by performing the following steps:
   a. Click **Send test mail**.
   b. In the Test Connection dialog box, enter the email address to which you want to send the email.
   c. Click **Test**.
5. Click **Save**.

Configure SNMP

You can configure OnCommand Workflow Automation (WFA) to send Simple Network Management Protocol (SNMP) traps about the status of workflow operations.

About this task

The WFA `.mib` file provides information about the traps that are sent by the WFA server. The `.mib` file is located in the `<WFA_install_location>\wfa\bin\wfa.mib` directory on the WFA server.

> ⓘ The WFA server sends all the trap notifications with a generic object identifier (1.3.6.1.4.1.789.1.1.12.0).

You cannot use SNMP community strings such as `community_string@SNMP_host` for SNMP configuration.

Steps

1. Log in to WFA through a web browser as an admin user, and then access the WFA server.

2. Click **Settings**, and under **Setup** click **SNMP**.
3. Select the **Enable SNMP** check box.
4. Enter an IPv4 or IPv6 address or the host name, and the port number of the management host.

   WFA sends SNMP traps to the specified port number. The default port number is 162.

5. In the **Notify On** section, select one or more of the following check boxes:
   - Workflow execution started
   - Workflow execution completed successfully
   - Workflow execution failed/partially successful
   - Workflow execution waiting for approval
   - Acquisition failure
6. Click **Send Test Notification** to verify the settings.
7. Click **Save**.

Configure Syslog

You can configure OnCommand Workflow Automation (WFA) to send log data to a specific Syslog server for purposes such as event logging and log information analysis.

What you'll need

You must have configured the Syslog server to accept data from the WFA server.

Steps

1. Log in to WFA through a web browser as an admin.
2. Click **Settings**, and under **Maintenance** click **Syslog**.
3. Select the **Enable Syslog** check box.
4. Enter the Syslog host name and select the Syslog log level.
5. Click **Save**.

Configure AutoSupport

You can configure several AutoSupport settings such as the schedule, content of the AutoSupport messages, and the proxy server. AutoSupport sends weekly logs of the content that you selected to technical support for archiving and issue analysis.

Steps

1. Log in to WFA through a web browser as an admin.
2. Click **Settings**, and under **Setup** click **AutoSupport**.
3. Ensure that the **Enable AutoSupport** box is selected.
4. Enter the required information.
5. Select one of the following from the **Content** list:

If you want to include…	Then choose this option…
Only configuration details such as users, workflows, and commands of your WFA installation	send only configuration data
WFA configuration details and data in WFA cache tables such as the scheme	send configuration and cache data (default)
WFA configuration details, data in WFA cache tables, and data in the installation directory	send configuration and cache extended data

> The password of any WFA user is *not* included in the AutoSupport data.

6. **Optional**: Test that you can download an AutoSupport message:
   a. Click **Download**.
   b. In the dialog box that opens, select the location to save the `.7z` file.
7. **Optional**: Test the sending of an AutoSupport message to the specified destination by clicking **Send Now**.
8. Click **Save**.

Configure email notifications for data source acquisition failures

You can control the notifications that are generated in OnCommand Workflow Automation (WFA) when a data source acquisition fails. You can configure the threshold and interval factor for the notifications.

What you'll need

You must have configured email notifications in OnCommand Workflow Automation (WFA).

Steps

1. Log in to WFA through a web browser as an administrator.
2. Configure the notification threshold:
   a. Click **Settings**, and under **Setup** click **Workflow Settings**.
   b. Scroll down to the **Advanced** section.
   c. In the **Acquisition notification threshold** field, enter the required value.

      The default value is 2.

      If the value specified is 2, then WFA waits for two consecutive data source acquisition failures before sending an email notification.
3. Click **Save**.
4. Configure the notification interval factor:
   a. Click **Settings**, and under **Setup** click **Data Sources**.
   b. Note the interval specified for the required data source.

The default value is 30. You can edit the data source to modify the interval time.

c. Click **Settings**, and under **Setup** click **Workflow Settings**.
d. Scroll down to the **Advanced** section.
e. In the **Acquisition notification interval factor** field, enter the required value.

   The default value is 6.

   If the interval specified for a data source is 30 minutes and the multiplication factor is 6, then an email notification is sent when data source acquisition for the data source does not occur for 180 minutes.

   > If you specify 12 hours or more as the acquisition interval for a data source, WFA considers the interval factor as 1 and sends a notification after the specified acquisition interval for the data source.

5. Click **Save**.

Configure resource reservation for workflows

You can configure the resource reservation capability for OnCommand Workflow Automation (WFA) workflows to ensure that the required resources are available for successful execution of workflows.

Steps

1. Log in to WFA through a web browser as an administrator.
2. Click **Settings**, and under **Setup** click **Workflow Settings**.
3. Ensure that the **Enable reservation for commands** check box is selected.
4. In the **Reservation expiration (H)** field, enter the required value.

   The default is 4.

5. Click **Save**.
6. Enable resource reservation in each required workflow:
   a. Click **Workflow** > **Details of the required workflow**.

      Workflow is the workflow that requires resource reservation.

   b. Select **Consider Reserved Elements**.