Veeam App for ServiceNow Configuration Guide

Overview

After installation of the Veeam App for ServiceNow admins must complete the Guided Setup to complete the configuration and begin synchronizing information between the Veeam Backup & Replication servers and ServiceNow. This guide walks users through 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

Guided Setup

To complete the guided setup select the **Veeam->Administration->Guided Setup** from the ServiceNow menu and follow the steps.

MID Server Configuration

Detailed MID Server installation and configuration steps are covered in the ServiceNow documentation at the following URL:

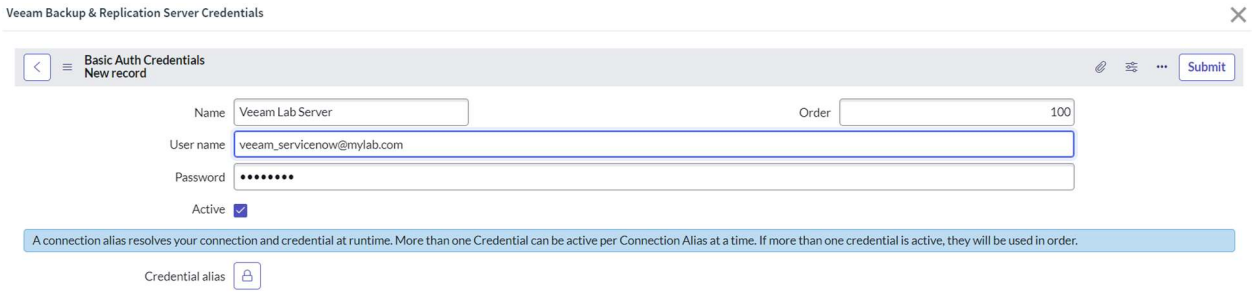
https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/mid-server/concept/mid-server-landing.html

The Guided Setup wizard will walk through the various steps required, but please refer to the ServiceNow documentation for more detailed steps and requirements as MID server configuration is not specific to this application.

Veeam Backup & Replication Server Connection Configuration

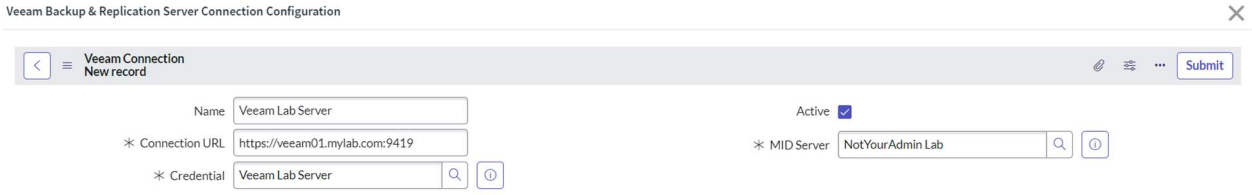
In this step you will define the credentials, endpoint URL and select the MID Server to use for connecting to your Veeam Backup & Replication servers. Note that if you have multiple server, they can each use their own credentials and MID Server, or you can share the same credentials and MID Server.

1. **Server Credentials**



   a. Select **Configure**
   b. Select **New**
   c. In the **Basic Auth Credentials New record** screen enter a friendly name for the credential and then the username and password for connecting to the Veeam Backup & Replication REST API and select **Submit**

2. **Connection Configuration**



   a. Select **Configure**
   b. Select **New**
   c. In the **Veeam Connection New record** screen enter a friendly name for the Veeam Backup & Replication server, and the URL for the Veeam Backup & Replication REST API, and select the credentials and MID server created earlier for this server. You can add multiple server here.

      Note –
      By default the Veeam Backup & Replication REST API service listens on port 9419 with HTTPS secure communications enabled. If your server hostname was veeam01.mylab.com, then the URL would be https://veeam01.mylab.com:9419/

3. **Connections Verification**

Note – Successfully running the test requires that the ServiceNow instance have the "Enable test/test suite execution" option enabled on the ServiceNow instance. If this is not enabled in

your instance you can change the setting at **Automated Test Framework (ATF)->Properties** or you can skip the test.

Also, if you are using the default self-signed certifications for your Veeam Backup & Replication REST API service, this test will likely fail as, by default, the MID Server will reject self-signed certificates. You can skip this test and complete the "Trusted Certificate Verification" step in the next section.

a. Select **Configure**
b. Select **Run Test**
c. Wait until the automated test is completed and click the "**Go to Result**" button
d. Check the **Output**, **Status** and **Summary** of the test's execution:
   Expected results:
   - The "Output" field should be "Test passed"
   - The Status should be "Success"
   - The Summary should contain "The connection(s) to the Veeam Backup & Replication server(s) successfully passed."

   If you have any other result, check the error for clues. Most common errors are
   - **Connection Timeout** – MID Server cannot connect to the Veeam Backup & Replication REST API service.
   - **"statusCode":0, "responseBody": null** – This usually indicates either a self-signed certificate is in use and the MID server refused to connect. See the "Trusted Certification Verification" step in the next section.
   - **Authentication failed** – Indicates that the credentials supplied were not accepted by the Veeam Backup & Replication REST API service.

Security Configuration

The Veeam Integration Account is used by the integration to automatically open incidents and perform other operations. This account is created as part of the update set, but must have a new strong password created and configured. Additionally, the MID Server may require override settings if using self-signed certificates.

1. **Veeam Integration Account Password**
   a. Select **Configure**
   b. Select the **Set Password** button
   c. Select **Generate** and then **Save Password** button, and also copy the generated password for use in the next step.

2. **Basic Auth Configuration**
   a. Select **Configure**
   b. In the **Password** box paste the password copied from the prior step and select **Update**

3. **Trusted Certificate Verification**
   If you are using self-signed certificates, or any certificate not trusted by the MID Server, you must add a new **Certificate Check Policy** which overrides the default MID Server behavior which rejects connection to any server that doesn't use a full trusted certificate. To do this, complete the following steps:
   a. Select **Configure**
   b. Select **New**
   c. Create a new **MID Certificate Policy**
      i. Name should be the hostname of the Veeam server or wildcard (*.mylab.com)
      ii. Policy type should be **Overridden Host**
      iii. Domain should be **global**
      iv. Uncheck **Certificate Chain Check** and also **Hostname Check**
      v. Save the new policy and test connectivity

Initial Data Upload

This step loads the initial data from the ServiceNow CMDB and Veeam server into the Veeam App for ServiceNow tables. Note that ServiceNow vCenter Discovery must be configured and complete at this step to continue successfully.

1. **Transfer Initial Virtual Machines**
   a. Select **Configure** to open the list of virtual machines
   b. Click the **Transfer Initial VM Data** button at the top of the table

2. **Synchronize Backup Jobs**
   a. Select **Configure** to open the list of **Backup Jobs**
   b. Click the **Sync Backup Jobs** button to sync jobs into ServiceNow

Additional Configurations

These steps configure various settings required for some of the default automations used by the application.

1. **Assignment Groups Setup**
   The application may create either automatic or manual requests or incidents based on various criteria such as a workflow to automatically add a system to a job, or a failure that needs to be manually research. These issues can be assigned to different Assignment Groups in ServiceNow. You will need to find the group and copy the sys_id and apply it to the appropriate setting.
   - Select **Configure**
   - Paste the sysID for the appropriate Assignment Groups automated and manual requests and incidents created by the Veeam App.

2. **Event Rule Creation**
   This is an optional step that allows users to create custom event rules based on application. Custom Event Rules can be created for the following detected issues:

- Getting an access token error (ServiceNow failing to connect to Veeam REST API)
- Adding a Virtual Machine to a Backup Job error
- Backup Session status failed
- Backup Session status warning

Setup Complete

Congratulations, setup of the Veeam App for ServiceNow is complete. Additional information on using the application can be discovered in the User Guide.