SCOM To ServiceNow Connector

QuickStart Installation Guide

Install Video: https://www.scom2k7.com/deploy

SCOM Compatibility:

- SCOM 2012 R2 UR8+, SCOM 2016, SCOM 2019

ServiceNow Compatibility

- All versions of ServiceNow are supported. However, only Istanbul (or later) supports OAuth 2.0 connections**.**

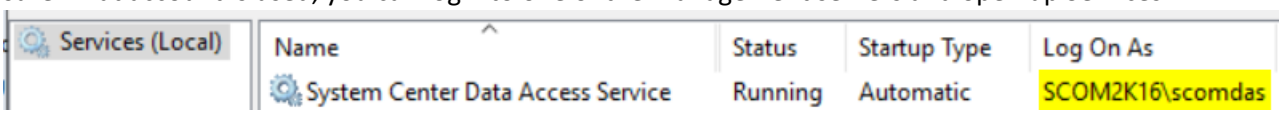
Server Requirements:

- Windows Server, 2016 or 2019 server (This can be a management server or a standalone server)

Prework

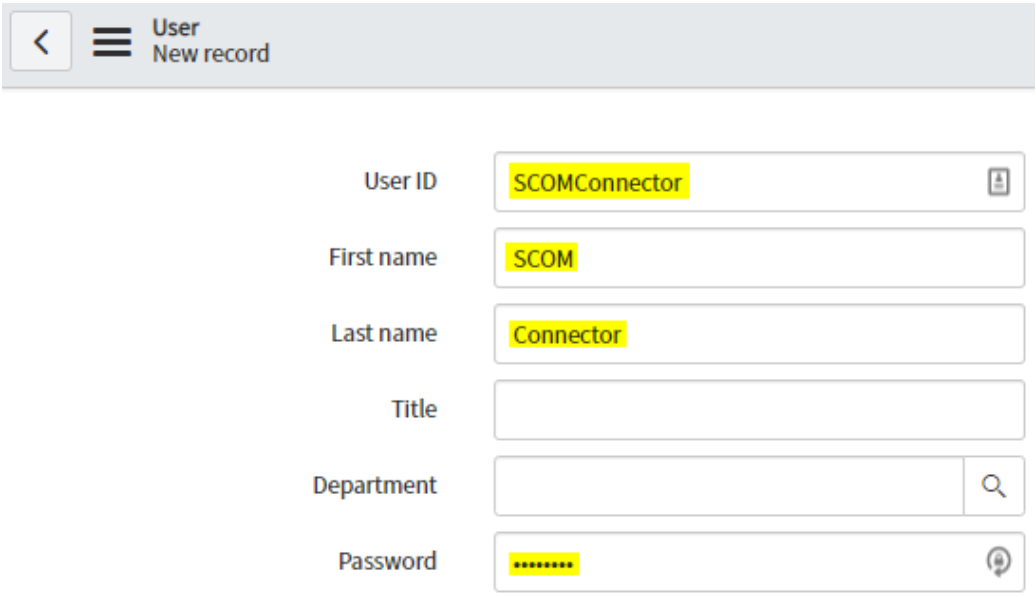
SCOM

1.) Gather the **System Center Data Access Service Account** (SCOM DAS) **User Name** and **Password.** If you are not sure what account is used, you can log into one of the management servers and open up Services.

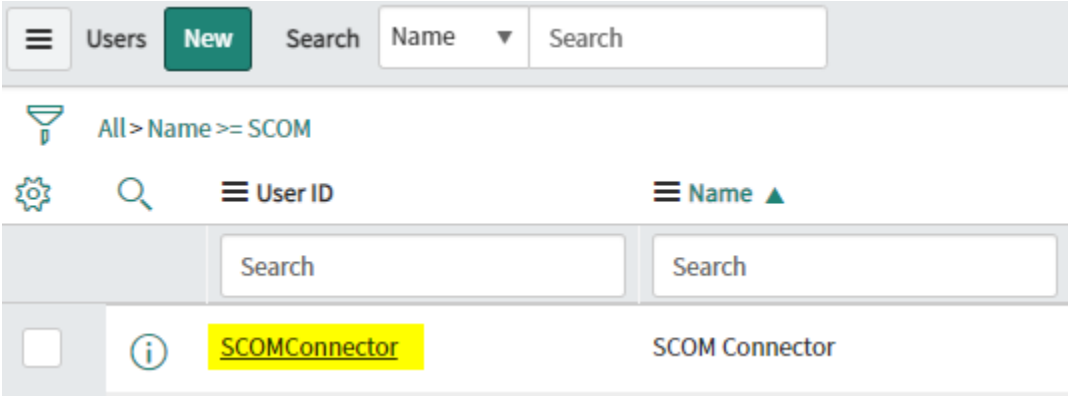


ServiceNow

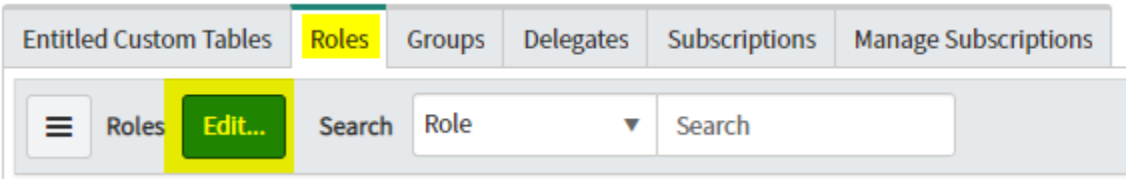
1.) In **ServiceNow** create a **User Account** named **SCOMConnector** and assign it a **password**. Save the password for later



2.) Open the **SCOMConnector** user account you just created.

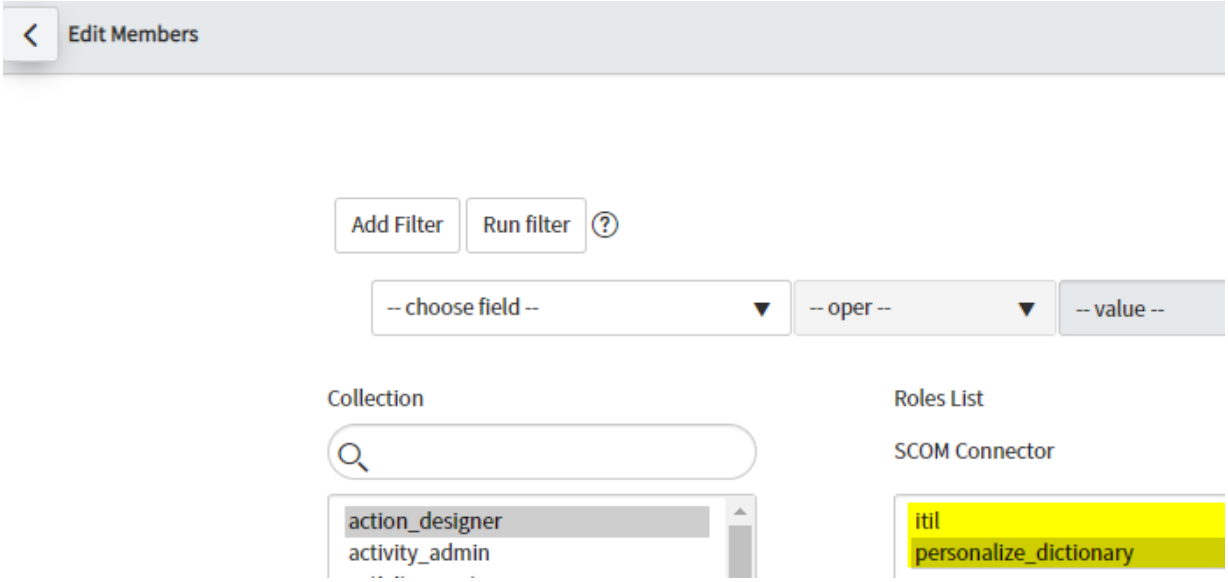


3.) At the bottom of the screen, click **Roles**, and then Click **Edit**.



a. On certain browsers the Leave Site Dialog box comes up. If it does Click **Leave** on the **Leave Site dialog**.

4.) Add the **SCOMConnector** to the roles, **itil** and **personalize_dictionary** and click **Save**



Note:
If you want to give the ServiceNow account the least permissions possible you can also create your own role in Service Now and assign it access control. See the **Appendix** section at the bottom of this guide for more information.

Installation

1.) **Install IIS** on the Server (This step can be skipped if installing on SCOM a Web Console Server)
   - Open PowerShell (**as an administrator**) and run the following:

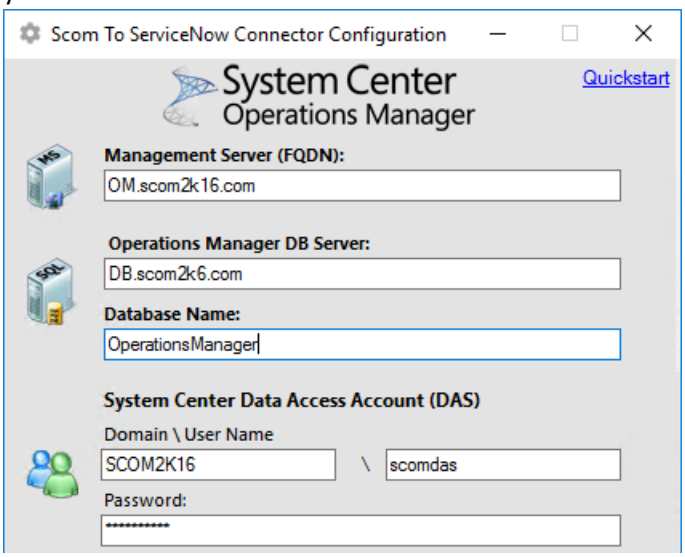
     Add-WindowsFeature NET-WCF-HTTP-Activation45,Web-Static-Content,Web-Default-Doc,Web-Dir-Browsing,Web-Http-Errors,Web-Http-Logging,Web-Request-Monitor,Web-Filtering,Web-Stat-Compression,Web-Mgmt-Console,Web-Metabase,Web-Asp-Net,Web-Windows-Auth –Restart

2.) Copy the **ScomToServiceNowConnector.msi** file over to the Server.
3.) Double click on **ScomToServiceNowConnector.msi** file.
4.) Click **Next**
5.) **Read** and **Accept** the License Agreement, then click **Next**
6.) On the **Ready to Install** screen click **Install**
7.) Click **Yes** on the User Access Control screen.
8.) After the install finishes the click **Yes** on the **User Access Control** screen and the **SCOM To ServiceNow Configuration** Screen will appear.

SCOM To ServiceNow Configuration

SCOM

1.) If you installed on a Management Server, it automatically populates the Management Server, Operations Manager DB Server, Database Name, and Domain. Otherwise, you will need to provide each of the values for you SCOM Environment.



2.) Type in the **username** and **password** of the **System Center Data Access Account (DAS)**.

a. **Note:** You can also create a new AD user that is a member of the **local administrators**, **SCOM Admins**, and have **read** access to the **Operations Manager Database.**

ServiceNow

1.) **URL:** Type in your companies ServiceNow URL

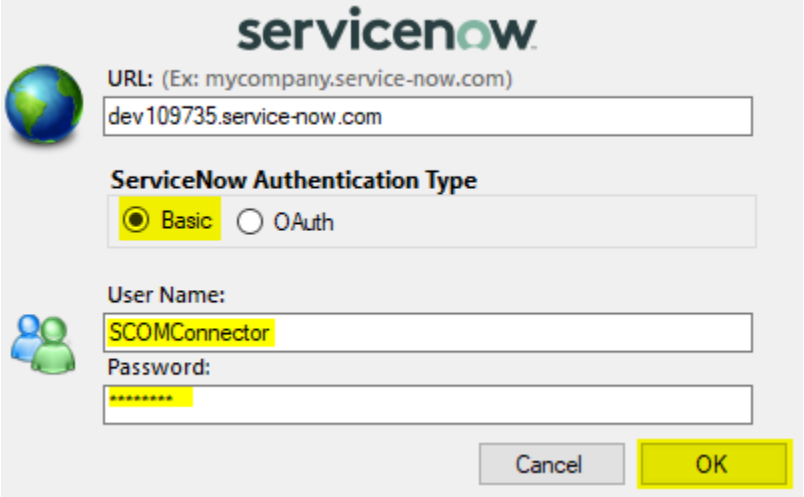
2.) **ServiceNow Authentication Type:**

Choose Authentication Type:

- **Basic -** Uses a username and password and is the easiest to setup.

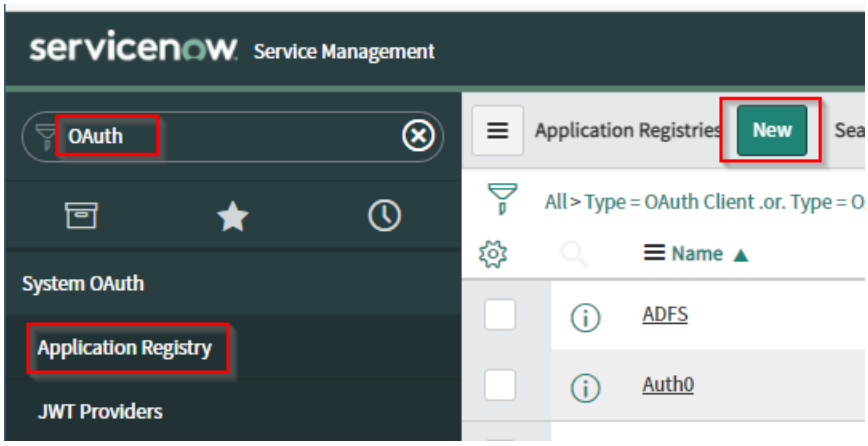
- **OAuth** - Uses the **username** and **password** along with a **client ID** and **Client Secret** to create a token. The token is then used for future authentication. Being that the token is updated regularly this is considered more secure.

a) **Basic:** Type in the ServiceNow User Name **"SCOMConnector"** and **Password** we created in the **PreWork Section** of this guide and **click OK**.

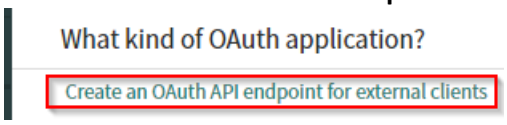


b) **OAuth:** To Use OAuth, you will need to create a System OAuth/Application Registry in ServiceNow.

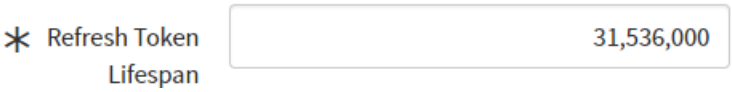
- Open **ServiceNow** as an **admin**.
- Search for **OAuth**
- Select **Application Registry**
- Select **New**



- Select **Create an OAuth API endpoint for external clients**

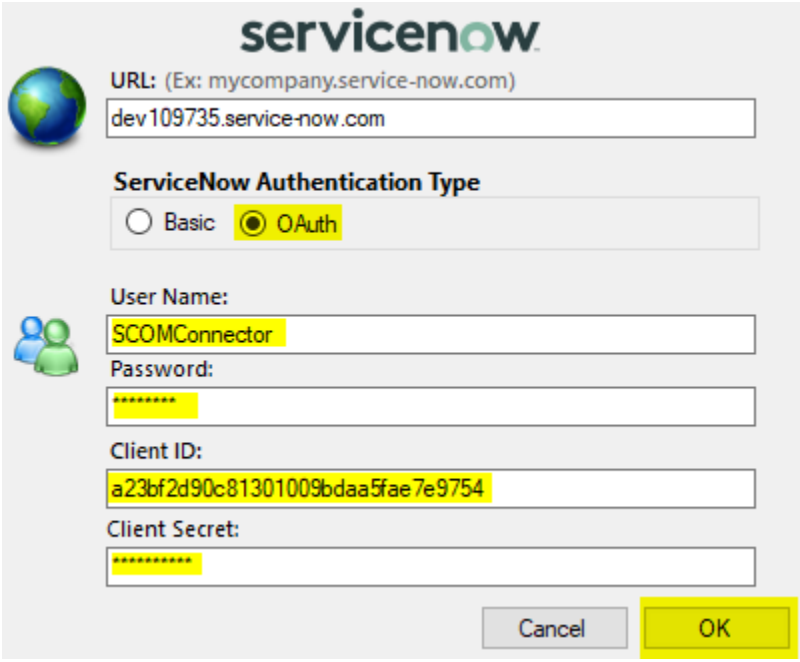


- Type in **SCOM** for the Name
- **Create A Client Secret** or let it **generate one automatically**. This is just a random set of characters like a password
- Set the **Refresh Token Lifespan** to **31,536,000** (1 Year)



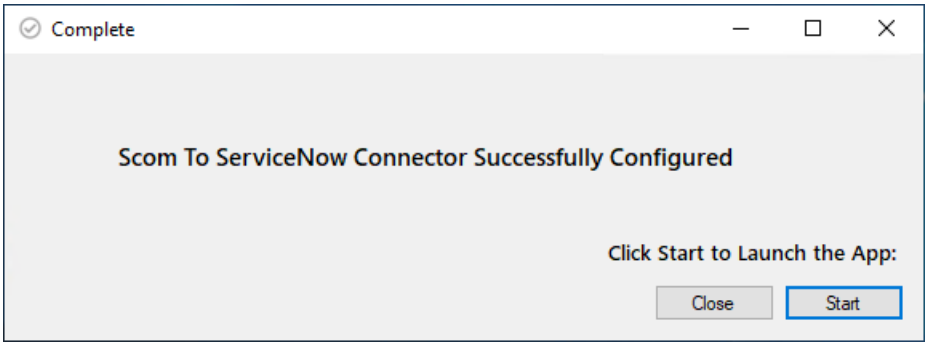
- For Comments type in **SCOM To ServiceNow Connector**

- Now use this information from ServiceNow to type in the **User Name, Password, Client ID and Client Secret.**

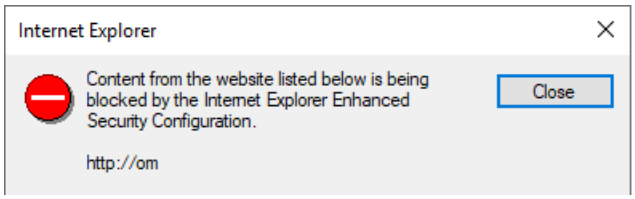


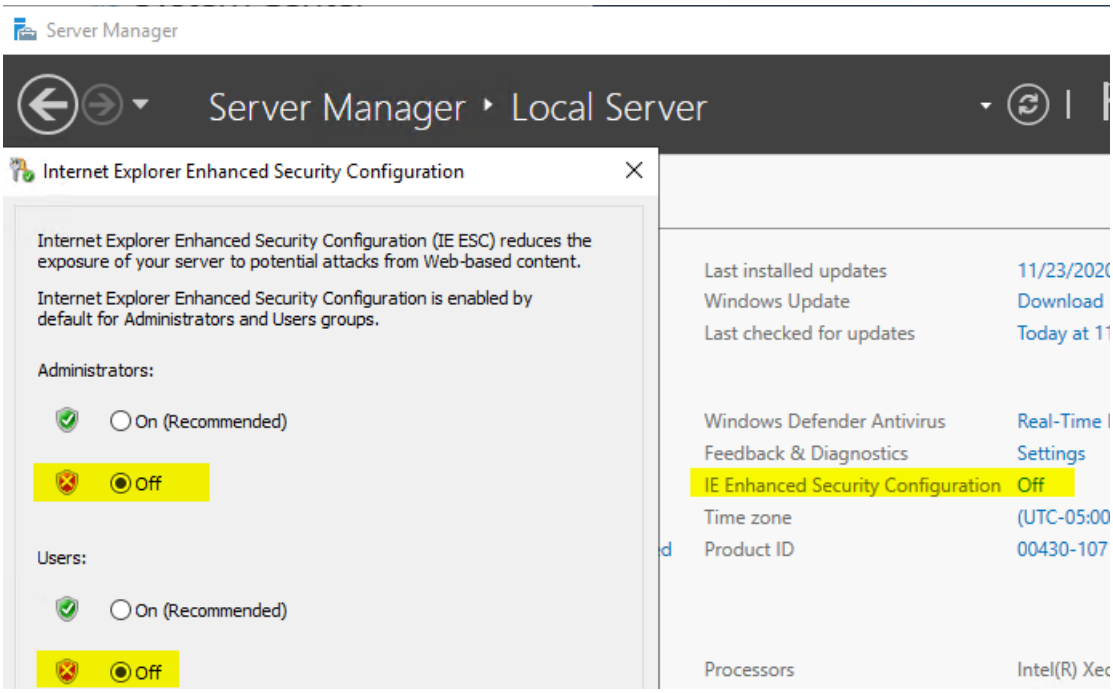
- Click **OK**

3.) The Complete dialog box will now appear. Click **Start** to Launch the **Console**



Note: If you get an error from Internet Explorer you can you disable IE Enhanced Security Configuration from Server Manager to fix it. (For best experience open the SCOM to Service Now Connector website with **Chrome or Edge** from your desktop)

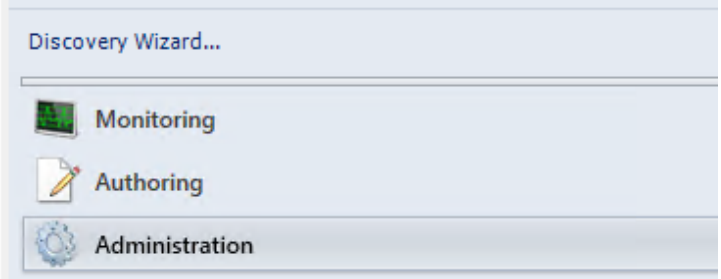




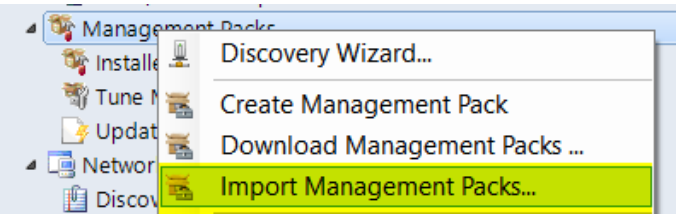
Import the SCOM To ServiceNow Connector Management Pack

1.) Open the **SCOM Console**. (If the Server you installed on doesn't have the SCOM Console installed. Copy the management pack to a server or computer that does)

2.) Select the **Administration Pane**

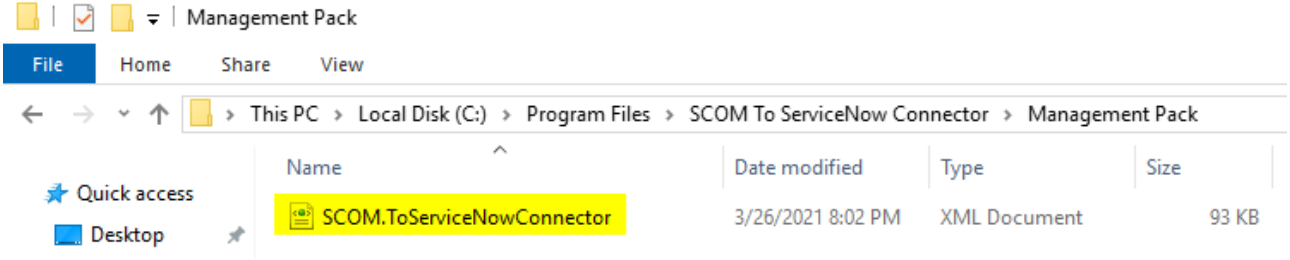


3.) Under **Management Packs**. **Right click** and select **Import Management Packs**

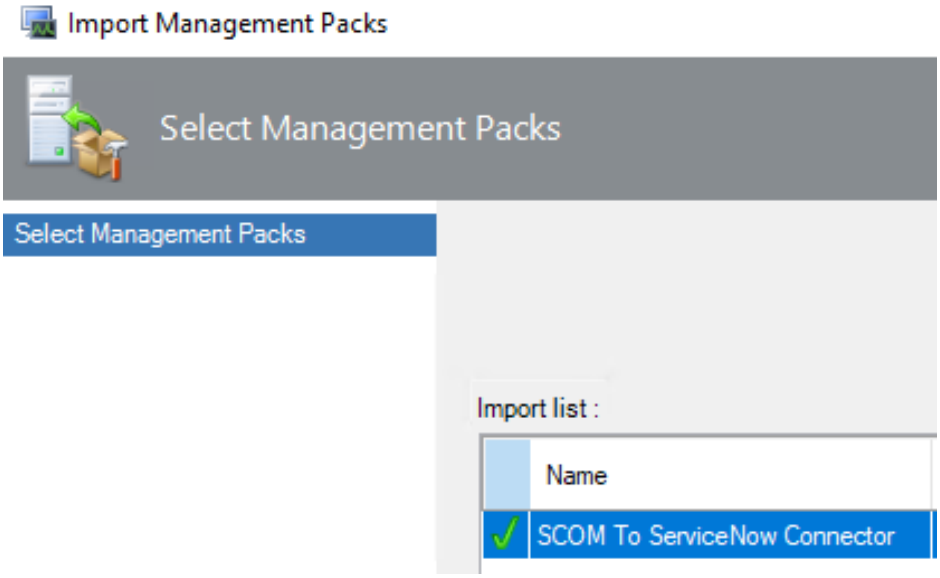


4.) Select **Add From disk**

5.) Select No on the Online Catalog Connection dialog
6.) Browse out to the SCOM To ServiceNow Connector install directory. C:\Program Files\SCOM To ServiceNow Connector\Management Pack
7.) Select the SCOM.ToServiceNowConnector.xml file.

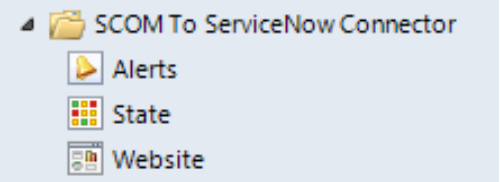


8.) Click the install button.

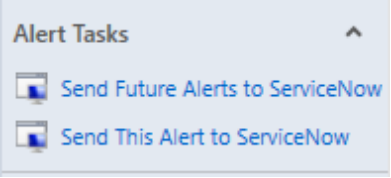


9.) Click Close

10.) Go to the Monitoring Pane and you will see the new SCOM To ServiceNow Connector Folder. (Note: It will take some time for the objects to be discovered)



11.) If you click on any alert in SCOM you will see two new available **Alert Tasks**. **Send Future Alerts to ServiceNow** and **Send This Alert to ServiceNow**.



Appendix:

ServiceNow Least Permissions

Create a custom role

If you do not wish to use any of the Base system roles. You can create a custom role with sufficient access control for the tables the SCOM to ServiceNow Connectors needs.

First, create a role in your ServiceNow instance with a name such as SCOMToServiceNowConnector Role. When this is completed, your new role must be given the following access control rules.

Remember to elevate to a privileged role (security_admin) to edit Access Control records. Only a user with **security_admin** role has the ability to edit or create access control. Check with your ServiceNow administrator if you are unsure.

Table	Type	Operation	Name
Tables	record	read	sys_db_object sys_db_object.*
Dictionary Entry	record	read	sys_dictionary sys_dictionary.*
Incident	record	read	incident
Incident	record	write	incident