

## Integrating ServiceNow

<https://campus.barracuda.com/doc/98227375/>

To integrate with ServiceNow, you must:

- [Set up ServiceNow](#)
- [Follow the ServiceNow Integration Wizard](#)

You can also send a sample alert to test the integration. This tests the ticket sync between ServiceNow and XDR.

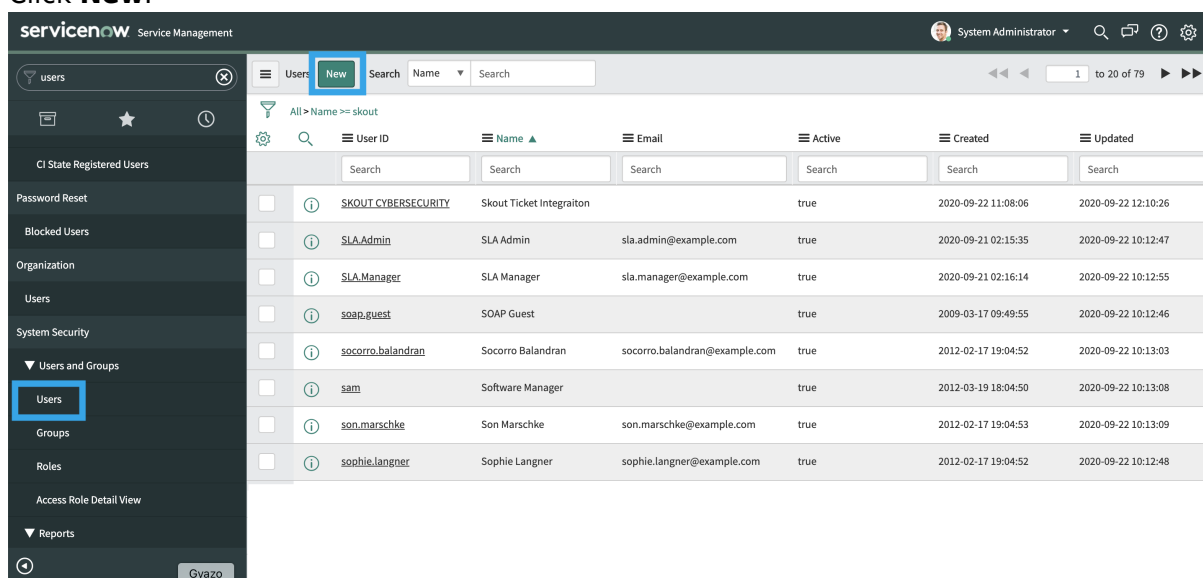
Follow the procedures below:

### Set up ServiceNow

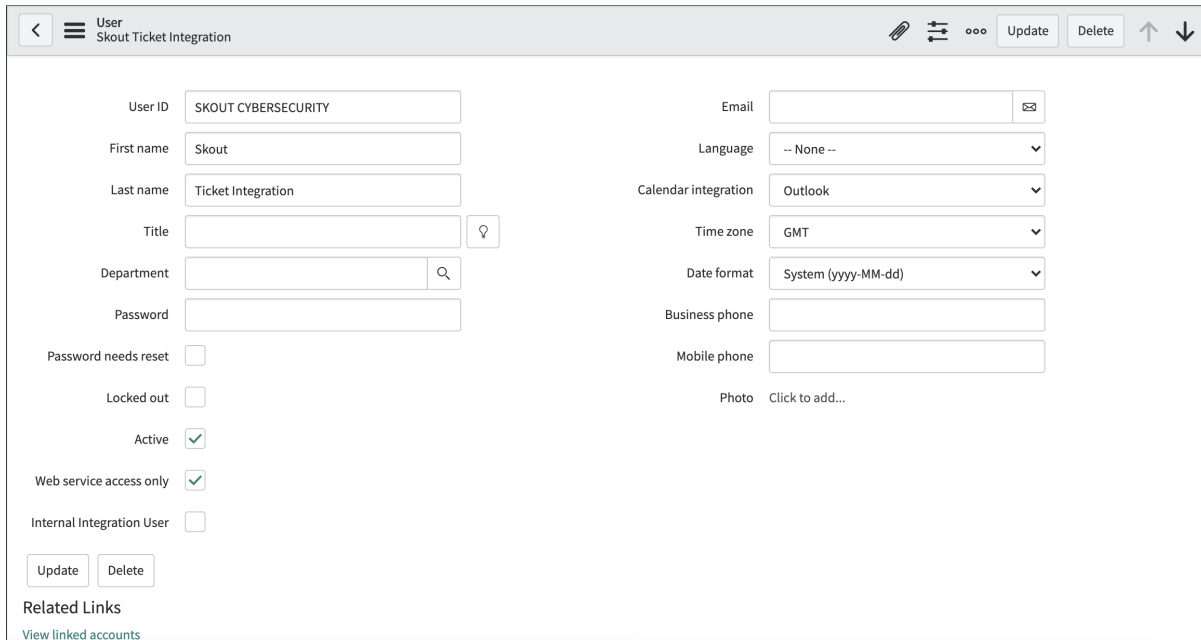
In this procedure, you will create a new **User**, named **SKOUT CYBERSECURITY**, and a new **Application Registry**. You will also make note of the **Client ID** and **Client Secret** - you will need them later.

The user must be named exactly **SKOUT CYBERSECURITY** and the Time Zone must be set to GMT or the integration will fail.

1. In the **ServiceNow Service Management** console, under **System Security**, click **Users and Groups > Users**.
2. Click **New**.

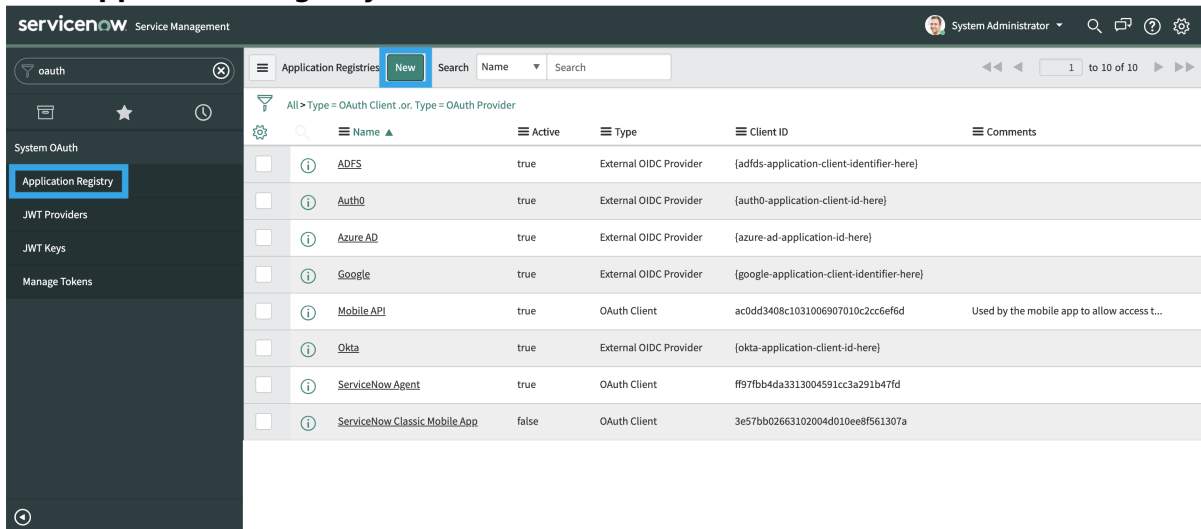


3. In User ID, type **SKOUT CYBERSECURITY** (User ID is required to be this exactly.) and set **Time zone** to **GMT**.



The screenshot shows the 'User' configuration page for 'Skout Ticket Integration'. The form includes fields for User ID (SKOUT CYBERSECURITY), First name (Skout), Last name (Ticket Integration), Title, Department, Password, and various checkboxes for Password needs reset, Locked out, Active, Web service access only, and Internal Integration User. On the right, there are dropdown menus for Language, Calendar integration (Outlook), Time zone (GMT), and Date format (System (yyyy-MM-dd)), along with fields for Business phone and Mobile phone. At the bottom, there are 'Update' and 'Delete' buttons and a 'Related Links' section with a link to 'View linked accounts'.

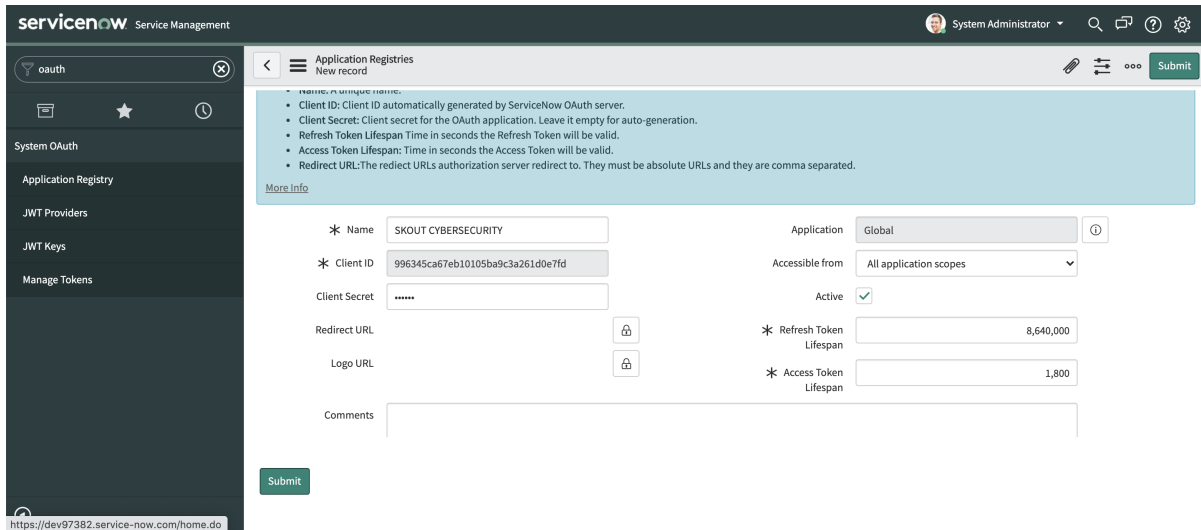
4. You can fill out the rest of the fields as you see fit.
5. Make a note of the password you choose. You will need it later.
6. Click **Submit**.
7. In the left navigation, search for **oauth**.
8. Click **Application Registry**, then click **New**.



The screenshot shows the ServiceNow 'Application Registries' page. The left sidebar has 'oauth' selected, and 'Application Registry' is highlighted. The main table lists various OAuth providers and clients. The table has columns for Name, Active, Type, Client ID, and Comments.

Name	Active	Type	Client ID	Comments
ADFS	true	External OIDC Provider	(adfs-application-client-identifier-here)	
Auth0	true	External OIDC Provider	(auth0-application-client-id-here)	
Azure AD	true	External OIDC Provider	(azure-ad-application-id-here)	
Google	true	External OIDC Provider	(google-application-client-identifier-here)	
Mobile API	true	OAuth Client	ac0dd3408c1031006907010c2cc6ef6d	Used by the mobile app to allow access t...
Okta	true	External OIDC Provider	(okta-application-client-id-here)	
ServiceNow Agent	true	OAuth Client	#97fbb4da3313004591cc3a291b47fd	
ServiceNow Classic Mobile App	false	OAuth Client	3e57bb02663102004d010ee8f561307a	

9. Fill in the following:
  - In **Name**, type SKOUT CYBERSECURITY.
  - In **Application**, select **Global**.
  - In **Accessible from**, select **All application scopes**.
  - In **Refresh Token Lifespan**, type 8640000.
  - In **Access Token Lifespan**, type 1000.
10. Take note of the **Client ID** and **Client Secret**. You may need them later.



**servicenow** Service Management

System Administrator

Application Registries  
New record

oauth

System OAuth

Application Registry

JWT Providers

JWT Keys

Manage Tokens

More Info

- Name: Unique name.
- Client ID: Client ID automatically generated by ServiceNow OAuth server.
- Client Secret: Client secret for the OAuth application. Leave it empty for auto-generation.
- Refresh Token Lifespan: Time in seconds the Refresh Token will be valid.
- Access Token Lifespan: Time in seconds the Access Token will be valid.
- Redirect URL: The redirect URLs authorization server redirect to. They must be absolute URLs and they are comma separated.

\* Name: SKOUT CYBERSECURITY

Application: Global

\* Client ID: 996345ca67eb10105ba9c3a261d0e7fd

Accessible from: All application scopes

Client Secret: .....

Active: ☒

Redirect URL:

\* Refresh Token Lifespan: 8,640,000

Logo URL:

\* Access Token Lifespan: 1,800

Comments:

Submit

<https://dev97382.service-now.com/home.do>

11. Click **Submit**.

### Follow the ServiceNow Integration Wizard

1. Sign in to the **Barracuda XDR Dashboard**.
2. Click **Administration > Integrations**.
3. On the **ServiceNow** card, click **Setup**.
4. In the **Ticket Integration | ServiceNow - API Setup** area, type your credentials and click **Next**.
5. Follow the **ServiceNow Integration Wizard**.

### To test the ticket sync

You can test your ticket settings by sending a test email that uses your saved settings.

1. Sign in to the **Barracuda XDR Dashboard**.
2. Click **Administration > Integrations**.
3. On the **ServiceNow** card, click **Update**.
4. Click **Sent Test**.

## Figures

1. setup.servicenow.1.png
2. setup.servicenow.2.png
3. setup.servicenow.3.png
4. setup.servicenow.4.png

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