LOGZILLA DOCUMENTATION

ServiceNow Event Management

Send LogZilla alerts to ServiceNow Event Management. Includes pre-built triggers, a forwarding-health dashboard, and a parser rule for monitoring delivery status.

LogZilla App Store · Generated September 10, 2026 · logzilla.ai/docs/logzilla-appstore/servicenow-em

Overview

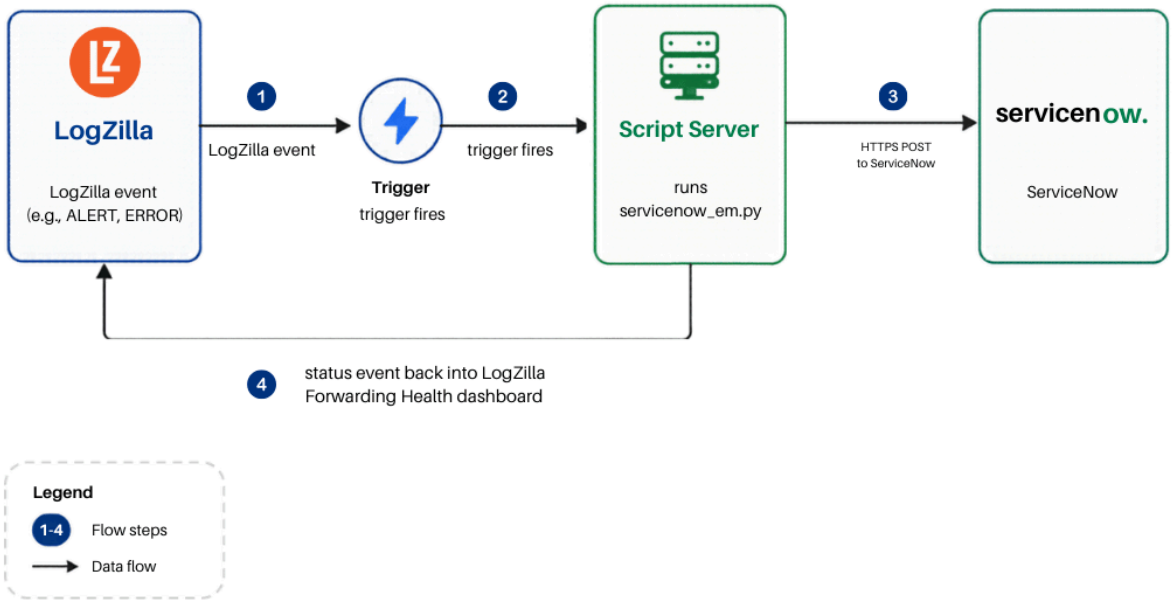
The ServiceNow Event Management app forwards selected LogZilla events to a ServiceNow instance running the Event Management plugin (`sn_em_connector`). Forwarded events appear in ServiceNow under **Event Management → All Events** and roll up into alerts via ServiceNow's built-in `message_key` correlation.

Events flow into the **Event Management** module in ServiceNow. Creating individual incident tickets through the Table API is a separate ServiceNow surface and is not handled here.

App Function

- Forwards selected LogZilla events to ServiceNow Event Management over HTTPS.
- Maps LogZilla syslog severity to ServiceNow EM severity, with an optional override table.
- Generates a stable correlation key so repeats of the same logical event roll up into a single ServiceNow alert.
- Retries transient network or 5xx errors automatically. Authentication errors fail fast so a misconfigured account is obvious.
- Reports forwarding outcomes back into LogZilla. Every attempt is visible on the included **ServiceNow EM: Forwarding Health** dashboard.

Event flow



Vendor Documentation

- ServiceNow Event Management product page: https://www.servicenow.com/products/event-management.html (https://www.servicenow.com/products/event-management.html)
- ServiceNow Event Management REST API: search https://docs.servicenow.com/ (https://docs.servicenow.com/) for "Push events with the REST API" or "Send events using the Event Management REST API". The documented endpoint is `/api/global/em/jsonv2` and has been stable across ServiceNow releases.

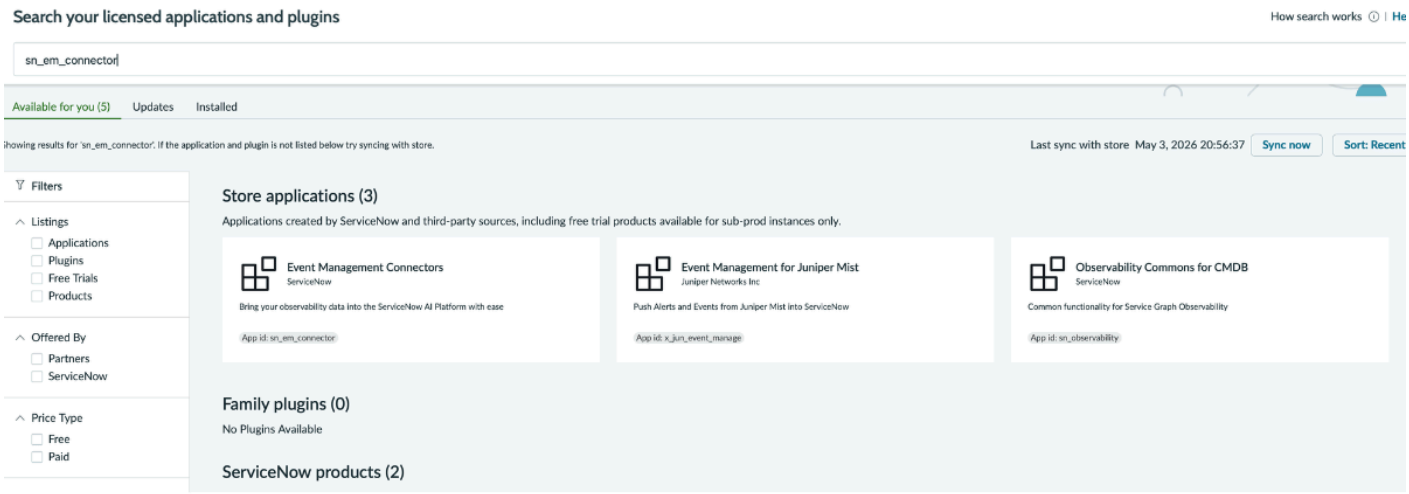
Prerequisites

The integration requires three things on the target ServiceNow instance: the **Event Management Connectors** plugin (`sn_em_connector`), a service account, and the `evt_mgmt_integration` role on that account. Compatible with **Australia, Yokohama, and Zurich** ServiceNow releases.

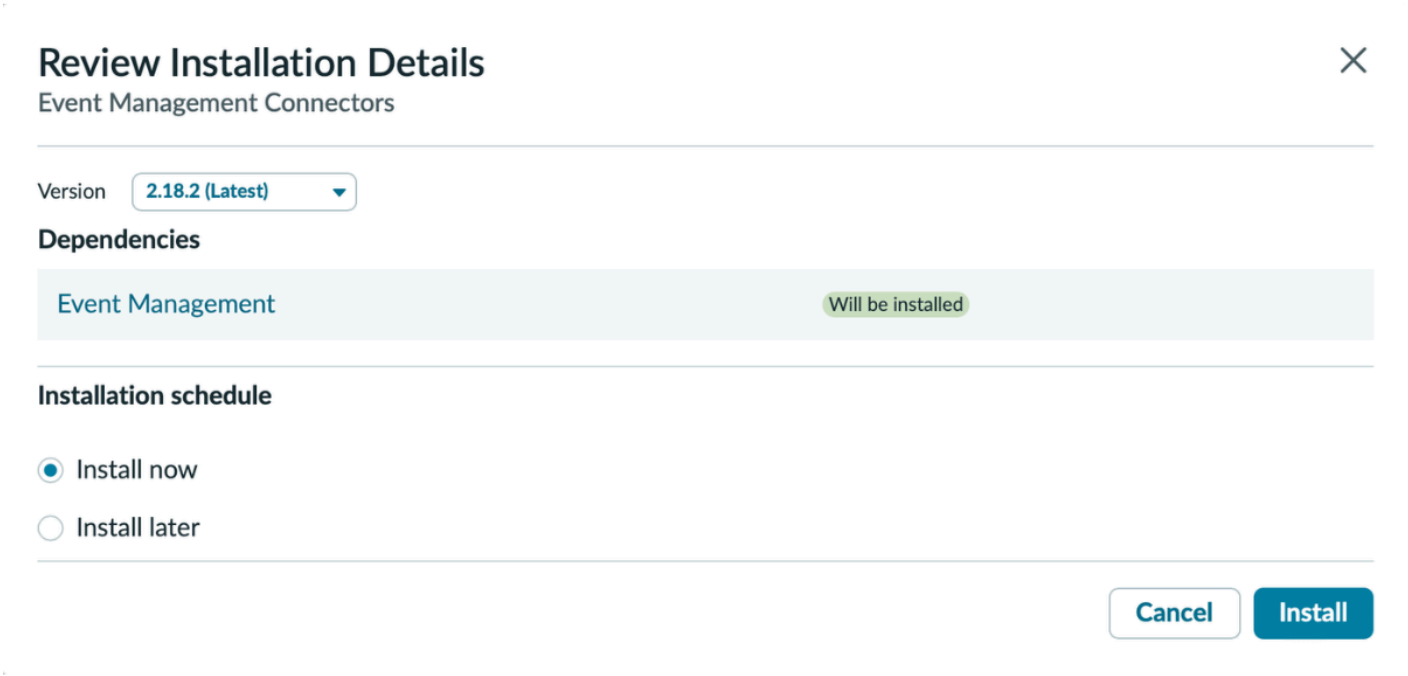
Install the Event Management Connectors plugin

The exact navigation path varies by ServiceNow release. The underlying plugin is the same.

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

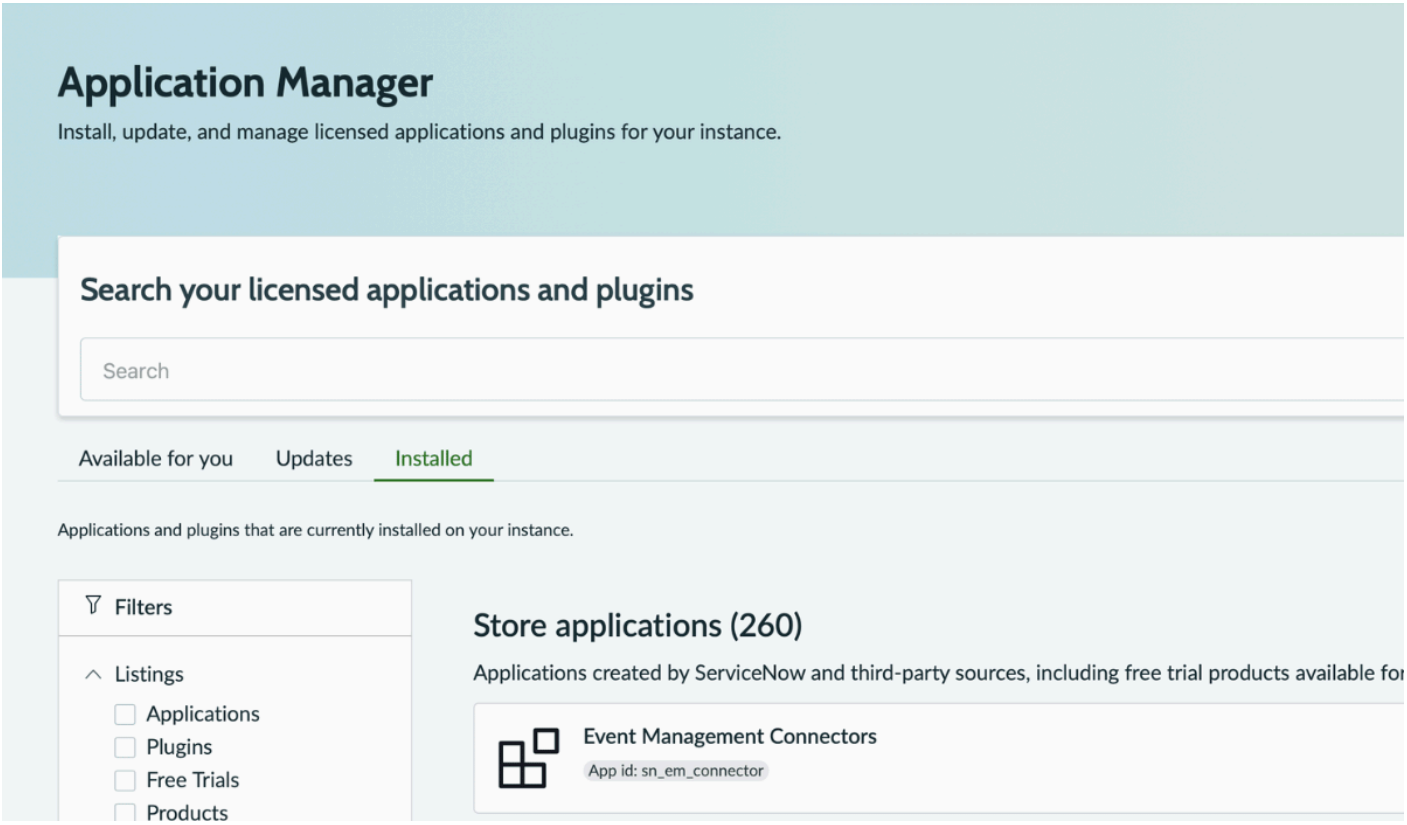


Open **Event Management Connectors** (App id: `sn_em_connector`).



Click **Install**. The plugin pulls dependent packages (Discovery framework and others). Installation typically takes 5 to 15 minutes on a Personal Developer Instance, less on a production instance.

Wait for installation to finish.



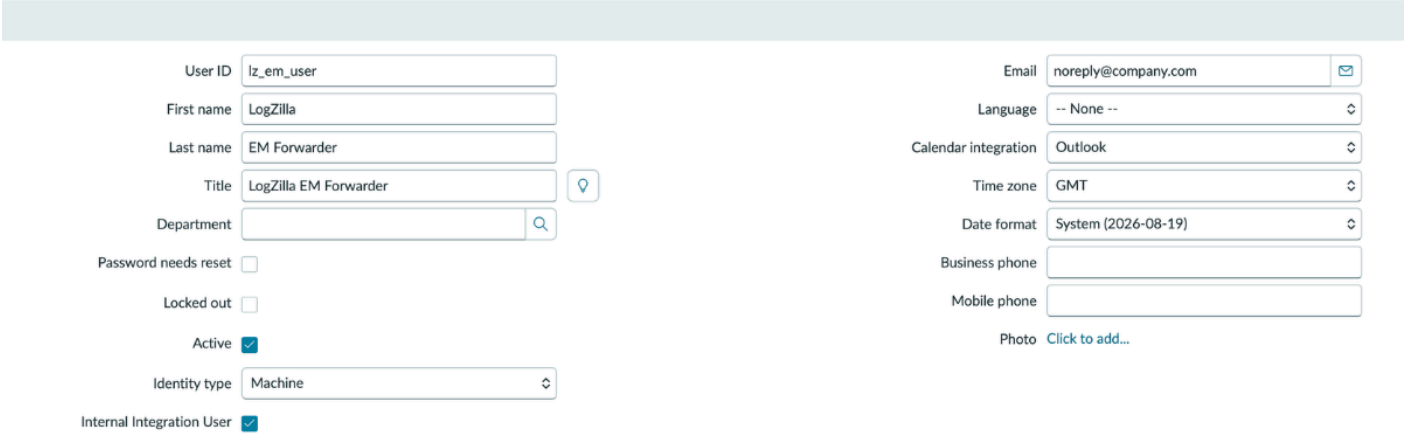
The plugin creates the `evt_mgmt_integration` role and exposes the inbound REST endpoint at `/api/global/em/jsonv2`.

Create the integration service account

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

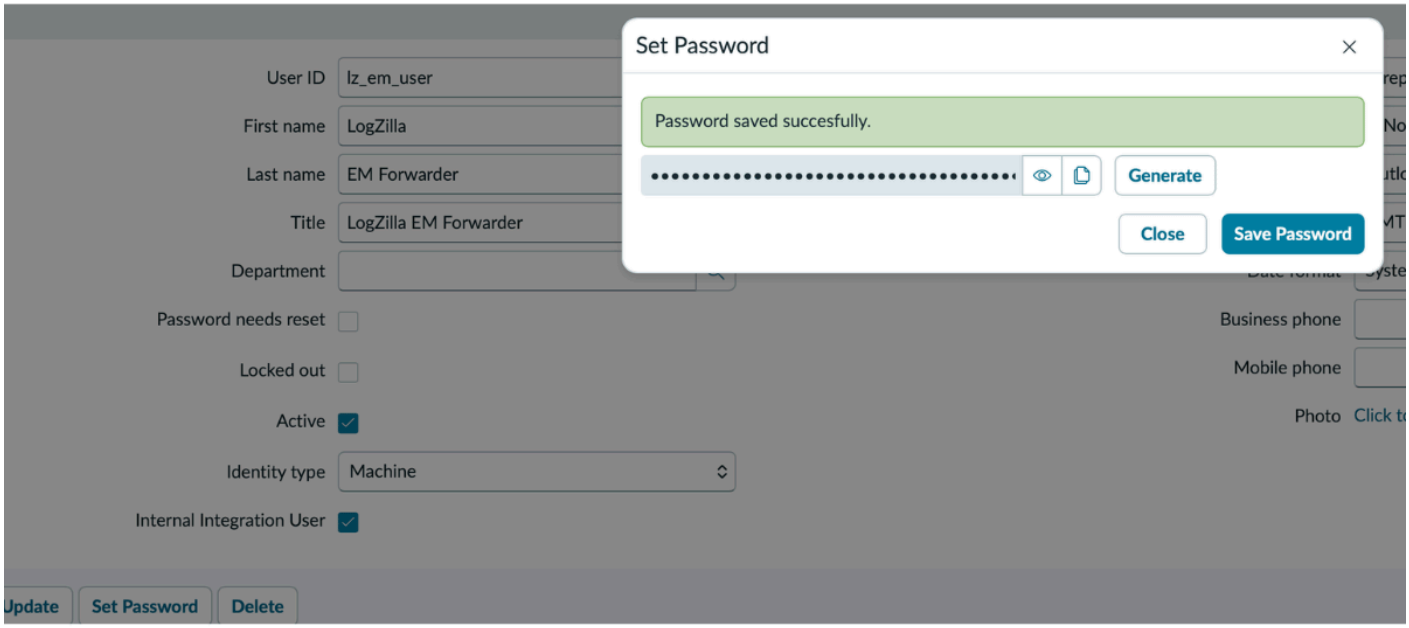
Click **New** and fill in:

- **User ID**: `lz_em_user` (this becomes the `username` value in the LogZilla configuration file).
- **First name** / **Last name**: descriptive labels (for example, `LogZilla` / `EM Forwarder`).
- **Email**: a do-not-reply address controlled by the administrator. Leave blank if unsure.
- **Active**: checked.
- **Identity type**: `Machine` (Australia, Yokohama, Zurich). Marks the account as non-interactive.
- **Internal Integration User**: checked (Australia, Yokohama, Zurich).
- **On older ServiceNow releases** (pre-Xanadu): the two fields above are replaced by a single **Web service access only** checkbox. Check it.



Click **Update** to save. (Newer ServiceNow releases only show **Update**. It both saves the record and returns to the Users list.)

Reopen the user record from the Users list, click **Set Password**, click **Generate**, then **Save Password**. Copy the generated value somewhere safe. It goes into the LogZilla configuration file in a later step. Generated passwords are long and high-entropy. Do not type one by hand for a service account.

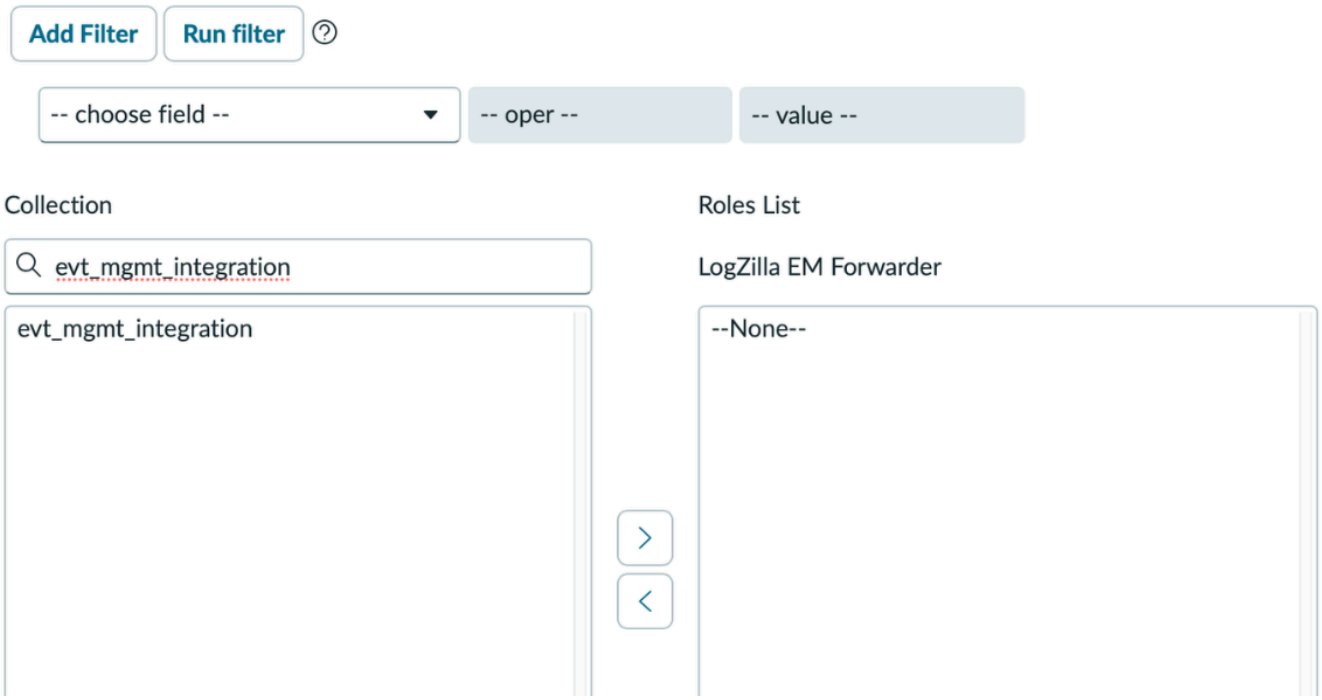


Grant the evt_mgmt_integration role

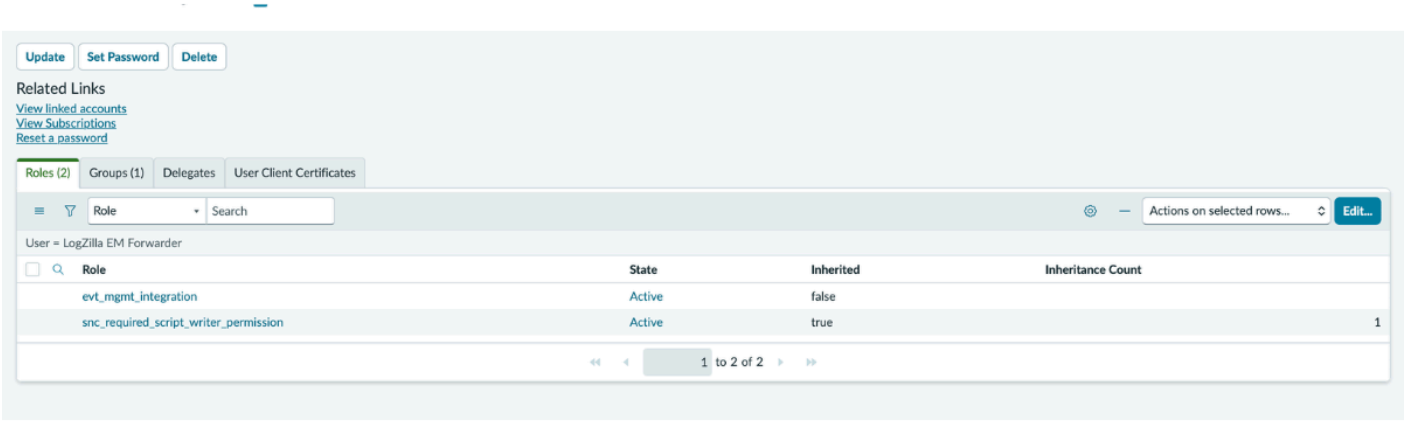
With the user record open, scroll to the **Related Lists** area below the form and click the **Roles** tab.

Click **Edit** to open the role picker.

In the search box on the left, type `evt_mgmt_integration`. Move it to the right side and click **Save**.



The user record's Roles list should show `evt_mgmt_integration`. A second role, `snc_required_script_writer_permission`, may appear as `Inherited`. That is a system-level dependency added automatically. Leave it in place.



Network reachability

The LogZilla server must reach the ServiceNow instance over TCP/443 outbound. SaaS ServiceNow instances are reachable over the public internet. On-prem or private-network instances may require firewall rules.

Verify the ServiceNow side before installing on LogZilla

Before installing the LogZilla app, confirm the ServiceNow side independently with a one-line `curl` from any host with network access to the ServiceNow instance. If this step succeeds, every later issue points at the LogZilla side, not at ServiceNow.

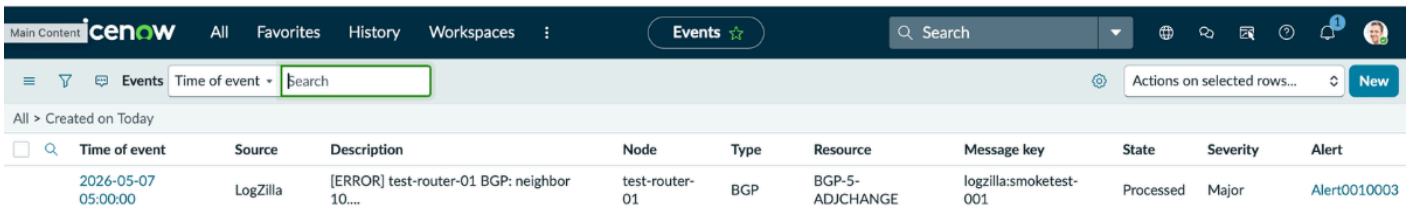
```
SN_PASSWORD='<paste the generated password>'
curl -sS -u "lz_em_user:${SN_PASSWORD}" \
  -H 'Content-Type: application/json' \
  -X POST 'https://yourinstance.service-now.com/api/global/em/jsonv2' \
  -d '{
    "records": [
      {
        "source": "LogZilla",
        "node": "test-router-01",
        "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 UTC')"'"
      }
    ]
  }'
```

A successful response looks like:

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

Then open **Event Management → All Events** and confirm a row appeared with `Source = LogZilla`, `Node = test-router-01`, `Resource = BGP-5-ADJCHANGE`, and `State = Processed`.



If the curl returns an error, fix the ServiceNow side before proceeding. Common causes are listed in **Troubleshooting** below.

Installation

The recommended path is the LogZilla web UI.

Sign in to LogZilla as an administrator.

Open **Settings → Apps**.
Locate **ServiceNow Event Management** in the app list and click **Install**.
The web UI installs the forwarding script, the two pre-built triggers, the parser rule, the **Forwarding Health** dashboard, and the field schema. It also writes a default configuration file to `/etc/logzilla/apps/servicenow_em/config/config.yaml`.

Alternate install path (CLI)

Administrators who prefer the command line can install from the LogZilla host shell instead of the web UI:

```
sudo logzilla apps install servicenow_em
```

The two paths produce identical results.

Restart the scriptserver

The scriptserver loads its registered scripts at service startup, so it cannot see `servicenow_em.py` until it is restarted. Run this once on the LogZilla host after the app is installed:

```
sudo logzilla restart -c scriptserver
```

This step is only required once, immediately after the first install. It is not needed for later configuration edits.

Configuration

After installation, edit the configuration file on the LogZilla host and replace three placeholder values with the real values from the ServiceNow setup above.

Open the configuration file as root:

```
sudo vi /etc/logzilla/apps/servicenow_em/config/config.yaml
```

Replace the three placeholder values:

```
instance_url: "https://yourinstance.service-now.com/api/global/em/jsonv2"
username: "lz_em_user"
password: "REPLACE_WITH_SERVICENOW_PASSWORD"
```

with the real values:

```
instance_url: "https://acme.service-now.com/api/global/em/jsonv2"
username: "lz_em_user"
password: "<paste the password generated in ServiceNow>"
```

Save the file.

The script reads its configuration on every invocation, so no service restart is required. The next trigger that fires will pick up the new values.

The remaining fields in `config.yaml` are tunables (TLS verify, retry budget, severity-mapping overrides, log level) and have sensible defaults that work for most deployments. The full set of configurable fields is documented in `config/config_schema.yaml` shipped with the app.

Credential storage

The configuration file is owned by `root` and lives in a directory created with mode `0700`. The same posture applies to other LogZilla integrations, such as SMTP credentials. Apply standard host-security practices to the LogZilla server.

Severity mapping

LogZilla uses syslog severities (0 to 7). ServiceNow EM uses 0 to 5. The default mapping is:

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

To override one or more rows, set the `severity_map` field in `config.yaml`. Only listed keys are overridden. Unlisted syslog severities keep their defaults. Example mapping that promotes syslog Warning (4) from ServiceNow Minor (3) to ServiceNow Major

(2):

```
severity_map:
  "4": "2"
```

The keys and values must be strings (quoted) so the schema sees the right types.

Triggers

The app installs two triggers:

- **ServiceNow EM: Forward Actionable Events**: fires for events flagged actionable (the event `status` field equal to 1), which an upstream rule or trigger sets via `mark_actionable: true`.
- **ServiceNow EM: Forward Critical Severity**: fires for any event with syslog severity 0 to 3 (Emergency, Alert, Critical, Error).

Both triggers are throttled to one invocation per minute per matching event, and both ignore events the app itself produces so forwarding status reports do not loop back into ServiceNow.

Either trigger can be edited in **Triggers** in the LogZilla UI to tighten or broaden the filter, for example by restricting forwards to a specific Vendor.

Verification

After saving the configuration, confirm the integration is working end to end:

Generate a test event by sending a high-severity syslog message directly to the LogZilla receiver. Replace `<logzilla-host>` with the LogZilla server's IP or hostname:

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

`-d` forces UDP and `--rfc3164` pins the BSD wire format that the LogZilla syslog-ng source accepts. Without those flags `logger` may default to TCP and RFC5424, which the receiver silently drops.

In LogZilla, open the **ServiceNow EM: Forwarding Health** dashboard. The test event should appear within a few seconds with **SN Forward Status: ok**.

In ServiceNow, open **Event Management → All Events**. The same event should appear with **Source: LogZilla** and **State: Processed**.

If either step does not show the event, see **Troubleshooting** below.

Forwarding Health Dashboard

The app installs a dashboard named **ServiceNow EM: Forwarding Health** that visualizes forwarding outcomes. Widgets cover:

- Total, successful, and failed forwards in the last 24 hours.
- Forward rate (events per second) and history.
- Top forwarded hosts.
- Distribution of HTTP status codes returned by ServiceNow.
- Distribution of attempt counts (1 indicates success on first try).
- Top errors when forwarding fails.
- A recent forwarding activity stream.

Parsed Metadata Fields

The app's parser rule extracts forwarding outcomes from the status events the script reports back into LogZilla. The following tags are present only on events with `program=servicenow_em`:

Tag	Description
Vendor	`LogZilla`
Product	`ServiceNow EM Forwarder`
SN Forward Status	`ok` or `fail`
SN Forward Attempts	Number of HTTP attempts made
SN HTTP Status	HTTP response code (absent on network errors)
SN Duration ms	End-to-end forward duration in milliseconds
SN Forwarded Host	Host of the original forwarded LogZilla event
SN Forward Error	Error string when SN Forward Status is `fail`

Troubleshooting

The forwarding script writes per-attempt detail to `/var/log/logzilla/servicenow_em.log` on the LogZilla host. Start there for any forwarding issue - the line for each attempt records the source event, the HTTP status returned by ServiceNow,

the duration, and the error string on failure:

```
sudo tail -f /var/log/logzilla/servicenow_em.log
```

Symptom	Likely cause	Resolution
HTTP 404 from ServiceNow	Event Management Connectors plugin not active, or the URL is wrong	Verify the plugin is installed. The URL must end in `/api/global/em/jsonv2`
HTTP 401	Wrong password, or the service account is locked out	Re-generate the password in ServiceNow (**Set Password → Generate**), update `config.yaml`
HTTP 403	Service account lacks the `evt_mgmt_integration` role, or a custom ACL blocks the endpoint	Confirm the role is on the user's Roles related list
HTTP 405 ("Method not Supported")	URL is wrong (the endpoint accepts only POST)	Confirm the URL ends in `/api/global/em/jsonv2`
Connection timed out	Network egress blocked	Check the firewall between the LogZilla server and the ServiceNow instance
Forwarding Health dashboard is empty	Triggers have not fired, or no events match the trigger filter	Send a test event directly to the receiver: `logger -d --rfc3164 -n <logzilla-host> -P 514 -t SN_TEST -p local0.error "BGP down"`
Forwarding works but **Forwarding Health** stays empty	Status events from the script are not reaching the LogZilla httpreceiver	Check `/var/log/logzilla/servicenow_em.log` for `Skipping status event emission: SYSLOG_HOSTNAME or HTTP_INGEST_TOKEN not set`. Restart the scriptserver so it picks up the env vars from the LogZilla container, then re-test with the verification steps above.

Limitations

- One ServiceNow destination per LogZilla instance. Routing different events to different ServiceNow instances would require additional triggers and customization beyond the default behavior.
- Forwarding is one-way. "Clear" or "close" events are not sent automatically when a previously forwarded condition resolves. LogZilla's orchestration rules can be used to drive that lifecycle in ServiceNow when needed.