

Flexera

ServiceNow Integration with Data Platform

Flexera Integration Application v5.x



Legal Information

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1

ServiceNow Integration with Data Platform

ServiceNow Integration with Data Platform utilizes the Flexera Integration Application v5.0 , available in the ServiceNow app store. Using the Flexera Integration application, you can exchange data between Data Platform and ServiceNow to provide a deep insight into your IT ecosystem.

What's New in This Version

Flexera Integration application v5.0 includes the following new features:

- Added the ability to normalize installed software instances instead of just software models.
- This version no longer requires the ServiceNow SAM plugin.
- Improved communication between ServiceNow and Data Platform for better job progress updates.
- Certified for the following versions of ServiceNow: New York and Orlando.

Information on ServiceNow Integration with Data Platform is divided into the following sections:

Table 1-1 • ServiceNow Integration with Data Platform

| Topic | Content |
|---------------------------------------|---|
| Prerequisites | Describes the Data Platform and ServiceNow prerequisites, and the role dependency to utilize the Flexera Integration application. |
| Installation and Configuration | Provides installation instructions for the Flexera Integration application, and configuration instructions for how to configure the: <ul style="list-style-type: none">● Flexera Integration application for ServiceNow● Data Platform integration |
| Data Model | Provides Data Model definitions regarding the Data Platform integration with ServiceNow |

Product Support Resources

The following resources are available to assist you with using this product:

- [Flexera Product Documentation](#)
- [Flexera Community](#)
- [Flexera Learning Center](#)
- [Flexera Support](#)

Flexera Product Documentation

You can find documentation for all Flexera products on the [Flexera Product Documentation](#) site:

<https://docs.flexera.com>

Flexera Community

On the [Flexera Community](#) site, you can quickly find answers to your questions by searching content from other customers, product experts, and thought leaders. You can also post questions on discussion forums for experts to answer. For each of Flexera's product solutions, you can access forums, blog posts, and knowledge base articles.

<https://community.flexera.com>

Flexera Learning Center

Flexera offers a variety of training courses—both instructor-led and online—to help you understand how to quickly get the most out of your Flexera products. The Flexera Learning Center offers free, self-guided, online training classes. You can also choose to participate in structured classroom training delivered as public classes. You can find a complete list of both online content and public instructor-led training in the Learning Center.

<https://learn.flexera.com>

Flexera Support

For customers who have purchased a maintenance contract for their product(s), you can submit a support case or check the status of an existing case by making selections on the **Get Support** menu of the Flexera Community.

<https://community.flexera.com>

Contact Us

Flexera is headquartered in Itasca, Illinois, and has offices worldwide. To contact us or to learn more about our products, visit our website at:

<http://www.flexera.com>

You can also follow us on social media:

- [Twitter](#)
- [Facebook](#)

- [LinkedIn](#)
- [YouTube](#)
- [Instagram](#)

2

Prerequisites

This section describes the following requirements that must be met in order to use Data Platform's Flexera Integration application for ServiceNow:

- [Prerequisites](#)—Provides a list of Data Platform and ServiceNow prerequisites.
- [Role Dependency](#)—Provides the role dependency needed to utilize the Flexera Integration.

Prerequisites

This release of the Flexera Integration application 5.0 for ServiceNow supports the following versions of ServiceNow:

Table 2-1 • Flexera Integration application 5.0 for ServiceNow Prerequisites

| Category | Requirement |
|------------------------------|---|
| Data Platform | Data Platform 5.5.30 or later |
| ServiceNow | ServiceNow New York or Orlando release |
| ServiceNow MID Server | ServiceNow MID server installed in the customer network that Data Platform has UNC file share access to |

Role Dependency

The `x_fls_flexera_fnms.admin` role must be assigned to the account used to access the Flexera Integration application.

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Installation and Configuration

Because the system involves a number of different servers, there are several installation and configuration steps. These are described in full in the following topics.

- [Installing the Flexera Integration Application from the ServiceNow Store](#)
- [Configuring the ServiceNow Application](#)
- [Configuring Data Platform Integration](#)

Installing the Flexera Integration Application from the ServiceNow Store

The steps in this section provide steps for a first time install of the Flexera Integration application, or for upgrading an application you have previously installed using the ServiceNow app store.



Important • If you have previously installed an earlier version of the integration using an update set, instead refer to the [Upgrading ServiceNow Integration Application Using an Update Set](#).



Task *To install the Flexera Integration application from the ServiceNow store:*

1. Log into ServiceNow Store with ServiceNow HI credentials.
2. In the **Search** box, enter **Flexera Integration** and press **Enter**.
Application information appears in the search results.
3. From the search results, click **Flexera Integration**.
Information about the application is displayed.
4. In the right pane of the application window, view the **Compatibility** section to ensure that the integration application is compatible with the version of ServiceNow that you require.

5. In the right pane of the application window, click the **Get** button.
A notice appears.
6. At the bottom of the notice, click **Continue**.
7. On the **Purchase of Flexera Integration** page, choose the **Make available on specific instances** radio button and click the **Select** button.
A **Select Instances** dialog appears.
8. In the **Available Instances** pane, double-click the instance that you want the application to be available on and click **OK**.
9. Select the **I accept** check box (to accept terms of use and subscription terms and conditions) and click **Get**.
10. Log into the ServiceNow instance where you made the integration application available. (You selected this instance in **Step 7**).
11. In the Filter navigator, enter **System Applications**, and then under **System Applications**, click **Applications**.
The **Applications** list appears.
12. Click the **Downloads** tab.
The **Downloads** list appears.
13. Scroll to the **Flexera Integration** application, and click the **Install** button.
The application now appears in the ServiceNow menu, displayed in the left-hand navigation panel as **Flexera Integration**.

Upgrading ServiceNow Integration Application Using an Update Set

The Flexera Integration application allows data exchange between ServiceNow and Data Platform. The instructions in this article provide details about how to upgrade the Data Platform for ServiceNow integration application using an update set.



Important • For first-time installation of the ServiceNow integration application or if you previously installed or updated your version of the integration application from the ServiceNow Store, do not use these steps. Instead, install or upgrade the application using the ServiceNow Store using the steps provided in [Installing the Flexera Integration Application from the ServiceNow Store](#).



Task *To upgrade the ServiceNow integration application or to install the ServiceNow integration application as an Update Set:*

1. In the left-hand navigation bar, expand the **System Update Sets** group, and click **Retrieved Update Sets**.
A list of registered updated sets is displayed.
2. From the **Navigation** menu, search and click **Retrieved Update Sets**.
3. Click **Import Update Set from XML**.


4. Upload the new Update Set XML file.
5. Click **Preview Update Set** and accept all errors. Skip any errors that cannot be accepted.
6. When there are no more errors or conflicts remaining, click **Commit Update Set**.

Configuring the ServiceNow Application

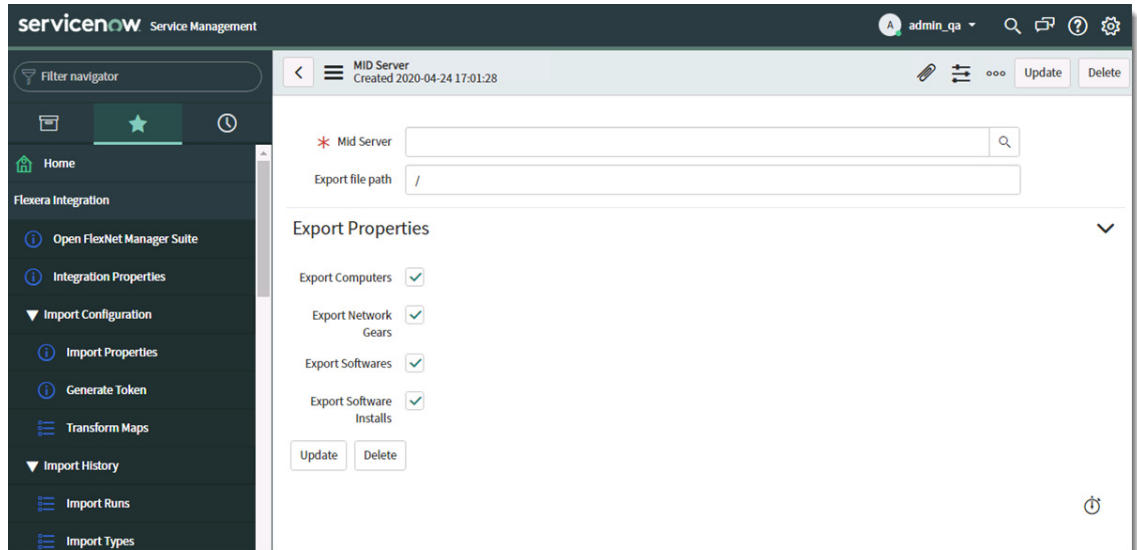


Task

To configure the ServiceNow application:

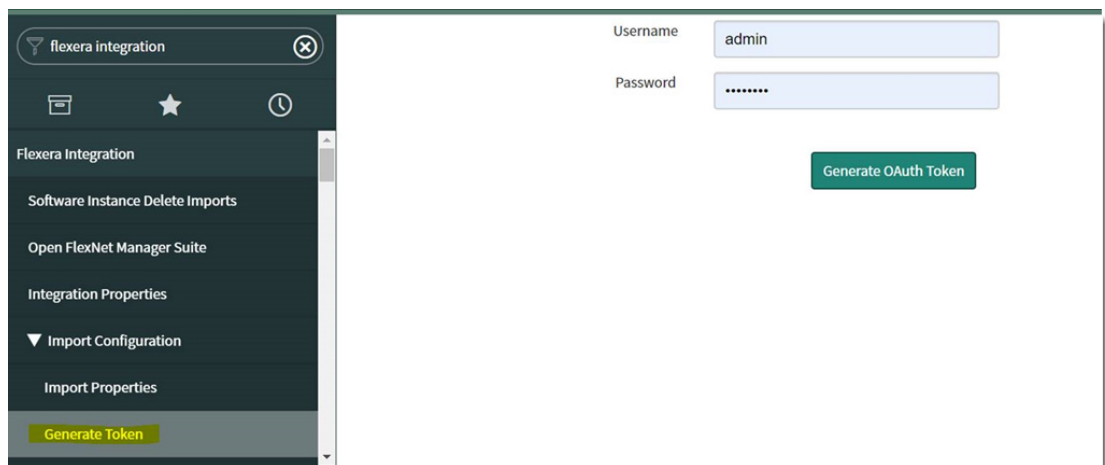
1. Deploy the ServiceNow MID Server by doing the following:
 - a. Install the ServiceNow MID server on the Data Platform server or a server in the same local network as Data Platform.
 - b. After the MID server installation, create a subfolder named **Export** under the MID server install path.

Note • If the MID server is not installed in the same server as the Data Platform, create a Windows file share to the **Export** folder and ensure the Data Platform server and service account has **READ** access to this file share.
 - c. Connect the MID server to the ServiceNow instance where the ServiceNow Flexera Integration will be installed.
2. Install the Flexera Integration application. For information, refer to [Installing the Flexera Integration Application from the ServiceNow Store](#). For related information, refer to [Upgrading ServiceNow Integration Application Using an Update Set](#).
3. Configure the MID Server and Export Properties by doing the following:
 - a. After the application is installed on the ServiceNow instance, access the **Navigation** menu, search and select **Flexera Integration > Export Properties**.
 - b. Lookup and choose the new MID server that was installed when the application was installed.

- c. Keep export file path field as a forward slash / because doing so places the export files into an **/export** subfolder under the MID server install path.



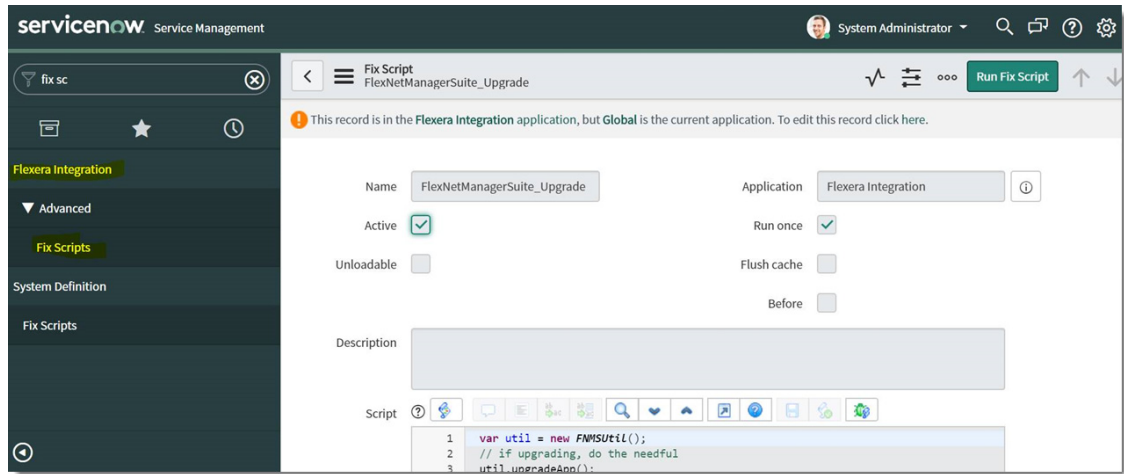
Note • If there are specific use case not to integrate certain data type with Flexera Integration, user can de-select specific data type under this menu. Leave the check box with default values for standard deployment use case.

- 4. Configure role and generate access token
 - a. The ServiceNow integration user should be assigned the role of **x_fls_flexera_fnms.admin**.
 - b. From the **Navigation Menu**, search and select **Generate Token**.
 - c. Enter a username and password that has admin access. Click the **Generate OAuth Token** button. This will generate the OAuth Token to be entered into the Data Platform.





Note • In case ServiceNow has error generating the token, run this Fix Script below:



Configuring Data Platform Integration



Task

To configure Data Platform Integration:

1. Login to the Flexera Data Platform Admin Console and do the following:
 - a. Click **Create Process**.
The **Create Process** screen appears.
 - b. Click new **IT Discovery Tool**.
 - c. Click **ServiceNow Discovery** as the data source you are selecting.
 - d. Click **Next**.

The **Create Process** dialog appears.

The screenshot shows the 'Create Process' dialog box. At the top, it displays the breadcrumb 'Process Type > IT Discovery Tool > Data Source'. Below this, the 'ServiceNow Integration Type' is set to 'Scoped App v5.0'. A note says 'Specify data source and location of discovery tool.' There are two main sections for configuration. The first section, 'API', has a checked checkbox and fields for 'ServiceNow Instance URL', 'OAuth Refresh Token', and a 'TEST CONNECTION' button. The second section, 'ServiceNow Work Folder (UNC Path)', has fields for 'Folder Path', 'User (domain\username)', 'Password', and another 'TEST CONNECTION' button. At the bottom right, there are 'PREV' and 'NEXT' buttons.

2. Select **Scoped App v5.0** from the **Integration Type** drop down box.
3. Enter the ServiceNow Instance URL and the OAuth Token, and click **TEST CONNECTION**.
4. Enter the MID Server \Export folder UNC file path and click **TEST CONNECTION**.
5. Click **Next** when both tests are successful.
6. Save the task creation wizard. The environment is now ready to perform the ServiceNow task.



Note • Only one ServiceNow source is allowed in the same normalize job (inventory). Data from other discovery sources (such as SCCM) added to same ServiceNow Discovery job will be uploaded into the ServiceNow instance.

4

Data Model

The following topics provides detailed Data Model definitions regarding the Data Platform integration with ServiceNow:

- [Export from ServiceNow](#)
- [Import into ServiceNow](#)
- [Custom Tables](#)

Export from ServiceNow

Table 4-1 • Export from ServiceNow

| Database View | Export Definition | Export Definition Filter | Export File Name | Source Table | Product |
|--|---------------------------------|--|---|--|---------------|
| x_fls_flexera_fnms_computer | Flexera Computer Export | (Data Source contains 'SNOW' or Data Source is Empty) and ("Is deleted" = false) and (hardware_status is not Retired or Hardware status is - None --) | flexera_computer_export.csv | cmdb_ci_computer | Data Platform |
| x_fls_flexera_fnms_netgear | Flexera Network Gear Export | (Data Source contains 'SNOW' or Data Source is Empty) and ("Is deleted" = false) and (hardware_status is not Retired or Hardware status is - None --)- | flexera_network_gear_export_set.csv | cmdb_ci_hardware, cmdb_model | Data Platform |
| x_fls_flexera_fnms_software | Flexera Software Export | (Data Source contains 'SNOW' or Data Source is Empty) and ("Is deleted" = false) and (hardware_status is not Retired or Hardware status is - None --) and Class is "Network Gear" or Class is "IP Router" or Class is "IP Switch" | flexera_software_export.csv | cmdb_software_instance, cmdb_ci_spkg, cmdb_ci_computer | Data Platform |
| x_fls_flexera_fnms_sam_sw_install | Flexera Software Install Export | (hardware_status is not Retired or Hardware status is - None --) | flexera_software_install_export_set.csv | cmdb_sam_sw_install, cmdb_ci_computer | Data Platform |

Table 4-1 • Export from ServiceNow

| Database View | Export Definition | Export Definition Filter | Export File Name | Source Table | Product |
|------------------------------------|-------------------|--------------------------|---------------------------------|--|-----------------------------|
| x_fls_flexera_fnms_asset | - | - | x_fls_flexera_fnms_asset.xml | alm_hardware, cmdb_ci_computer, sys_user | FlexNet Manager Suite |
| x_fls_flexera_fnms_contract | - | - | x_fls_flexera_fnms_contract.xml | cmdb_model, ast_contract | FlexNet Manager Suite |

Note the following regarding exports from ServiceNow:

- SAM plugin is not required. If SAM is enabled, **flexera_software_install_export_set.csv** will be generated. **flexera_software_export.csv** will be generated for non-SAM environments.
- Only ServiceNow software records are exported for Data Platform processing. Records imported from Data Platform (such as on-premise SCCM data) will not be exported.

Import into ServiceNow

Table 4-2 • Import into ServiceNow

| Table Name | Table Label | Table Columns | Product |
|--|------------------------|---|---------------|
| core_company | Company | x_fls_flexera_fnms_company_id country x_fls_flexera_fnms_symbol x_fls_flexera_fnms_data_token website x_fls_flexera_fnms_is_deleted x_fls_flexera_fnms_is_software x_fls_flexera_fnms_tier name city x_fls_flexera_fnms_data_source phone | Data Platform |
| x_fls_flexera_fnms_flexera_hardware_model | Flexera Hardware Model | u_hwid u_model_id u_hw_model_lc_id u_name u_full_name u_model_number u_manufacturer u_category u_subcategory u_obsolete u_obsolete_date u_obsolete_exception u_obsolete_range_end u_obsolete_range_start u_last_availability u_last_availability_date u_last_availability_exception u_last_availability_range_end u_last_availability_range_start u_ga_exception u_ga_range_end u_ga_range_start u_general_availability u_general_availability_date u_introduction u_introduction_date u_introduction_exception u_introduction_range_end u_introduction_range_start x_fls_flexera_fnms_data_source x_fls_flexera_fnms_data_token x_fls_flexera_fnms_is_deleted | Data Platform |

Table 4-2 • Import into ServiceNow

| Table Name | Table Label | Table Columns | Product |
|---|---------------------------|---|---------------|
| x_fls_flexera_fnms_flexera_soft ware_model | Flexera Software Model | u_software_id u_sw_model_lc_id u_sw_release_id u_name u_patch_level u_component u_edition u_family u_full_name u_major_version u_manufacturer_id u_version_group u_version u_category u_subcategory u_is_suite u_is_licensable u_end_of_life u_end_of_life_date u_end_of_life_exception u_end_of_life_range_end u_end_of_life_range_start u_end_of_life_support_level u_ga_exception u_ga_range_end u_ga_range_start u_general_availability u_general_availability_date u_obsolete u_obsolete_date u_obsolete_exception u_obsolete_range_end u_obsolete_range_start u_obsolete_support_level x_fls_flexera_fnms_data_source x_fls_flexera_fnms_data_token x_fls_flexera_fnms_is_deleted | Data Platform |

Table 4-2 • Import into ServiceNow

| Table Name | Table Label | Table Columns | Product |
|---|-------------------------------|--|---------------|
| cmdb_ci_computer | Computer | sys_id manufacturer os_service_pack serial_number os cpu_count ram virtual os_version disk_space correlation_id last_discovered cpu_core_count cpu_manufacturer name os_domain cpu_name sys_class_name x_fls_flexera_fnms_normalized_flexera_hardware_model x_fls_flexera_fnms_normalized_operating_system x_fls_flexera_fnms_normalized_os_version x_fls_flexera_fnms_normalized_os_service_pack x_fls_flexera_fnms_normalized_manufacturer x_fls_flexera_fnms_normalized_cpu_name x_fls_flexera_fnms_normalized_cpu_speed x_fls_flexera_fnms_normalized_cpu_manufacturer x_fls_flexera_fnms_last_logged_in_user cpu_speed x_fls_flexera_fnms_data_source x_fls_flexera_fnms_data_token x_fls_flexera_fnms_is_deleted | Data Platform |
| x_fls_flexera_fnms_normalized_software_instances | Normalized Software Instances | u_product_name u_version u_normalized_software u_installed_on u_last_used_date u_is_used x_fls_flexera_fnms_data_token x_fls_flexera_fnms_data_source x_fls_flexera_fnms_is_deleted | Data Platform |

Table 4-2 • Import into ServiceNow

| Table Name | Table Label | Table Columns | Product |
|--------------------------------|--------------------------|--|---------------|
| cmdb_ci_disk | Disk | computer name free_space disk_space x_fls_flexera_fnms_is_deleted volume_serial_number volume_name x_fls_flexera_fnms_data_source short_description file_system x_fls_flexera_fnms_data_token | Data Platform |
| cmdb_ci_network_adapter | Network Adapter | netmask mac_manufacturer dhcp_enabled cmdb_ci ip_address name x_fls_flexera_fnms_is_deleted x_fls_flexera_fnms_data_source x_fls_flexera_fnms_data_token | Data Platform |
| cmdb_ci_vm_instance | Virtual Machine Instance | x_fls_flexera_fnms_flexera_id sys_domain x_fls_flexera_fnms_data_token model_number x_fls_flexera_fnms_is_deleted serial_number x_fls_flexera_fnms_data_source memory manufacturer disks_size model_id name cpus | Data Platform |

Table 4-2 • Import into ServiceNow

| Table Name | Table Label | Table Columns | Product |
|------------------------------------|----------------|--|-----------------------|
| cmdb_ci_netgear | Network Gear | sys_id x_fls_flexera_fnms_data_token model_number x_fls_flexera_fnms_is_deleted model_id x_fls_flexera_fnms_data_source correlation_id x_fls_flexera_fnms_normalized_cpu_s peed x_fls_flexera_fnms_normalized_hardw are_model cpu_speed serial_number ram cpu_manufacturer x_fls_flexera_fnms_normalized_manuf acturer cpu_count name manufacturer disk_space last_discovered x_fls_flexera_fnms_normalized_cpu_m anufacturer x_fls_flexera_fnms_normalized_model _number | Data Platform |
| ast_contract | Contract | vendor_contract starts x_fls_flexera_fnms_is_deleted vendor contract_model ends short_description state | FlexNet Manager Suite |
| cmdb_model | Product Model | model_number manufacturer type name cmdb_model_categor | FlexNet Manager Suite |
| cmdb_software_product_model | Software Model | x_fls_flexera_fnms_id type short_description version name manufacturer x_fls_flexera_fnms_application_name | FlexNet Manager Suite |

Table 4-2 • Import into ServiceNow

| Table Name | Table Label | Table Columns | Product |
|------------------------------|--------------------------|---|-----------------------|
| cmdb_ci_vm_instance | Virtual Machine Instance | x_fls_flexera_fnms_computer_id x_fls_flexera_fnms_is_deleted correlation_id model_id manufacturer model_number sys_class_name sys_domain serial_number disks_size ip_address mac_address cpus name memory | FlexNet Manager Suite |
| cmdb_sam_sw_install | Software Installations | x_fls_flexera_fnms_application_id installed_on publisher display_name version prod_id x_fls_flexera_fnms_discovered_by discovery_model x_fls_flexera_fnms_is_deleted x_fls_flexera_fnms_last_discovered last_scanned | FlexNet Manager Suite |
| ast_contract_instance | Lease Instance | ci_item ast_contract contract_type | FlexNet Manager Suite |

Table 4-2 • Import into ServiceNow

| Table Name | Table Label | Table Columns | Product |
|-------------------------------|-------------------|--|-----------------------|
| cmdb_ci_computer | Computer | x_fls_flexera_fnms_computer_id cpu_core_thread chassis_type cpu_speed ip_address ram serial_number x_fls_flexera_fnms_discovered_date x_fls_flexera_fnms_calculated_user x_fls_flexera_fnms_inventory_connection x_fls_flexera_fnms_inventory_source cpu_count model_number disk_space manufacturer model_id x_fls_flexera_fnms_asset_id cpu_core_count x_fls_flexera_fnms_is_deleted correlation_id name cpu_type os sys_class_name hardware_status x_fls_flexera_fnms_last_logged_in_user mac_address virtual sys_domain | FlexNet Manager Suite |
| cmdb_ci_spkg | Software | x_fls_flexera_fnms_id name manufacturer version x_fls_flexera_fnms_application_id package_name subcategory | FlexNet Manager Suite |
| cmdb_software_instance | Software Instance | software installed_on x_fls_flexera_fnms_discovered_by x_fls_flexera_fnms_last_scanned x_fls_flexera_fnms_id x_fls_flexera_fnms_is_deleted x_fls_flexera_fnms_discovered_at name | FlexNet Manager Suite |

Custom Tables

Table 4-3 • Custom Tables

| # | Table Name | Table Label | Product | Description | Exempt Table |
|----|--|-------------------------------|--------------------------------------|--------------------------|--------------|
| 1 | x_fls_flexera_fnms_contract_import | Contract Import | FlexNet Manager Suite | Import Set Table | Yes |
| 2 | x_fls_flexera_fnms_application_import | Application Import | FlexNet Manager Suite | Import Set Table | Yes |
| 3 | x_fls_flexera_fnms_inventory_import | Inventory Import | FlexNet Manager Suite | Import Set Table | Yes |
| 4 | x_fls_flexera_fnms_hardware_model_with_lifecycle_import | Flexera Hardware Model Import | Data Platform | Import Set Table | Yes |
| 5 | x_fls_flexera_fnms_software_model_with_lifecycle_import | Flexera Software Model Import | Data Platform | Import Set Table | Yes |
| 6 | x_fls_flexera_fnms_nw_gear_import | Network Gear Import | Data Platform | Import Set Table | Yes |
| 7 | x_fls_flexera_fnms_company_import | Company Import | Data Platform | Import Set Table | Yes |
| 8 | x_fls_flexera_fnms_sw_instance_import | Software Instance Import | Data Platform | Import Set Table | Yes |
| 9 | x_fls_flexera_fnms_nw_adapter_import | Network Adapter Import | Data Platform | Import Set Table | Yes |
| 10 | x_fls_flexera_fnms_disk_import | Disk Import | Data Platform | Import Set Table | Yes |
| 11 | x_fls_flexera_fnms_virtual_machine_import | Virtual Machine Import | Data Platform | Import Set Table | Yes |
| 12 | x_fls_flexera_fnms_computer_import | Computer Import | Data Platform | Import Set Table | Yes |
| 13 | x_fls_flexera_fnms_flexera_hardware_model | Flexera Hardware Model | Data Platform | Flexera Technopedia Data | No |
| 14 | x_fls_flexera_fnms_flexera_software_model | Flexera Software Model | Data Platform | Flexera Technopedia Data | No |
| 15 | x_fls_flexera_fnms_normalized_software_instances | Normalized Software Instances | Data Platform | Flexera Technopedia Data | No |
| 16 | x_fls_flexera_fnms_import_run | Import Run | FlexNet Manager Suite, Data Platform | Workflow/ UI | No |
| 17 | x_fls_flexera_fnms_import_type | Import Type | FlexNet Manager Suite, Data Platform | Workflow/ UI | No |
| 18 | x_fls_flexera_fnms_import_transaction | Import Transaction | FlexNet Manager Suite, Data Platform | Workflow/ UI | No |

Table 4-3 • Custom Tables

| # | Table Name | Table Label | Product | Description | Exempt Table |
|----|---|-------------------|---|--------------|--------------|
| 19 | x_fls_flexera_fnms_export_run | Export Run | FlexNet Manager Suite, Data Platform | Workflow/ UI | No |
| 20 | x_fls_flexera_fnms_export_type | Export Type | FlexNet Manager Suite, Data Platform | Workflow/ UI | No |
| 21 | x_fls_flexera_fnms_export_properties | Export Properties | FlexNet Manager Suite, Data Platform | Workflow/ UI | No |