

Integrating ServiceNow in Event Management Mode

<https://campus.barracuda.com/doc/98220723/>

Before integrating ServiceNow in Event Management mode, see the [ServiceNow Prerequisites](#) and review the information in Mapping Barracuda RMM ticket severity to ServiceNow event severity in Event Management Mode below.

To integrate ServiceNow in Event Management mode, you must perform the following procedures, below:

- To integrate ServiceNow in Event Management mode
- To manually populate the VAR information table

Mapping Barracuda RMM ticket severity to ServiceNow event severity in Event Management Mode

When configuring the integration, the step of mapping Barracuda RMM ticket fields is slightly different for **Ticket to Incident** mode and **Event Management** mode.

In **Event Management** mode, Barracuda RMM *ticket severity* is mapped to ServiceNow *event severity*.

The recommended mappings are in the table below. The recommended mappings are set up in the wizard by default. While you can change these mappings if required, it is not recommended.

Recommended Field Mappings: Event Management Mode

Barracuda RMM Ticket Severity	ServiceNow Event Severity
Information	OK
Warning	Warning
Critical	Critical

If you change the ticket management mode after setting up your integration, you must click Next and update or confirm the field mappings before clicking Save, or your integration will not work correctly.

To integrate ServiceNow in Event Management mode

You can click the Save button at any time in this procedure to save your configuration and exit the

configuration process.

Before configuring the integration, ensure you have done the following:

- Fulfilled all the prerequisites. See [ServiceNow Prerequisites](#).
- Installed the ServiceNow Service Desk module. See *To install the ServiceNow Service Desk Module* in [Installing the ServiceNow Service Desk Module](#).
- Generated or imported the Import Set Data Source table. See [The Import Set Data Source Table Schema](#).

1. In Service Center, click **Configuration > Integrations > Service PSA Integrations**.
2. Click the **ServiceNow Service Desk Module** link.
3. On the **Web Service Credentials** page, do the following:
 - Type a **Name** to display for your integration.
 - In **REST Endpoint**, type the URL of your ServiceNow instance.
 - Type the ServiceNow **User Name**.
 - Select **Event Management**.
 - Optionally, type a description.
 - Optionally, select **Require password re-entry to configure this service desk module**.
4. Click **Next**.
5. On the **Fields Mapping** page, click **Next**.
 - Changing the fields mapping is not recommended. See Mapping Barracuda RMM ticket severity to ServiceNow event severity in Event Management Mode for details.
6. On the **Asset Synchronization Options** page, do the following:
 - In the **Import Set Table Name** field, accept the default name or type your own..
 - Type the desired **Batch Size**.
7. Click **Next**.
8. On the **Asset Synchronization Schedule** page, type the time when the daily synchronization starts. You can also click the clock icon to select from a list of start times.
 - A start time outside of work hours is suggested for you, but you can choose whatever works best for your system.
 - Optionally, click the **Sync Now** button to start a synchronization now.
9. Click **Next**.
10. Optionally, to integrate all tickets with ServiceNow, on the **Ticketing Options** page, select the **All tickets** check box.
11. Optionally, on the **Ticketing Options** page, to select site-based (instead of device-based) tickets, click the plus button next to **All site-based tickets** to expand the options, then select any of the following check boxes:
 - **Manual tickets**
 - **Site not communicating tickets**
 - **Loss of monitoring protocol tickets**
 - **New device tickets**
12. Optionally, on the **Ticketing Options** page, to select all website-based tickets, select **All website-based tickets**.

13. Optionally, on the **Ticketing Options** page, to select tickets based on device, click the plus button next to **All device-based tickets** to expand the options, then do any of the following:
 - Select the **Device level monitor tickets** check box.
 - To include monitoring policy tickets, select **All monitoring policies** or **Filtered monitoring policies**. If you select **Filtered monitoring policies**, click **Add**, select the monitoring policies, then click **Apply**.
 - To include service tickets, select **All services** or **Filtered services**. If you select **Filtered services**, click **Add**, select the services to filter on, and then **Apply**.
14. Click **Save**.
15. Proceed to the **To manually populate the VAR information table** procedure in [Configuring the REST API Endpoint](#).

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