opentext™

ArcSight SmartConnectors

Software Version: 8.4.3

Configuration Guide for ServiceNow SmartConnector

Document Release Date: October 2023
Software Release Date: October 2023

Legal Notices

Open Text Corporation

275 Frank Tompa Drive, Waterloo, Ontario, Canada, N2L 0A1

Copyright Notice

Copyright 2023 Open Text.

Trademark Notices

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number
- Document Release Date, which changes each time the document is updated
- Software Release Date, which indicates the release date of this version of the software

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

https://www.microfocus.com/support-and-services/documentation

Contents

Configuration Guide for ServiceNow SmartConnector

The guide provides information on installing and configuring the SmartConnector for the ServiceNow instance.

Intended Audience

This guide provides information for IT administrators who are responsible for managing the ArcSight software and its environment.

Additional Documentation

The ArcSight SmartConnector documentation library includes the following resources:

- Technical Requirements Guide for SmartConnector, which provides information about operating system, appliance, browser, and other support details for SmartConnector.
- Installation and User Guide for SmartConnectors, which provides detailed information about installing SmartConnectors.
- Configuration Guides for ArcSight SmartConnectors, which provides information about configuring SmartConnectors to collect events from different sources.
- Configuration Guide for SmartConnector Load Balancer, which provides detailed information about installing Load Balancer.

For the most recent version of this guide and other ArcSight SmartConnector documentation resources, visit the documentation site for ArcSight SmartConnectors 8.4.

Contact Information

We want to hear your comments and suggestions about this book and the other documentation included with this product. You can use the comment on this topic link at the bottom of each page of the online documentation, or send an email to MFI-Documentation-Feedback@opentext.com.

For specific product issues, contact Open Text Support for Micro Focus products.

Overview

The SmartConnector for ServiceNow retrieves events from ServiceNow, normalizes the events, and then sends them to the configured destinations.

ServiceNow does not allow you to view the event's content. However, it can provide important information about the event, such as the following:

- Event name
- Event start time and end time
- Event source user ID
- Event source username and source address
- Event Instance ID
- Request URI
- Table name

Prerequisites

Before you install any SmartConnectors, ensure that the ArcSight products with which the connectors will communicate have already been installed correctly (such as ArcSight ESM or ArcSight Logger).

For complete product information, refer to the *Administrator's Guide to ArcSight Platform*, available on ArcSight Documentation.

If you are adding a connector to the ArcSight Management Center, see the *ArcSight Management Center Administrator's Guide* available on ArcSight Documentation for instructions.

Before installing the connector, do the following:

1. If a user with the required permissions to retrieve events from the Servicenow sysevent table does not already exist, create a new user as follows:
    a. Log in to a ServiceNow instance.
    b. Navigate to **All** in the UI application browser and search for **sys_user.list**.
    c. Click **New** to add a new user.
    d. Enter the **User ID**, **First name**, and **Last name**.
    e. Click **Submit**.
    f. Click the created user from the list of users.

g. Click **Set Password** and then click **Generate** to generate a password for the user.

h. Click **Save Password** and then click **Close**.

i. Assign the required role from the list of roles to the user for accessing the sysevnt table. For example, admin.

j. Log out and log in to the ServiceNow instance again, and then reset the password.

2. Register the connector application for OAuth authentication:

a. Navigate to **All** in the application browser and search for **OAuth**.

b. Click **Application Registry**.

c. Click **New** to register the connector application for authenticating OAuth.

d. Click **Create an OAuth API endpoint for external clients**.

e. Specify the **First Name**, and **Last Name**. The **Client ID**, and **Client Secret** will be auto-generated.

f. Click **Submit**.

Note down the Client ID and Client Secret values because you will need them at the time of connector configuration.
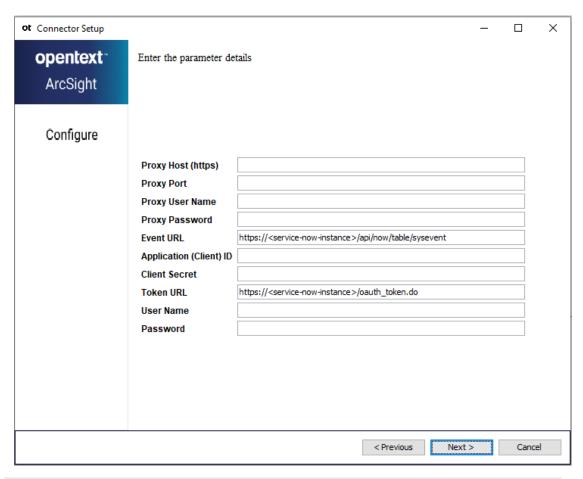
> **Note**: The specified user must turn off the **Multi-Factor Authentication** (MFA).

Installing and Configuring the SmartConnector

For detailed installation steps or for manual installation steps, see SmartConnector Installation and User Guide.

Installing and Configuring the SmartConnector:

1. Start the installation wizard.

2. Follow the instructions in the wizard to install the core software.

3. Specify the relevant Global Parameters, when prompted.

4. From the **Type** drop-down list, select **ServiceNow**, then click **Next**.

5. Specify the following parameters to configure the SmartConnector, and then click **Next**:

Parameter	Description
Proxy Host (https)	(Optional) If proxy is enabled for your machine, the IP address or host name of the proxy server required for proxy configuration to access the internet.
Proxy Port	(Optional) If proxy is enabled for your machine, the port number of the proxy server required for proxy configuration.
Proxy User Name	(Optional) If proxy is enabled for your machine, the user name for the proxy server. Specify this value only if proxy needs access to the Internet. If you enter the proxy user name, you must provide the proxy password.
Proxy Password	(Optional) If proxy is enabled for your machine, the password for the proxy server user. Specify this value only if proxy needs access to internet and you have specified a user name for the proxy server.
Event URL	The URL from where you need to fetch events. The default value is: `https://<service-now-instance>/api/now/table/sysevent`. You must replace the <service-now-instance> in the URL with the unique identifier for your instance. For example: https://test01234.service-now.com/api/now/table/sysevent

Parameter	Description
Application (Client) ID	The client ID assigned to your connector application in the ServiceNow registration portal.
Client Secret	The client secret key generated for your connector application in the ServiceNow registration portal.
Token URL	The URL to get the access token. The default value is: `https://<service-now-instance>/oauth_token.do`. You must replace the <service-now-instance> in the URL with the unique identifier for your instance. For example: https://test01234.service-now.com/oauth_token.do
Username	The username of the user who has permissions to access the sysevent table of the ServiceNow instance.
Password	The password of the user who has permissions to access the sysevent table of the ServiceNow instance.

6. Select a destination and configure parameters.

7. Specify a name for the connector.

8. (Conditional) If you have selected **ArcSight Manager** as the destination, the certificate import window for the ArcSight Manager is displayed. Select **Import the certificate to the connector from destination**, and then click **Next**. The certificate is imported and the **Add connector Summary** window is displayed.

> **Note**: If you select **Do not import the certificate to connector from destination**, the connector installation will end.

9. Select whether you want to run the connector as a service or in the standalone mode.

10. Complete the installation.

11. Run the SmartConnector.

12. For instructions about upgrading the connector or modifying parameters, see SmartConnector Installation and User Guide.

> **Note**: The `startattime` is a special agent property that can be used to retrieve events from the past. This is not an UI component. The user can edit the value manually in the `agent.properties` file.
> `agents[0].startattime=<yyyy-MM-dd HH:mm:ss>`
> For example, `agents[0].startattime=2023-05-22 17:41:01`

Device Event Mapping to ArcSight Fields

This section lists the mappings of the ArcSight data fields to the device-specific event fields. For more information about the ArcSight data fields, see ArcSight Console User's Guide for ESM.

ArcSight ESM Field	Device-Specific Field
Device Action	name
Device Custom Number 1	sys_mod_count
Device Custom String 1	sys_updated_by
Device Custom String 2	table
Device Custom String 3	claimed_by
Device Event Class ID	name, state
Device Payload ID	sys_id
Device Product	Audit Logs
Device Receipt Time	sys_updated_on
Device Vendor	ServiceNow
End Time	processed
File ID	instance
Name	name
Request URI	uri
Source Address	parm2
Source User ID	user_id
Source User Name	parm1
Start Time	process_on

Send Documentation Feedback

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this computer, click the link above and an email window opens with the following information in the subject line:

Feedback on Configuration Guide for ServiceNow SmartConnector (SmartConnectors 8.4.3)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to MFI-Documentation-Feedback@opentext.com.

We appreciate your feedback!