

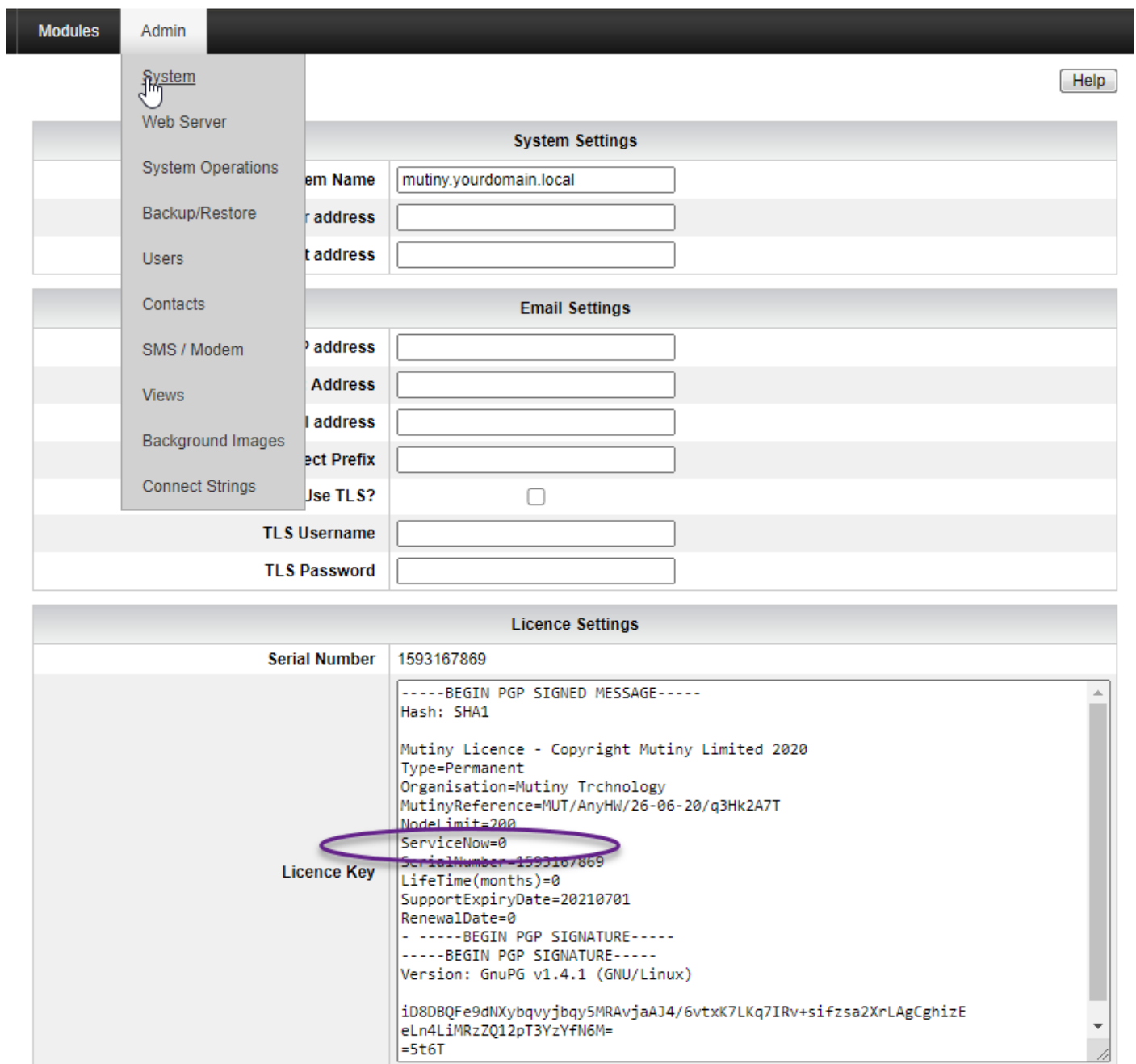
## Configuring the Mutiny ServiceNow® Connector

Last Updated – June 2020

### 0) Check Your Licence.

Ensure that your Mutiny licence has the ServiceNow Connector enabled. Your licence should contain the line:

“ServiceNow=0”



The screenshot shows the Mutiny Admin interface. The 'Admin' menu is open, and the 'System' option is selected. The 'System Settings' section includes fields for System Name (mutiny.yourdomain.local), Web Server Address, and Web Server Port Address. The 'Email Settings' section includes fields for Email Address, SMTP Address, SMTP Port, SMTP Username, SMTP Password, and a checkbox for 'Use TLS?'. The 'Licence Settings' section shows the Serial Number (1593167869) and the Licence Key, which is a PGP signed message. The licence key text is as follows:

```

-----BEGIN PGP SIGNED MESSAGE-----
Hash: SHA1

Mutiny Licence - Copyright Mutiny Limited 2020
Type=Permanent
Organisation=Mutiny Trchnology
MutinyReference=MUT/AnyHW/26-06-20/q3Hk2A7T
Modelimit=200
ServiceNow=0
SerialNumber=1593167869
LifeTime(months)=0
SupportExpiryDate=20210701
RenewalDate=0
-----BEGIN PGP SIGNATURE-----
-----BEGIN PGP SIGNATURE-----
Version: GnuPG v1.4.1 (GNU/Linux)

iD8DBQFe9dNXybqvjby5MRavjaAJ4/6vtXK7Lkq7IRv+sifzsa2XrLAgCghizE
eLn4LiMRzZQ12pT3YzYfN6M=
=5t6T
  
```

The 'ServiceNow=0' line in the licence key is circled in red.

## 1) Configuring the Connector

Locate the "mutiny" node in one of the Views and click the icon to open the Status Panel.

Then choose "IP Services" from the Status panel:

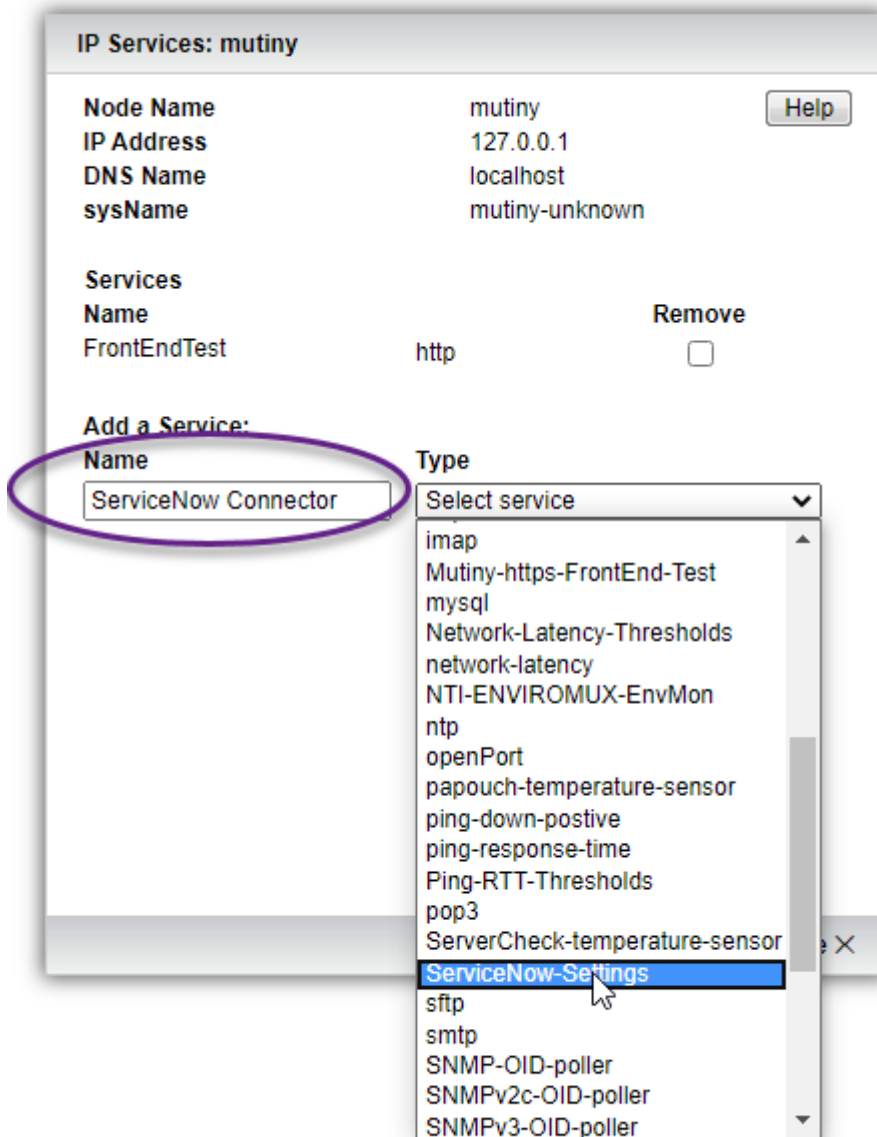
The image shows two overlapping windows from a network management interface. The background window is titled "Status: mutiny" and displays node information: Node Name (mutiny), IP Address (127.0.0.1), DNS Name (Not Resolved), sysName (mutiny-unknown), and OS (Linux 2.6.32-754.28.1.el6.x8664). It also shows a "STATUS" column with green checkmarks for Ping, SNMP, Interfaces, CPU Load (0.01), Memory Usage (17.3%), Disk Usage, Processes, Agents, and IP Services. A green arrow points from the "mutiny" node icon to the "IP Services" link. The foreground window is titled "IP Services: mutiny" and shows "IP Services Status" as "On" (indicated by a green checkmark and a radio button). The "Monitor IP Services" option is set to "On" (radio button selected). Below this is a table of services:

Name	Type	Status	Duration	Time / Date
FrontEndTest	http	✓	111ms	11:57 26/06/20

At the bottom of the "IP Services" window, there are buttons for "OK", "Warning", "Critical", and "Add/Remove Service". The "Apply" and "Close" buttons are at the bottom right of the foreground window.

Make sure that "Monitor IP Services" is set to "On".

Click the "[Add/Remove Service]" button, swapping the panels over so that you can add a new service:



Give the Service a memorable name and chose "ServiceNow Settings" from the drop-down menu and then click "[Apply]". The panel will update so that you can enter the login details for your ServiceNow instance.

**IP Services: mutiny**

Node Name: mutiny Help  
 IP Address: 127.0.0.1  
 DNS Name: localhost  
 sysName: mutiny-unknown

Polled Address: 192.168.100.150

**Details for ServiceNow-Settings service ServiceNow Connector**

ContactEmail (snowuser@logtoservicenow.com)

ServiceNow Instance https:// (acmeltd.service-now.com)

Username: (snusername)

Password:

Test

Apply ✓    Close X

The "ServiceNow Instance" URI, "Username" and "Password" will have been provided by your ServiceNow reseller/support organisation.

The "Contact Email" is needed to configure which Alerts from Mutiny are to be sent to ServiceNow to from tickets, so choose a memorable id (this is covered in Section 3 of this document).

When all has been entered correctly, click "[Test]" to make sure there are no errors and then, if you see a "Success" message, click "[Apply]".

**Details for ServiceNow-Settings service ServiceNow Connector**

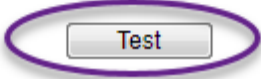
ContactEmail (snowuser@logtoservicenow.com)

ServiceNow Instance https:// (acmeltd.service-now.com)

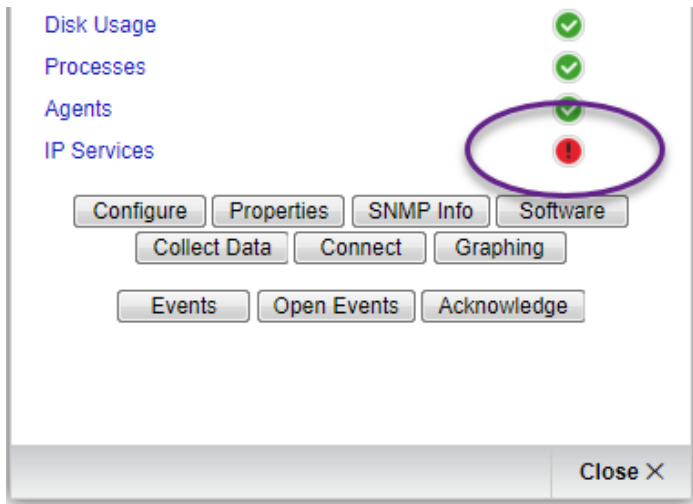
Username: (snusername)

Password:

```
matched string = args grabbed
After match =
Success
```

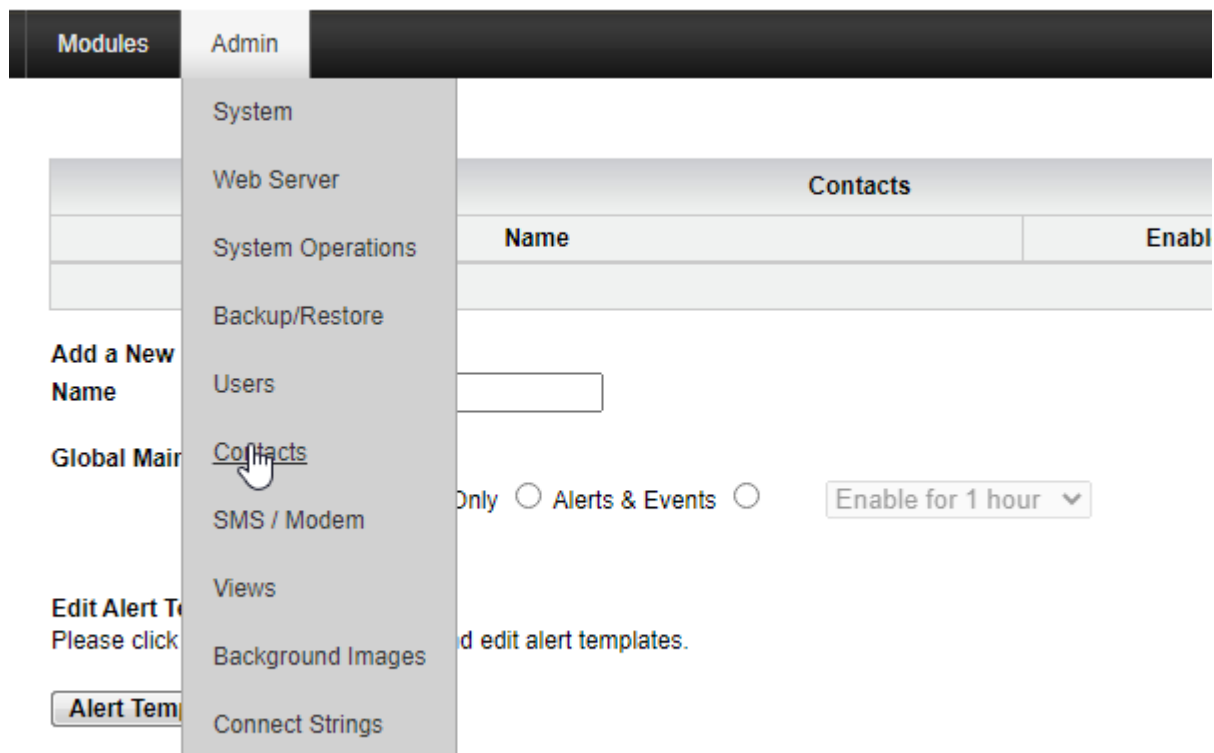


Don't worry if the IP-Services Icon shows Critical for a couple of minutes - it should soon clear to OK if the Test (above) reported "Success".



## 2) Configuring an Alert Contact.

Chose "[Admin]=>Contacts"



Add a new Contact with an easily-recognisable name:

Modules Admin

Help

Name	Enable	Remove
------	--------	--------

Add a New Contact:  
Name

Global Maintenance:  
Off  Alerts Only  Alerts & Events  Enable for 1 hour

Update

Edit Alert Templates:  
Please click below to create, delete and edit alert templates.

Alert Templates

Configure the Contact, ensuring that the email address is the same as the one that you entered in Section 1). Choose the "Track-Views"/"Track Events" options, as you would for any Contact, to select which Mutiny Events will generate Alerts to forward to ServiceNow. Don't forget to click "[Update]" to save the settings:

IP Services: mutiny

Node Name: mutiny  
IP Address: 127.0.0.1  
DNS Name: localhost  
sysName: mutiny-unknown

Polled Address: 192.168.100.150

Details for ServiceNow-Settings service ServiceNow Connector  
ContactEmail (@logtoservicenow.com): snowuser  
ServiceNow Instance https://: acmeltid.service-now.com  
Username: snusername  
Password: \*\*\*\*

Test

Apply ✓ Close ✕

Help

Contact

Name: Log to ServiceNow

Contact Enabled:

Receive All Alerts: No  Critical Only  Warning & Critical  Track Views...  Track Events...

Email Enabled:  Test

Email Address: snowuser@logtoservicenow.com

Email Template: default

Page Enabled:  Test

Page Number:

Page Service: None

Page Template: default

Warning: Email and Page tests may take up to a minute to complete.

Shift 1: Enabled

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start Time	0800	0800	0800	0800	0800		
End Time	1800	1800	1800	1800	1800		

Shift 2: Enabled

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start Time	0600	0600	0600	0600	0600		
End Time	2200	2200	2200	2200	2200		

Shift 3: Enabled

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start Time	0000	0000	0000	0000	0000	0000	0000
End Time	2359	2359	2359	2359	2359	2359	2359

Event Alert Settings

Back Update

Make sure that the Contact is fully enabled and click "[Update]" again. Note that the "[Test]" button does not currently work for testing logging to ServiceNow (it will try to send an email, which will fail).

Help

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Contact	
Name	<input type="text" value="Log to ServiceNow"/>
Contact Enabled	<input checked="" type="checkbox"/>
Receive All Alerts	No <input type="radio"/> Critical Only <input type="radio"/> Warning & Critical <input checked="" type="radio"/> <input type="button" value="Track Views..."/> <input type="button" value="Track Events..."/>
Email Enabled	<input checked="" type="checkbox"/> <input type="button" value="Test"/>
Email Address	<input type="text" value="snowuser@logtoservicenow.com"/>
Email Template	default <input type="button" value="v"/>
Page Enabled	<input type="checkbox"/> <input type="button" value="Test"/>
Page Number	<input type="text"/>
Page Service	None <input type="button" value="v"/>
Page Template	default <input type="button" value="v"/>