Veeam App for ServiceNow Installation Guide

Overview

Installation of the Veeam App for ServiceNow involves importing the latest version of the application from its GitHub repository, and installing a small custom update set package that includes a few required global settings. The steps below outline this process.

Pre-requisites

MID Server

For ServiceNow to communicate with the on-premises Veeam Backup & Replication servers a MID Server must be configured for the ServiceNow instance. This server must be able to communicate with the Veeam Backup & Replication REST API. Ideally the MID server should be installed onto its own dedicated server. If your environment already has an existing MID server that supports REST communications to other on-premises solutions, you can re-use this server for the Veeam App ServiceNow as well.

vCenter Discovery

To leverage the Veeam App for ServiceNow the ServiceNow instance must have been configured to perform discovery of vCenter resources. The app depends on vCenter information about the VM being included in the CMDB to be able to function. Please verify that vCenter discovery is enabled on your ServiceNow instance before proceeding.

Other Requirements

- Veeam Backup & Replication must be at least version 12.1 to be added to the Veeam App for ServiceNow
- Veeam Backup & Replication must be licensed with Advanced or Premium functionality.
- You will need credentials for Veeam Backup & Replication with assigned Backup Administrator role
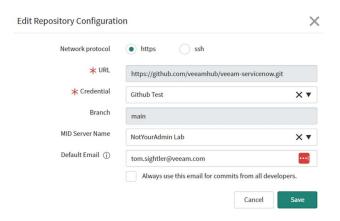
Installation Steps

Import changes from GitHub

1. Log in to your ServiceNow instance
2. Open **Connections & Credentials -> Credentials** in the navigation bar
3. Create a **Basic Auth Credentials** record with any account that has access to Github (as this is a public repo, any credentials are sufficient). Alternatively, you can also choose to fork or otherwise clone this repository into your already existing source code repository and install from there.
4. Open "System Applications" -> "Studio"

5. Click the "Import From Source Control" button

Select Application

New

[Create Application] [Import From Source Control] [Select Store App to Customize]

6. Populate the mandatory fields and click the "Import" button:

- URL: https://github.com/VeeamHub/veeam-servicenow.git
- Credential: credential created in the step 3
- Branch: main

Edit Repository Configuration   ✕

Network protocol	● https ○ ssh
✳ URL	https://github.com/veeamhub/veeam-servicenow.git
✳ Credential	Github Test ✕ ▼
Branch	main
MID Server Name	NotYourAdmin Lab ✕ ▼
Default Email ⓘ	tom.sightler@veeam.com [⋯]
	☐ Always use this email for commits from all developers.

[Cancel] [Save]

7. As soon as the import is completed, click the "Select Application" button

Import Application

✅ **Success**

Successfully applied commit 4ec34573543ba44293aacf5457c9741720a6eb56 from source control

[View Details] [Select Application]

Import Veeam Batch Update Set

8. Download the Veeam Backup.xml update set from this repo
9. Go to "System Update Sets" -> "Retrieved Update Sets", click the "Import Update Set from XML" Related Link and upload the Veeam Batch Update Set

10. Open uploaded Update Set, click "Preview Update Set" and then "Commit Update Set"
11. The Veeam App is installed.

Installation Complete

Congratulations, installation of the Veeam App for ServiceNow is complete. Additional information on configuration the application can be discovered in the Configuration Guide.