



Configurations

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About Configurations

Cisco DNA Center platform provides you with **Configurations** to configure a customized network experience using the following options:

- **Event Settings:** Cisco DNA Center platform supports specific Cisco DNA Assurance events (or incidents) that may occur within your network. This means that Cisco DNA Center platform can recognize these events and permits you to configure settings that customize the type, category, and severity under which Cisco DNA Center reports them. Configuring this information in the GUI also permits you to customize the information that Cisco DNA Center sends to an external system, such as ServiceNow (or perhaps to one or more REST endpoints that you can configure).
- **General Settings:** You can add or edit REST and ITSM endpoint instances within a single or multiple bundles.



Note You can also configure various types of destinations to deliver the events from the Cisco DNA Center Platform. Click the **Menu** icon (☰) and choose **System > Settings > External Services > Destinations** to access the GUI window to configure a webhook, email, syslog, SNMP trap, or ITSM destination.

Configure Event Settings

A preset number of issues (or events) that may occur within your network can be found in **Event Settings** in the **Configurations** window. You can configure the type, category, severity, and workflow of these events.



Note The **Event Settings** window functionality is only applicable for an ITSM (ServiceNow) integration and not for generic event notifications. For guidance about how to use this procedure within a larger set of procedures to configure ITSM integration between Cisco DNA Center and ServiceNow, see the *Cisco DNA Center ITSM Integration Guide*. See the text at the top of this window and click the link (**here**) to access the **Events** window in platform, where you can subscribe to events and receive notifications by email, webhook (REST API), SNMP trap, or syslog server.

Figure 1: Event Settings Window

The screenshot shows the Cisco DNA Center GUI. The top navigation bar includes 'Cisco DNA Center' and 'Platform - Manage'. Below this, there are tabs for 'Bundles' and 'Configurations'. The 'Configurations' section is active, showing a sub-section for 'Event Settings'. A sidebar on the left contains 'Event Settings' and 'General Settings'. The main content area is titled 'Event Settings' and includes a filter bar with '0 Selected' and a search icon. Below the filter is a table with the following data:

Event Name	Domain	Type	Category	Severity	Workflow	Actions
AP Coverage Hole	Know Your Network	NETWORK	WARN	3	Incident	Edit
AP CPU High Utilization	Know Your Network	NETWORK	WARN	3	Incident	Edit
AP License Exhausted on WLC	Know Your Network	NETWORK	WARN	3	Incident	Edit
AP Memory High Utilization	Know Your Network	NETWORK	WARN	3	Incident	Edit
AP Reboot Crash	Know Your Network	NETWORK	WARN	3	Incident	Edit

At the bottom of the table, it says 'Showing 72 of 72'.

Before you begin

- Ensure that you have installed Cisco DNA Center 2.2.1. For information about installing the latest Cisco DNA Center release, see *Cisco Digital Network Architecture Center Installation Guide*.
- You must have the appropriate permissions to perform the tasks as described in this procedure. For information about Role-Based Access Control for the Cisco DNA Center platform, see [Role-Based Access Control Support for Platform](#).
- Enable, configure, and activate the bundles for your network in **Bundles**. For information about **Bundles** see [Bundle Features](#).

Step 1 In the Cisco DNA Center GUI, click the **Menu** icon (≡) and choose **Platform > Manage > Configurations > Event Settings**.

Step 2 Review the **Event Settings** table that appears.

The following **Event Settings** information is displayed:

- **Event Name:** Name of the Cisco DNA Center event.
- **Domain:** Domain of the Cisco DNA Center event.
- **Type:** Network, App, System, Security, or Integrations type of event.
- **Category:** Error, Warn, Info, Alert, Task Progress, Task Complete
- **Severity:** 1 through 5.

Note Severity 1 is the most important or critical priority and should be assigned as such.

- **Workflow:** Incident, Problem, Event, or RFC
- **Actions:** Edit

You can adjust what is displayed in the table by clicking the **Filter** icon and using the filter, or by typing a keyword in the **Find** field. For example, to display all access point notifications, type 'AP' in the **Find** field. To view all network notifications, type 'Network' in the **Find** field. To view all severity 1 notifications, type '1' in the **Find** field.

You can edit the event, so that its notification is customized to your network standards and conventions.

Step 3 Click **Edit** in the **Actions** column to edit an event.

Choose a setting by clicking on the downward pointing angle and adjust the value. For example, click **Network** and adjust to **App**. This changes the event type from a network type to an application type. Click **Severity** and adjust to **1** from **5**. This raises the severity level from 5 to 1.

Step 4 Click the box next to the event name to enable notifications.

This enables notifications through Cisco DNA Center when the event occurs in the future.

Step 5 Click **Save** to save your configuration.

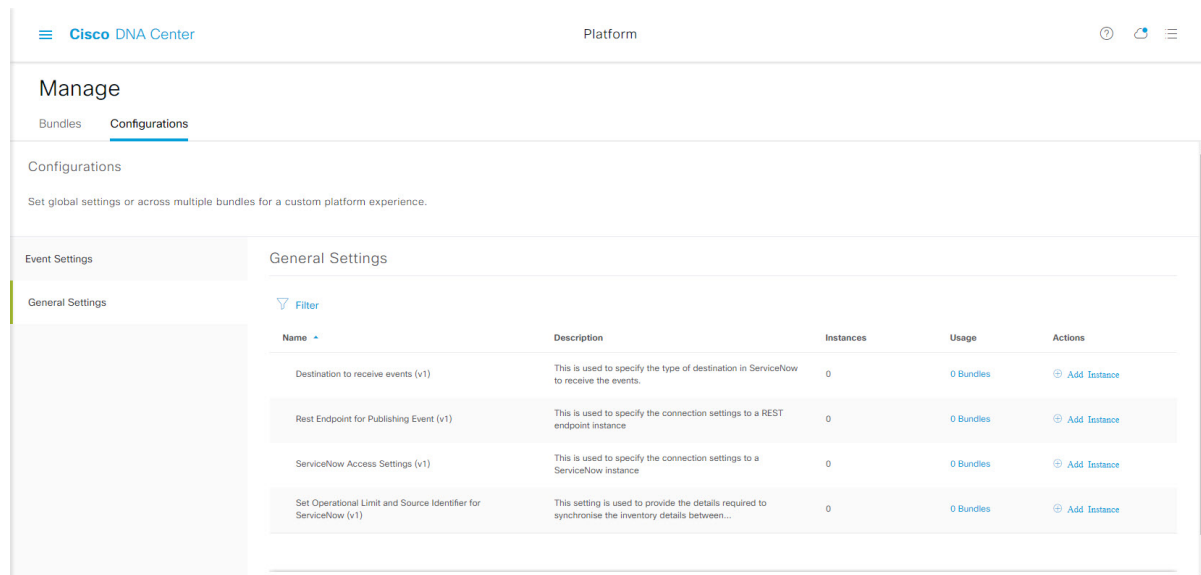
What to do next

- From the Cisco DNA Center home page, click the **Menu** icon (☰) > **Platform** > **Runtime Dashboard**. Notifications for events will display in the **Events Summary** field.
- Click **View Details** to view the notifications.

Configure General Settings: Edit an Instance

You can edit an instance within a single or multiple bundles using **Configurations**.

Figure 2: Cisco DNA Center Platform Configurations Window



Before you begin

- Ensure that you have installed Cisco DNA Center 2.2.1. For information about installing the latest Cisco DNA Center release, see *Cisco Digital Network Architecture Center Installation Guide*.
- You must have the appropriate permissions to perform the tasks as described in this procedure. For information about Role-Based Access Control for the Cisco DNA Center platform, see [Role-Based Access Control Support for Platform](#).
- Enable, configure, and activate the bundles for your network in **Bundles**. For information about **Bundles** see [Bundle Features](#).

Step 1 In the Cisco DNA Center GUI, click the **Menu** icon () and choose **Platform > Manage > Configurations > General Settings**.

Step 2 Review the **General Settings** table that appears.

The following **General Settings** information is displayed:

- **Name:** Name of the instance and version,.
- **Description:** Description of the settings that contain the instances.
- **Instances:** Number of instances currently configured.
- **Usage:** Number of bundles where the instance or instances are used.
- **Actions:** Specific task that you could perform for the setting (for example, edit or add an instance for the setting).

You can adjust what is displayed in the table by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

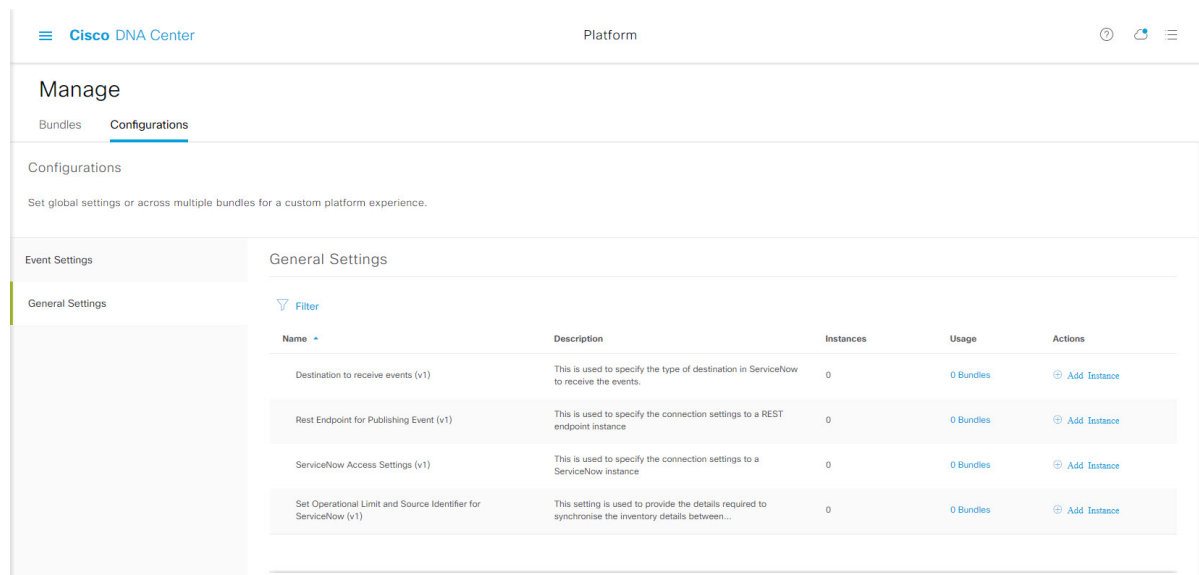
- Step 3** Click the arrow for one of the displayed instances. For example, click the **CMDB Synchronization Settings (v1)** or **Destination to Receive Events (v1)** arrow.
- The list of instances for that setting is displayed.
- Step 4** In the **Usage** column, hover your mouse pointer over **Bundles**.
- Cisco DNA Center displays the bundles that use the specified instance.
- Step 5** Click the **Edit** icon ('Pad and Pen' icon) in the **Actions** column to edit an existing instance.
- Proceed to edit the appropriate instance for your requirements in the following steps.
- Step 6** (Optional) To edit the CMDB synchronization details for a **CMDB Synchronization Settings** instance, click **Edit > Actions** and proceed to edit one of more of the following instance fields in the slide-in panes that appear:
- **ServiceNow Access Settings:** Select an instance from the drop-down menu.
 - **CMDB Inventory Settings:** Enter an **Instance Name** and **Description**.
 - **Select Destination:** Enter **Destination Type** and **Destination URI**. Options include **Synchronize device inventory directly with CMDB** or **Post device inventory details to a staging table**.
 - **Select Inventory Data Fields:** Select both the Inventory Data Fields to synchronize, as well as whether the data field is an attribute or reference.
 - **Update Transforms:** Accept or update the CI class to the device family.
 - **Set Source Identifier and Operational Limit:** Configure the discovery source and maximum limit.
 - **Summary:** Review the configuration and make any changes before saving.
- Step 7** (Optional) To edit a **Destination to receive events** instance, click **Edit > Actions** and proceed to edit one of more of the following instance fields in the slide-in pane:
- **Instance Name:** Name of instance.
 - **Description:** Description of instance.
 - **Destination to Receive Events:** Choose one of the following:
 - **Event Management:** When setting up Cisco DNA Center integration with ServiceNow without using the Cisco DNA App, choose the **Event Management** option. The **Event Management** option also requires that you have the Event Management plugin configured within the ServiceNow instance.
 - **REST API Endpoint:** The **REST API Endpoint** option can be used with the Cisco DNA App. Data is sent to a REST API endpoint within the Cisco DNA App with the **REST API Endpoint** option.
 - **Generic REST Endpoint in ServiceNow:** For the **Generic REST Endpoint in ServiceNow** option, you can send the data to a different staging table in ServiceNow.
 - **Destination URI:** Enter a destination URI for the **Generic REST Endpoint in ServiceNow** option. This field is mandatory for this option.
- For detailed information about integrating Cisco DNA Center with ServiceNow, see the *Cisco DNA Center ITSM Integration Guide* for this release.
- Step 8** Click **Update** to save your edits to the instance.

The edits to the instance immediately take effect.

Configure General Settings: Add an Instance

You can add an instance within a single or multiple bundles using **Configurations**.

Figure 3: Cisco DNA Center Platform Configuration Window



Before you begin

- Ensure that you have installed Cisco DNA Center 2.2.1. For information about installing the latest Cisco DNA Center release, see *Cisco Digital Network Architecture Center Installation Guide*.
- You must have the appropriate permissions to perform the tasks as described in this procedure. For information about Role-Based Access Control for the Cisco DNA Center platform, see [Role-Based Access Control Support for Platform](#).
- Enable, configure, and activate the bundles for your network in **Bundles**. For information about **Bundles** see [Bundle Features](#).

Step 1 In the Cisco DNA Center GUI, click the **Menu** icon (☰) and choose **Platform > Manage > Configurations > General Settings**.

Step 2 Review the **General Settings** table that appears.

The following **General Settings** information is displayed:

- **Name:** Name of the instance and version.
- **Description:** Description of the settings that contain the instances.

- **Instances:** Number of instances in setting.
- **Usage:** Number of bundles where the instance or instances are used.
- **Actions:** Specific task that you could perform for the setting (for example, edit or add an instance for the setting).

You can adjust what is displayed in the table by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

Step 3 Click the arrow for one of the displayed instances. For example, click the **CMDB Synchronization Settings (v1)** or **Destination to Receive Events (v1)** arrow.

The list of instances for that setting is displayed.

Step 4 In the **Usage** column, hover your mouse pointer over **Bundles**.

Cisco DNA Center displays the bundles that use the specified instance.

Step 5 Click the **Add Instances** link in the **Actions** column to add an instance.

Proceed to add the appropriate instance or instances for your requirements in the following steps.

Step 6 (Optional) To add a **CMDB Synchronization Settings** instance, click **Add Instance** in the **Actions** column and proceed to enter the following instance fields in the slide-in panes that appear:

- **ServiceNow Access Settings:** Select an instance from the drop-down menu.
- **CMDB Inventory Settings:** Enter an **Instance Name** and **Description**.
- **Select Destination:** Enter **Destination Type** and **Destination URI**. Options include **Synchronize device inventory directly with CMDB** or **Post device inventory details to a staging table**.
- **Select Inventory Data Fields:** Select both the Inventory Data Fields to synchronize, as well as whether the data field is an attribute or reference.
- **Update Transforms:** Accept or update the CI class to the device family.
- **Set Source Identifier and Operational Limit:** Configure the discovery source and maximum limit.
- **Summary:** Review the configuration and make any changes before saving.

Step 7 (Optional) To add a **Destination to receive events** instance, click **Add Instance** in the **Actions** column and proceed to enter the following instance fields in the slide-in pane:

- **Instance Name:** Name of instance.
- **Description:** Description of instance.
- **Destination to Receive Events:** Choose one of the following:
 - **Event Management:** When setting up Cisco DNA Center integration with ServiceNow without using the Cisco DNA App, choose the **Event Management** option. The **Event Management** option also requires that you have the Event Management plugin configured within the ServiceNow instance.
 - **REST API Endpoint:** The **REST API Endpoint** option can be used with the Cisco DNA App. Data is sent to a REST API endpoint within the Cisco DNA App with the **REST API Endpoint** option.
 - **Generic REST Endpoint in ServiceNow:** For the **Generic REST Endpoint in ServiceNow** option, you can send the data to a different staging table in ServiceNow.

- **Destination URI:** Enter a destination URI for the **Generic REST Endpoint in ServiceNow** option. This field is mandatory for this option.

For detailed information about integrating Cisco DNA Center with ServiceNow, see the *Cisco DNA Center ITSM Integration Guide* for this release.

- Step 8** Click **Add** to save your instance addition.
The additions to the instance immediately take effect.
-

Configure a Webhook Destination

Cisco DNA Center supports a webhook destination for both events and reports.

Perform the following steps to configure a webhook destination for events or reports using the Cisco DNA Center GUI.

Before you begin

Ensure that you have installed Cisco DNA Center 2.2.1. For information about installing the latest Cisco DNA release, see the *Cisco Digital Network Architecture Center Installation Guide*.

You must have the appropriate permissions to perform the tasks as described in this procedure. For information about Role-Based Access Control for the Cisco DNA Center platform, see [Role-Based Access Control Support for Platform](#).


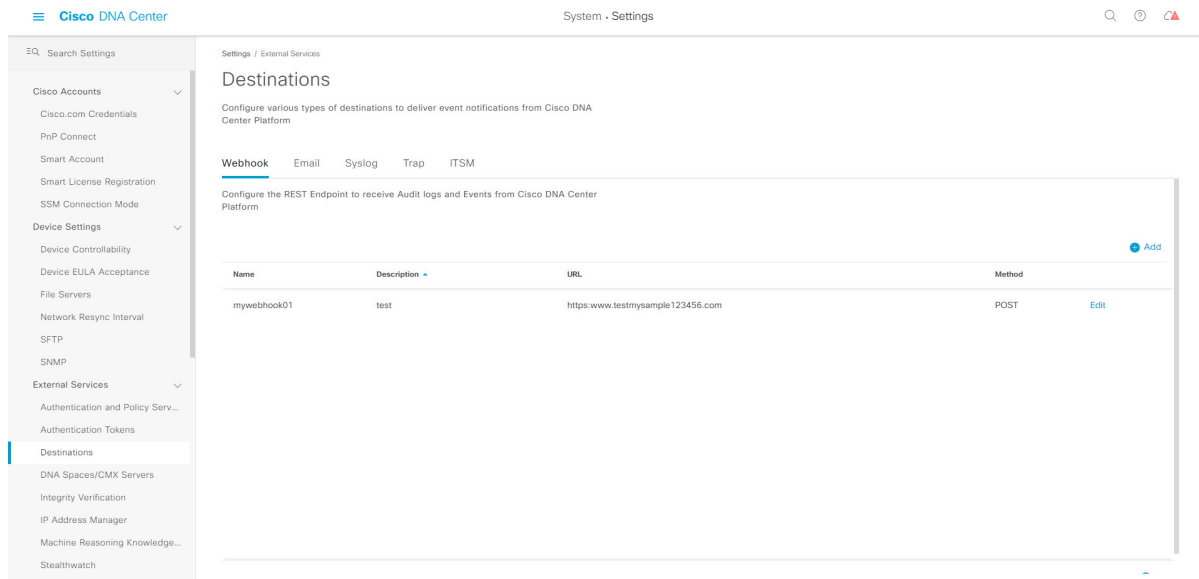
- Step 1** In the Cisco DNA Center GUI, click the **Menu** icon () and choose **System > Settings > External Services > Destination > Webhook**.
- Step 2** Review the **Webhook** tab.

Figure 4: Webhook Tab



The following fields are displayed:

- **Name:** Name of the webhook.
- **Description:** Description (user provided) of the webhook.
- **URL:** URL of webhook (callback URL).
- **Method:** REST API method of webhook (POST).
- **Edit:** Link that opens field to edit the configured webhook fields. After editing the webhook configuration, click **Update** to save your changes.

For this release, you can configure an IPv6 value for the URL.

Step 3 Click the **Add** link/icon to configure a webhook.

An **Add Webhook** slide-in pane opens.

Step 4 Enter values in the fields in the **Add Webhook** slide-in pane to configure the webhook.

Figure 5: Add Webhook

The screenshot shows the 'Add Webhook' configuration page in Cisco DNA Center. The page is divided into two main sections: a table of existing webhooks and a form for adding a new one.

Existing Webhooks Table:

Name	Description	App-table.column.url
demo		https://webhook.site/7304d295-8e8f-4897-8d95-d83858398b69
dnacapp-runtime proxy update	dnacapp-runtime proxy update	http://dnacapp-runtime.dnacapp.svc.cluster.local:8095/dnacapp/m...
my own webhook	lorem ipsum	https://10.20.21.121
temp-rest-ep	temp-rest-ep-desc	https://webhook.cisco.com
webhook-ep-before-upgrade	webhook-ep-before-upgrade	https://webhook.site/764da05a-40a3-4095-a651-09a01b68374c

Add Webhook Form Fields:

- Name*
- Description
- Uri*
- Trust Certificate: Yes No
- Method*: POST
- Authentication: basic Token no Auth
- Headers: + Add
- Save button

- **Name:** Name of the webhook.
- **Description:** Description of the webhook.
- **URL:** URL address of the webhook (callback URL).

Step 5 Choose whether a trust certificate is associated with the webhook URL.

Depending upon your webhook configuration, with the **Trust Certificate** field click **Yes** or **No**.

Step 6 Choose the authentication type associated with your webhook URL.

Depending upon your webhook configuration, within the **Authentication** field click one of the following:

- **Basic:** Authentication where the client sends HTTP requests with the Authorization header that contains the word 'Basic', followed by a space and a base64-encoded string 'username:password'. If you select **Basic** in the GUI, the **Header Key** field below enters the value **Authorization**.
- **Token:** Authentication where users are authenticated using a security token that is provided by the server. If you select **Token**, the **Header Key** field below enters the value **X-Auth-Token**.
- **No Authentication:** No authentication needed.

Step 7 Within the **Headers** field, enter values for the **Header Name** and **Header Value**.

Click **Add** to add the header name and value.

Note The **Headers** field may be auto-populated depending upon your **Authentication** selection above.

Step 8 Click **Save** to save your webhook destination configuration.

What to do next

You configure a webhook destination for either an event or a report. For information about the procedures to configure an event or a report using the webhook destination, see [Work with Events](#) and [Run Your First Report](#).

Configure an Email Destination

Cisco DNA Center supports email notification for both events and reports.



Note Emails are sent out from Cisco DNA Center using the SMTP protocol. Cisco DNA Center only supports cleartext SMTP for email event notifications. If you use an email server that requires SSL/TLS support, you will not be able to receive the email event notifications.

Perform the following steps to configure an email destination for events or reports using the Cisco DNA Center GUI.

Figure 6: Email Configuration Tab

The screenshot displays the Cisco DNA Center GUI for configuring an email destination. The page title is "System - Settings" and the breadcrumb is "Settings / External Services". The main heading is "Destinations" with a sub-heading "Configure various types of destinations to deliver event notifications from Cisco DNA Center Platform". There are tabs for "Webhook", "Email" (selected), "Syslog", "Trap", and "ITSM". Below the tabs, it says "Configure settings to send out emails from Cisco DNA Center Platform".

Primary SMTP Server

Hostname/IP*
10.10.10.10
Primary SMTP Server Address. Supports both IPv4 and IPv6.

Port*
100
Primary SMTP Server Port

Username
test01
Username for Authenticating Primary SMTP Server

Password
Password for Authenticating Primary SMTP Server

Secondary SMTP Server (optional)

Hostname/IP
Secondary SMTP Server Address. Supports both IPv4 and IPv6.

Port

Before you begin

Ensure that you have installed Cisco DNA Center 2.2.1. For information about installing the latest Cisco DNA release, see the *Cisco Digital Network Architecture Center Installation Guide*.

You must have the appropriate permissions to perform the tasks as described in this procedure. For information about role-based access control for the Cisco DNA Center platform, see [Role-Based Access Control Support for Platform](#).



Important For the emails to have the correct Cisco DNA Center hyperlink, enter the IP address or hostname of Cisco DNA Center in the **Integrations Settings** window. To enter this information using the GUI, click the **Menu** icon (☰) > **System** > **Settings** > **System Configuration** > **Integration Settings**. For information about this procedure, see [Configure Integration Settings](#).

Step 1 In the Cisco DNA Center GUI, click the **Menu** icon (☰) and choose **System** > **Settings** > **External Services** > **Destination** > **Email**.

Step 2 Configure the **SMTP Server Configuration** fields. Options include the following:

- **Primary SMTP Server (Required):**

- **Hostname/IP address:** Hostname or IP address of the primary SMTP server. You can configure an IPv6 value for the hostname or IP address.
- **Port number:** Port number of the server.
- **Username:** Username required to access server.
- **Password:** Password required to access server.
- **Confirm Password:** Reenter password to access server.

Step 3 (Optional) Configure the **Secondary SMTP Server Configuration** fields. Options include the following:

- **Hostname/IP address:** Hostname or IP address of the secondary SMTP server. You can configure an IPv6 value for the hostname or IP address.
- **Port number:** Port number of the server.
- **Username:** Username required to access server.
- **Password:** Password required to access server.
- **Confirm Password:** Reenter password to access server.

Step 4 Configure the **Senders and Receivers** test email fields. Options include the following:

- **Senders and Receivers:**

- **From:** Sender of test email.
- **To:** Recipient of test email.
- **Subject:** Enter text (maximum of 200 characters) for a subject line for the test email.

Step 5 Click **Test** to test the email configuration.

Once the **Test** button is clicked, a test email is sent using the parameters that are configured (for both primary and secondary SMTP Server settings with subject line as 'DNA Center SMTP configuration test email'). A success (configuration validation) or failure message should appear depending on the test email connectivity results.

Step 6 Click **Save** to save the configuration.

Click **Cancel** to cancel the configuration.

What to do next

You configure an email destination for either an event or a report. For information about the procedures to configure an event or a report using the email destination, see [Work with Events](#) and [Run Your First Report](#).

Configure a Syslog Server Destination

Cisco DNA Center supports a syslog server destination for event notifications.

Perform the following steps to configure a syslog server destination for event notifications using the Cisco DNA Center GUI.

Before you begin

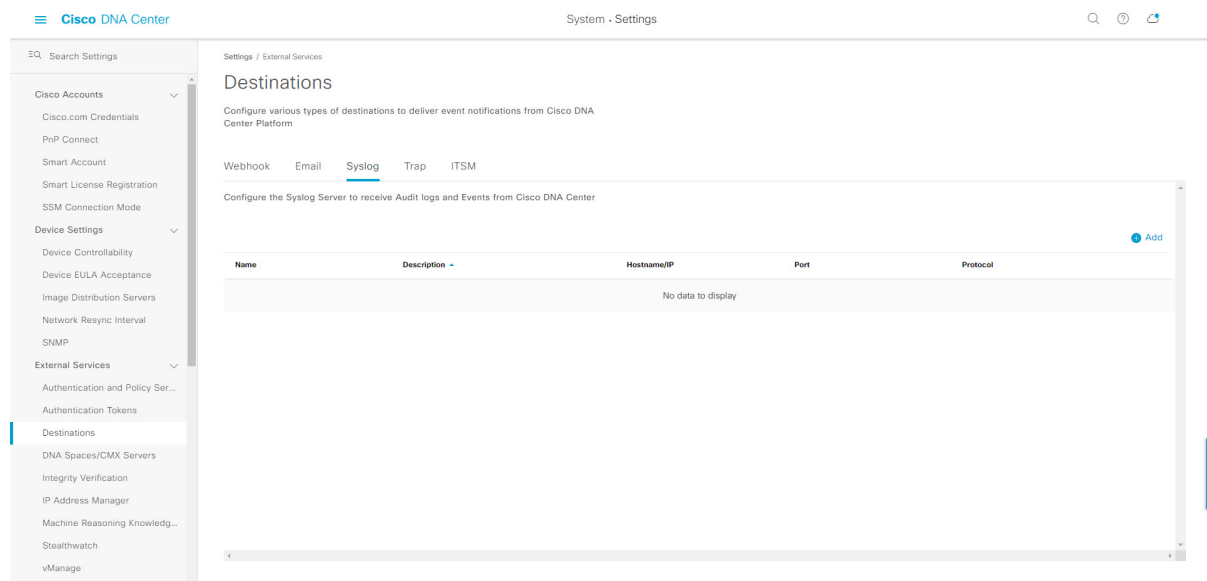
Ensure that you have installed Cisco DNA Center 2.2.1. For information about installing the latest Cisco DNA release, see the *Cisco Digital Network Architecture Center Installation Guide*.

You must have the appropriate permissions to perform the tasks as described in this procedure. For information about Role-Based Access Control for the Cisco DNA Center platform, see [Role-Based Access Control Support for Platform](#).

Step 1 In the Cisco DNA Center GUI, click the **Menu** icon (☰) and choose **System > Settings > External Services > Destination > Syslog**.

Step 2 Review the **Syslog** tab.

Figure 7: Syslog Tab

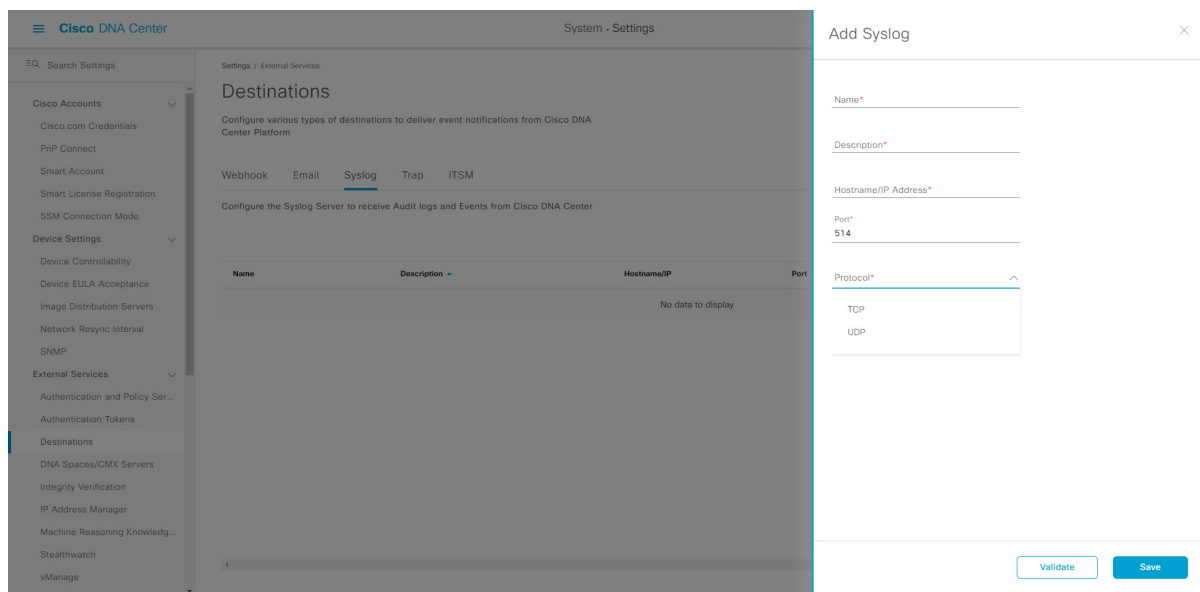


The following fields are displayed:

- **Name:** Name of the syslog server.
- **Description:** Description of the syslog server.
- **Hostname/IP:** Hostname or IP address of the syslog server.
- **Port:** Port number of the syslog server.
- **Protocol:** Either TCP or UDP protocol

Step 3 Click the **Addition** icon (+) to configure a syslog server.

Figure 8: Configure a Syslog Server



Step 4 Enter a name for the syslog server in the **Name** field.

Step 5 Enter a brief description of the syslog server in the **Description** field.

Step 6 Enter a hostname or IP address in the **Syslog Server Address** field.

Step 7 Enter a port number in the **Syslog Server Port** field.

Step 8 (Optional) Click **Validate** to test out the configuration.

Note If your configuration was successful, then you will be presented with a validation message.

Step 9 Click **Save** to save your syslog server destination configuration.

Click **Cancel** if you must cancel your configuration.

What to do next

You configure a syslog server destination for an event notification. For information about the procedure to configure an event notification using the syslog server destination, see [Work with Events](#).

Configure a Trap Notification

Cisco DNA Center supports SNMP trap event notifications.

Perform the following steps to configure SNMP trap event notifications using the Cisco DNA Center GUI.

Before you begin

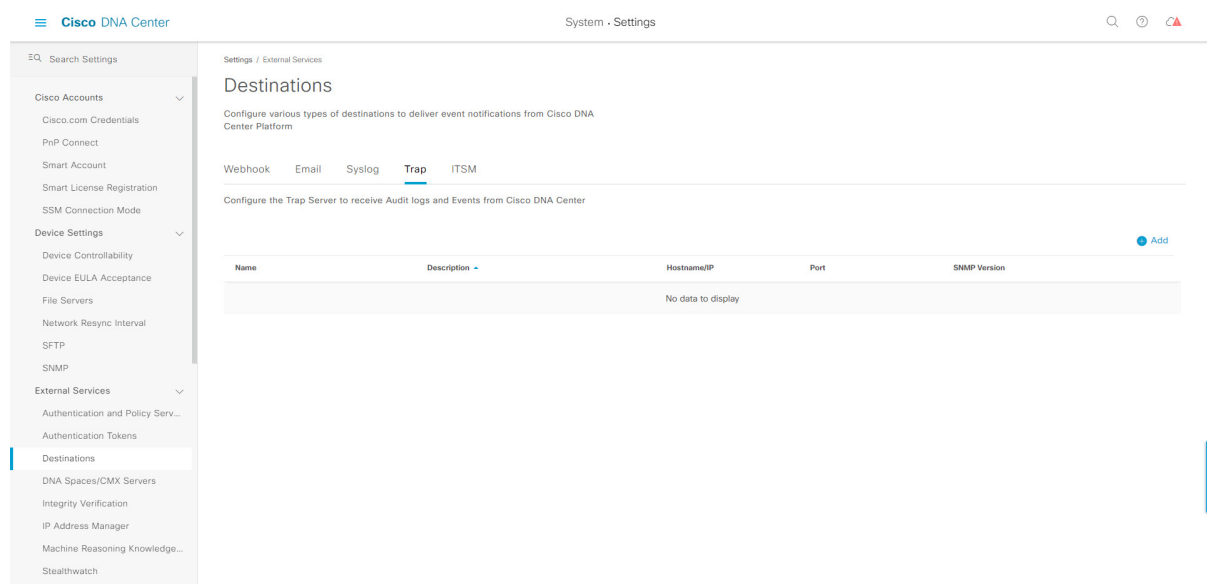
Ensure that you have installed Cisco DNA Center 2.2.1. For information about installing the latest Cisco DNA Center release, see the *Cisco Digital Network Architecture Center Installation Guide*.

You must have the appropriate permissions to perform the tasks as described in this procedure. For information about Role-Based Access Control for the Cisco DNA Center platform, see [Role-Based Access Control Support for Platform](#).

Step 1 In the Cisco DNA Center GUI, click the **Menu** icon (☰) and choose **System > Settings > External Services > Destination > Trap**.

Step 2 Review the **Trap** window.

Figure 9: Trap Tab

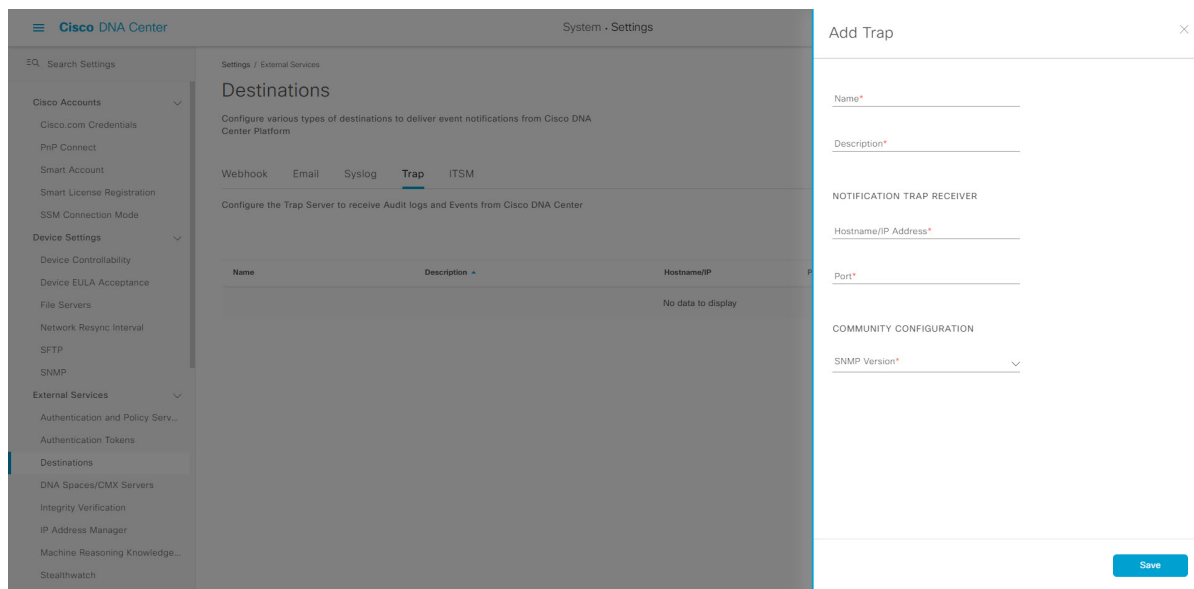


The **Trap** window consists of a table with the following headers:

- **Name**
- **Description**
- **Hostname/IP**
- **Port**
- **SNMP Version**

Step 3 Click **Add** to configure a trap.

Figure 10: Add Trap



Step 4 Configure the following fields in the slide-in pane:

- **Name:** Name of the event.
- **Description**
- **Hostname/IP Address:** Enter the hostname/IP address for the SNMP trap receiver (server).
For this release, you can configure an IPv6 value for the **Hostname/IP address**.
- **Port:** Enter the port number for the SNMP trap receiver (server).
- **SNMP Version:** Enter the SNMP version from the drop-down list for the community configuration.
 - **SNMP V2C:** For SNMP Version 2C, enter the community string.
 - **SNMP V3:** For SNMP Version 3, enter the following additional information:
 - **Username**
 - **Mode:** **Authentication and Privacy**, **Authentication**, **No Privacy**, or **No Authentication, No Privacy**
 - For **No Authentication, No Privacy** selection, no further configuration is required.
 - For **Authentication, No Privacy**, configure the Authentication Type (SHA or MD5), Authentication Password, Confirm Authentication Password.
 - For **Authentication and Privacy**, configure the Authentication Type (SHA or MD5), Authentication Password, Confirm Authentication Password, Additionally, configure the Privacy Type (AES128, DES), Privacy Password, and Confirm Privacy Password.

Step 5 Click **Save** to save your configuration.

What to do next

Access the **Events** window to select one or more events and subscribe to the configured SNMP trap destination. Click the **Menu** icon > **Platform** > **Developer Toolkit** > **Events** to access events. Choose an event that supports subscription to an SNMP trap destination (SYSTEM type event) and subscribe.

Configure ITSM Integration

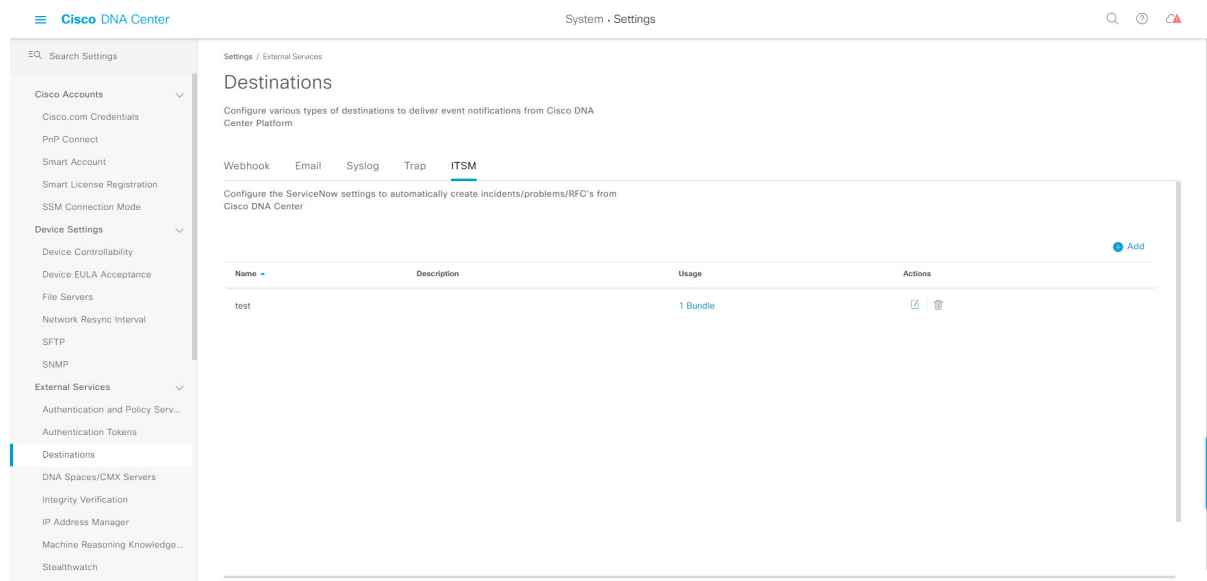
Cisco DNA Center supports an ITSM (ServiceNow) integration.

Perform the following steps to configure access settings to ServiceNow for Cisco DNA Center.

Step 1 In the Cisco DNA Center GUI, click the **Menu** icon (☰) and choose **System** > **Settings** > **External Services** > **Destination** > **ITSM**.

Step 2 Review the **ITSM** options.

Figure 11: ITSM



The **ITSM** window consists of a table with the following headers:

- **Name:** Name of the instance.
- **Description:** Description of the instance.
- **Usage:** Bundle or bundles where the instance is used. For example, **Endpoint Attribute Retrieval with ITSM (ServiceNow)** or **SWIM Events for ITSM (ServiceNow)**.

Hover your mouse over the link to view the instance.

- **Actions:** Edit (pen and paper) or delete (can) icons.

Click the edit icon to edit an existing instance or click the delete icon to delete instance.

Step 3 Click **Add** to configure the ITSM instance (ServiceNow) access settings.

Figure 12: Add Instance

The screenshot shows the 'Add Instance' configuration pane in Cisco DNA Center. The pane is titled 'Add Instance' and contains the following fields and buttons:

- INFORMATION**
 - Instance Name *
 - Description
- SERVICENOW ACCESS SETTINGS**
 - Host Name *
https://<servicenow-host-name>
 - User Name *
<username-for-servicenow-host>
 - Password *
..... SHOW
- Check connectivity
- Cancel
- Add

The background shows the 'Destinations' configuration page with the ITSM tab selected. The ITSM tab is titled 'Configure the ServiceNow settings to automatically create incidents/problems/RFC's from Cisco DNA Center'. Below the tab is a table with columns 'Name', 'Description', and 'Usage'. The table contains one entry: 'test' with '1 Bundle' in the Usage column.

Proceed to configure the following instance fields in the slide-in pane:

- **Instance Name:** Name of instance.
- **Description:** Description of instance.
- **Host name (ServiceNow):** Hostname of ServiceNow.
- **Username:** Username for ServiceNow access.
- **Password:** Password for ServiceNow access.

Click **Check connectivity** to check connection to the ServiceNow or other destination server.

Step 4 Click **Add** to save your configuration.

What to do next

To edit the **CMDB Inventory Settings** or the **Destination to receive events** for an ITSM (ServiceNow) integration, click the **Menu** icon > **Platform** > **Manage** > **Configurations** > **General Settings**.



Note For detailed information about the supported workflows for configuring a Cisco DNA Center to ITSM (ServiceNow) integration, see the *Cisco DNA Center ITSM Integration Guide*.