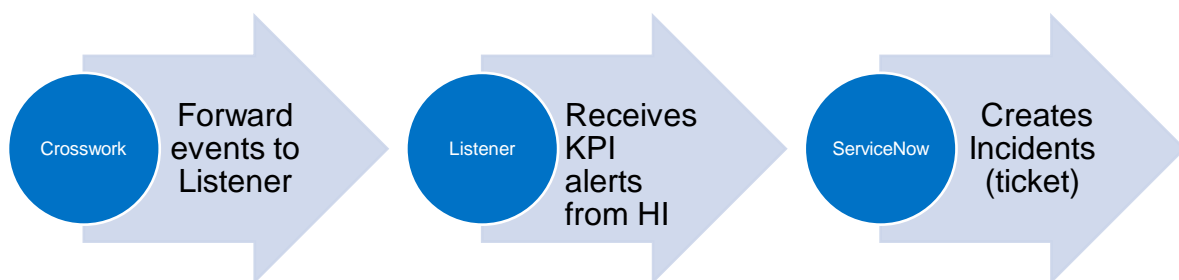


Crosswork Health Insights Integration with ServiceNow

To show integration of Crosswork Health insights with third party applications, this example shows Crosswork Health Insights integration with ServiceNow. The listener application, listens to KPI alerts forwarded by Crosswork Health Insights and opens tickets in ServiceNow and informs the associated users responsible for processing the ticket using any combination of email, SMS and a phone call.



Setup:

- Crosswork 3.1 Health Insights
- ServiceNow account

Pre-Requisites

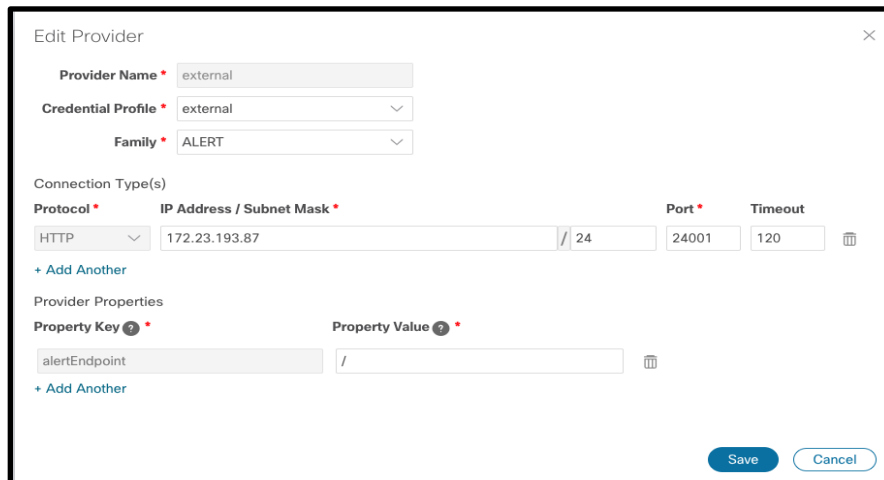
- The devices to be monitored have been added to Crosswork.
- The KPI profiles have been defined and provisioned on the devices

Workflow:

1. Configure external listener in Crosswork, by adding the provider and credentials for the listener.
2. Create ServiceNow URL, user id and password
3. Edit and run the listener application.

Crosswork Setup:

1. Create a provider profile for the external listener application from [Crosswork → Inventory Management → Providers](#)

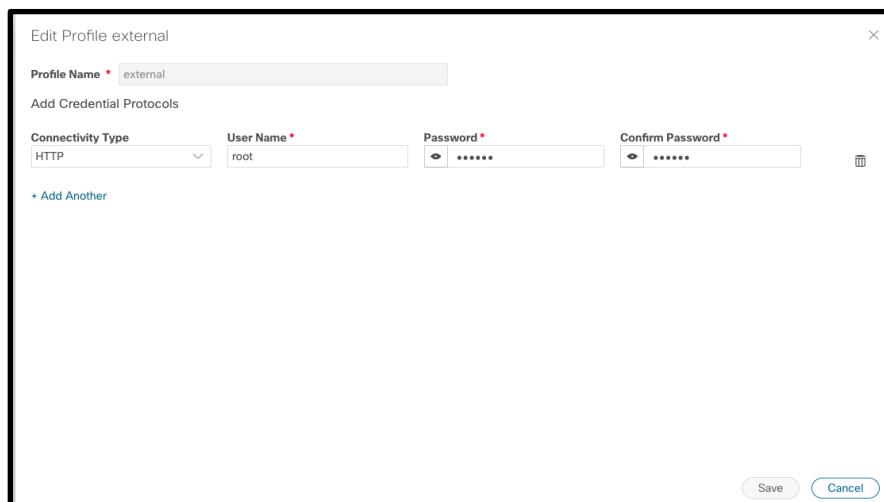


The 'Edit Provider' dialog box is shown with the following fields and values:

- Provider Name ***: external
- Credential Profile ***: external
- Family ***: ALERT
- Connection Type(s)**:
 - Protocol ***: HTTP
 - IP Address / Subnet Mask ***: 172.23.193.87 / 24
 - Port ***: 24001
 - Timeout**: 120
- Provider Properties**:
 - Property Key ***: alertEndpoint
 - Property Value ***: /

Buttons: + Add Another, Save, Cancel

2. Create a credential profile for the external listener application from [Crosswork → Inventory Management → Credentials](#)



The 'Edit Profile external' dialog box is shown with the following fields and values:

- Profile Name ***: external
- Add Credential Protocols**:
 - Connectivity Type**: HTTP
 - User Name ***: root
 - Password ***: *****
 - Confirm Password ***: *****

Buttons: + Add Another, Save, Cancel

Listener Setup and Execution:

Install the python application on any server. Edit the `listener_servicenow.py` file to the IP address(`hostname`)of the server where the listener is installed, and the port(`hostPort`) number. Run the python command from a terminal

- `chmod 777 listener_servicenow.py`
- `./ listener_servicenow.py`
 - or
- `./ listener_servicenow.py &` to run in the background.