



Using Service Requests

This chapter contains the following sections:

- [Viewing Service Requests, page 1](#)
- [Rolling Back a Service Request, page 2](#)
- [Resubmitting a Service Request, page 3](#)
- [Approving and Denying Service Requests, page 4](#)
- [Deleting Service Requests, page 5](#)

Viewing Service Requests

You can view details of a service request, including its progress through the workflow, the service request log, objects created by the service request, and input and output of the service request workflow. To view service request details:

-
- Step 1** On the menu bar, choose **Organization > Service Requests**.
- Step 2** Choose the **Service Requests** tab.
- Step 3** Choose a service request.
- Step 4** Click **View Details**. The **Service Request Status** pane appears.
- Step 5** Click the tabs along the top of the Service Request Status pane to examine different aspects of the service request:
- **Workflow Status**—Which tasks have succeeded or failed, and which task (if any) is currently running.
 - **Log**—Debug, information, warning, and error messages generated by the workflow tasks.
 - **Objects Created and Modified**—Details about objects created by the workflow, including the owning tenant, the account, and other information.
 - **Input/Output**—Input and output of each workflow task. See [Viewing Service Request Input and Output, on page 2](#).
- Step 6** Click **Close**.
-

Viewing Service Request Input and Output

The **Input/Output** tab in the **Service Request** dialog displays a list of the values for each task in the workflow at the time of approval. There are four types of input or output that may be visible:

- Administrator input.
- Task input.
- Task output.
- A mapped input or output. In the case of a mapped input or output, the name of the other mapped output or input is shown in the **Input/Output** column. For example, a task input mapped to the EMAIL_ADDRESSES output from task SendEmail_94 would display SendEmail_94.EMAIL_ADDRESSES in the **Input/Output** column.



Note

The input and output values for a service request are viewable even if the underlying workflow has been deleted. However, in this case the input values cannot be edited.

-
- Step 1** On the menu bar, choose **Organizations > Service Requests**.
- Step 2** Click a service request. The **Input/Output** table appears.
- Step 3** Click the **Input/Output** tab. The input and output values of all the tasks in a workflow are accessible from this tab. The types of outputs appear in the **Input/Output** column.
- Step 4** Click an arrow next to a folder icon in the left column to expand a task. The type, name, and value of each of the task's inputs and outputs is displayed in the table.
-

Rolling Back a Service Request

You can undo all or part of an executed workflow by using the Service Request Rollback feature. See [Rollback](#) for a description of how Service Request Rollback works.

You can roll back most workflow tasks that executed successfully. Exceptions:

- Some tasks are designed such that they cannot be rolled back.
- Rollback can be disabled for a task within a particular workflow. See the following discussion.

Any changes made by tasks that are not selected for rollback (for example, creating virtual resources) are not undone (for example, the virtual resources are not removed). If you choose to roll back an entire successful service request, all its workflow tasks are rolled back (with the previously listed exceptions).



Note You can roll back a service request even if the underlying workflow has been deleted.

Step 1 On the menu bar, choose **Organizations > Service Requests**.

Step 2 Choose the **Service Requests** tab.

Step 3 Choose the service request that corresponds to the workflow that needs to be rolled back.

Step 4 (Optional) View the assets affected by the workflow. To view the workflow assets:

- a) Click on the **View Details** action.
- b) Select the **Objects Created and Modified** tab.
The list shows all the objects created or modified by the workflow.
- c) Click **Close**.

Step 5 Click **Rollback Request**.

Step 6 Initially, all tasks that can be rolled back are checked. Uncheck the check box next to the tasks that you do not want to roll back.

Tasks for which rollback has been disabled (see [Configuring a Task in a Workflow](#)) are unchecked. Checking these tasks to request their rollback results in an error when you submit the workflow rollback. If this happens, uncheck any tasks with disabled rollbacks and submit the workflow rollback again.

You can roll back subtasks at any level in the workflow's hierarchy of compound tasks. The **Task Name** column in the **Rollback Service Request** dialog displays the ancestry of each listed task.

Step 7 Click **Submit**.

What to Do Next

Rollback workflows start with **Rollback** in the **Catalog/Workflow Name** column of the **Service Requests** page. Right-click a rollback service request and choose **View Details** to examine its status.

Resubmitting a Service Request

You can resubmit all or part of a failed or cancelled service request.

Step 1 On the menu bar, choose **Organizations > Service Requests**.

Step 2 Click on a failed or cancelled service request.

Step 3 (Optional) Change user input values for the workflow before resubmitting the service request. You must have administrator privileges to change user inputs before resubmitting a workflow.

Note Only user workflow inputs can be changed. Admin inputs and task inputs cannot be changed before resubmitting.

To change the input values:

- a) Click on the **View Details** action.
- b) Select the **Input/Output** tab.
- c) Enter new values for any of the inputs.

d) Click **Close**.

Step 4 Click on **Resubmit Request**. The **Resubmit Service Request** dialog appears.

Step 5 Select a subtask from the **Resubmit Step** drop-down menu. The workflow will be resubmitted beginning with this task. You can select any task up to and including the subtask that caused the workflow to fail.

Note You can select nested compound tasks at any depth for the resubmitted task.

Step 6 (Optional) If all approvals succeeded before the workflow failed, bypass the approval tasks by selecting the **Skip approvals if already approved** checkbox.

Step 7 Click **Submit**.

Approving and Denying Service Requests

A workflow can include an approval task that requires a user, usually an administrator or someone with budget authority, to approve the workflow before it completes. To deal with workflows requiring your approval, do the following:

Before You Begin

A service request has been submitted with an Approval task that requires approval of a user ID that you own.

Step 1 Choose **Organizations > My Approvals** from the main menu.

Step 2 From the **My Approvals** page, choose an approval with status Pending in the **My Approval Status** column.

Step 3 (Optional). To view the service request details, choose the **View Details** action.

Step 4 Choose what to do with the request:

- To approve the service request and allow the workflow to resume execution, choose the **Approve** action.
- To deny the request but leave it in your approvals list in a rejected state, choose the **Reject** action.

Note If you reject an approval, the workflow continues with the On failure path from the approval task. The On failure path can be used, for example, to execute an email task to notify a user that the approval was rejected. Or, it can execute another approval task, giving a different user an opportunity to approve the task.

- To deny the request and remove it from your approvals list, choose the **Cancel Request** action. The workflow stops in a failed state at the approval task.

If you selected **Approve** or **Reject**, the **Service Request** screen appears. Continue to the next step.

If you selected **Cancel Request**, the **Cancel Service Request** dialog box appears. Skip the next step.

Step 5 (Optional). Type a comment in the **Comment** field of the **Service Request** screen.

Step 6 Click the button corresponding to your chosen action (**Accept**, **Reject**, or **Cancel Request**) to complete the action.

What to Do Next

To see the status of any workflow in your approval list, click the **View Details** action.

To see the status of a workflow that you cancelled or a workflow not in your approval list, choose **Organizations > Service Requests** from the main menu.

Deleting Service Requests

You can delete archived service requests from Cisco UCS Director. The deleted service requests are removed permanently from Cisco UCS Director.

You can enter archived service requests to delete in one of two ways:

- By selecting the service requests on the **Archived Service Requests** page and clicking the **Delete Requests** action.
- By selecting the **Purge Requests** action and typing the IDs of the archived service requests.

Both methods result in the permanent removal of the specified service requests. The only difference is the method of data entry.

You can delete only archived service requests. For information about archiving service requests, see the current release of the [Cisco UCS Director Administration Guide](#). Because active service requests cannot be archived, you cannot delete service requests that are in progress, or that contain child service requests that are in progress.

You also cannot delete a service request that has a rollback that is in progress or that has failed. For example, say that you submit a rollback for service request (SR) 100 that generates a rollback service request SR 101. You cannot delete SR 100 while SR 101 is in progress. Furthermore, you cannot delete SR 100 if SR 101 failed.

To delete service requests, do the following:

Step 1 Navigate to **Organizations > Service Requests**.

Step 2 Click the **Archived Service Requests** tab.

Step 3 You can either enter service request IDs using the keyboard or choose service requests from the **Archived Service Requests** report.

To enter service request IDs, skip to the next step. To choose service requests instead, do the following:

a) Choose all the service requests that you want to delete.

Note Select multiple items as you would in any other application on your system. For example, in Windows, hold down the **Ctrl** key to choose more items or **Shift** to choose a range of items.

When you choose one or more service requests, the **Delete Request** action appears.

b) Click the **Delete Request** action.

c) In the **Delete Request** dialog, click **Delete**.

Step 4 To enter service requests, do the following:

a) Click **Purge Requests**.

b) In the **Delete Request** dialog, type the IDs of the service requests that you want to delete in the **SR IDs** text field. Use hyphens to indicate ranges of IDs and commas to separate ranges or individual IDs; for example: 101-111, 113, 116-118.

c) Click **Delete**.
