LOGZILLA DOCUMENTATION

ServiceNow Event Management

Send LogZilla trigger events to ServiceNow Event Management in batches with the built-in Send to ServiceNow trigger action, configured once in System Settings

Alerts · Generated September 22, 2026 · logzilla.ai/docs/alerts/servicenow-event-management

The **Send to ServiceNow** option in the trigger menu forwards every event a trigger matches to a ServiceNow instance running the Event Management plugin. Forwarded events appear in ServiceNow under **Event Management, All Events** and roll up into alerts through ServiceNow's `message_key` correlation.

ServiceNow is configured once, under **Settings**, **System Settings**, **ServiceNow**. Any number of triggers can then tick the box. Events matched during one period are sent together in batched requests, so a burst of matching events does not become a burst of connections.

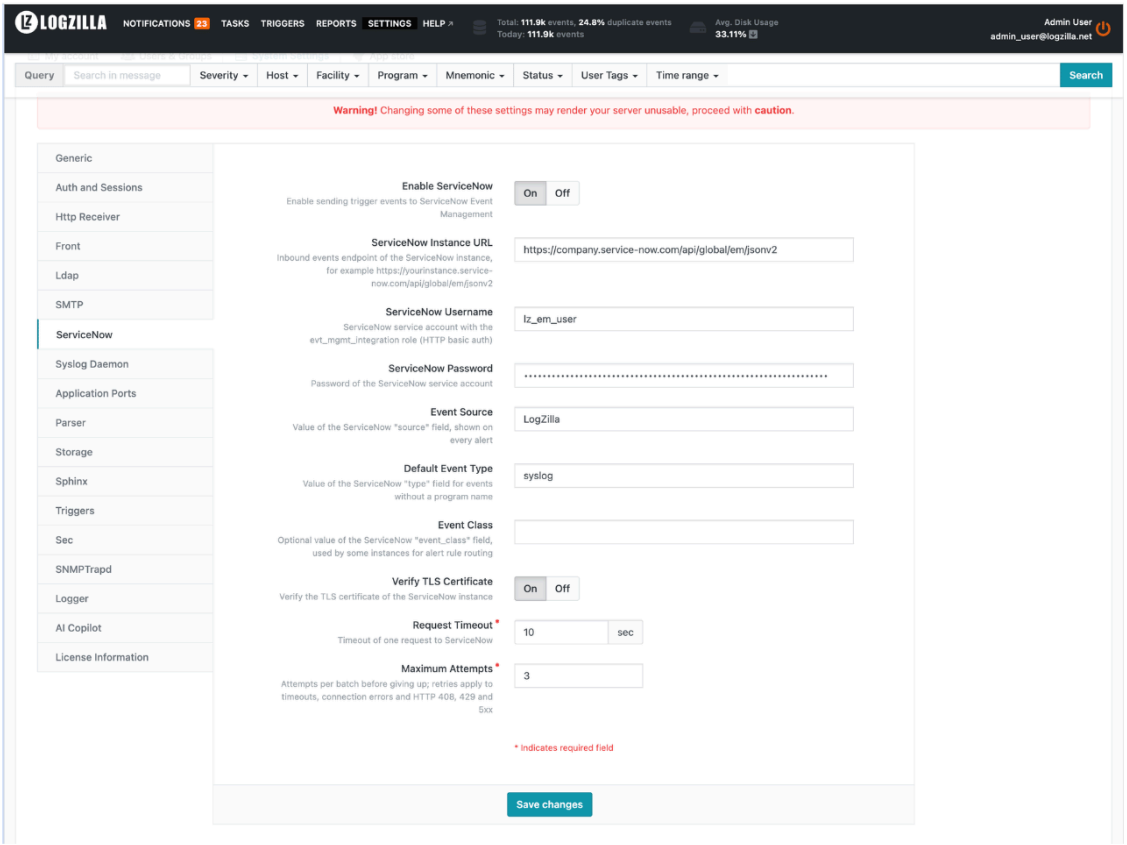
Events flow into the **Event Management** module. Creating incident tickets through the ServiceNow Table API is a different surface; use an outgoing webhook (https://www.logzilla.ai/docs/alerts/outgoing-webhooks) for that.

How it works

A trigger with **Send to ServiceNow** matches events.
Every matched event of the period (the **ServiceNow batch period**, 60 seconds by default, or the trigger's own period) is collected.
One background job reads the events, builds one ServiceNow record per event and posts them in chunks of **Batch Size** records to the instance's inbound events endpoint over HTTPS with basic authentication.
Transient failures are retried with exponential backoff. A batch that still fails, or one rejected with an authentication error, produces an internal LogZilla event of severity ERROR with program `ServiceNow`. The built-in **Logzilla Errors** trigger notifies on it, and any trigger filtering on `program = ServiceNow` can act on it as well.
Nothing has to be edited on the LogZilla server, and no process is started per event.

Settings

Open **Settings**, **System Settings**, **ServiceNow** and fill in the fields. Saving with **Enable ServiceNow** on requires an instance URL starting with `https://` (or `http://`), a username and a password; the page refuses to save otherwise.



Field	Description	Default
Enable ServiceNow	Turn the action on. Triggers with the box ticked while this is off report an error instead of sending	off
ServiceNow Instance URL	The instance, for example `https://acme.service-now.com`; the inbound events path `/api/global/em/jsonv2` is added when the URL has no path	(empty)
ServiceNow Username	Service account with the `evt_mgmt_integration` role	(empty)
ServiceNow Password	Password of the service account, stored as a secret and never shown again	(empty)
Event Source	Value of the ServiceNow `source` field, shown on every alert	`LogZilla`
Default Event Type	ServiceNow `type` for events without a program name	`syslog`

Field	Description	Default
Event Class	Optional ServiceNow `event_class`, used by some instances for alert rule routing	(empty)
Verify TLS Certificate	Verify the instance's TLS certificate; turn off only for test instances with self-signed certificates	on
Request Timeout	Timeout of one request, in seconds	`10`
Maximum Attempts	Attempts per batch, 1 to 10	`3`
Retry Backoff	Base of the delay between attempts: 2, 4, 8 seconds (advanced)	`2`
Batch Size	Records per request, 1 to 500 (advanced)	`100`
Severity for Emergency (0) to Severity for Debug (7)	ServiceNow severity per syslog severity, see below (advanced)	see table

The advanced fields appear when **Show Advanced Settings** is on in the **Generic** settings group.

The default interval between batches of one trigger is the **ServiceNow batch period** field of the **Triggers** settings group (60 seconds). A trigger can override it with its own period.

Command-line equivalent

The same values live in `servicenow.yaml` and can be set with the `logzilla settings` command, for example when scripting an installation:

```
logzilla settings update SERVICENOW_ENABLED=true \
  SERVICENOW_INSTANCE_URL=https://acme.service-now.com/api/global/em/jsonv2 \
  SERVICENOW_USERNAME=lz_em_user \
  SERVICENOW_PASSWORD='<password generated in ServiceNow>'
```

The Server Settings page under Administration lists every key of the group with its default and range.

Severity mapping

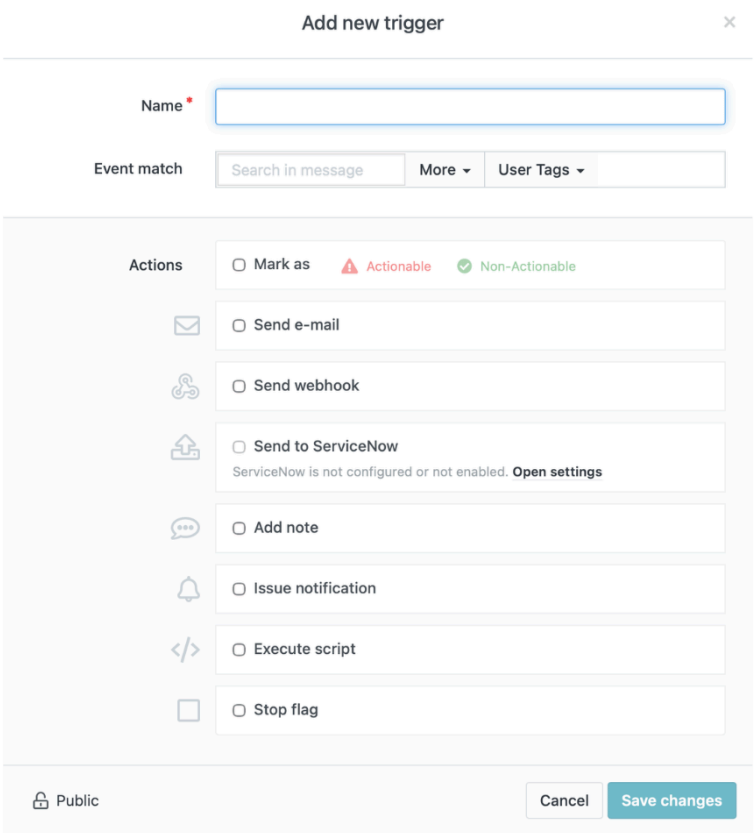
LogZilla uses syslog severities (0 to 7). ServiceNow Event Management uses 0 to 5 (0 Clear, 1 Critical, 2 Major, 3 Minor, 4 Warning, 5 Info).

Syslog	Name	ServiceNow EM	Field
0	Emergency	1 (Critical)	Severity for Emergency (0)
1	Alert	1 (Critical)	Severity for Alert (1)
2	Critical	1 (Critical)	Severity for Critical (2)
3	Error	2 (Major)	Severity for Error (3)
4	Warning	3 (Minor)	Severity for Warning (4)
5	Notice	4 (Warning)	Severity for Notice (5)
6	Info	5 (Info)	Severity for Info (6)
7	Debug	5 (Info)	Severity for Debug (7)

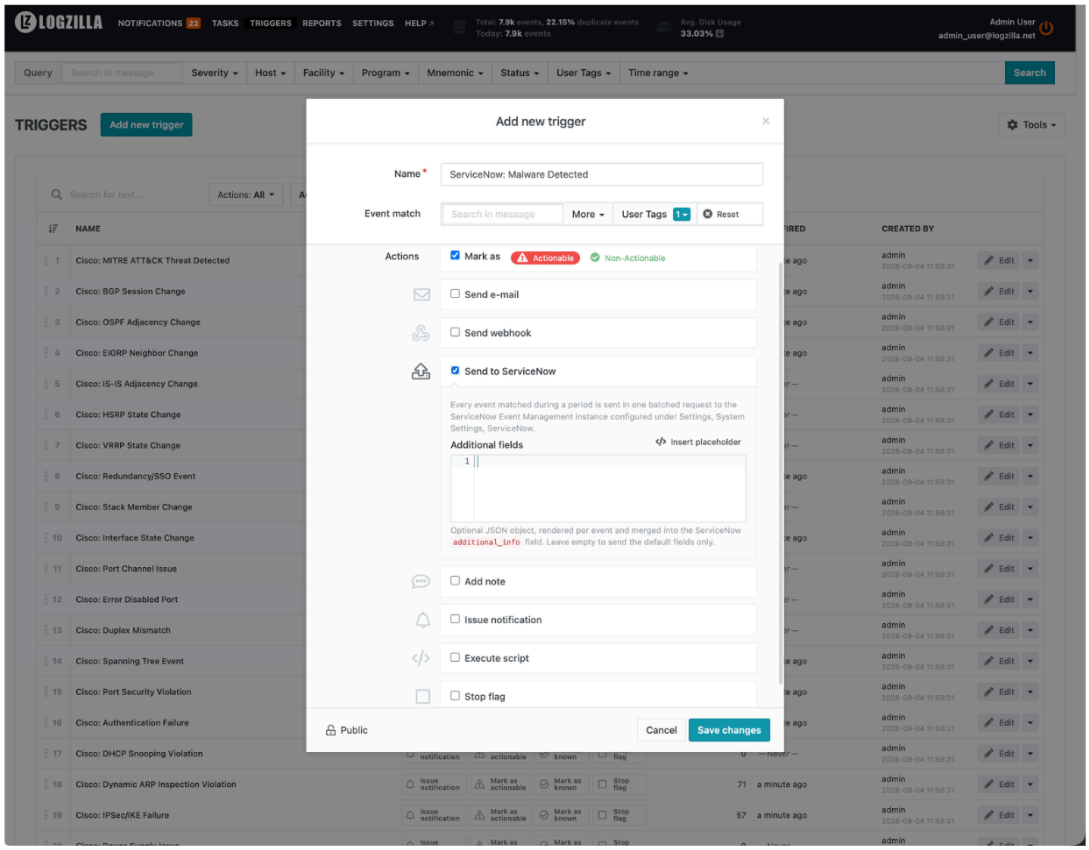
Change a row by picking another value in the corresponding advanced field, for example **Severity for Warning (4)** set to `2` promotes syslog Warning from Minor to Major.

Enable it on a trigger

Open **Triggers**, create or edit a trigger, set the filter, and tick **Send to ServiceNow** in the actions list. The box is disabled with a link to the settings page until **Enable ServiceNow** is on.



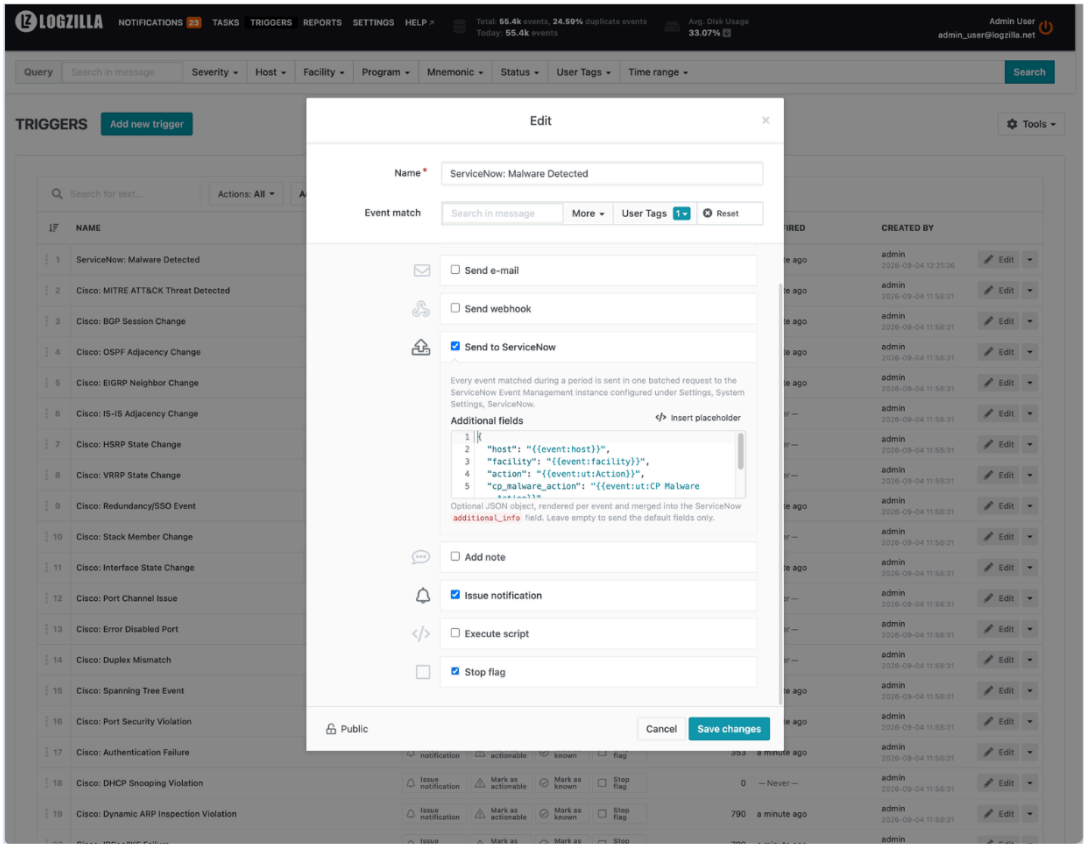
Once enabled, ticking the box opens the template editor:



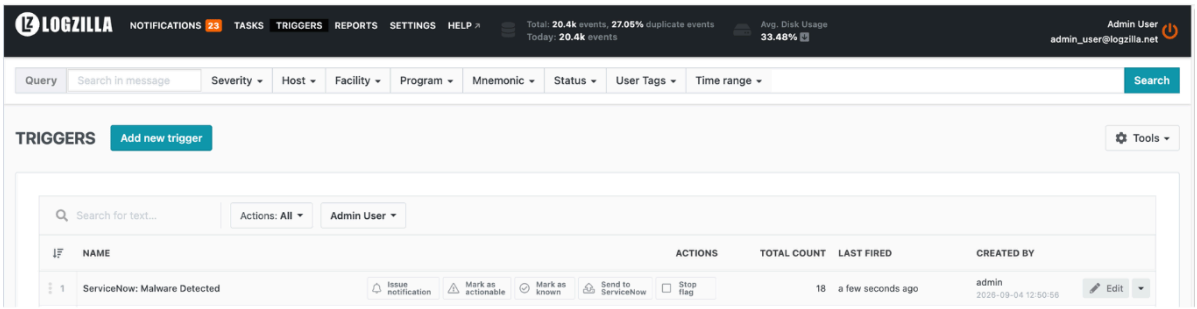
Start narrow. A filter on the events that matter to the operations team, such as `status = 1` (events an upstream rule or trigger marked actionable) or a vendor app's Event Class tag, produces alerts ServiceNow users act on. A plain severity filter such as `severity <= 3` forwards every error from every device and has flooded ServiceNow instances on large networks; if it is used at all, combine it with a host or program filter.

Tick two more actions on a forwarding trigger:

- **Issue notification**, so the Notifications page lists every event the trigger matched. That list is the record of what was sent to ServiceNow and the first place to look when an alert is missing there.
- **Stop flag**, so an event forwarded to ServiceNow is not also picked up by the triggers below it, which would raise a second notification or e-mail for the same event. Place the ServiceNow trigger above the triggers it should take precedence over; triggers are evaluated in list order.



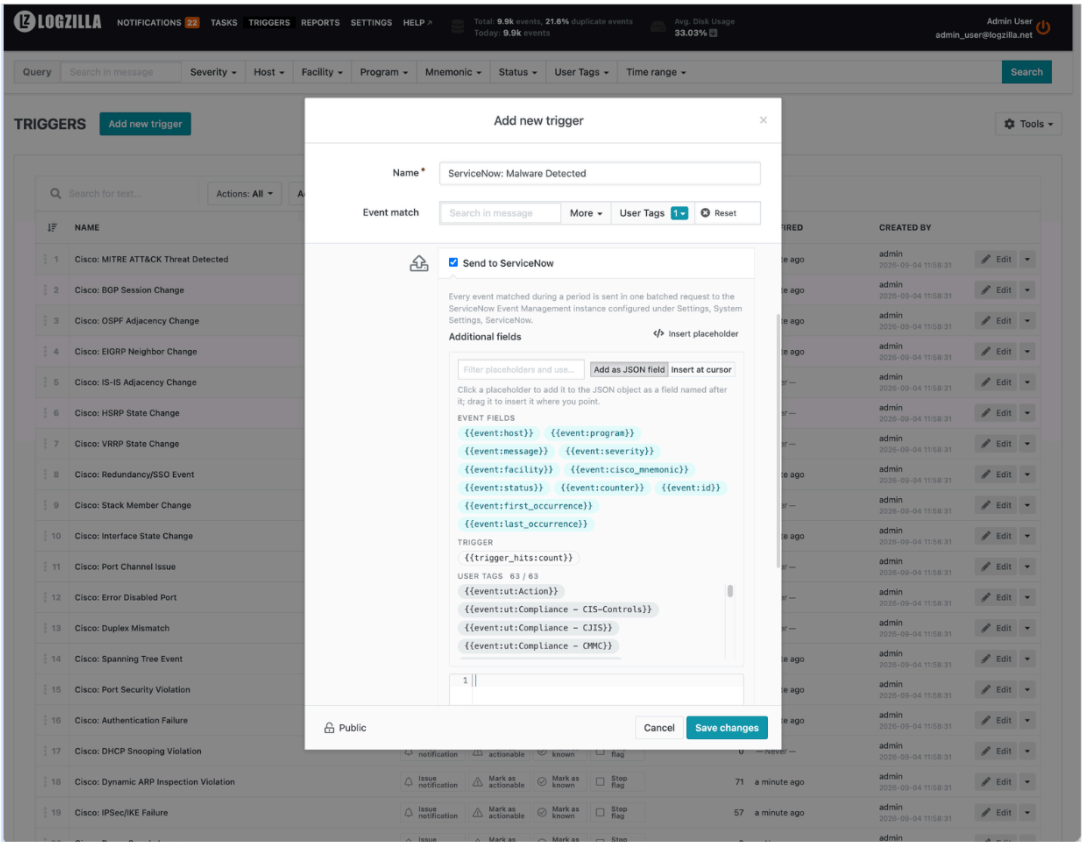
The trigger list shows the action next to the others:



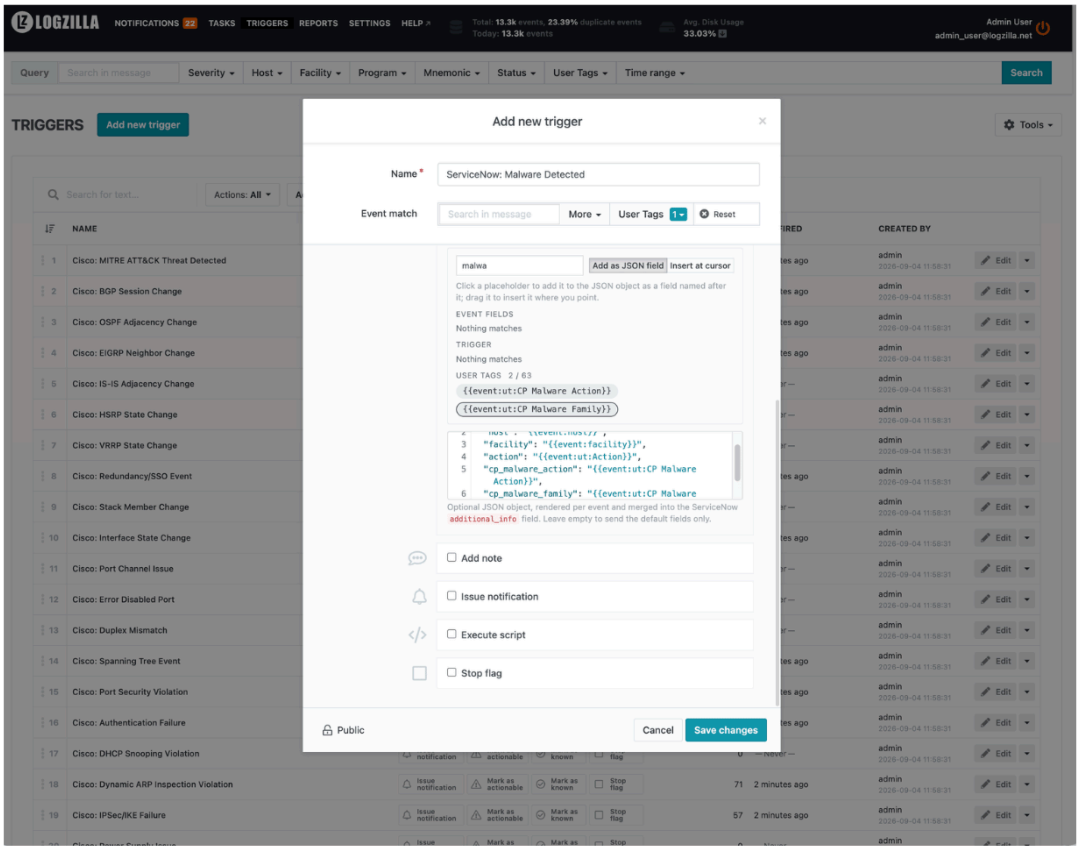
Additional fields

The optional **Additional fields** template is a JSON object rendered per event and merged into the record's `additional_info`. It uses the same placeholders as webhook templates (https://www.logzilla.ai/docs/alerts/outgoing-webhooks): `{{event:host}}`, `{{event:program}}`, `{{event:message}}`, `{{event:severity}}`, `{{event:facility}}`, `{{event:cisco_mnemonic}}`, `{{event:ut:Tag Name}}` for user tags and `{{trigger_hits:count}}`.

Insert placeholder above the editor opens a picker with the event fields, the trigger placeholders and every user tag the system currently knows, with a filter box. Clicking a pill adds a field named after the placeholder to the JSON object (`{{event:ut:Site}}` becomes `"site"`), so a template can be built without typing; **Insert at cursor** switches the click to a plain insertion, and a pill can always be dragged into the editor.



The filter box narrows every group at once, which is the quickest way to find a user tag among many:




```
{
  "site": "{{event:ut:Site}}",
  "vendor": "{{event:ut:Vendor}}",
  "assignment_group": "Network Operations"
}
```

Template keys win over the built-in `additional_info` keys of the same name. A template that does not render to a JSON object for an event is skipped for that event with a warning in the LogZilla log; the event is still sent.

Record layout

Each event becomes one item of the `records` array posted to `/api/global/em/jsonv2`:

Field	Value
`source`	the **Event Source** setting
`node`	event host
`type`	event program, or the **Default Event Type** setting
`resource`	Cisco mnemonic, else program, else `logzilla`
`severity`	mapped ServiceNow severity
`description`	`[SEVERITY] host program: message`
`message_key`	`logzilla:` plus a hash of host, program, mnemonic and resource, so repeats of the same condition roll into one alert; the trigger is not part of the key, two triggers matching the same event produce one alert
`time_of_event`	first occurrence, UTC
`additional_info`	JSON with `logzilla_event_id`, `logzilla_trigger_id`, `logzilla_trigger_author`, `logzilla_trigger_hits`, `logzilla_event_counter`, `logzilla_first_occurrence`, `logzilla_last_occurrence`, `logzilla_facility`, `logzilla_severity_name`, `logzilla_program`, `logzilla_cisco_mnemonic`, `logzilla_user_tags`, plus the template fields
`event_class`	the **Event Class** setting, only when set

Failure handling

Situation	Behavior
Timeout, connection error, HTTP 408, 429 or 5xx	The undelivered chunks are retried after the **Retry Backoff** delay, then twice that, up to **Maximum Attempts**; chunks already accepted are not sent again
Retries exhausted	Internal ERROR event, program `ServiceNow`: "not delivered after N attempts" with the HTTP status or network error
HTTP 401, 403 or any other 4xx	No retry; internal ERROR event "rejected" with the status and the start of the response body

Situation	Behavior
Box ticked while **Enable ServiceNow** is off	Internal ERROR event "disabled in settings", nothing sent
An event of the batch can no longer be read from storage	Skipped with a warning in the LogZilla log, the rest of the batch is sent

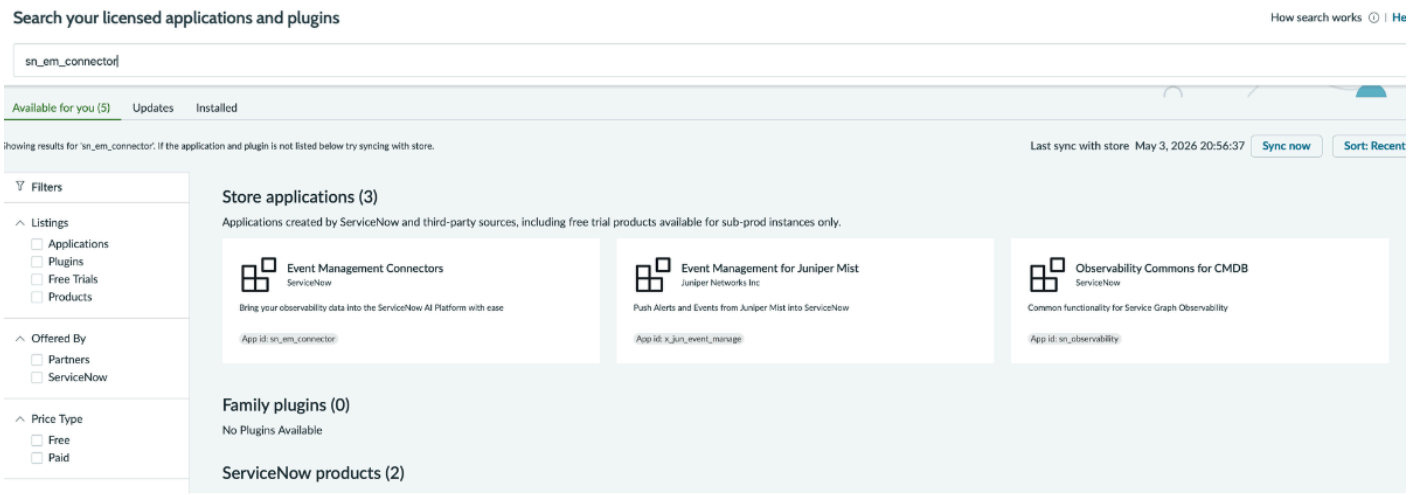
To be alerted, keep the built-in **Logzilla Errors** trigger active or create a trigger with filter `program = ServiceNow` and the wanted notification action. While ServiceNow stays unreachable, every affected trigger produces one such event per period after its retries.

ServiceNow setup

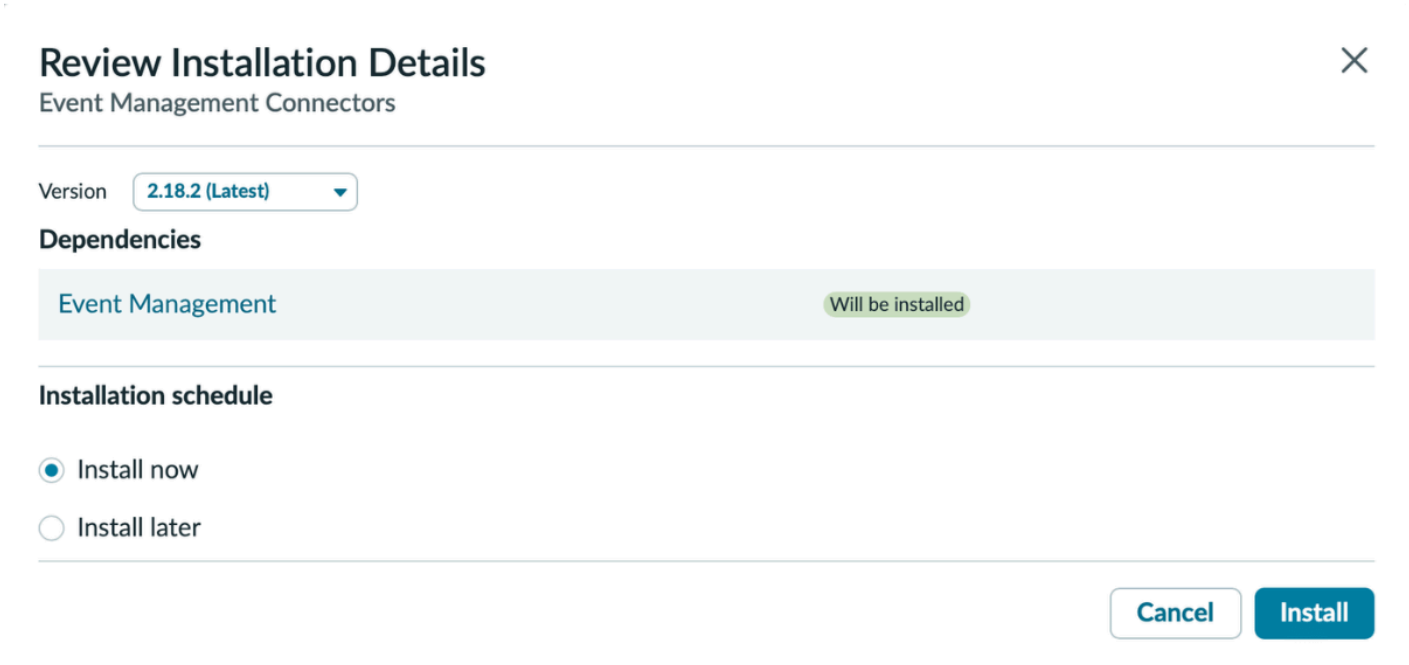
The integration needs three things on the ServiceNow instance: the **Event Management Connectors** plugin (`sn_em_connector`), a service account, and the `evt_mgmt_integration` role on that account. The steps below were verified on the Australia, Yokohama and Zurich releases.

Install the Event Management Connectors plugin

Open **Application Manager** (in **All**, search `Application Manager`) and search for `sn_em_connector`.

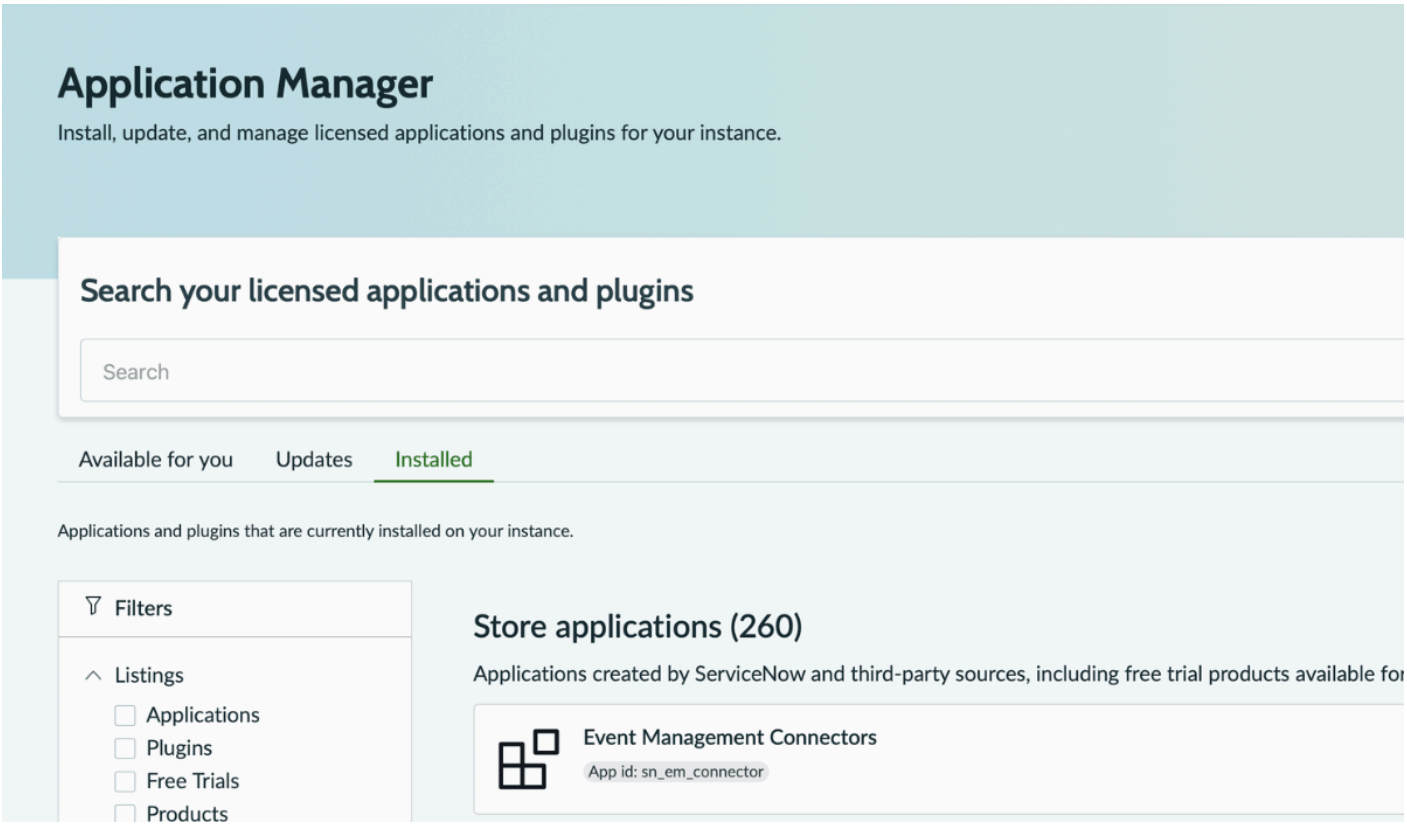


Open **Event Management Connectors** (App id `sn_em_connector`).



Click **Install**. The plugin pulls dependent packages; installation takes 5 to 15 minutes on a Personal Developer Instance, less on a production instance.

Wait for the installation to finish.



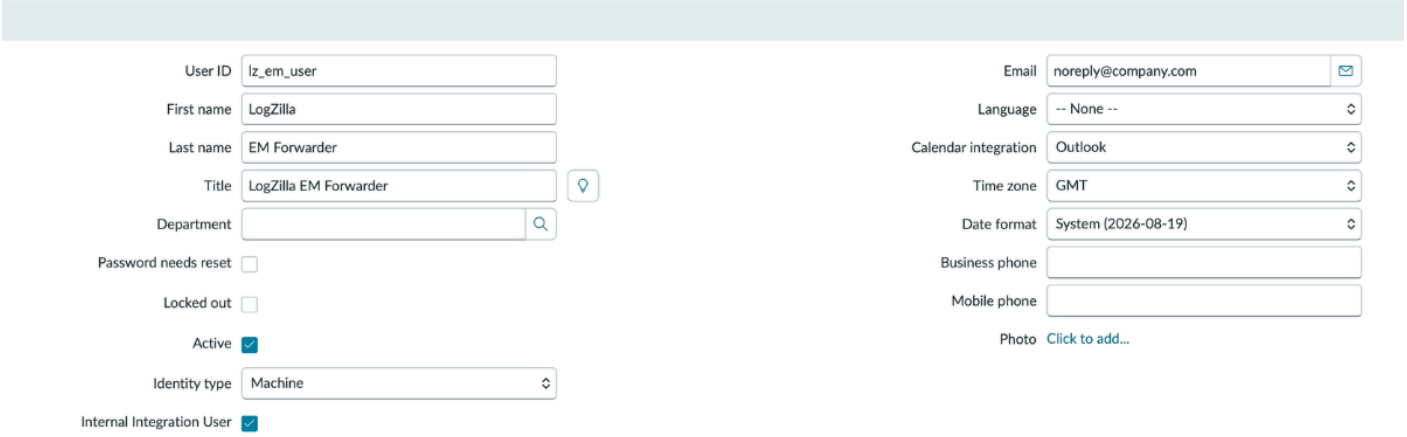
The plugin creates the `evt_mgmt_integration` role and exposes the inbound REST endpoint at `/api/global/em/jsonv2`.

Create the integration service account

In **All**, search `Users` and open **User Administration, Users**.

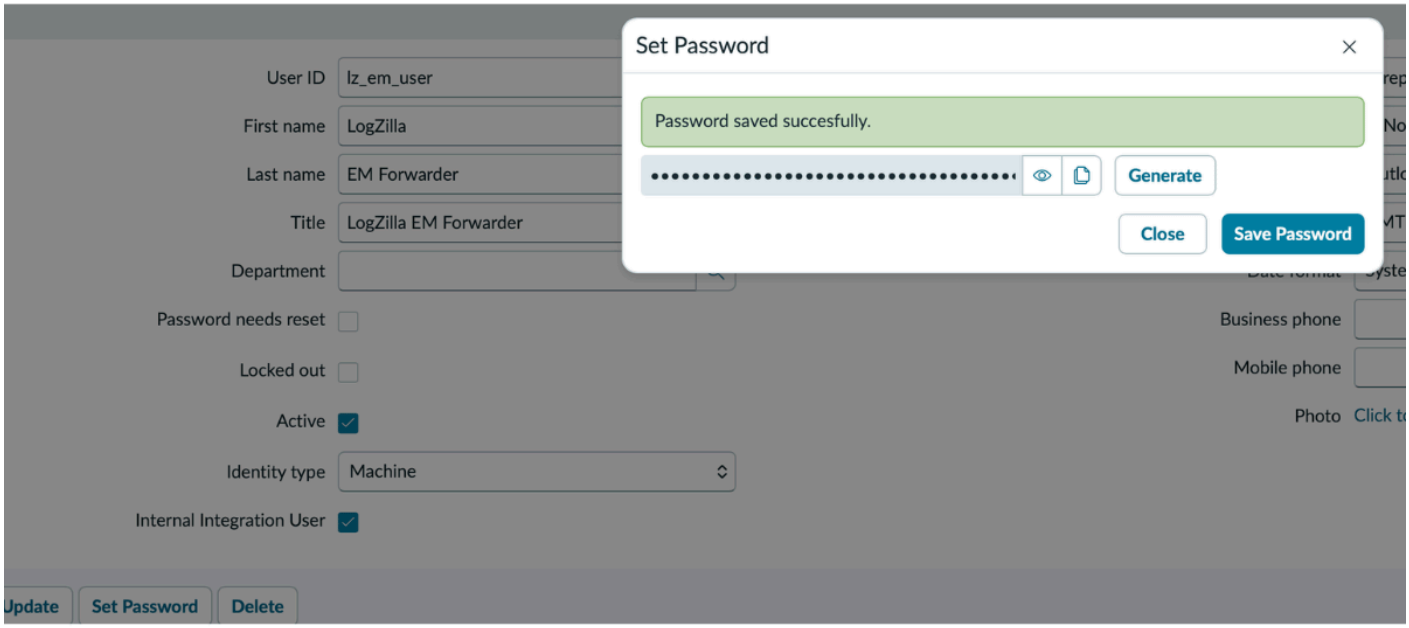
Click **New** and fill in:

- **User ID**: `lz_em_user` (this becomes the **ServiceNow Username**).
- **First name** and **Last name**: descriptive labels, for example `LogZilla` and `EM Forwarder`.
- **Email**: a do-not-reply address controlled by the administrator, or blank.
- **Active**: checked.
- **Identity type**: `Machine`, and **Internal Integration User** checked (Australia, Yokohama, Zurich). Older releases show a single **Web service access only** checkbox instead; check it.



Click **Update** to save.

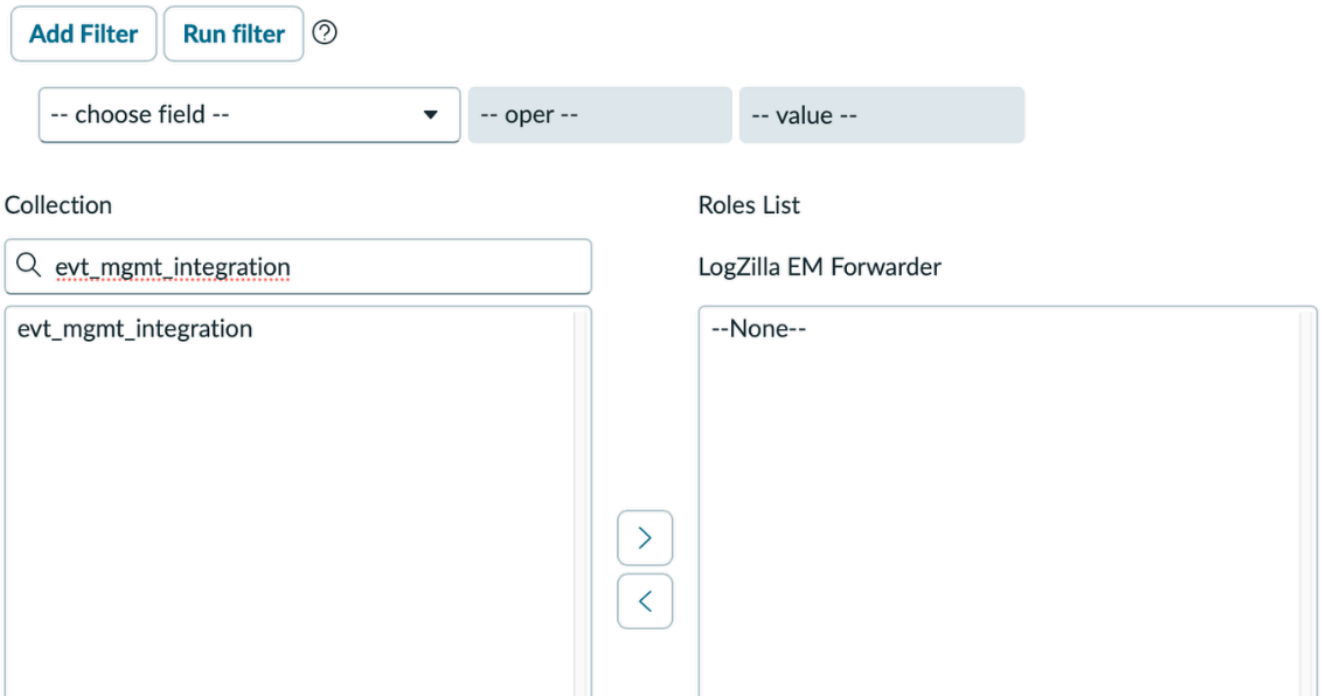
Reopen the user record, click **Set Password**, click **Generate**, then **Save Password**. Copy the generated value; it becomes the **ServiceNow Password**.



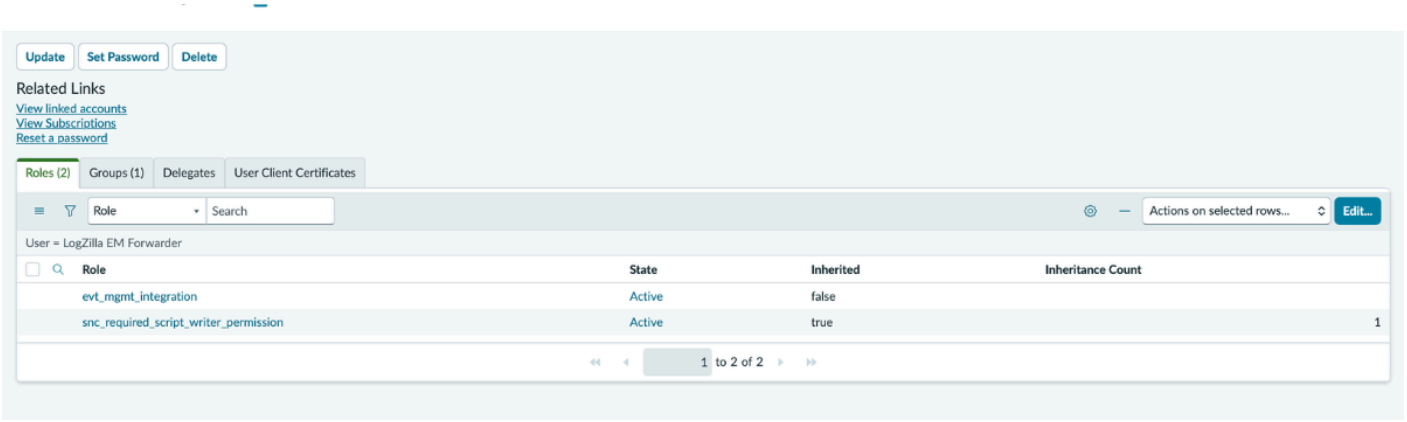
Grant the evt_mgmt_integration role

With the user record open, scroll to **Related Lists** and open the **Roles** tab.

Click **Edit**, search `evt_mgmt_integration`, move it to the right side and click **Save**.



The Roles list shows `evt_mgmt_integration`. An inherited `snc_required_script_writer_permission` role may appear as well; leave it in place.



Network reachability

The LogZilla server must reach the ServiceNow instance over TCP/443 outbound. On-prem or private-network instances may need firewall rules.

Verify the ServiceNow side

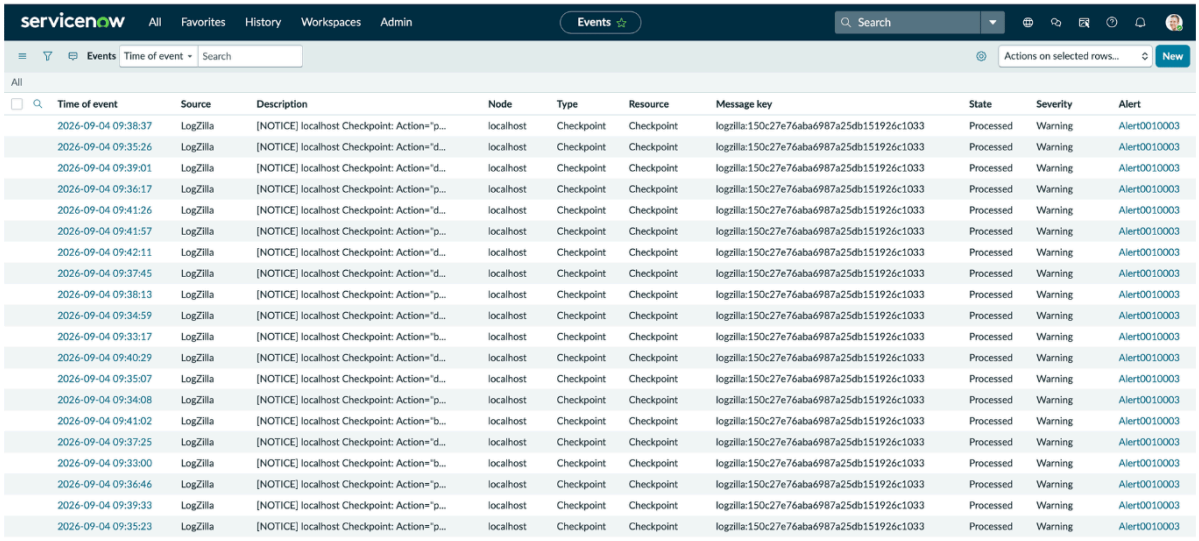
Before enabling the action, confirm the ServiceNow side with one `curl` from any host that reaches the instance. If it succeeds, later issues are on the LogZilla side.

```
SN_PASSWORD='<paste the generated password>'
curl -sS -u "lz_em_user:${SN_PASSWORD}" \
  -H 'Content-Type: application/json' \
  -X POST 'https://yourinstance.service-now.com/api/global/em/jsonv2' \
  -d '{
    "records": [
      {
        "source": "LogZilla",
        "node": "test-router-01",
        "type": "BGP",
        "resource": "BGP-5-ADJCHANGE",
        "severity": 2,
        "description": "test ServiceNow EM forwarding",
        "message_key": "logzilla:smoketest-001",
        "time_of_event": "'"$(date -u +'%Y-%m-%d %H:%M:%S')"'"
      }
    ]
  }'
```

A successful response looks like:

```
{
  "result": {
    "Default Bulk Endpoint": "1 events were inserted"
  }
}
```

Then open **Event Management, All Events** and confirm a row with `Source = LogZilla`, `Node = test-router-01` and `State = Processed`.



Time of event	Source	Description	Node	Type	Resource	Message key	State	Severity	Alert
2026-09-04 09:38:37	LogZilla	[NOTICE] localhost Checkpoint: Action="p...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:35:26	LogZilla	[NOTICE] localhost Checkpoint: Action="d...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:39:01	LogZilla	[NOTICE] localhost Checkpoint: Action="d...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:36:17	LogZilla	[NOTICE] localhost Checkpoint: Action="p...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:41:26	LogZilla	[NOTICE] localhost Checkpoint: Action="d...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:41:57	LogZilla	[NOTICE] localhost Checkpoint: Action="p...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:42:11	LogZilla	[NOTICE] localhost Checkpoint: Action="d...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:37:45	LogZilla	[NOTICE] localhost Checkpoint: Action="d...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:38:13	LogZilla	[NOTICE] localhost Checkpoint: Action="p...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:34:59	LogZilla	[NOTICE] localhost Checkpoint: Action="d...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:33:17	LogZilla	[NOTICE] localhost Checkpoint: Action="b...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:40:29	LogZilla	[NOTICE] localhost Checkpoint: Action="d...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:35:07	LogZilla	[NOTICE] localhost Checkpoint: Action="d...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:34:08	LogZilla	[NOTICE] localhost Checkpoint: Action="p...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:41:02	LogZilla	[NOTICE] localhost Checkpoint: Action="b...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:37:25	LogZilla	[NOTICE] localhost Checkpoint: Action="d...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:33:00	LogZilla	[NOTICE] localhost Checkpoint: Action="b...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:36:46	LogZilla	[NOTICE] localhost Checkpoint: Action="p...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:39:33	LogZilla	[NOTICE] localhost Checkpoint: Action="p...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003
2026-09-04 09:35:23	LogZilla	[NOTICE] localhost Checkpoint: Action="p...	localhost	Checkpoint	Checkpoint	logzilla:150c27e76aba6987a25db151926c1033	Processed	Warning	Alert0010003

Verification from LogZilla

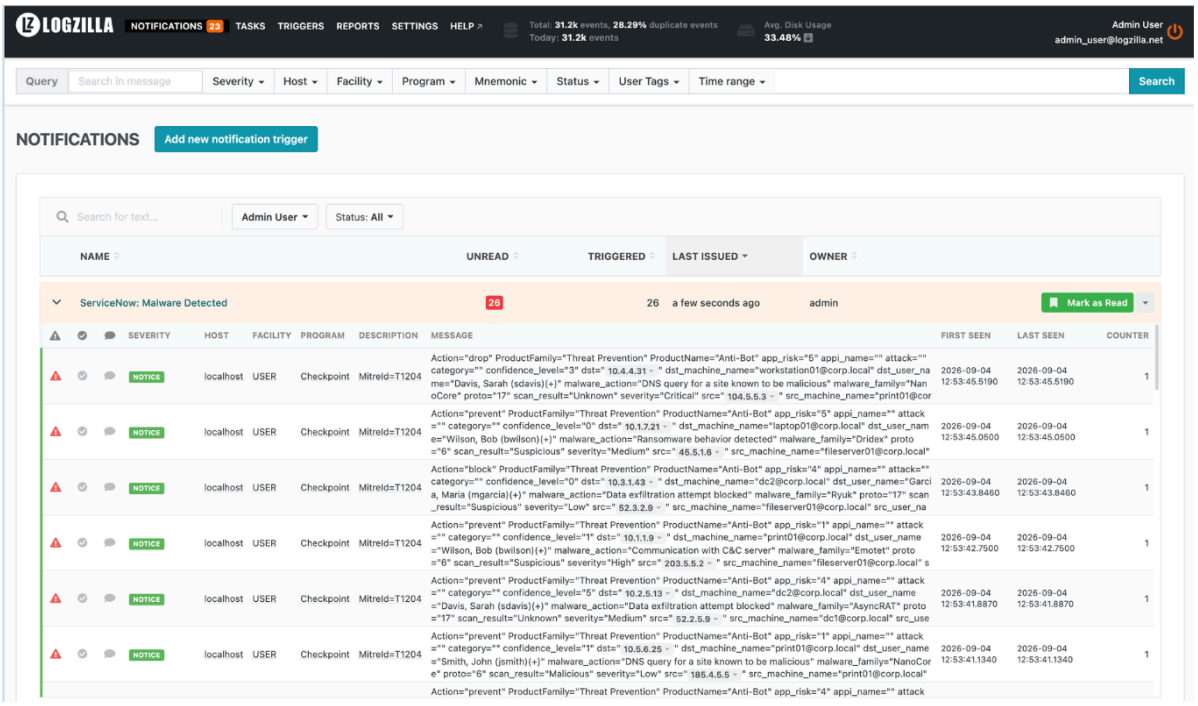
Turn **Enable ServiceNow** on in the settings and tick **Send to ServiceNow** on a trigger with filter `severity <= 3`.

Send a test event to the LogZilla receiver, replacing `<logzilla-host>`:

```
logger -d --rfc3164 -n <logzilla-host> -P 514 \
  -t SN_TEST -p local0.error "ServiceNow EM forwarding test"
```

Within one period the event appears in ServiceNow under **Event Management, All Events** with **Source: LogZilla** and **State: Processed**.

With **Issue notification** ticked, the Notifications page lists the events the trigger forwarded:



If nothing arrives, search LogZilla for `program = ServiceNow` internal events, and check the LogZilla log of the Celery worker.

Troubleshooting

Symptom	Likely cause	Resolution
Internal event "non-JSON body ... check the instance URL"	The URL points at a page, not at the events endpoint, so ServiceNow answered with HTML (a login page answers HTTP 200)	Set the instance URL to `https://<instance>.service-now.com`, or the full endpoint ending in `/api/global/em/jsonv2`

Symptom	Likely cause	Resolution
Internal event "rejected: HTTP 404"	Event Management Connectors plugin not active, or the URL is wrong	Verify the plugin is installed; the URL must be the instance or end in `/api/global/em/jsonv2`
Internal event "rejected: HTTP 401"	Wrong password, or the service account is locked out	Regenerate the password in ServiceNow (**Set Password, Generate**) and update **ServiceNow Password**
Internal event "rejected: HTTP 403"	Service account lacks the `evt_mgmt_integration` role, or a custom ACL blocks the endpoint	Confirm the role on the user's Roles list
Internal event "rejected: HTTP 405"	URL is wrong (the endpoint accepts only POST)	Confirm the URL is the instance or ends in `/api/global/em/jsonv2`
Internal event "not delivered after N attempts: network error"	Network egress blocked or the instance is down	Check the firewall between the LogZilla server and the instance
Internal event "disabled in settings"	A trigger has the box ticked but **Enable ServiceNow** is off	Turn it on in the settings, or untick the trigger
Nothing happens and no internal event	The trigger did not fire	Check the trigger's hit count and filter in **Triggers**

Upgrading from the ServiceNow Event Management app

Releases before v6.43 shipped a `servicenow_em` appstore app that forwarded events through a script. On upgrade the app is uninstalled (with a backup under the uninstalled apps directory), the values of its `config.yaml` are carried into the ServiceNow settings, and its triggers become **Send to ServiceNow** triggers, so forwarding continues without changes. The app's **Forwarding Health** dashboard and its status events are gone; delivery problems are reported as internal `ServiceNow` events instead.

Caveats

- One ServiceNow destination per LogZilla instance.
- Forwarding is one-way. "Clear" or "close" events are not sent when a previously forwarded condition resolves; LogZilla's orchestration rules can drive that lifecycle in ServiceNow when needed.
- Private certificate authorities must be trusted by the LogZilla containers' system CA store; there is no separate CA bundle setting.