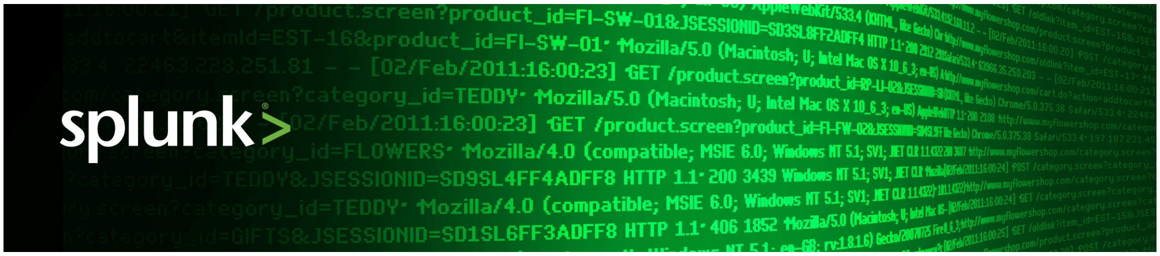

Splunk® Supported Add-ons Splunk Add-on for ServiceNow released

Enable saved searches for the Splunk Add-on for ServiceNow

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Enable saved searches for the Splunk Add-on for ServiceNow

The Splunk Add-on for ServiceNow includes preconfigured lookup generation saved searches.

If you are deploying the add-on in a single instance environment, enable all of the saved searches to populate lists of users, servers, locations, and services for use in your Splunk platform deployment.

If you are deploying the add-on in a search head cluster environment, enabling these saved searches produces a large volume of data that affects your system's performance, as well as bundle replication.

Versions 3.0.0 and above of the Splunk Add-on for ServiceNow, by default, collects all display values directly from the API at the input phase. To revert to the previous behavior of collecting the display values using lookups and not directly from the API, see the *Edit the display values for the ServiceNow API* section of Upgrade the Splunk Add-on for ServiceNow.

Lookup generation saved searches

Review and enable the saved searches in Splunk Web or in the configuration files on your search heads.

Search name	Description
ServiceNow Sys User List	Saved search that populates the sys user of ServiceNow via the Sys User List lookup file.
ServiceNow Sys User Group List	Saved search that populates the sys user group of ServiceNow via the Sys User Group List lookup file.
ServiceNow CNM Location List	Saved search that populates the CMN location of ServiceNow via the CMN Location List lookup file.
ServiceNow CMDB CI List	Saved search that populates the CMDB CI of ServiceNow via the CMDB CI List lookup file.
ServiceNow CMDB CI Server	Saved search that populates the CMDB CI Servers from ServiceNowvia the CMDB CI Servers lookup file.
ServiceNow CMDB CI VM	Saved search that populates the CMDB CI VMs from ServiceNow via the CMDB CI VM lookup file.

ServiceNow CMDB CI Infra Services	Saved search that populates the CMDB CI Infra Services from ServiceNow via the CMDB CI Infra Service lookup file.
ServiceNow CMDB CI Database Instances	Saved search that populates the CMDB CI Database Instances from ServiceNow via the CMDB CI DB Instance lookup file.
ServiceNow CMDB CI App Servers	Saved search that populates the CMDB CI App Servers from ServiceNow via the CMDB CI App Server lookup file.
ServiceNow CMDB CI Relation	Saved search that populates the CMDB CI Relations from ServiceNow via the CMDB Rel CI lookup file.
ServiceNow CMDB CI Services	Saved search that populates the CMDB CI Services from ServiceNow via the CMDB CI Service lookup file.
ServiceNow Incident State	Saved search that populates the incident states from ServiceNow via the Incident State lookup file.
ServiceNow Sys Choice List	Saved search that populates the sys choice list from ServiceNow via the Sys Choice List lookup file.

Access and enable saved searches in Splunk Web

Access and enable the saved searches in Splunk Web.

1. On your search head, navigate to **Settings > Searches, reports, and alerts**.
2. Set the app context to **Splunk Add-on for ServiceNow**.
3. Click **Enable** next to the searches you want to enable.
4. Save your changes.

Access and enable saved searches in `savedsearches.conf`

Access and enable the saved searches in the configuration files.

1. On your search head, navigate to `$SPLUNK_HOME/etc/apps/Splunk_TA_snow/local/`, and create a `savedsearches.conf` file if it does not already exist.
2. Navigate to `$SPLUNK_HOME/etc/apps/Splunk_TA_snow/default/savedsearches.conf`.
3. Identify the searches that you want to enable, and copy them to `$SPLUNK_HOME/etc/apps/Splunk_TA_snow/local/savedsearches.conf`.
4. In `$SPLUNK_HOME/etc/apps/Splunk_TA_snow/local/savedsearches.conf`, change `Disabled = 1` to `Disabled = 0` for each search that you want to

enable.

5. Save your changes.