Barracuda RMM ServiceNow Service Desk Release Notes

https://campus.barracuda.com/doc/95259718/

The Barracuda RMM ServiceNow Service Desk offers robust bi-directional integration with ServiceNow. When a ticket is created in Barracuda RMM manually or automatically, an event is also created in ServiceNow. ServiceNow then treats those events as any other events in their event management system. This simple integration lets you continue to use your established event management, alert management, and ticket management systems in ServiceNow with no adjustments to accommodate Barracuda RMM. You don’t have to modify your workflow to take advantage of integration with ServiceNow.

Prerequisites

The ServiceNow Service Desk requires:

- Barracuda RMM 12 SP3 HF1 or later
- A valid ServiceNow account with the Event Management package

To update to Barracuda RMM 12 SP3 HF1, you must update Microsoft .NET Framework to 4.8 or higher.

See the ServiceNow Service Desk documentation for other requirements.

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