

Integrating with ServiceNow for ticket generation

Understanding ServiceNow Integration

ServiceNow Integration is new functionality added to Uptime Infrastructure Monitor to automatically generate tickets in ServiceNow. When an email alert is generated in Uptime Infrastructure Monitor, an incident ticket is created in ServiceNow under the Incident tab corresponding to the that alert.

Considerations when creating a ServiceNow ticket

- If the ticket already exists in ServiceNow with the same instance number provided by Uptime Infrastructure Monitor and is in the **New** state, then it does not create another ticket for that instance number.
- If the ticket already exists in ServiceNow with the same instance number provided by Uptime Infrastructure Monitor and the state of that instance is not **Resolved** or **Closed**, then it sets the state to **ACK** (Acknowledged) for that host or network.
- If the ticket already exists in ServiceNow with the same instance number provided by Uptime Infrastructure Monitor and the state of that instance is **Resolved** or **Closed**, then it creates another ticket with the same instance number in ServiceNow.

Pre-requisites for ServiceNow configuration

Collect the following data before attempting to configure ServiceNow integration in Uptime Infrastructure Monitor:

- an active ServiceNow account
- the ServiceNow user name and password
- the ServiceNow instance path

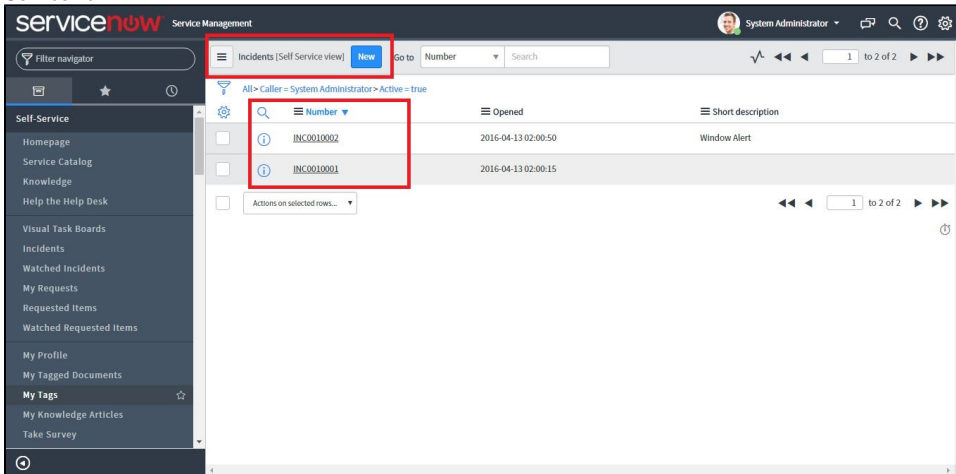
To configure ServiceNow in Uptime Infrastructure Monitor:

1. In Uptime Infrastructure Monitor, click **Services**.
2. In the actions menu, click **Add Alert Profile**. Uptime Infrastructure Monitor displays the Add Alert Profile window.
3. Type a brief name in the **Name of Alert Profile** field.
4. In the **Start alerting on notification number** field, type the number of notifications you want to receive before an alert is triggered. The default entry is **1** to begin alerting after the first notification.
5. In the **End alerting on notification number** field, type the number of notifications you want to receive before an alert is cleared.
6. If you want Uptime Infrastructure Monitor to continue notifications throughout
7. Check the **Open Incident in ServiceNow** checkbox, and then complete the following fields with the ServiceNow account credentials:
 - **ServiceNow Username**
 - **ServiceNow Password**
 - **ServiceNow Instance Path**
8. Click **Save**. Verify your entries by viewing the alert profile.

The screenshot shows the 'Add Alert Profile' window in the Uptime Infrastructure Monitor interface. The 'Email Alert' section is highlighted with a red box, indicating the configuration for ServiceNow integration. The 'Open Incident in Service Now' checkbox is checked. The 'Service Now Username' is 'admin', 'Service Now Password' is '*****', and 'Service Now Instance Path' is 'https://dev0861.service-now.com/'.

Host	Service Group	Monitor
WIN-1LOBFATLE0 (localhost)	Windows Service Check	Windows Service Check
WIN-1LOBFATLE0 (localhost)	File System Capacity	File System Capacity
WIN-1LOBFATLE0 (localhost)	MySQL (Basic Checks)	MySQL (Basic Checks)
WIN-1LOBFATLE0 (localhost)	HTTP (Web Services)	HTTP (Web Services)
WIN-1LOBFATLE0 (localhost)	Ping	Ping
WIN-1LOBFATLE0 (localhost)	Uptime Agent	Uptime Agent

Now when any new alert is generated in Uptime Infrastructure Monitor, a ticket is created in ServiceNow. View this ticket in the Incidents view of ServiceNow.



Common mistakes while setting up the integration:

Review the following common mistakes made while setting up ServiceNow integration:

- entering incorrect ServiceNow user account credentials in Uptime Infrastructure Monitor
- entering an incorrect ServiceNow instance path
- entering alert rules incorrectly
- failing to check the **Open Incident in ServiceNow** checkbox
- if **Email Alert** is used for the account profile, failing to verify that the user account email address is already configured in Uptime Infrastructure Monitor
- failing to select at least one item each in **Notification Groups** and **Service Monitors**