List of built-in service templates

A collection of preconfigured service templates are provided with Service Builder.

The following service templates are provided by default and are available for submitting services with no additional configuration:

- **Allocate Like Volumes**
  
  Allocates an identical volume for the selected server and volume within the associated infrastructure group.

- **Allocate Like Volumes for Symmetric Cluster Server from 2 Storage Systems**
  
  Allocate an identical volume for the selected clustered servers and volume within the associated infrastructure group.

- **Allocate Like Volumes and Add to Oracle Database for AIX**
  
  Allocates an identical volume for the selected server and volume, and adds the volume to the disk group for Oracle ASM for AIX.

- **Allocate Like Volumes and Add to Oracle Database for Linux**
  
  Allocates an identical volume for the selected server and volume, and adds the volume to the disk group for Oracle ASM for Linux.

- **Allocate Like Volumes and Add to Oracle Database for Solaris**
  
  Allocates an identical volume for the selected server and volume, and adds the volume to the disk group for Oracle ASM for Solaris.

- **Allocate Like Volumes and Add to Oracle Database for Windows**
  
  Allocates an identical volume for the selected server and volume, and adds the volume to the disk group for Oracle ASM for Windows.

- **Allocate Like Volumes and Create Datastore on VMware vSphere**
  
  Allocates and creates an identical datastore for the selected ESX server and datastore within the associated infrastructure group.

- **Allocate Like Replicated Volumes on Existing Copy Topology**
Allocates identical volumes for the selected server and volume within the associated infrastructure group and configures copy settings on the existing copy topology for remote replication.

• Allocate Volumes and Add to Oracle Database for AIX
  Provisions a disk at storage system and adds a disk to a disk group for the Oracle ASM for AIX.

• Allocate Volumes and Add to Oracle Database for Linux
  Creates a volume on a storage system, and adds the volume to the disk group for Oracle ASM for Linux.

• Allocate Volumes and Add to Oracle Database for Solaris
  Provisions a disk at storage system and adds a disk to a disk group for the Oracle ASM for Solaris.

• Allocate Volumes and Add to Oracle Database for Windows
  Creates a volume on a storage system, and adds the volume to the disk group for Oracle ASM for Windows.

• Allocate Volumes and Create Datastore on VMware vSphere
  Intelligent allocate volumes service that allocates volumes for a selected VMware vSphere server from the associated infrastructure group and creates a datastore instance on the vSphere server.

• Allocate Volumes for Citrix XenDesktop on Microsoft Hyper-V
  Intelligent allocation service that uses sets of volumes from the associated infrastructure group to be consumed by server(s) running XenDesktop on Microsoft Hyper-V.

• Allocate Volumes for Citrix XenDesktop on VMware vSphere
  Intelligent allocation service that uses sets of volumes from the associated infrastructure group to be consumed by server(s) running XenDesktop on VMware vSphere.

• Allocate Volumes for Generic Application
  Intelligent allocation service that uses sets of volumes from the associated infrastructure group to be consumed by server(s) running a generic application.

• Allocate Volumes for Microsoft Exchange Server
  Intelligent allocation service that uses sets of volumes from the associated infrastructure group to be consumed by server(s) running Microsoft Exchange.

• Allocate Volumes for Microsoft SQL Server
  Intelligent allocation service that uses sets of volumes from the associated infrastructure group to be consumed by server(s) running Microsoft SQL.
• Allocate Volumes for Oracle Database

Intelligent allocation service that uses sets of volumes from the associated infrastructure group to be consumed by server(s) running Oracle ASM.

• Allocate Volumes for Symmetric Cluster Server from 2 Storage Systems

Symmetric allocation service that uses sets of volumes from two storage systems based on resource criteria to be consumed by a cluster server running a generic application.

• Allocate Volumes with Clone for Citrix XenDesktop on Microsoft Hyper-V

Intelligent allocation service that uses sets of volumes with ShadowImage in-system replication from the associated infrastructure group to be consumed by server(s) running XenDesktop on Microsoft Hyper-V.

• Allocate Volumes with Clone for Citrix XenDesktop on VMware vSphere

Intelligent allocation service that uses sets of volumes with ShadowImage in-system replication from the associated infrastructure group to be consumed by server(s) running XenDesktop on VMware vSphere.

• Allocate Volumes with Clone for Generic Application

Intelligent allocation service that uses sets of volumes with ShadowImage in-system replication from the associated infrastructure group to be consumed by server(s) running a generic application.

• Allocate Volumes with Clone for Microsoft Exchange Server

Intelligent allocation service that uses sets of volumes with ShadowImage in-system replication from the associated infrastructure group to be consumed by server(s) running Microsoft Exchange.

• Allocate Volumes with Clone for Microsoft SQL Server

Intelligent allocation service that uses sets of volumes with ShadowImage in-system replication from the associated infrastructure group to be consumed by server(s) running Microsoft SQL.

• Allocate Volumes with Clone for Oracle Database

Intelligent allocation service that uses sets of volumes with ShadowImage in-system replication from the associated infrastructure group to be consumed by server(s) running Oracle ASM.

• Allocate Volumes with Snapshot for Citrix XenDesktop on Microsoft Hyper-V

Intelligent allocation service that uses sets of volumes with in-system replication (Delta backup, Thin Image) from the associated infrastructure group to be consumed by server(s) running XenDesktop on Microsoft Hyper-V.

• Allocate Volumes with Snapshot for Citrix XenDesktop on VMware vSphere

Intelligent allocation service that uses sets of volumes with in-system replication (Delta backup, Thin Image) from the associated infrastructure group to be consumed by server(s) running XenDesktop on VMware vSphere.
Intelligent allocation service that uses sets of volumes with in-system replication (Delta backup, Thin Image) from the associated infrastructure group to be consumed by server(s) running XenDesktop on VMware vSphere.

- **Allocate Volumes with Snapshot for Generic Application**
  Intelligent allocation service that uses sets of volumes with in-system replication (Delta backup, Thin Image) from the associated infrastructure group to be consumed by server(s) running a generic application.

- **Allocate Volumes with Snapshot for Microsoft Exchange Server**
  Intelligent allocation service that uses sets of volumes with in-system replication (Delta backup, Thin Image) from the associated infrastructure group to be consumed by server(s) running Microsoft Exchange.

- **Allocate Volumes with Snapshot for Microsoft SQL Server**
  Intelligent allocation service that uses sets of volumes with in-system replication (Delta backup, Thin Image) from the associated infrastructure group to be consumed by server(s) running Microsoft SQL.

- **Allocate Volumes with Snapshot for Oracle Database**
  Intelligent allocation service that uses sets of volumes with in-system replication (Delta backup, Thin Image) from the associated infrastructure group to be consumed by server(s) running Oracle ASM.

- **Allocate Replicated Volumes on Existing Copy Topology**
  Intelligent allocation service that uses sets of volumes from the associated infrastructure group for use by server(s) running a generic application and configures copy settings on the existing copy topology for remote replication.

- **Allocate Replicated Volumes on New Copy Topology**
  Intelligent allocation service that uses sets of volumes from the associated infrastructure group for use by server(s) running a generic application and creates a new copy topology for remote replication.

- **Allocate Flash Volumes for Generic Application**
  Intelligent allocation service that uses sets of flash volumes from the associated infrastructure group to be consumed by server(s) running a generic application.

- **Add Host**
  A service for adding hosts for Device Manager.

- **Configure CIFS/NFS for Hitachi**
  Intelligent provisioning service to create an EVS, a file system, and a share (CIFS share, NFS export, or both) for Hitachi. It can create a new EVS with an individual security context, or use an existing EVS with either a global or an individual security context.
• Create File Share

Intelligent provisioning service to add CIFS Share or NFS Export capabilities.

• Allocate Fabric Aware Volumes for Generic Application

Intelligent allocation service that uses sets of volumes from the associated infrastructure group to be consumed by server(s) running a generic application.

This service accesses the switch management server and acquires existing fabric configuration and zoning information when allocating new volumes to the host.

• Collect Fabric and Zoning Information

Accesses the switch management server to obtain fabric configuration and zoning information.

• Configure WWN Zoning

Accesses the switch management server and updates zoning information.

• Allocate Volumes from Virtual Storage Machine

Allocates new volumes from a Virtual Storage Machine and reserves the same LDEV IDs on other storage systems for data migration.

• Export Virtual Storage Machine Configuration Across Sites

Provides a report showing configuration details of the Virtual Storage Machine across sites including information regarding the High Availability pair for Data Mobility Services.

• Create High Availability Pair for Migration

Creates a High Availability pair from a Virtual Storage Machine between two storage systems for data migration.

• Migrate Data Using High Availability Pair

Enables online data migration using a High Availability pair between two storage systems from a Virtual Storage Machine.

• Allocate Volumes with Configuration Manager

Allocates sets of volumes from the associated infrastructure group through Configuration Manager for use by servers running a generic application.

• Allocate Like Volumes with Configuration Manager

Allocate new volumes to the host to which the specified source volume is allocated with the same LUN path.
• Allocate Fabric Aware Volumes with Configuration Manager

Allocates sets of volumes from the associated infrastructure group through Configuration Manager for use by servers running a generic application. This service accesses the switch management server and acquires existing fabric configuration and zoning information when allocating new volumes to the host.

• Allocate Fabric Aware Volumes and Create Datastore for ESX Cluster

Allocates volumes to VMware ESX cluster hosts, configures zoning, and creates a VMware datastore under a datastore cluster.

• Add Host to Cluster in vCenter

Allocates existing volumes used as datastores by ESX cluster hosts to a new ESX host.

• Remove Host from Cluster in vCenter

Unmounts VMFS datastores, unallocates volumes from the specified ESX host, and deletes zoning.

• Global-Active Device Setup

Creates virtual storage machines, assigns Quorum Disk IDs, creates remote paths, and allocates command devices to create global-active devices.

• Online Migration

Enables you to migrate a host in an online state through Data Instance Director, access the switch management server to obtain existing fabric configuration and zoning information when allocating new volumes to the host, and then update the zoning information.

The following additional service templates are imported by default. However, to use these service templates, you must create a service for your operating environment.

Note

If you used any of these additional service templates in Automation Director v8.2.0 (or earlier), and have subsequently upgraded to Automation Director to v8.2.1 (or later), you cannot use the service version up wizard to upgrade to the latest version. Instead, you must re-create the services from new version of service templates.

ServiceNow

• Call ServiceNow Table API

Call the ServiceNow Table API.

• Create ServiceNow Incident Ticket

Creates a ServiceNow incident ticket.

• Update ServiceNow Incident Ticket

Updates a ServiceNow incident ticket.
• Retrieve ServiceNow Incident Tickets
  Retrieves ServiceNow incident tickets.

vSphere

• Modify Virtual Machine Configuration
  Modifies the virtual server configuration in the VMware vSphere environment.

• Clone Virtual Machine
  Creates a clone of a virtual server in the VMware vSphere environment.

• Delete Cloned Virtual Machine
  Deletes a clone of a virtual server in the VMware vSphere environment.

• Delete Datastore on VMware vSphere
  Deletes a data store and a logical unit in an environment that includes VMware vSphere and the storage management software.

• Migrate Virtual Machine
  Migrates multiple virtual servers in a VMware vSphere environment.

• Stop Virtual Machine
  Stops multiple virtual servers in a VMware vSphere environment.

• Start Virtual Machine
  Starts multiple virtual servers in a VMware vSphere environment.

• Restart Virtual Machine
  Restarts multiple virtual servers in a VMware vSphere environment.

• Create Snapshot of Virtual Machine
  Creates a snapshot of the virtual machine for updating the status of a virtual server.

• Get List of Storage Systems from Device Manager
  Acquires a list of storage devices registered in Device Manager.

• Add Virtual Disk to Virtual Machine
Adds a disk to a virtual server in a VMware vSphere environment.

- Remove Virtual Disk from Virtual Machine
  Deletes a virtual server in a VMware vSphere environment.

- Delete Virtual Machine
  Deletes a virtual server in a VMware vSphere environment.

- Deploy and Setup OS on Virtual Machine
  Creates a virtual server in a VMware vSphere environment.

- Get List of Virtual Machines from VMware vSphere
  Acquires a list of VMware vSphere virtual servers.

- Create Datastore on VMware vSphere
  Creates a logical unit and a data store in an environment that includes VMware vSphere and the storage management software.

- Pre-check for Datastore Creation on VMware vSphere
  Checks the environment prerequisites for adding a virtual server (creation of LU and data store)

- Script execution through the vCenter server
  In a VMware vSphere environment, transmits the specified non-interactive script file from the target server to the guest OS on the virtual server, and then runs the script file on the guest OS. Scripts can be deleted after you run them.

- Pre-check for OS Deployment on Virtual Machine
  Checks the environment prerequisites for adding a virtual server (deployment and OS initialization)

OS

- Get List of Users from Server
  Obtains a list of Windows or Linux OS users from a specific host.

- Get Lists of Users from Multiple Servers
  Obtains a list of Windows or Linux OS users from multiple hosts.

- Execute Remote Command
Runs a command on the remote execution target server.

- Windows update program installation
  Automatically installs update programs by using the Windows Update function.

OpenStack

- Addition of a virtual server (deployment/OS initial setup)
  Creates a virtual server in a KVM environment managed by OpenStack. (In OpenStack, this is called "starting an instance").

- Add virtual server (virtual disk)
  Adds a volume to an instance in a KVM environment managed by OpenStack.

- Back up volumes
  Backs up volumes in a KVM environment managed by OpenStack.

- Delete a virtual server
  Deletes instances in a KVM environment that is controlled by OpenStack. In addition, if floating IP addresses are set for instances, the floating IP addresses assignments are released.

- Delete a virtual server (virtual disk)
  In a KVM environment that is controlled by OpenStack, this service template disconnects volumes that are connected to instances.

- Start virtual server
  Starts an instance in KVM managed by OpenStack.

- Obtain a virtual server information list
  Acquires an instance information list contained in the specified project in a KVM environment that is controlled by OpenStack.

AWS

- Add a virtual server (deploy)
  Creates a virtual server in an Amazon EC2 environment. (In Amazon EC2, this is referred to as "starting an instance").

- Delete a virtual server
Deletes an instance from an Amazon EC2 environment. In addition, all network interfaces connected to the instance are deleted.

- Start virtual servers
  Starts instances in an Amazon EC2 environment.

- Stop virtual servers
  Stops instances in an Amazon EC2 environment.

**Hyper-V 2012**

- Add a virtual server (deploy/OS initial settings)
  Creates a virtual server in a Hyper-V 2012 environment.

- Change virtual server specifications (CPU and memory)
  Changes the values of virtual server specifications (CPU and memory) in a Hyper-V 2012 environment.

- Delete virtual server
  This service template deletes virtual servers in a Hyper-V2012 environment.

- Add virtual server (virtual disk)
  This service template creates a virtual disk in a Hyper-V2012 environment and then adds that virtual disk to a virtual server.

- Start virtual server
  Starts multiple virtual servers in a Hyper-V 2012 environment.

- Stop virtual server
  Shuts down multiple virtual servers in a Hyper-V 2012 environment.

- Restart virtual server
  This service template restarts multiple virtual servers in a Hyper-V2012 environment.

- Obtain virtual server information list
  This service template obtains a list of information about virtual servers in a Hyper-V2012 environment.

**Plug-in Components for Developers**

- AWS components
Do not create or run any service from this service template. This service template contains plug-ins for service template developers.

- HCS Components

Do not create or run any service from this service template. This service template contains plug-ins for service template developers.

- Hyper-V2012 Components

Do not create or run any service from this service template. This service template contains plug-ins for service template developers.

- OpenStack Components

Do not create or run any service from this service template. This service template contains plug-ins for service template developers.

- Oracle Components

Do not create or run any service from this service template. This service template contains plug-ins for service template developers.

- vSphere Components

Do not create or run any service from this service template. This service template contains plug-ins for service template developers.

Note The File type properties for these service templates include connection details for various components and should not be changed as the templates may no longer function properly.

WARNING Some properties associated with the built-in service templates include internal data as indicated by "Do not change." Please do not change these properties.