

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.

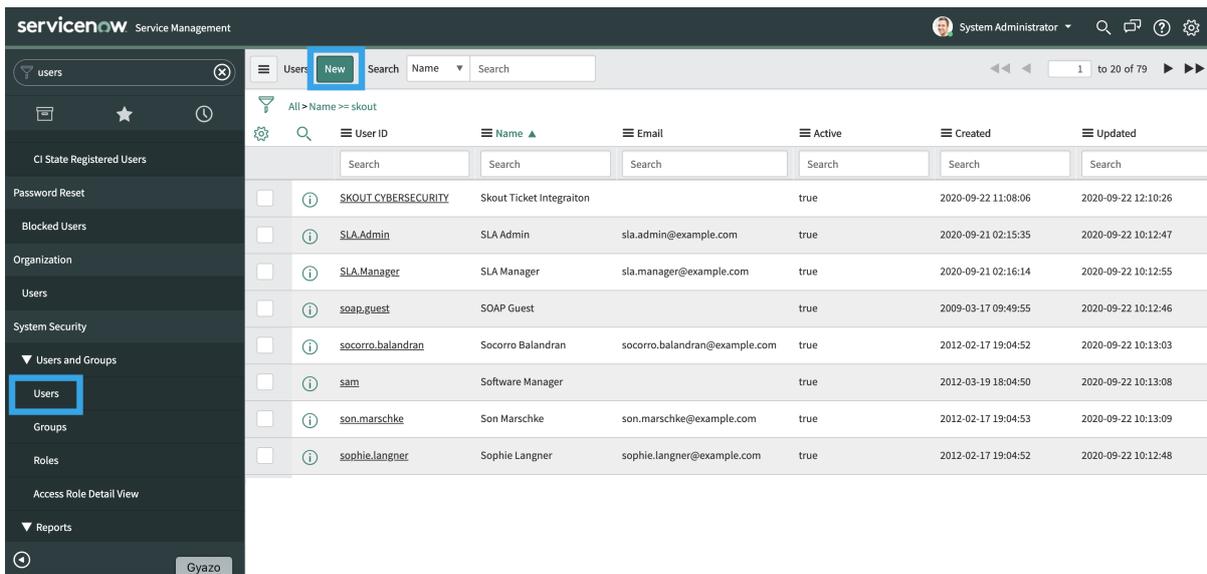
Follow the procedures below:

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.

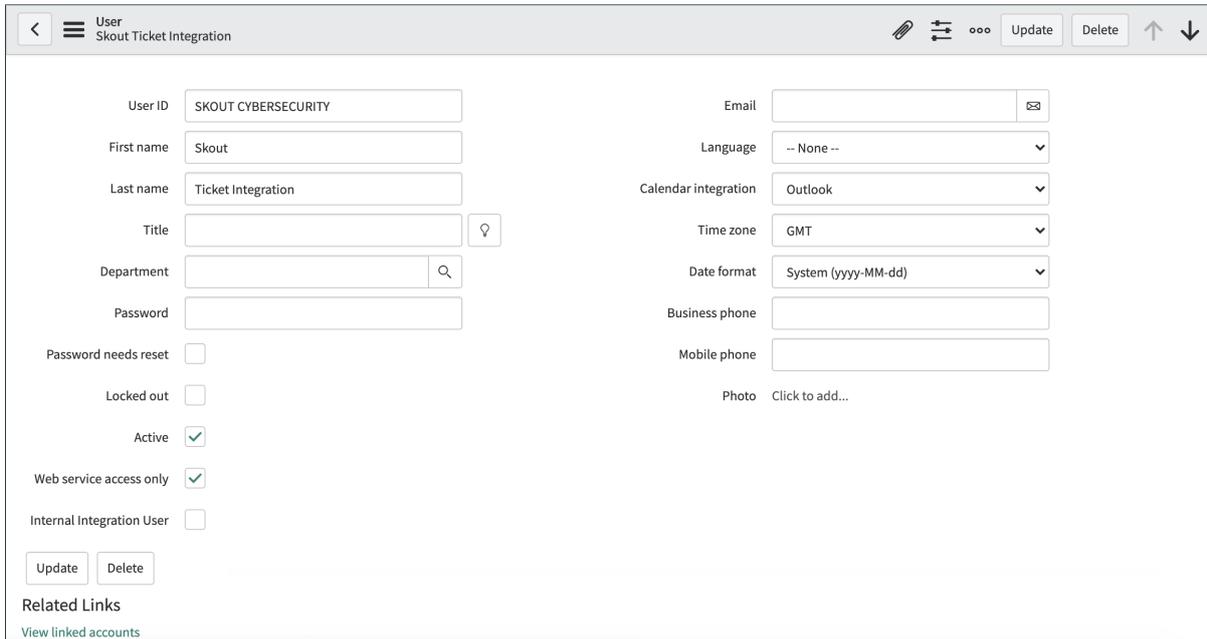
The user must be named exactly SKOUT CYBERSECURITY and the Time Zone must be set to GMT or the integration will fail.

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

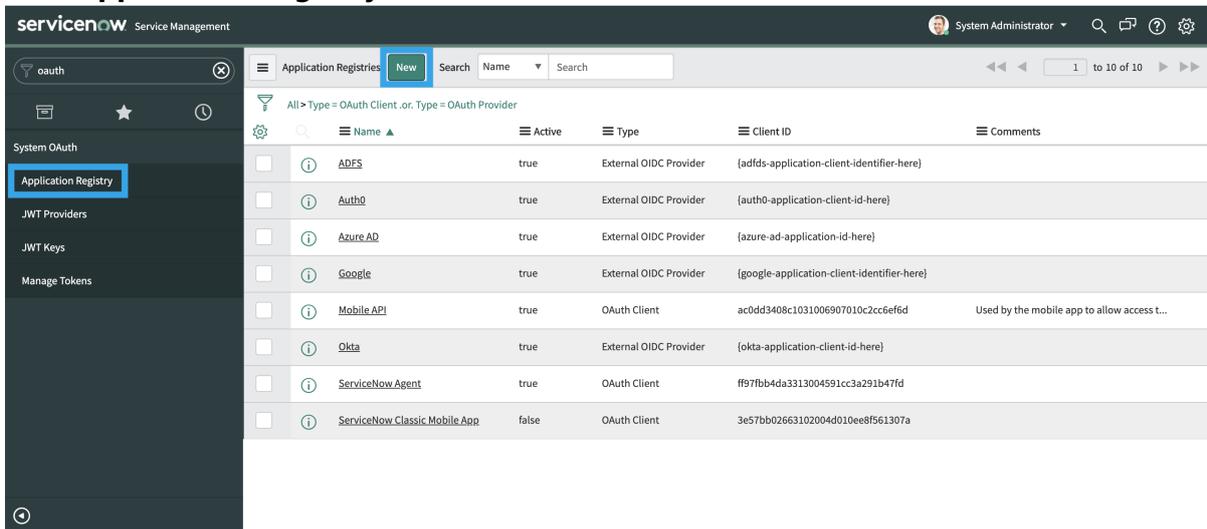


	User ID	Name	Email	Active	Created	Updated
<input type="checkbox"/>	SKOUT CYBERSECURITY	Skout Ticket Integraton		true	2020-09-22 11:08:06	2020-09-22 12:10:26
<input type="checkbox"/>	SLA_Admin	SLA Admin	sla.admin@example.com	true	2020-09-21 02:15:35	2020-09-22 10:12:47
<input type="checkbox"/>	SLA_Manager	SLA Manager	sla.manager@example.com	true	2020-09-21 02:16:14	2020-09-22 10:12:55
<input type="checkbox"/>	soap_guest	SOAP Guest		true	2009-03-17 09:49:55	2020-09-22 10:12:46
<input type="checkbox"/>	socorro.balandran	Socorro Balandran	socorro.balandran@example.com	true	2012-02-17 19:04:52	2020-09-22 10:13:03
<input type="checkbox"/>	sam	Software Manager		true	2012-03-19 18:04:50	2020-09-22 10:13:08
<input type="checkbox"/>	son_marschke	Son Marschke	son.marschke@example.com	true	2012-02-17 19:04:53	2020-09-22 10:13:09
<input type="checkbox"/>	sophie.langner	Sophie Langner	sophie.langner@example.com	true	2012-02-17 19:04:52	2020-09-22 10:12:48

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

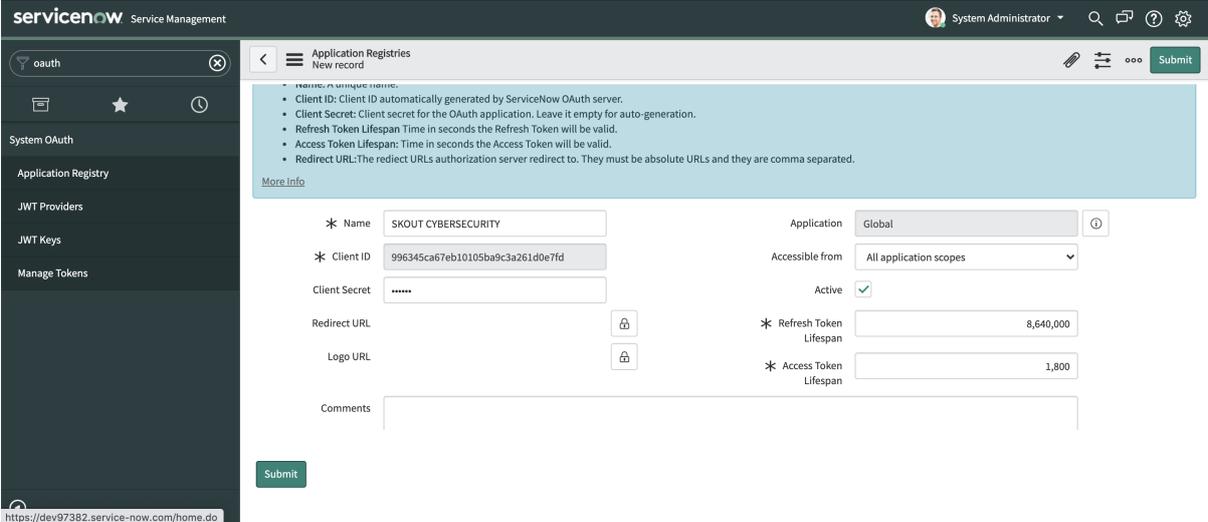


4. You can fill out the rest of the fields as you see fit.
5. Make a note of the password you choose. You will need it later.
6. Click **Submit**.
7. In the left navigation, search for `oauth`.
8. Click **Application Registry**, then click **New**.



Name	Active	Type	Client ID	Comments
ADFS	true	External OIDC Provider	[adfds-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...
Okta	true	External OIDC Provider	[okta-application-client-id-here]	
ServiceNow Agent	true	OAuth Client	#977bb4da3313004591cc3a291b47fd	
ServiceNow Classic Mobile App	false	OAuth Client	3e57bb02663102004d010ee8f561307a	

9. Fill in the following:
 - o In **Name**, type SKOUT CYBERSECURITY.
 - o In **Application**, select **Global**.
 - o In **Accessible from**, select **All application scopes**.
 - o In **Refresh Token Lifespan**, type 8640000.
 - o 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

- 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.

Submit

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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