

ServiceNow Prerequisites

<https://campus.barracuda.com/doc/28833/>

Create a new ServiceNow account with minimal permissions

When integrating with ServiceNow, it's good security practice to create a ServiceNow API user account with minimal permissions.

The required permissions are different for Ticket to Incident mode and Event Management mode.

For Ticket to Incident mode, the account needs the Admin permission.

For Event Management mode, the permissions the account needs are:

- Prior to ServiceNow San Diego: **cmdb_import_api_admin**
- ServiceNow San Diego and later: **import_admin**
- **evt_mgmt_integration**

For additional security, it is highly recommended to select **Web service** access only on the ServiceNow **Create User** page when creating the user for either mode. If you select this option, the integration user is not given permission to log in to the ServiceNow User Interface, which provides additional security.

Create a custom Barracuda RMM role

When integrating with ServiceNow, you must use a Barracuda RMM user with the following permissions:

- **Trouble Tickets: Read** and **Modify**
- **Automatic Site Assignment**

For security reasons, it is highly recommended you:

- Create a custom role with these permissions (See [Creating a Role](#)).
- Create a new user for the integration, and assign them the custom role.

Download or set up the import set data source table

The Import set data source table controls how ServiceNow data is imported into Barracuda RMM and is a prerequisite. See [The Import Set Data Source Table Schema](#).

Limit on Calls to CMDB/Asset Sync

Users with more than 30 sites must raise the default limit of calls (or disable the limit) to CMDB or the asset sync does not complete successfully. This is because the default limit of calls per hour is 30 and each site is sent to ServiceNow independently.

To raise the default limit of calls to CMDB

- In ServiceNow, navigate to **REST > Rate Limit Rules > CMDB Push Ingest Limit**.

Event Management Mode: Install the ServiceNow Event Management Plugin

Event Management mode of the Barracuda RMM integration with ServiceNow depends on the Event Management plugin. See the ServiceNow documentation for information on how to install the Event Management plugin.

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