NetBrain Integration Deployment Guide

Single Pane of Glass – ServiceNow Active Incident & Change

Contents

Use Case

Description

This use case visualizes ServiceNow active Incident and Change Request tickets to NetBrain dynamic maps based on device. Network engineers can check potential affective incidents and changes during troubleshooting process, for Change Management purposes, and for documentation purposes.

Hyperlink of each ticket is available for users to quickly navigate to ServiceNow ticket instance.

NetBrain Single Pane of Glass Result Sample
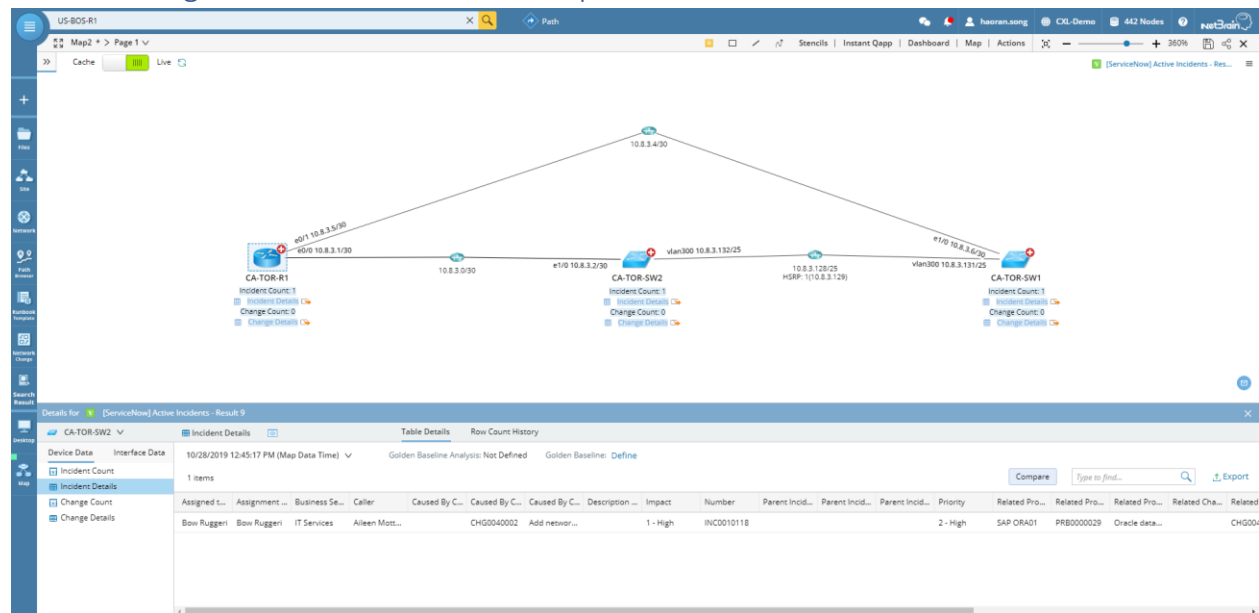
Pre-requisites

Application Version

Application	Version
NetBrain	IEv8.0 and above
ServiceNow	Madrid, New York

Network Connectivity

Source	Destination	Protocol
NetBrain Front Server	ServiceNow Instance	HTTP/HTTPS

User Account and Privileges

Application	User Account	Role
NetBrain	Required	System Admin
ServiceNow	Required	Any role that can query Incident and Change Request tables

Deployment Instruction

Create API Adaptor

1. Download ServiceNow API Adaptor.py file.
2. Login NetBrain System Management.
3. Navigate to Operations → API Adaptors.
4. Click Add button.
5. Fill out the form with following information:
   - Adapter Name: **ServiceNow API Adapter**
   - Description: **ServiceNow API Adapter.**
   - Script: **Click Import button to import the downloaded ServiceNow API Adaptor.py file.**
6. Click Save button.

Create External API Server

1. Login NetBrain Desktop.
2. Navigate to Domain Management → Operations → API Server Manager.
3. Click Add button.
4. Fill out the form with following information:
   - Server Name: ServiceNow
   - Description: ServiceNow
   - API Source Type: Select "ServiceNow API Adapter" API Adapter created in last section.
   - Endpoints: ServiceNow instance endpoint, i.e. "https://dev85786.service-now.com".
   - Username: ServiceNow username.
   - Password: ServiceNow password.
   - Front Server/Front Server Group: Select a proper FS/FSG.
5. Click Test button to test the connectivity.
   - Successful

Test External API Server   ✕

Start Time: 2019-10-28 16:30:26

Connecting to Front Server(WIN-2A8AVLT44E8) ...
Successful
Connecting to end points (https://dev85786.service-now.com)
via Front Server(WIN-2A8AVLT44E8) ...
Endpoint and credentials are verified!
Successful
End Time:2019-10-28 16:30:28

OK

- Invalid credentials

Test External API Server   ✕

Start Time: 2019-10-28 16:40:28

Connecting to Front Server(WIN-2A8AVLT44E8) ...
Successful
Connecting to end points (https://dev85786.service-now.com)
via Front Server(WIN-2A8AVLT44E8) ...
Failed
User Not Authenticated
End Time:2019-10-28 16:40:30

OK

- Unreachable endpoint

Test External API Server ✕

Start Time: 2019-10-28 16:41:08

Connecting to Front Server(WIN-2A8AVLT44E8) ...

Successful

Connecting to end points (https://dev85786a.service-now.com)
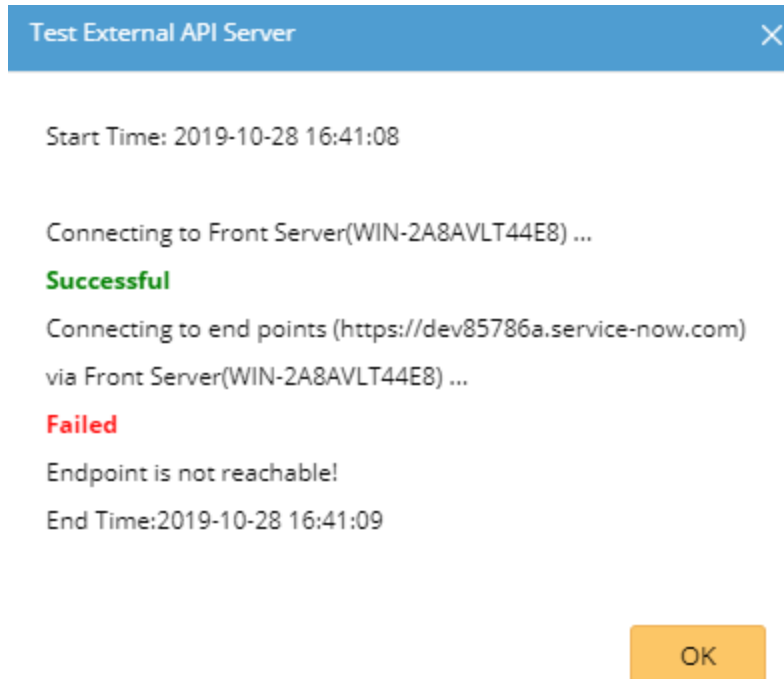
via Front Server(WIN-2A8AVLT44E8) ...

Failed

Endpoint is not reachable!

End Time:2019-10-28 16:41:09

OK

6. With a successful test, click OK button to save.

Import Data View Template

1. Download [ServiceNow] Active Incidents & Changes.xdvt file.
2. Login NetBrain Desktop.
3. Navigate to Main Menu → Data View Template Manager.
4. Select Import Template in target directory.
5. Click Add Data View Template … button.
6. Select the downloaded file from Step 1.
7. Click Import button to complete.
8. Navigate to Parser Library.
9. Search for Change Table [ServiceNow] and Incident Table [ServiceNow].
10. Open both parsers.
11. In Parser Type dropdown lists, select API + ServiceNow.

Update Device Shared Device Settings

1. Login NetBrain Desktop.
2. Create Device Group based on managed FS/FSG.
3. Map one device to a map.
4. Right click the device and select "Shared Device Settings".
5. Click on API tab.
6. From API Plugin section, find API Source Type "ServiceNow API Adapter".
7. Select "ServiceNow" as the External API Servers.
8. Check "Apply above Settings to device group".
9. Check ServiceNow API Adapter row in API Plugin section of API tab.
10. Select the Device Group created in Step 2.
11. Click Submit button to save.

How to run this Data View Template

On demand

1. Map devices onto a map.
2. Search for "[ServiceNow] Active Incidents & Changes".
3. Click it.
4. Click Apply button.
5. Make sure it runs live, not cache.
6. Review the Data View result from map.

Scheduled

1. Schedule the DVT from Domain Management → Schedule Task.
2. After it first time execution, check DVT result from map.

Support & Services

If there is any problems during deployment, contact NetBrain Support at support@netbraintech.com.