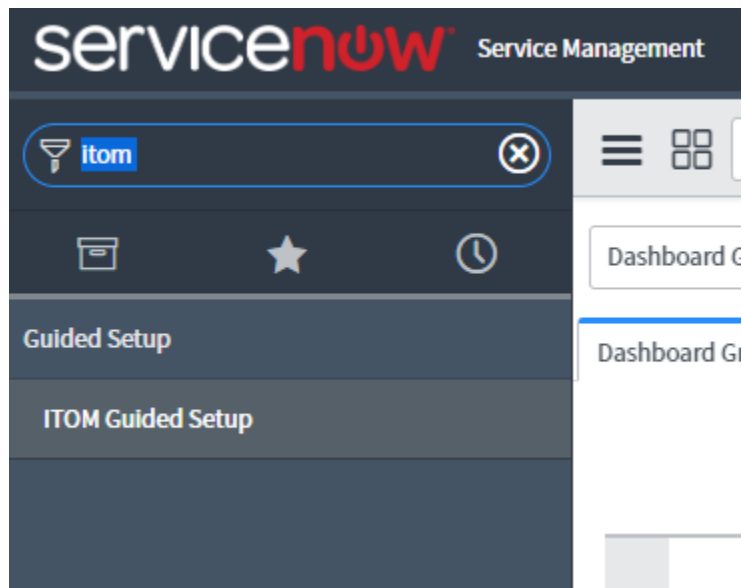



Step One: Go to the ITOM Guided Setup:




Step Two: Create a MID User:

 Global

s Management Guided Setup






Filter Show all ▼




MID Server


The MID Server runs as a Windows service or a UNIX daemon to facilitate communication and the movement of data between a ServiceNow instance and external applications, data sources, and services. Complete the activities in this category to create a user for the MID Server, download the

5 / 5 Tasks completed

-  Create MID User
-  Download & Install MID
-  Validate MID
-  Add SNMP Credentials
-  Auto-Assign MID Server IP Ranges

Management  Global

Create MID Server User



User name

Password

Confirm password

Existing MID Server Users

Step Three: Download and install the MID Server Software:


Completed	Create MID User Add Notes Completed 3mo ago by System Admin	Mark as Incomplete
or	Create the user account that the MID Server needs to authenticate on the ServiceNow instance.	
Install MID		
credentials	Download & Install MID Add Notes Completed 3mo ago by System Admin	Mark as Incomplete
ID Server IP	Select and download the appropriate MID Server installer archive for the operating system.	
	Validate MID Add Notes Completed 3mo ago by System Admin	Mark as Incomplete





Step Four: Select the host's Operating System:

Management

Download MID Server

Select and download the MID Server for the appropriate operating system. If the download does not start immediately, try the download at a later time as the system may be busy. Refer to the [installation](#) page for more details.

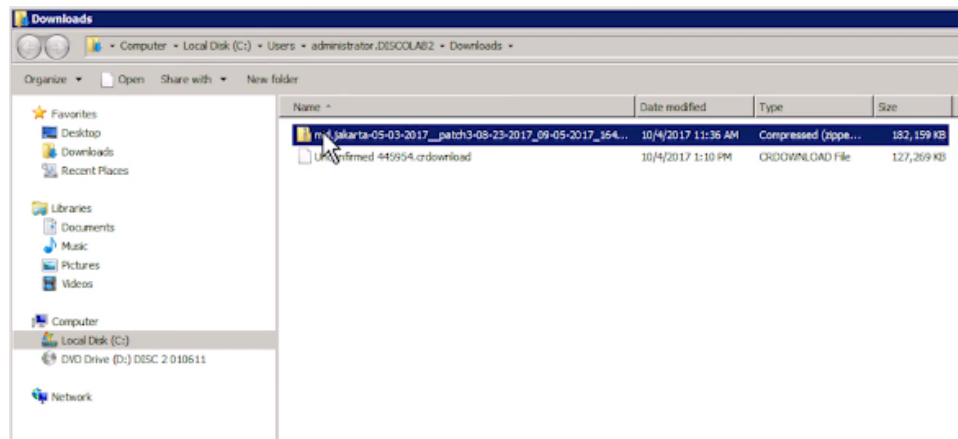


Linux	Windows
32 bit 	32 bit 
64 bit 	64 bit 

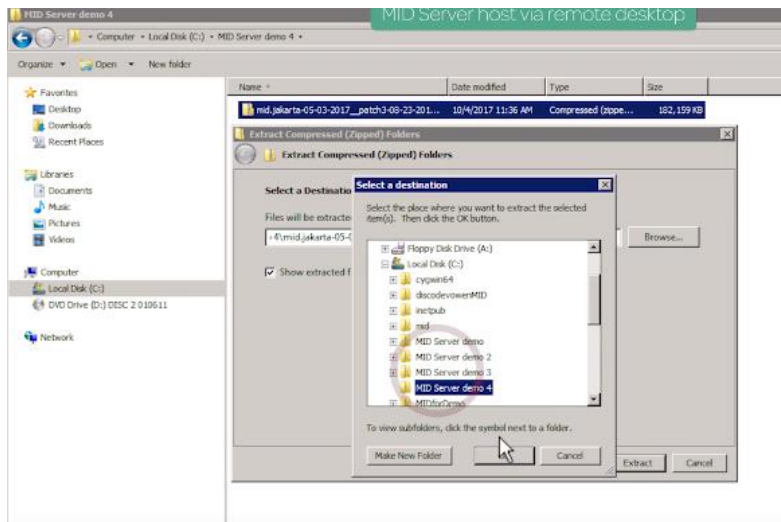
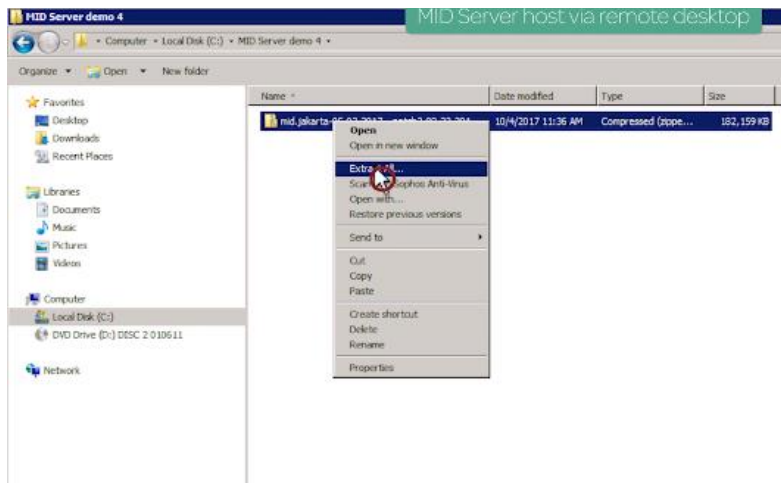
See contextual / embedded help on right for supported host OS versions

...downloading the file may take a few minutes.

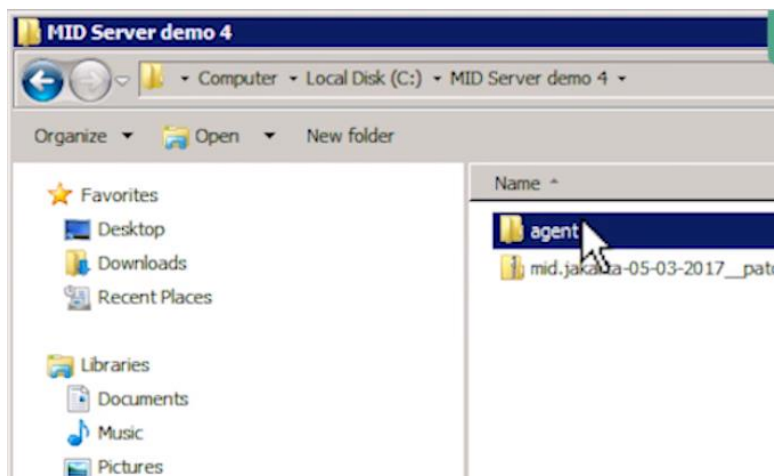
After download is complete, we will move it to a folder to store the MID server files:



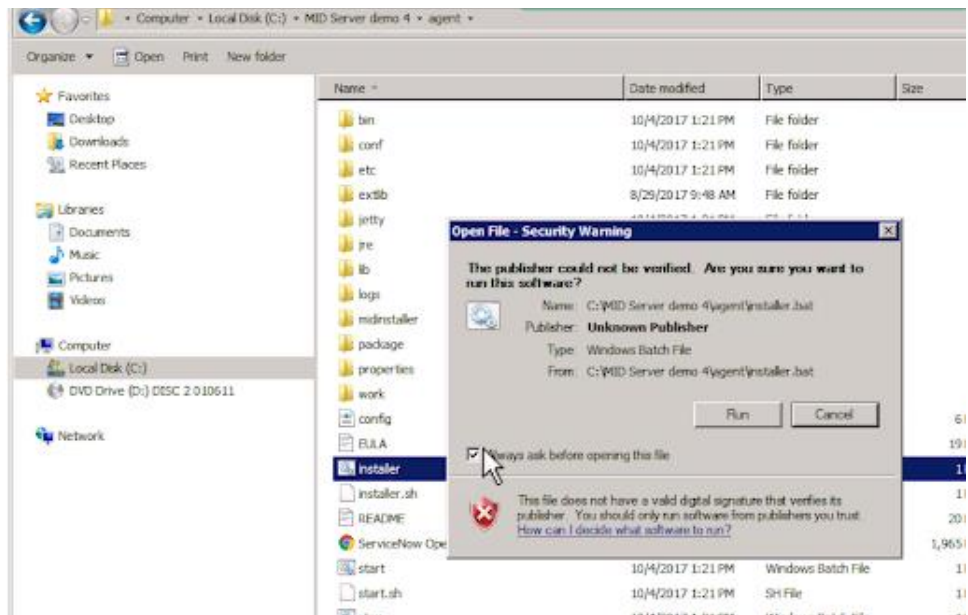
Step Five: Extract the MID Server files to MID Server folder:



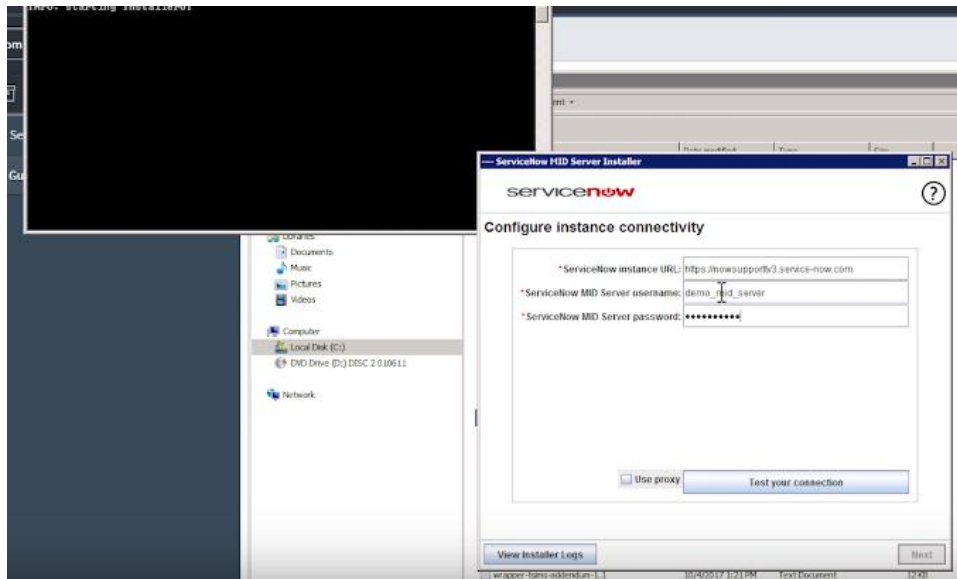
...when that's done, the files are in the agent folder:



Step Six: Run the **installer** to install the MID Server:

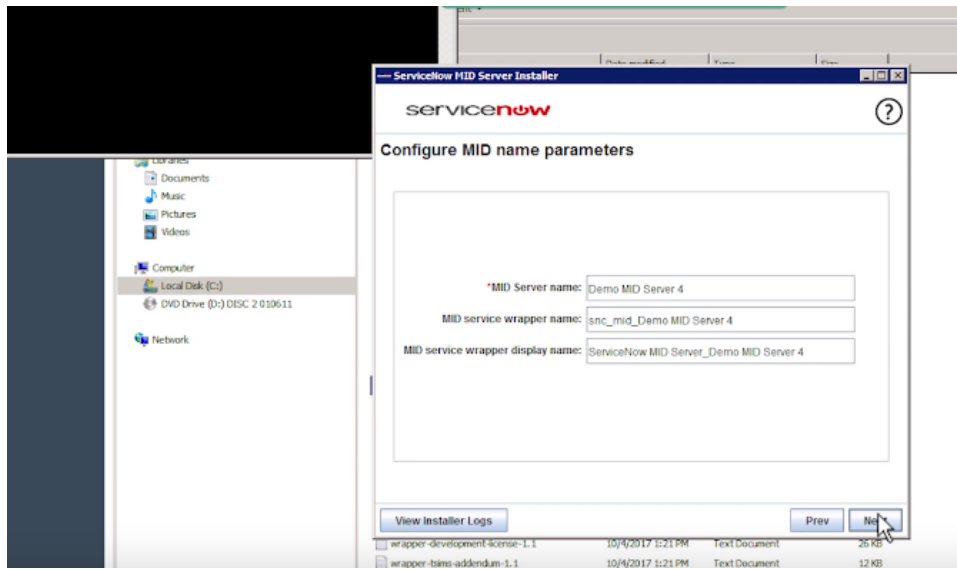


Step Seven: Input the desired instance, mid server user and password that were created from the previous steps:

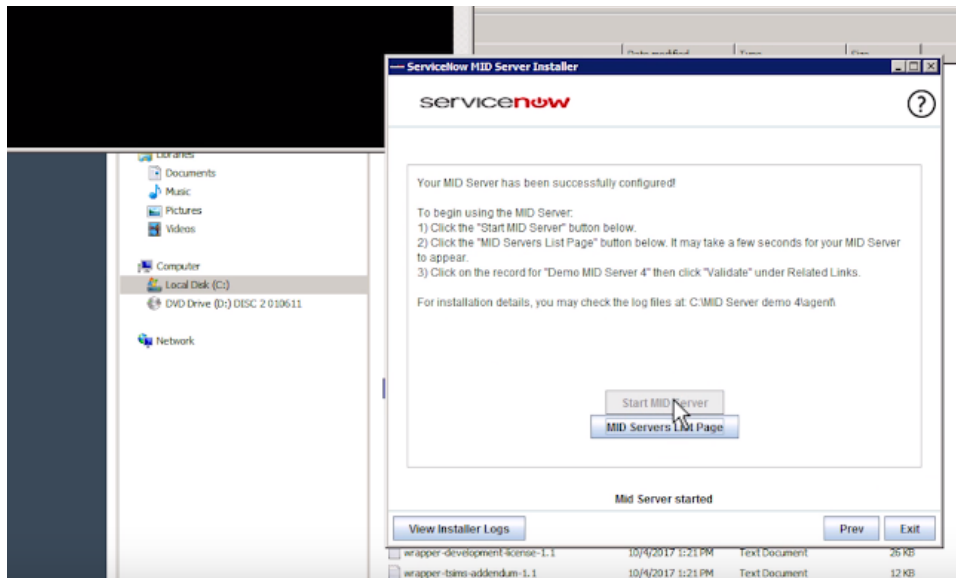


...next, test the connection.

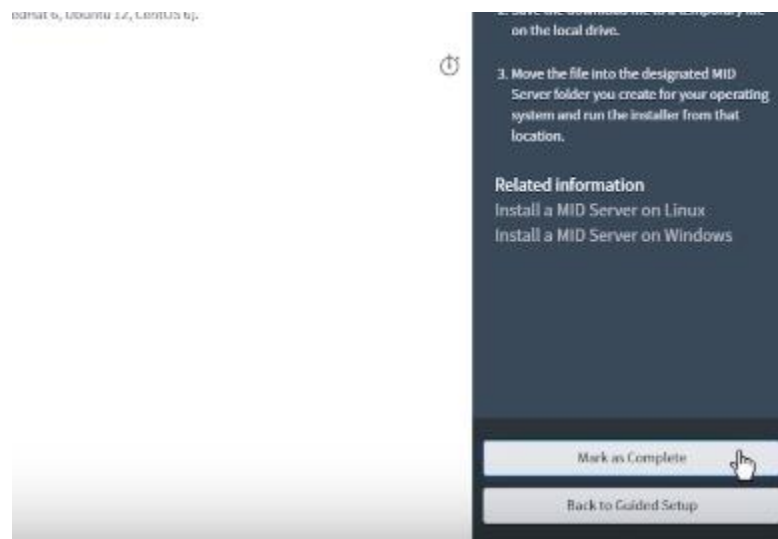
Step Eight: Give a name for the MID Server:



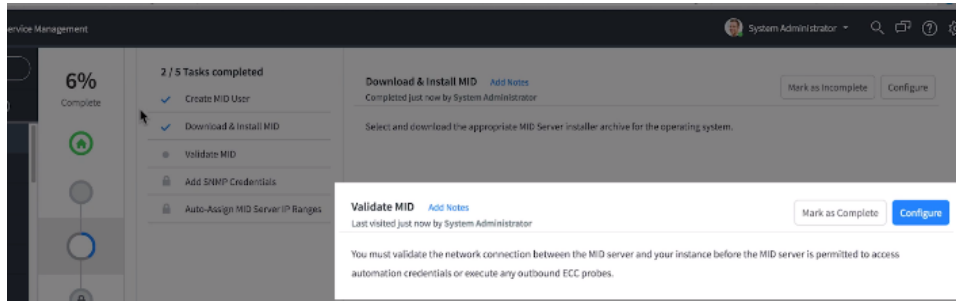
Step Nine: Start the MID Server:



Step Ten: Mark the installation as Complete:



Step Eleven: Validate the MID Server:



...this security feature ensures that only MID Servers that are validated by the instance can communicate with the instance.

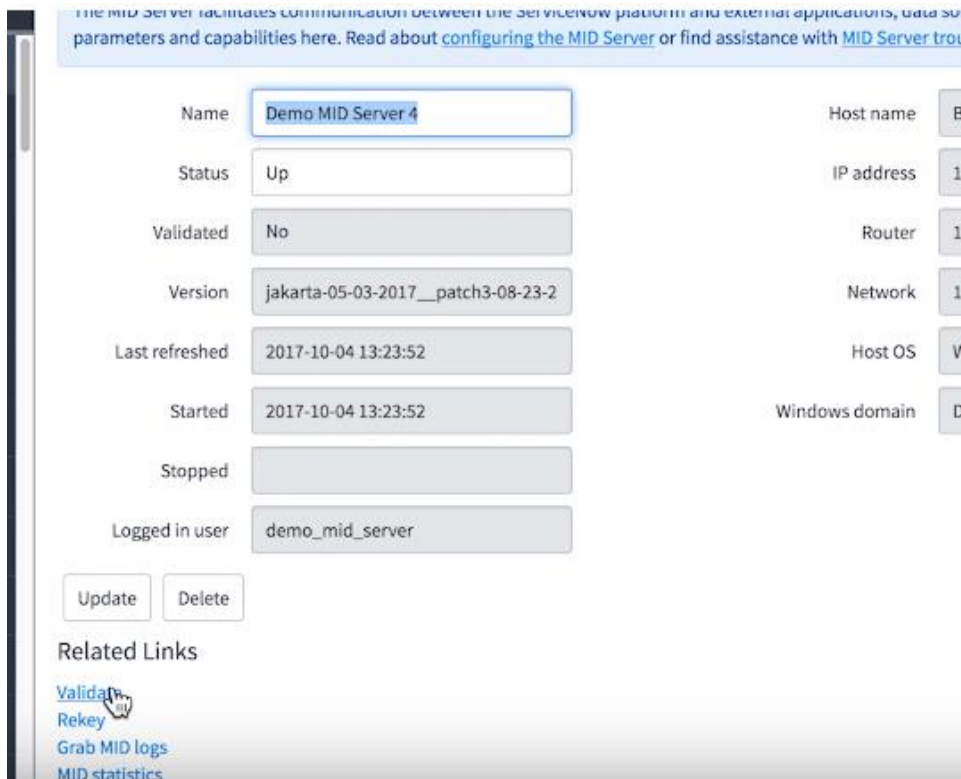
Step Twelve: Open our new MID Server:



	Name	Host name	Status	Validated	Version	Last refreshed	Started
<input type="checkbox"/>	Demo MID Server2	BradleyVM.discolab2.service-now.com	Up	Yes	jakarta-05-03-2017__patch3-08-23-2017_09...	2017-10-04 13:24:04	2017-10-04 12:16:18
<input type="checkbox"/>	Demo MID Server3	BradleyVM.discolab2.service-now.com	Up	Yes	jakarta-05-03-2017__patch3-08-23-2017_09...	2017-10-04 13:27:57	2017-10-04 13:27:57
<input type="checkbox"/>	Demo MID Server2	BradleyVM.discolab2.service-now.com	Up	No	jakarta-05-03-2017__patch3-08-23-2017_09...	2017-10-04 13:23:52	2017-10-04 13:23:52
<input type="checkbox"/>	Demo MID Server2	BradleyVM.discolab2.service-now.com	Down	Yes	jakarta-05-03-2017__patch3-08-23-2017_09...	2017-10-03 08:19:02	2017-09-21 08:20:05

...notice the status indicates it's up, but not yet validated.

Under Related Links, we click on **Validate**:



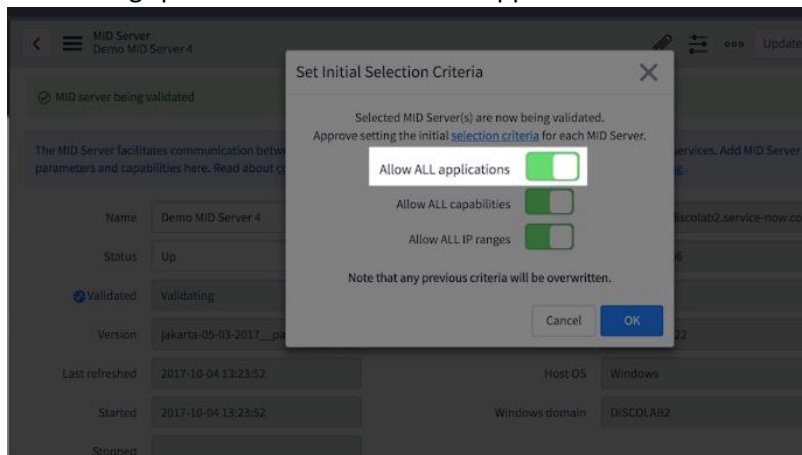
The MID Server facilitates communication between the ServiceNow platform and external applications, data sources, and parameters and capabilities here. Read about [configuring the MID Server](#) or find assistance with [MID Server troubleshooting](#).

Name	Demo MID Server 4	Host name	BradleyVM.discolab2.service-now.com
Status	Up	IP address	10.10.10.10
Validated	No	Router	10.10.10.10
Version	jakarta-05-03-2017__patch3-08-23-2	Network	10.10.10.10
Last refreshed	2017-10-04 13:23:52	Host OS	Windows
Started	2017-10-04 13:23:52	Windows domain	DISCOLAB2
Stopped			
Logged in user	demo_mid_server		

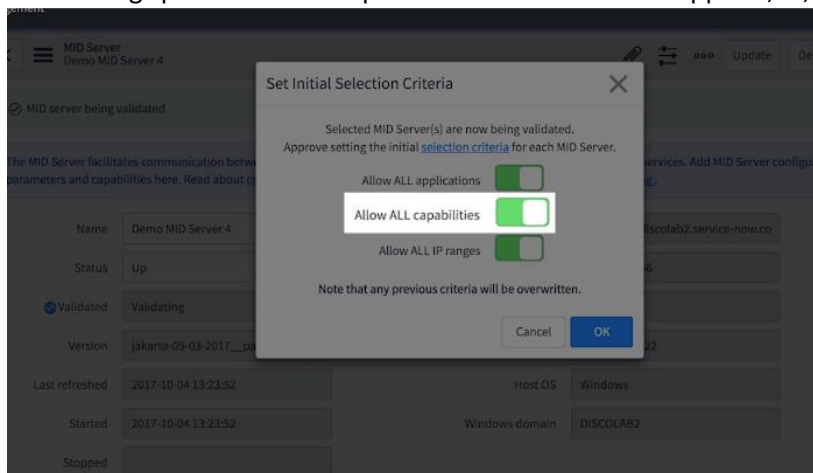
Related Links

- [Validate](#)
- [Rekey](#)
- [Grab MID logs](#)
- [MID statistics](#)

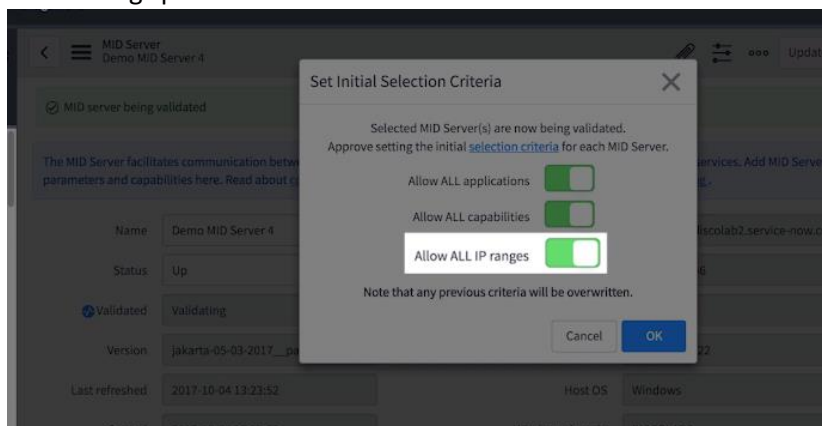
This setting specifies which ServiceNow applications can use the MID Server:



This setting specifies which capabilities the MID Server supports, ie, VMWare, PowerShell, etc:

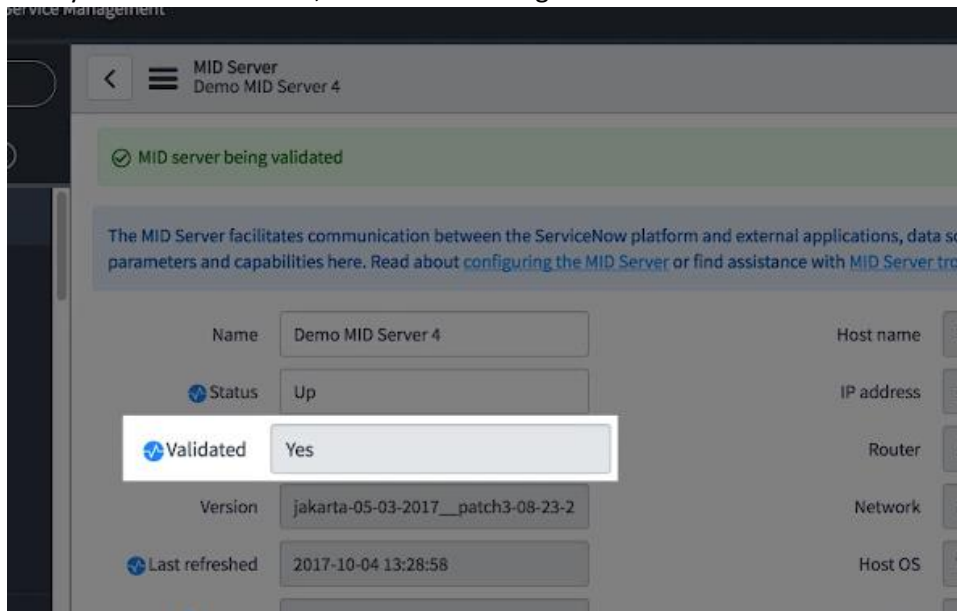


This setting specifies which IP Addresses the MID Server can reach:



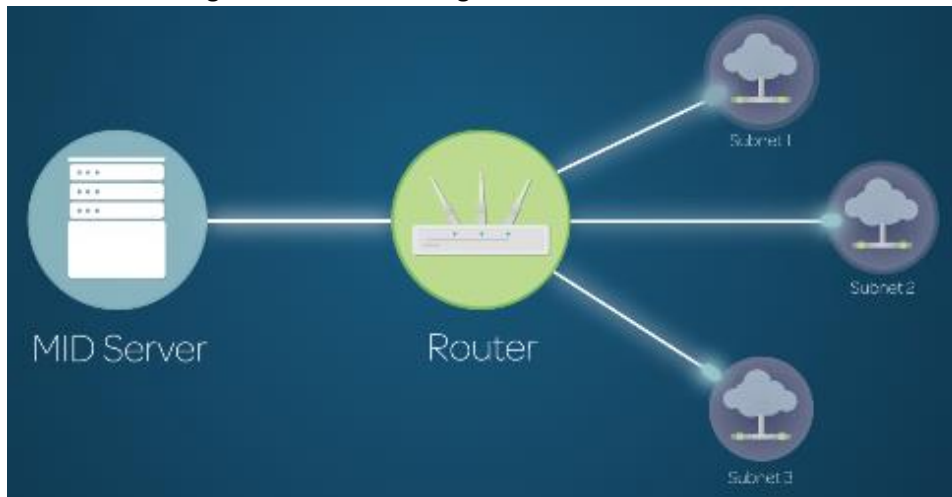
...now let's start the Validation process by clicking on **OK**.

It may take a few minutes, but when it does get validated:



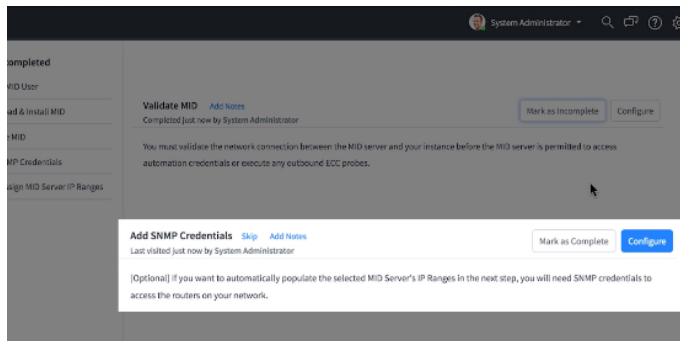
...next we will go back to the Guided Setup and mark as Complete.

Then we will assign the IP address ranges for the **subnetworks** that the MID Server can connect to:

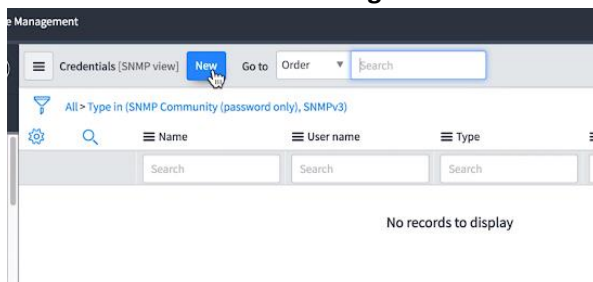


Guided Setup does that automatically by discovering subnets.

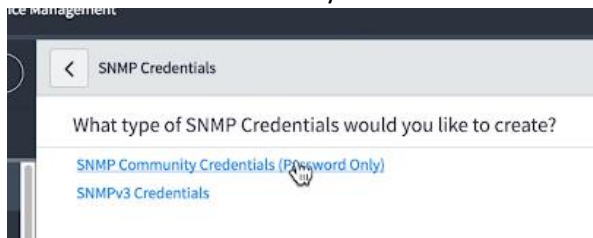
In order to discover subnets on the network, the MID Server needs SNMP credentials to log onto network devices:



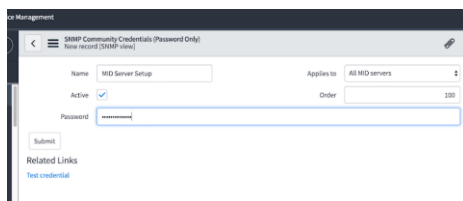
...make sure this credential has the required permissions as shown in the MID Server product documentation. Click on **Configure**.



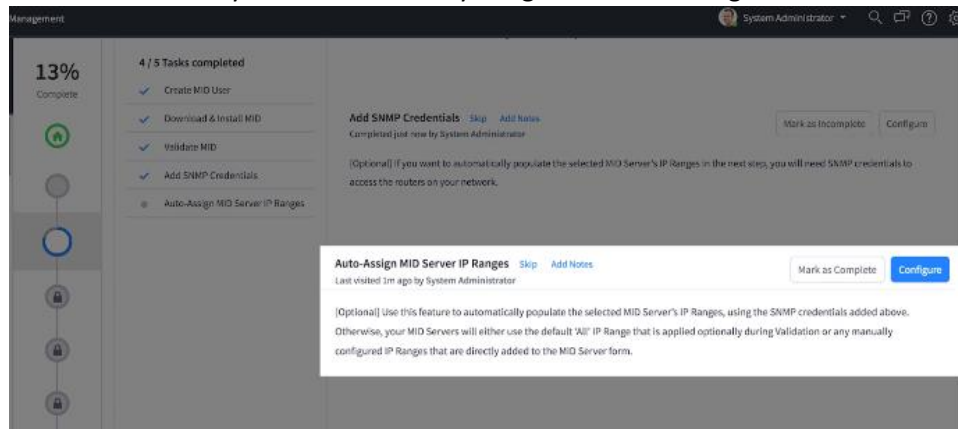
...choose SNMP Community Credentials.



...create the credentials...

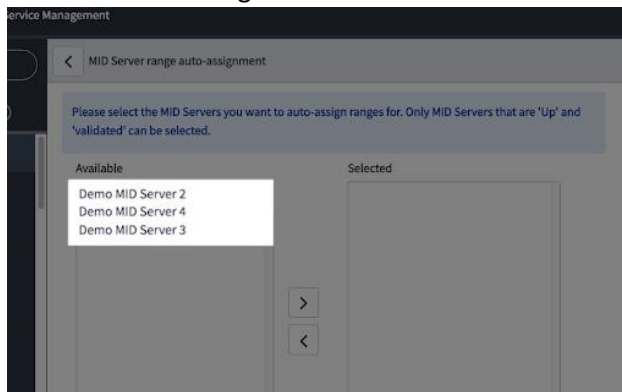


Next we'll let the system automatically assign IP Address ranges to the MD Server:

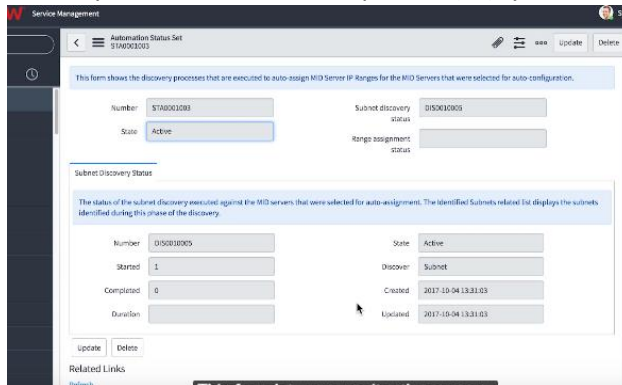


...these are the subnets that the MID Server can reach in order to interact with endpoints in those subnets.

You can do this assignment to one or more servers at once:

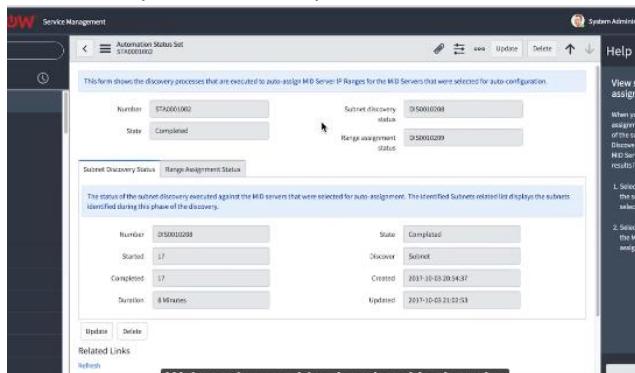


...after you select the desired process(es), you will see a form to monitor the process:



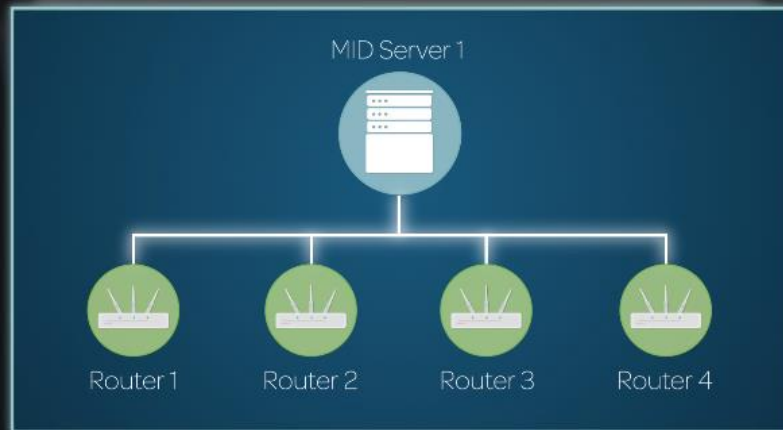
...this process can take a few hours, depending on the size of the network.

...once the process is complete:



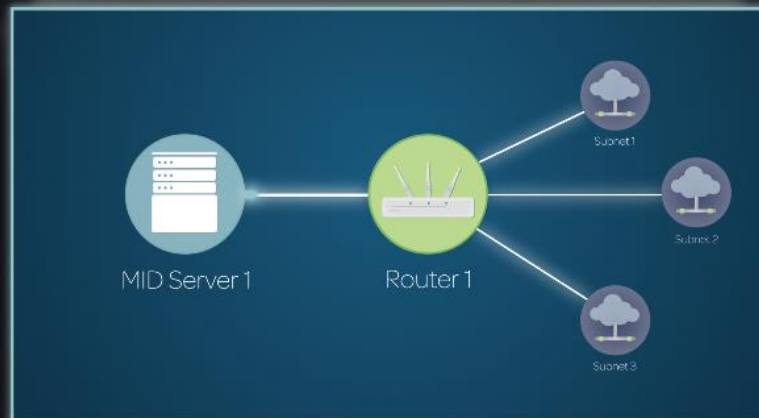
The Assignment Process has 2 Steps:

Step 1: Identify subnets



The first step is to identify the subnets that the MID Server can access.

Step 2: Identify IP address ranges



The second step is to identify which IP address ranges can be reached by the MID server and assign them to the MID Server.

Automation Status Set
STA0001002

MID Servers Used (1) Subnet Router Queue (17) Subnet ECC Queue (34) Identified Subnets (24) Subnet Discovery Log (5) Autoconfig Queue (359)

Autoconfig ECC Queue (718) IP Range Assignments (29) Unreachable Subnets (330) IP Range Assignment Log (4)

IP Range Assignments Go to IP Collection Search 1 to 20 of 29

MID Server Auto Configuration Queues

IP Collection	MID Server
10.196.14.0/24	Demo MID Server 4
10.22.128.0/25	Demo MID Server 4
10.196.130.0/24	Demo MID Server 4
10.255.20.0/24	Demo MID Server 4
10.22.225.0/25	Demo MID Server 4
10.196.43.0/25	Demo MID Server 4
10.22.192.0/25	Demo MID Server 4
10.12.251.0/24	Demo MID Server 4
10.196.129.0/24	Demo MID Server 4

Those address ranges are listed here.

Automation Status Set
STA0001002

MID Servers Used (1) Subnet Router Queue (17) Subnet ECC Queue (34) Identified Subnets (24) Subnet Discovery Log (5) Autoconfig Queue (359)

Autoconfig ECC Queue (718) IP Range Assignments (29) Unreachable Subnets (330) IP Range Assignment Log (4)

Unreachable Subnets Go to Name Search 1 to 20 of 330

Subnets

Name	Domain Index
10.0.0.0/8	global
10.1.0.0/16	global
10.1.126.0/24	global
10.1.18.0/24	global
10.100.12.0/22	global
10.100.8.0/22	global
10.11.0.0/16	global
10.120.0.0/16	global
10.120.10.0/23	global

If there are any subnets that can't be reached by any MID Server, they're listed here.

Service Management

Automation Status Set
S1A0001002

MID Servers Used (1) Subnet Router Queue (17) Subnet ECC Queue (34) Identified Subnets (24) Subnet Discovery Log (5) Autoconfig Queue (359)

Autoconfig ECC Queue (718) IP Range Assignments (29) **Unreachable Subnets (330)** IP Range Assignment Log (4)

Unreachable Subnets Go to Name Search 1 to 20 of 330

Subnets	Name	Domain Index
<input type="checkbox"/>	10.0.0.0/8	global
<input type="checkbox"/>	10.1.0.0/16	global
<input type="checkbox"/>	10.1.128.0/24	global
<input type="checkbox"/>	10.1.18.0/24	global
<input type="checkbox"/>	10.100.12.0/22	global
<input type="checkbox"/>	10.100.8.0/22	global
<input type="checkbox"/>	10.11.0.0/16	global
<input type="checkbox"/>	10.120.0.0/	global
<input type="checkbox"/>	10.120.10.0/23	global
<input type="checkbox"/>	10.120.125.0/24	global

You may want to add another MID Server to reach these subnets.

...now back to the Guided Setup... mark this process as Complete... and that's it!

5 / 5 Tasks completed

- ✓ Create MID User
- ✓ Download & Install MID
- ✓ Validate MID
- ✓ Add SNMP Credentials
- ✓ Auto-Assign MID Server IP Ranges

Add SNMP Credentials Skip Add Notes
Completed just now by System Administrator

[Optional] If you want to automatically populate the selected MID Server's IP Ranges in the next step, you will need SNMP credentials to access the routers on your network.

Auto-Assign MID Server IP Ranges Skip Add Notes
Completed just now by System Administrator

[Optional] Use this feature to automatically populate the selected MID Server's IP Ranges, using the SNMP credentials added above. Otherwise, your MID Servers will either use the default 'All' IP Range that is applied optionally during Validation or any manually configured IP Ranges that are directly added to the MID Server form.

Now you can set up applications that use the MID Server, like Discovery and Event Management.