

Modifying ServiceNow Integrations

<https://campus.barracuda.com/doc/98220725/>

For any of the following procedures, you may need to type a password to modify the integration.

To modify the ServiceNow web service credentials

In this procedure, you can change:

- The integration name, as displayed on the Barracuda RMM Service Desks page.
- The REST Endpoint, which is the URL you use to log in to your ServiceNow instance.
- The user name for your ServiceNow instance.
- The description. The description field does not appear in any other place and can be used for notes.
- Whether or not a password is required to change the ServiceNow configuration. If you select this check box, a user who wants to modify the configuration must type a password to do so.

1. In Service Center, click **Configuration > Service Desks**.
2. Click the **ServiceNow Service Desk Module** link.
3. On the **Web Service Credentials** page, do the following:
 - Type a **Name**.
 - In **REST Endpoint**, type the URL of your ServiceNow instance.
 - Type the **ServiceNow User Name**.
 - Select a ticket management mode: **Ticket to Incident (Default)** or **Event Management**.

If you change the ticket management mode, you must click **Next** and update or confirm the field mappings before clicking **Save**, or your integration will not work correctly.
4. Optionally, type a description.
5. Optionally, select the **Require password re-entry to configure this service desk module**.
6. Click **Save**.

To change the mapping from Barracuda RMM ticket severities to ServiceNow event severities in Event Management mode

In this procedure, you can change the mapping from Barracuda RMM trouble ticket severities to ServiceNow event severities.

For more information, see Mapping Barracuda RMM ticket severity to ServiceNow event severity in Event Management Mode in [Integrating ServiceNow in Event Management Mode](#).

1. In Service Center, click **Configuration > Integrations > Service PSA Integrations**.
2. Click the **ServiceNow Service Desk Module** link.
3. In the right menu, click **Fields Mapping**.
4. On the **Fields Mapping** page, select severities for the ticket severities.

5. Click **Save**.

To change the mapping from Barracuda RMM ticket statuses to ServiceNow incident statuses in Ticket to Incident mode

In this procedure, you can change the mapping between Barracuda RMM trouble ticket statuses and ServiceNow incident statuses.

For more information, see [Mapping Fields in Ticket to Incident Mode](#).

1. In Service Center, click **Configuration > Integrations > Service PSA Integrations**.
2. Click the **ServiceNow Service Desk Module** link.
3. In the right menu, click **Fields Mapping**.
4. On the **Fields Mapping** page, select severities for the ticket severities.
5. Click **Save**.

To change ServiceNow asset synchronization options

In this procedure, you can change the import set data source table `sys_id`, the `sys_id` for a table that controls how your Barracuda RMM data is imported into ServiceNow. Follow this procedure if you change your Import set data source table.

If you change the import set data source table `sys_id`, it only affects data that is imported subsequently. Data that has already been imported does not change.

You can also change the size of the batch for synchronizations. A batch size between 1000-10000 is recommended. For ServiceNow, payload cannot exceed 3mb. The format for the payload is JSON.

1. Follow the **To copy the Import Set Data Source Table `sys_id`** procedure in [The Import Set Data Source Table Schema](#).
2. In Service Center, click **Configuration > Integrations > Service PSA Integrations**.
3. Click the **ServiceNow Service Desk Module** link.
4. In the right menu, click **Asset Synchronization Options**.
5. On the **Asset Synchronization Options** page, do the following:
6. Paste the **Import Set Datasource Sys_Id**.
7. Type the desired **Batch Size**.
8. Click **Save**.

To change the time of the daily ServiceNow synchronization

ServiceNow assets synchronize with Barracuda RMM every 24 hours. In this procedure, you can select when you want that synchronization to start each day. By default, the sync is scheduled outside of working hours.

1. In Service Center, click **Configuration > Integrations > Service PSA Integrations**.
2. Click the **ServiceNow Service Desk Module** link.
3. In the right menu, click **Asset Synchronization Schedule**.
4. On the **Asset Synchronization Schedule** page, enter the time when the daily synchronization begins running. You can also click the clock icon to select from a list of start times.
Optionally, click the **Sync Now** button to start a synchronization now.
5. Click **Save**.

To select the tickets to sync to ServiceNow

In this procedure, you can select which tickets to sync with ServiceNow. You can choose to sync all tickets or one or more categories of tickets. The major categories of tickets are:

- Site-based
- Website-based
- Device-based

Within each category, you can further refine which tickets to send.

1. In Service Center, click **Configuration > Integrations > Service PSA Integrations**.
2. Click the **ServiceNow Service Desk Module** link.
3. In the right menu, click **Ticketing Options**.
4. Optionally, to integrate all tickets with ServiceNow, on the **Ticketing Options** page, select the **All tickets** check box.
5. Optionally, on the **Ticketing Options** page, to select tickets based on site, 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**
6. Optionally, on the **Ticketing Options** page, to select all website-based tickets, select **All website-based** tickets.
7. 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:
8. 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**.
9. Click **Save**.

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.