

Configuring Ticket to Incident Mode

<https://campus.barracuda.com/doc/98220722/>

When you use Ticket to Incident mode, Barracuda RMM tickets create ServiceNow Incidents automatically. However, additional configuration is required if you want close ServiceNow incidents when the corresponding Barracuda RMM ticket is closed. See [Closing ServiceNow Incidents Automatically when the Corresponding Barracuda RMM Tickets are Closed in Ticket to Incident Mode](#).

Default values for Resolution Code and Close Notes

In addition, you must also create workflow rules in ServiceNow to auto-populate Resolution Code and Close Notes with default values. See the ServiceNow documentation for more information.

Closing ServiceNow Incidents Automatically when the Corresponding Barracuda RMM Tickets are Closed in Ticket to Incident Mode

In Ticket to Incident mode, if you want to close ServiceNow Incidents automatically when the corresponding Barracuda RMM tickets are closed, follow the procedure below.

To configure the integration to close ServiceNow Incidents when the corresponding Barracuda RMM tickets are closed

1. In ServiceNow, navigate to **System Definition > Business Rules**.
2. Click **New**.
3. Type a name for the rule.
4. Select the **Incident** table.
5. Ensure the **Active** checkbox is selected.
6. Click the **When to run** tab.
7. In the **Conditions** area, select the following filters:
 - State is Resolved**
 - OR State is Closed**
 - OR State is Canceled**
 - AND Updated by is <Integration_User>**, where <Integration_User> is the name of the user that was created for the integration.
8. Click the **Actions** tab.
9. In the **Set field values** area, select the following values:
 - Resolution code To Closed/Resolved by Caller**
 - Resolution notes To Closed by Barracuda RMM**
10. Click **Update**.

Mapping ServiceNow Incident Status to Barracuda RMM Ticket Status in Ticket to Incident Mode

This procedure is required if you do not use the recommended field mappings in Recommended and Custom Field Mappings: Ticket to Incident Mode.

The field mapping from ticket to incident and incident to ticket are set independently. When you follow the To Integrate ServiceNow in Ticket to Incident Mode procedure, you set up the mapping so that updating the Barracuda RMM ticket status updates the ServiceNow incident state.

To ensure updating the incident state in ServiceNow updates the ticket status in Barracuda RMM, follow the procedure below.

In the script, the integer following case refers to the ServiceNow Incident State and the integer following ticket_status refers to the Barracuda RMM ticket status. The IDs are the following:

ServiceNow Incident State
1 = New
2 = In Progress
3 = On Hold
6 = Resolved
7 = Closed
8 = Canceled
Barracuda RMM Ticket Status
1 = New
2 = Open
3 = Closed
4 = Healed

The following table shows the suggested default mappings for ServiceNow Incident States and Barracuda RMM ticket statuses.

ServiceNow Incident State	Barracuda RMM Ticket Status
1 (New)	1 (New)
6 (Resolved)	4 (Healed)
7 (Closed)	3 (Closed)
8 (Canceled)	3 (Closed)
Default	2 (Open)

To map ServiceNow Incident Status to Barracuda RMM Ticket Status in Ticket to Incident Mode

1. In ServiceNow, navigate to **System Definition > Business Rules**.
2. Click the **MW Incident Update** link.
3. Click the **Advanced** tab.
4. Edit the script using the following example:

```
var ticket_status;  
switch (current.state + '') {  
    case '1' :  
        ticket_status = 1;  
        break;  
    case '6' :  
        ticket_status = 4;  
        break;  
    case '7' :  
        ticket_status = 3;  
        break;  
    case '8' :  
        ticket_status = 3;  
        break;  
    default:  
        ticket_status = 2;  
}
```

5. Click **Save**.

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