

Configuring the ServiceNow Integration

<https://campus.barracuda.com/doc/98220719/>

When configuring ServiceNow, you set the following:

- **Web Service Credentials:** Including the Integration name, REST Endpoint (the URL you use to log in to your ServiceNow instance), the ServiceNow User name, Description (optional), and whether a password is required to change the ServiceNow configuration. In this step, you also choose your ticket management mode: **Ticket to Incident** or **Event Management**.
- **Fields Mapping:** Mapping fields depends on the selected ticket management mode. For details, see Mapping ServiceNow Incident Status to Barracuda RMM Ticket Status in Ticket to Incident Mode in [Configuring Ticket to Incident Mode](#) or Mapping Barracuda RMM ticket severity to ServiceNow event severity in Event Management Mode in [Integrating ServiceNow in Event Management Mode](#).
- **Asset Synchronization Options:** Including the **Import Set Datasource Sys_id** (See [The Import Set Data Source Table Schema](#) for more information) and the batch size.
- **Asset Synchronization Schedule:** Including the daily synchronization schedule, an option to sync assets now, and the Log Viewer. ServiceNow assets are synchronized once a day.
- **Ticketing Options:** The selection of which tickets to sync with ServiceNow. You can choose site-based tickets, website-based tickets, device-based tickets, and/or service tickets. Within each category, you can select various options.

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