Veeam App for ServiceNow
User Guide

Overview

The Veeam App for ServiceNow allows users of ServiceNow IT Operations and Service Management features such as VMware Cloud Discovery and Provisioning and Governance as well as Request and Incident management, to extend management and provisioning operations to VMware backup jobs, sessions, and restore points managed by Veeam Backup & Replication.

To facilitate this capability, the application provides the ability to synchronize existing VMware based backups jobs, including their status and restore points created, from the Veeam Backup & Replication server directly into a ServiceNow instance. Once this job information is synchronized, it can be used for monitoring and reporting of status, and users can select specific backup jobs as backup templates, which can then be used for provisioning systems automatically to backup jobs.

Since all backup session and restore point data is synchronized from the Veeam Backup & Replication server to the ServiceNow instance, monitoring of failed sessions and reporting on job status can be easily implemented directly in the ServiceNow UI. The default application includes a simple dashboard showing this capability.

This guide walks through the basic capabilities of the Veeam App for ServiceNow.

Navigation

The primary navigation of the application is performed via the Veeam menu added when the application is installed. This menu includes links to pre-build views showing the various data collected by the application as well as a Homepage which provides a basic overview of VMware backup jobs over the last 14 days.

Configuration and administration options are also available in the menu, but these are generally needed only during the initial installation and configuration of the application.
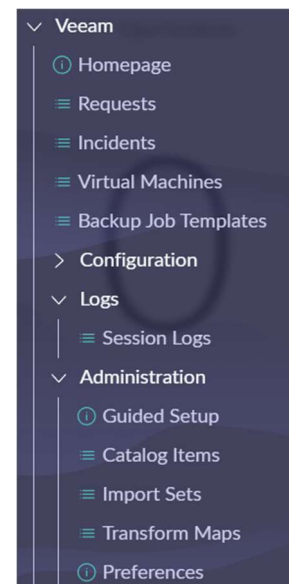
Homepage

The homepage present the default dashboard view showing the operations from the most recent 14 days, including all success and failure reports and any open incidents related to jobs if failed or warning state. This dashboard is clickable, allowing a user to drill down into more details. For example, if there are failed jobs, clicking on the graph will take the user to a list of failed sessions associated with that report.

Once drilled down into list view showing any warning of failed sessions, users can click on the session to see details session data as well as any error messages and other job information all directly in the ServiceNow UI.

If there are any open incidents, the number will be highlighted in red, and click on the number will open the list of incidents without any additional searching.

Requests

This menu selection displays a list of all requests generated by the Veeam App, including all manually requested tasks such as creating a new backup template or automatic requests such as adding a VM to a backup job.

		Number ▼	Short description	Item	Due date	State	Assignment group	Assigned to	Created
☐	ⓘ	RITM0010151	Request adding virtual machine to a backup job template	Backup of Virtual Machine	2023-10-19 05:15:47	Closed Complete	VEEAM_SUPPORT_AUTOMATION	(empty)	2023-10-19 05:15:47
☐	ⓘ	RITM0010150	Request a new backup job template	New Backup Job Template	2023-10-05 02:59:54	Open	(empty)	(empty)	2023-10-05 02:59:54
☐	ⓘ	RITM0010149	Request adding virtual machine to a backup job template	Backup of Virtual Machine	2023-10-04 05:48:35	Work in Progress	VEEAM_SUPPORT_AUTOMATION	(empty)	2023-10-04 05:48:36
☐	ⓘ	RITM0010148	Request adding virtual machine to a backup job template	Backup of Virtual Machine	2023-10-04 05:47:57	Closed Complete	VEEAM_SUPPORT_AUTOMATION	(empty)	2023-10-04 05:47:57
☐	ⓘ	RITM0010147	Request adding virtual machine to a backup job template	Backup of Virtual Machine	2023-10-04 05:45:50	Closed Complete	VEEAM_SUPPORT_AUTOMATION	(empty)	2023-10-04 05:45:50
☐	ⓘ	RITM0010146	Request a backup of the Virtual Machine	Backup of Virtual Machine	2023-09-18 05:44:26	Work in Progress	VEEAM_SUPPORT_MANUAL	(empty)	2023-09-18 05:44:27
☐	ⓘ	RITM0010145	Request a backup of the Virtual Machine	Backup of Virtual Machine	2023-09-18 01:58:23	Work in Progress	VEEAM_SUPPORT_MANUAL	(empty)	2023-09-18 01:58:23

Incidents

This menu selection displays a list of any incidents generated by the Veeam App, including errors connecting to a Veeam server REST API, errors adding a VM to a job, or job failures/warnings.

		≡ Number ▼	≡ Opened	≡ Short description	≡ Caller	≡ Priority	≡ State	≡ Category	≡ Assignment group	≡ Assigned to	≡ Created	≡ Updated
☐	ⓘ	INC0012020	2023-09-18 05:44:49	Adding Virtual Machine Error	Veeam App	● 2 - High	New	Network	VEEAM_SUPPORT_MANUAL	(empty)	2023-09-18 05:44:49	2023-09-18 05:44:49
☐	ⓘ	INC0012019	2023-09-18 01:58:35	Getting Token Error	Veeam App	4 - Low	New	Inquiry / Help	VEEAM_SUPPORT_MANUAL	(empty)	2023-09-18 01:58:35	2023-09-18 01:58:35
☐	ⓘ	INC0012018	2023-09-16 20:10:49	Getting Token Error	Veeam App	3 - Moderate	Closed	Inquiry / Help	VEEAM_SUPPORT_MANUAL	(empty)	2023-09-16 20:10:49	2023-09-25 02:00:00
☐	ⓘ	INC0012017	2023-09-12 12:26:02	Adding Virtual Machine Error	Veeam App	● 2 - High	Closed	Network	VEEAM_SUPPORT_AUTOMATION	(empty)	2023-09-12 12:26:02	2023-09-25 02:00:00
☐	ⓘ	INC0012014	2023-09-01 01:47:11	Flow issue: 'Get Access Token' step. No token returned.	Veeam App	● 2 - High	Closed	Network	(empty)	(empty)	2023-09-01 01:47:11	2023-09-21 08:00:29
☐	ⓘ	INC0012007	2023-01-07 03:57:57	VM (VM_Windows_Server_2022_01) VM backup job "AMAZON_JOB" is startedID: 5	Veeam App	● 2 - High	Closed	Network	VEEAM_SUPPORT_AUTOMATION	(empty)	2023-01-07 03:57:57	2023-02-17 13:56:18

Virtual Machines

This menu selection displays a list of VMs as well as any assigned Backup Template/Job.
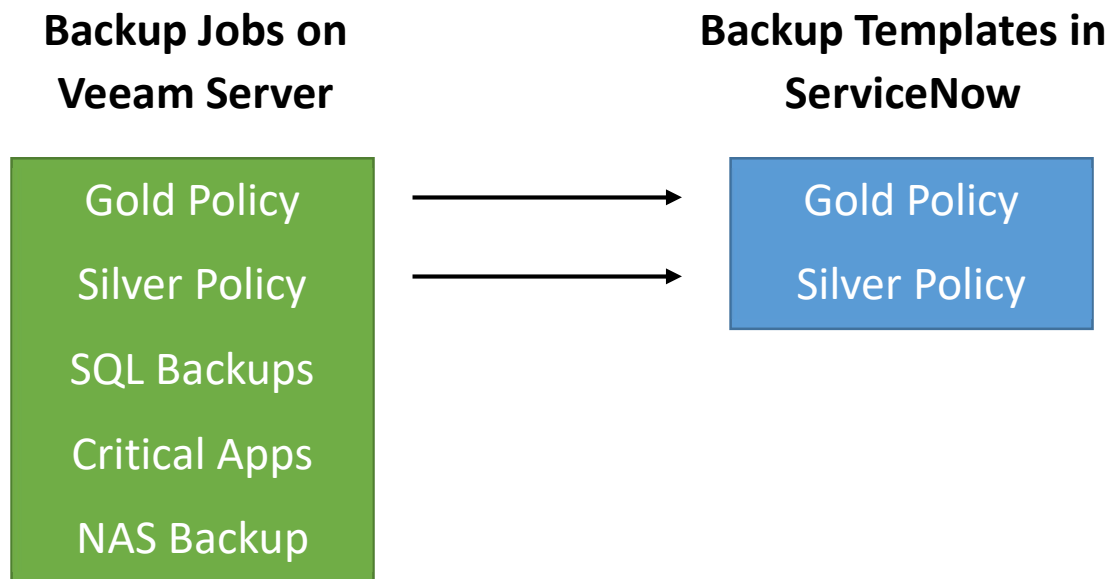
		≡ Virtual Machine ▲	≡ Active	≡ Backup Job Template	≡ Backup Job	≡ Created
☐	ⓘ	dbuild01	true	(empty)	(empty)	2023-08-16 03:58:14
☐	ⓘ	dbuild02	true	(empty)	(empty)	2023-08-16 03:58:14
☐	ⓘ	dc01	true	Bronze Systems	Bronze Policy	2023-08-16 03:58:14
☐	ⓘ	dc02	true	(empty)	(empty)	2023-08-16 03:58:14
☐	ⓘ	el6-build	true	(empty)	(empty)	2023-08-16 03:58:14
☐	ⓘ	el7-build	true	Bronze Systems	Bronze Policy	2023-08-16 03:58:14

Backup Job Templates

To facilitate self-provisioning of backups in ServiceNow, the application scans for VMware backup jobs currently available on the Veeam server. Once the jobs are scanned, the Veeam application administrator can select to use specific jobs as **Backup Job Templates** within ServiceNow. The **Backup Job Templates** include the core jobs details from the jobs on which they are based.

On the Veeam server jobs are defined with the complete information required for the job such as the repository (location where backups are stored), secondary copies (via Backup Copy jobs or capacity tier offload), etc., however, this data is not presented to the ServiceNow frontend. In ServiceNow only the frequency and retention length are displayed to the user.

As many environments will have dozens or even hundreds of jobs, only the jobs selected as templates are made available within ServiceNow for provisioning (see diagram below).

Backup Jobs on Veeam Server	Backup Templates in ServiceNow
Gold Policy Silver Policy SQL Backups Critical Apps NAS Backup	Gold Policy Silver Policy

Once templates are selected in the Veeam app, VMs can be assigned to the templates as part of provisioning workflows and, behind the scenes, the VM will be automatically added to the appropriate backup job. An example catalog item to add any discovered VM to a job template is available as part of the default app deployment but this workflow can also be included in custom provisioning requests.