



Using Service Requests

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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 Choose **Organizations > Service Requests**.

Step 2 On the **Service Requests** page, click **Service Requests**.

Step 3 Choose a service request.

Step 4 Click **View Details**. The **Service Request Status** screen appears.

Step 5 Choose among different aspects of the service request to examine:

- **Workflow Status**—Which tasks have succeeded or failed, which task (if any) is currently running, name of the user who initiated the request, user input values for the workflow, and user output values for the workflow.

Note

- User input and output details for Pre- and post-provisioning workflows are not displayed for a compound workflow, when you publish a standard service request in a catalog.
- User input and output details are not displayed for a compound workflow that is associated with a parent workflow. Only user input and output details for the parent service request is displayed.

- **Log**—Debug, information, warning, and error messages generated by the workflow tasks.

Note

You can export the log file by clicking **Export**. The file will be downloaded in your local system.

- **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** screen 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.
- Mapped input or output. In the case of a mapped input (or output), the name of the corresponding source (or target) 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** Choose **Organizations > Service Requests**.
- Step 2** On the **Service Requests** page, click **Service Requests**.
- Step 3** Click a service request. The **Input/Output** table appears.
- Step 4** Click **Input/Output**. The input and output values of all the tasks in a workflow are accessible from this screen. The types of outputs appear in the **Input/Output** column.
- Step 5** 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 are 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](#).

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.

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- Step 1** Choose **Organizations > Service Requests**.
- Step 2** On the **Service Requests** page, click **Service Requests**.
- 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:
- Click **View Details**.
 - Click **Objects Created and Modified**.
The list shows all the objects created or modified by the workflow.
 - Click **Close**.
- Step 5** Click **Rollback Request**.
- Step 6** Initially, all tasks that can be rolled back are checked. Uncheck any 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**.
- After the roll back is complete, and if an email policy is associated with the workflow, then an email notification on the roll back is sent to the configured recipients.

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.

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- Step 1** Choose **Organizations > Service Requests**.
- Step 2** On the **Service Requests** page, click **Service Requests**.
- Step 3** Click a failed or cancelled service request.
- Step 4** (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 **View Details**.
- b) Click **Input/Output**.
- c) Enter new values for any of the inputs.
- d) Click **Close**.

Step 5 Click **Resubmit Request**. The **Resubmit Service Request** dialog appears.

Step 6 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.

Important If a task failed inside any loop task or outside of a completed loop task, in order to avoid mismatch in the iteration value and incorrect workflow execution, it is recommended to resubmit the service request from the failed task or rollback the service request and execute the workflow again.

Step 7 (Optional) If all approvals succeeded before the workflow failed, bypass the approval tasks by checking **Skip approvals if already approved**.

Step 8 (Optional) To reset a loop, check **Reset Loop** and enter an Index number.

Note This option is available only when Service Request is executed with the loop task.

Step 9 Click **Submit**.

Note After you submit a failed service request, it is executed after a gap of about 20 seconds.

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**.

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

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

Step 4 Choose what to do with the request:

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

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, click **Cancel Request**. 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 appears. Skip the next step.

Step 5 (Optional). Enter 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 **View Details**.

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** screen and clicking **Delete Requests**.
- By clicking **Purge Requests** and entering 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 fails.

To delete service requests, do the following:

Step 1 Choose **Organizations > Service Requests**.

Step 2 On the **Service Requests** page, click **Archived Service Requests**.

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** icon appears.

- b) Click **Delete Request**.
- c) On the **Delete Request** screen, click **Delete**.

Step 4 To enter service requests, do the following:

- a) Click **Purge Requests**.
- b) In **SR IDs** on the **Delete Request** screen, enter the IDs of the service requests that you want to delete. 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**.

Locking a Service Request

You can lock a service request to prevent archiving of the service request.

Step 1 Choose **Organizations > Service Requests**.

Step 2 On the **Service Requests** page, click **Service Requests**.

Step 3 Choose one or more service requests that you want to lock.

- a) To lock a service request, choose the service request and click **Lock/Unlock**.
- b) Click **Submit**.

Note To unlock the service request, click **Lock/Unlock** and click **Submit**.

Step 4 To lock more than one service request, do the following:

- a) Click **Lock/Unlock**.
The **Service Request(s) Lock/Unlock** screen comes up.
- b) Click the **Lock** radio button and click **Lock** to prevent archiving of the service requests.

Note To unlock more than one service request, choose the service requests, click the **Unlock** radio button and click **Unlock**.