

# **Platform Manage GUI**

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# **About Manage**

The Cisco DNA Center platform GUI provides a **Manage** drop-down menu option that provides access to the following features:

• **Bundles**: Access to bundles that you can use to integrate Cisco DNA Center with your own applications or to enhance the performance of Cisco DNA Center itself. Bundles are comprised of groupings of APIs, events, integration flows, data services, or applications.



### Note

To view the bundle components, click the menu icon ( $\equiv$ ) and choose **Platform** > **Developer Toolkit** > **APIs** or **Platform** > **Developer Toolkit** > **Integration** Flows.

• **Configurations**: Ability to configure global settings for a single bundle or across multiple bundles for a custom platform experience.

# **About Bundles**

Cisco DNA Center platform provides access to bundles that you can use to integrate Cisco DNA Center with your own applications or to enhance the performance of Cisco DNA Center itself.

The following Cisco DNA Center platform information is accessible using the GUI:

- Bundle name, vendor, version, version release date, tags, and description.
- Status of the bundle:

- **NEW**: Bundle that is available through Cisco DNA Center platform, but has not yet been enabled. Click **Enable** to enable the bundle for configuration and subsequent activation.
- **ENABLED**: Bundle that has been enabled, but not yet configured. Once enabled, the bundle's integration flows and API code can be viewed under the **Contents** tab. Click **Configure** to configure at the bundle level.

The enablement and configuration of bundles are two separate steps, because a business manager will usually enable a particular bundle as a business decision. The follow-up configuration of the bundle will usually be performed by an IT or network administrator.

- **DISABLED**: The bundle has been stopped from executing any further.
- ACTIVE: After either reviewing and/or configuring the bundle (configuring bundle-specific values), you can activate the bundle in your network by clicking Activate.
- UPDATE: When you upgrade from one version of Cisco DNA Center platform to a later version of Cisco DNA Center platform.
- ERROR: There is an issue with the bundle and it cannot be activated within your network.

# **Bundle Features**

You can review, enable, and configure bundles using the Bundles window in the Cisco DNA Center GUI.

#### Figure 1: Cisco DNA Center Platform Bundles Window

=	Cisco DNA Center		Platform - Manage	Q @ 🕰
Bund	dles Configurations			
Bun	dles			ĺ
₩ F	ilter			EQ Find
Bundle 🔺		Status	Description	
В	Basic ITSM (ServiceNow) CMDB synchronization Cisco Systems, Inc. v13.0   DNAC12.5 + Version Dated Nov 21, 2019	NEW	You can schedule a synchronization or trigger an update between Cisco DNA Center's device inventory and your (TSM/ServiceNow) configuration management diabases(CMDB). These activities integrate Casco DNA Center's processes into the IT System Management processes of incident, change or problem management. Note: If your network	Enable
D	DNA Center REST API           Cisco Systems, Inc.           v1.3.0   DNAC 1.2.5 +           Vension Dated Nov 21, 2019	ACTIVE	This bundle contains the REST API supported by Cisco DNA Center. These REST APIs provide a rich set of capabilities, including the ability to discover network devices, query network health and provision network devices.	
E	Endpoint Attribute Retrieval with ITSM (ServiceNow) Cisco Systems, Inc. v1.0.0   ServiceNow Version Dated Nov 21, 2019	DISABLED	You can schedule a synchronization or trigger an update between the Endpoint Inventory and your ITSM (ServiceNow) configuration management duabase (CMDB). Endpoint attribute information from ServiceNow can be used to help profile endpoints on your network. ServiceNow appears in the endpoint profiling workspace as an	Enable
_	Network Issue Monitor and Enrichment for ITSM (ServiceNow)		You can use this bundle to monitor your network for assurance and maintenance issues, and then publish the event details about these	

Access the bundles in the GUI to accomplish the following tasks:

- Review and try out supported Cisco DNA Center APIs. For more information, see Work with APIs.
- Enable Rogue Management and the Cisco Advanced Wireless Intrusion Prevention System (aWIPS) to detect wired and wireless threats, including rogue access points. For more information, see Work with APIs.

- Configure a destination (Event Management or REST API endpoint) to receive events for ServiceNow.
   For information on using the GUI to configure a destination, see Configure Bundles: Destination to Receive Events, on page 4.
- Configure access settings for Cisco DNA Center to ServiceNow (hostname, username, password, and so on). For information on using the GUI to configure access settings to ServiceNow, see Configure Bundles: ServiceNow Access Settings, on page 6.
- Configure data synchronization between Cisco DNA Center and ServiceNow (including the option to configure operational and source identifiers). For information on using the GUI to configure data synchronization, see Configure Bundles: CMDB Data Synchronization for ServiceNow, on page 9.

The following bundles are available:

• **Basic ITSM (ServiceNow) CMDB synchronization**: Triggers or schedules a synchronization between Cisco DNA Center devices and your ServiceNow CMDB system. The ServiceNow CMDB provides a single system of record for IT.

**Note** For an example of an integration flow and ServiceNow, see ServiceNow Integration.

- Cisco DNA Center REST API: Contains the REST API supported by Cisco DNA Center. This API
  provides a rich set of capabilities to query network knowledge, as well as to initiate network programming.
- Endpoint Attribute Retrieval with ITSM (ServiceNow): Retrieves detailed endpoint information and publishes it once or on a recurring schedule to Cisco DNA Center. This activity does not modify or delete any CIs on the existing ITSM (ServiceNow) tool.
- Network Issue Monitor and Enrichment for ITSM (ServiceNow): Contains Cisco DNA Center components that monitor the network for assurance and maintenance issues, and publishes the event details to a ServiceNow system. It also contains APIs to access rich network context data.
- **Rogue and aWIPS**: Contains the REST API supported by Cisco DNA Center for Rogue Management and aWIPS. This API is used to detect wired and wireless threats, including rogue access points. You must install the **Rogue and aWIPS** package in Cisco DNA Center to use this bundle and its APIs.
- Cisco DNA Center Automation events for ITSM (ServiceNow): Monitors and publishes events that require software image updates (for compliance, security, or other operational triggers) to a ServiceNow system.
- **Disaster Recovery API**: Contains the REST APIs supported by disaster recovery and provides support to monitor the disaster recovery system.
- AI Endpoint Analytics: Lets you access various services provided by the AI endpoint analytics application. You must install the AI Endpoint Analytics package in Cisco DNA Center to use this bundle.

You can adjust the bundles that are displayed in the GUI by clicking the **Filter** icon and using the filter, or by entering a keyword in the **Find** field.

# **Configure Bundles: Destination to Receive Events**

Perform this procedure to configure a destination to receive events (network and SWIM) for ServiceNow within a bundle.

You configure a destination to receive events for ServiceNow within the following bundles:

- Network Issue Monitor and Enrichment for ITSM (ServiceNow)
- Cisco DNA Center Automation events for ITSM (ServiceNow)

### Before you begin

See the latest Cisco DNA Center ITSM Integration Guide to understand how this procedure fits within a larger workflow when configuring a Cisco DNA Center-to-ServiceNow integration.

**Step 1** Click the menu icon  $(\equiv)$  and choose **Platform** > **Manage** > **Bundles**.

Step 2Click either the Network Issue Monitor and Enrichment for ITSM (ServiceNow) or the Cisco DNA Center<br/>Automation events for ITSM (ServiceNow) bundle link or icon.

The following information is provided:

• General information: Vendor, version, platform, tags displayed under the square icon.

**Note** Tags indicate what the Cisco DNA Center component is used for or is affected by the bundle.

- **Information**: Tab that displays general information (purpose of bundle and how bundle works in the network), sample schemas, mapping notes, configuration notes, and other data about the bundle.
- Contents: Tab that accesses information about the integration flows within the bundle.
- Release Notes: Tab that displays latest release information about the bundle, including its version.
- **Step 3** Click each of the preceding tabs and review the information about the bundle.
- **Step 4** Click **Enable** to enable the bundle.
- **Step 5** In the **Information** field, click **Enable** to confirm enabling the bundle.
- **Step 6** In the Success message, click **Okay**.
- **Step 7** Click **Configure** to configure at the bundle level.
- **Step 8** In the configuration slide-in pane, click **Destination to receive events** to configure a Destination instance.

Cisco DNA Center     Configure Network Issue Monitor and Enrichment for ITSM (ServiceNow)			
Bundles Configurations		Configure your bundle	×
Bundle +	Status	> ServiceNow Access Settings	•
		✓ Destination to receive events	
Cisco DNA Center REST API Cisco Systems, Inc. v1.7.11   Cisco DNA Center 1.2.5 Version Dated Nov 4, 2020	ACTIVE	T C INFORMATION d	
Endpoint Attribute Retrieval w (ServiceNow) Cisco Systems, Inc. v1.3.1   Cisco DNA Center 2.1.1 + Version Dated Sep 26, 2020	NEW	Instance Name *  Y  ( S Description  w	
Network Issue Monitor and En for ITSM (ServiceNow) Cisco Systems, Inc. 91.7.5   Cisco DNA Center 1.2.5 - Version Dated Oct 20, 2020	ENABLED	DESTINATION TO RECEIVE EVENTS Y Destination to receive events *	
Rogue and aWIPS Caco Systems, Inc. v12.0   Cisco DNA Center 1.4,1 - Version Dated Aug 7, 2020	NEW	Destination Uri Enter a custom endpoint U W < Cancel Activate	×

#### Figure 2: Example of Destination to Receive Events Configuration Fields

- **Note** Use the **Destination to receive events** configuration options for ServiceNow to receive network event and Cisco DNA Center automation event details in a REST API endpoint and create an incident, problem, or change ticket, based on the configuration chosen by the user in Cisco DNA Center. For additional information about setting this up with ServiceNow, see the Cisco DNA Center ITSM Integration Guide.
- **Step 9** Click the radio button to configure either an existing Destination instance or configure a new instance.

For configuring an existing Destination instance, choose it from the drop-down list in the window and click Activate

- **Step 10** For configuring a new Destination instance, enter the following information:
  - Instance Name: Name of the instance.
  - **Description**: Descriptive text of the 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.

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

• **Destination URI**: Enter a destination Uniform Resource Identifier (URI) for the **Generic REST Endpoint in ServiceNow** option. This field is mandatory for this option.

After entering this information, proceed to the next step.

- **Step 11** Click **Activate** to save your changes and activate the bundle, or click **Cancel** to cancel the configuration and close the slide-in pane.
  - **Note** By clicking **Activate**, you enable the changes that are made to the bundle and the changes take effect immediately. Additionally, the bundle's status changes from **ENABLED** to **ACTIVE**.

#### What to do next

To review your configuration, choose **Manage** > **Configurations** > **General Settings** and use the **Filter** or **Find** tools to locate the specific destination instance configured in this procedure.

If necessary, later you can edit, update, or delete the instance in the **General Settings** window. For additional information, see Configure General Settings: Edit an Instance.

# **Configure Bundles: ServiceNow Access Settings**

Perform this procedure to configure access settings for ServiceNow within a bundle.

You configure ServiceNow access settings within the following bundles:

- Endpoint Attribute Retrieval with ITSM (ServiceNow)
- Network Issue Monitor and Enrichment for ITSM (ServiceNow)
- Cisco DNA Center Automation events for ITSM (ServiceNow)

### Before you begin

See the latest *Cisco DNA Center ITSM Integration Guide* to understand how this procedure fits within a larger workflow when configuring a Cisco DNA Center-to-ServiceNow integration.

**Step 1** Click the menu icon ( $\equiv$ ) and choose **Platform** > **Manage** > **Bundles**.

Step 2Click the Network Issue Monitor and Enrichment for ITSM (ServiceNow), Cisco DNA Center Automation events<br/>for ITSM (ServiceNow), or Endpoint Attribute Retrieval with ITSM (ServiceNow) bundle link or icon.

**Note** For this procedure and as an example, the **Endpoint Attribute Retrieval with ITSM (ServiceNow)** is selected.

The following information is provided:

- General information: Vendor, version, platform, and tags are displayed under the square icon.
  - **Note** Tags indicate what the Cisco DNA Center component is used for or is affected by the bundle.
- **Information**: Tab that displays general information (purpose of bundle and how bundle works in the network), sample schemas, mapping notes, configuration notes, and other data about the bundle.
- Contents: Tab that provides access to information about the integration flows within the bundle.
- Note For the Endpoint Attribute Retrieval with ITSM (ServiceNow) bundle, access is provided to the Scheduler for ServiceNow Asset Sync integration flow.

• Release Notes: Tab that displays latest release information about the bundle, including its version.

- **Step 3** Click each of the preceding tabs and review the information about the bundle.
- **Step 4** Click **Enable** to activate the link.
- **Step 5** In the **Information** field, click **Enable** to confirm enabling the bundle.
- **Step 6** In the success message, click **Okay**.
- **Step 7** Click the **Contents** tab.

For the **Endpoint Attribute Retrieval with ITSM (ServiceNow)** bundle, a link to the **Scheduler for ServiceNow Asset Sync** integration flow appears. Click the link to perform the following tasks:

- Review the Description, Tags, How to Use this Flow, and scheduler.
- Click **Run Now** (to run the scheduler now), **Run Later** (to schedule for a later time), or **Recurring** (to set up a recurring schedule).

For **Run Later**, you must select a date, time, and time zone. For **Recurring**, you must set a repeating interval (daily or weekly), an interval duration (minutes or hours), and a start and end date.

- Click Schedule to enable the scheduler.
- Important Only configure and enable an integration flow schedule after you have finished configuring the bundle itself as described in the following steps. You can configure and enable an integration flow schedule by returning to this view and clicking Schedule or by choosing Platform > Developer Toolkit > Integration Flows > Scheduler for ServiceNow Asset Sync.

For the other bundles, **Network Issue Monitor and Enrichment for ITSM (ServiceNow)** and **Cisco DNA Center Automation events for ITSM (ServiceNow)**, there is no link to an integration flow. Only information about integration flows is displayed.

- Step 8 Click the X icon at the upper right of the window to close it and return to the previous bundle window.
- **Step 9** Click **Configure** to configure at the bundle level.
- Step 10 In the configuration slide-in pane, click ServiceNow Access Settings to configure a ServiceNow instance.
- **Step 11** Click the radio button to configure either an existing ServiceNow instance or configure a new instance.

#### Figure 3: Example of ServiceNow Instance Configuration Fields

≡ Cisco DNA Center			Configure Endpoint Attribute Retrieval with ITSM (ServiceNow)	
Bundles Configurations			Configure your bundle	×
< Bundles	Endpoint Attribute	e Retrieval with ITSM (S	This bundle has additional configurations for its Schedule-Based Integration Flows. View Flows     Scheduler for ServiceNow Asset Symo - Utscheduled	Î
E	You can schedule a synchro attribute information from Se		<ul> <li>ServiceNow Access Settings</li> </ul>	
Vendor Cisco Systems, Inc.	Information Contents	Release Notes	INFORMATION	
Version 1.3.1 Platform		activity does not modify or delete any		
Cisco DNA Center 2.1.1 *	Cisco DNA Center - Endpo	pint Data Retrieval	Description	
Tags Endpoint Profiling, Endpoint Classification, CMDB	The following endpoint attri	bute data is retrieved from the ITSM (	SERVICENOW ACCESS SETTINGS Host Name * https://servicenow-host-name>	
	ServiceNow Field Name	Display name in Cisco DNA Center	Usemame * <usemame -for-servicenow-host=""></usemame>	
	Asset Tag	CMDB Asset Tag	Password *	
	Model Category	CMDB Model Category	SHOW	
	Model	CMDB Model	Check connectivity	-
	Managed by	CMDB Managed By	Cancel	Activate
		CMDB Serial		

To configure an existing ServiceNow instance, choose it from the drop-down list in the window and click Activate.

**Step 12** To configure a new ServiceNow instance, enter the following information:

- Instance Name: Name of the instance.
- **Description**: Descriptive text of the instance.
- Host name: Hostname for the ServiceNow system.
- Username: Username required to access the ServiceNow system.
- Password: Password required to access the ServiceNow system.

### **Step 13** Click **Check Connectivity** to test whether you can connect to the server where the endpoint is located.

After a successful test of connectivity to the server, proceed to the next step.

- **Step 14** Click **Activate** to save your changes and activate the bundle, or click **Cancel** to cancel the configuration and close the slide-in pane.
  - **Note** By clicking **Activate**, you enable the changes that are made to the bundle and the changes take effect immediately. Additionally, the bundle's status changes from **ENABLED** to **ACTIVE**.

#### What to do next

To review your configuration, choose **Manage** > **Configurations** > **General Settings** and use the **Filter** or **Find** tools to locate the ServiceNow instance configured in this procedure.

If necessary, later on you can edit, update, or delete the instance in the **General Settings** window. For additional information, see Configure General Settings: Edit an Instance.

# **Configure Bundles: CMDB Data Synchronization for ServiceNow**

Perform this procedure to configure data synchronization between Cisco DNA Center and ServiceNow (including the option to configure operational and source identifiers) within a bundle.

You configure data synchronization and set the operational limit and identifier for ServiceNow within the **Basic ITSM (ServiceNow) CMDB synchronization** bundle.

### Before you begin

See the latest *Cisco DNA Center ITSM Integration Guide* to understand how this procedure fits within a larger workflow when configuring a Cisco DNA Center-to-ServiceNow integration.

**Step 1** Click the menu icon  $(\equiv)$  and choose **Platform** > **Manage** > **Bundles**.

Step 2 Click the Basic ITSM (ServiceNow) CMDB synchronization bundle link or icon.

The following information is provided:

- General information: Vendor, version, platform, tags displayed under the square icon.
  - **Note** Tags indicate what the Cisco DNA Center component is used for or is affected by the bundle.
- **Information**: Tab that displays general information (purpose of bundle and how bundle works in the network), sample schemas, mapping notes, configuration notes, and other data about the bundle.
- **Contents**: Tab that accesses the integration flows that make up the bundle, or provides information about the integration flows that make up the bundle.
- Release Notes: Tab that displays latest release information about the bundle, including its version.
- **Step 3** Review the bundle data in the **Information** tab and click the **Contents** tab.
- **Step 4** Click the **Integration Flows** header.

Review the list of available integration flows (links) under the header. For detailed information about integration flows and their purpose, see Work with Integration Flows.

- **Step 5** Click **Enable** to activate the links.
- **Step 6** In the **Information** field, click **Enable** to confirm enabling the bundle.
- **Step 7** In the success message, click **Okay**.
- **Step 8** Click the integration flow link to perform the following tasks:
  - Review the Description, Tags, How to Use this Flow, and scheduler.
  - Click **Run Now** (to run the scheduler now), **Run Later** (to schedule for a later time), or **Recurring** (to set up a recurring schedule).

For **Run Later**, you need to select a date, time, and time zone. For **Recurring**, you need to set a repeating interval (daily or weekly), an interval duration (minutes or hours), and a start and end date.

• Click Schedule to enable the scheduler.

- Important
   Only configure and enable an integration flow schedule, after you have finished configuring the bundle itself as described in this procedure. You can configure and enable an integration flow schedule by returning to this view and clicking Schedule, or by clicking the View Flows link in the Configure Basic ITSM (ServiceNow) CMDB synchronization slide-in pane (see following steps), or by accessing the view by clicking the menu icon (≡) > Platform > Developer Toolkit > Integration Flows > Schedule to Publish Inventory Details-ServiceNow Connector.
- **Step 9** Click the X icon at the upper right of the window to close it and return to the previous bundle window.
- **Step 10** Click **Configure** to configure at the bundle level.

A configuration slide-in pane appears. Review the CMDB synchronization information.

 Step 11
 Click the radio button to configure either existing or new ServiceNow access settings for the CMDB synchronization.

 Figure 4: ServiceNow Access Settings

≡ Cisco DNA Center		Configure Basic ITSM (ServiceNow) CMDB synchronization	
Bundles Configu	rations	Configure your bundle	×
< Bundles	Basic ITSM (ServiceNow) CMDB sy	<ul> <li>This bundle has additional configurations for its Schedule-Based Integration Flows.</li> <li>Schedule to Publish Inventory Details - ServiceNow Connector - Recurring daily in intervals of 24 hours</li> </ul>	
B Venior Cisco Systems, Inc. Marian 1:23 - Parter Cisco Divi Center 1:23 - 7 Parte Boyle Discover, CMDI Synchrolization	You can schedule a synchronization or trigger an update to database(CMDB). These activities integrate Cisco DNA Center preserved. Note: Hyour network devices have not been before activating any other bundles in Cisco DNA Center preserved.         Information       Contents       Release Notes         This bundle contains an integration workflow that enables a enables synchronization of network device data between C enables synchronization of network device data between C         Integration       Flows (1)         Schedule to Publish Interrupt Details - Serve         This scheduler discours the devices in the network inventory with an ITEM system.	ServiceNow Access Settings This is used to specify the connection settings to a ServiceNow instance Select an existing instance Instance Name * Description	
		€ Exit	t

To configure an existing setting, choose it from the drop-down menu in the window and click Next.

- **Step 12** To configure a new access setting, enter the following instance information:
  - Instance Name: Name of the instance.
  - Description: Descriptive text of the instance.

Click Next.

**Step 13** To configure a new access setting, enter the following additional settings information:

#### Figure 5: ServiceNow Access Settings

E Cisco DNA Center		Configure Basic ITSM (ServiceNow) CMDB synchronization		
Bundles Configur	ations	Configure your bundle X		
< Bundles	Basic ITSM (ServiceNow) CMDB synchro	ServiceNow Access Settings		
В	You can schedule a synchronization or trigger an update between database(CMDB). These activities integrate Cisco DNA Center's pr your network devices have not been synchronized between Cisco Cisco DNA Center platform. Onlinewise, further bundle integrations	Host Name * * https://servicenow-host-name> Username * <username for-servicenow-host=""></username>		
Vendor Creco Systems, Inc. Version 1.7.7 Caso DNA Caster 1.2.3 - Tags Device Discovery, CMPB Systematization	Information Contents Release Notes This Basic ITSM(ServiceNew) CMDB Synchronization bundle recump schedule to your TSM(ServiceNew) CMDB system. To there is already a Configuration time ((C) on the TSM(Service as a duplicate in the response. Any updated information for a Cl existing ITSM(ServiceNew) tool. Cloco DNA Center – Inventory Device Data Synchronized	Parsenint *		
	The following data is synchronized between Clisco DNA Centers Mandatory Attributes: • Host Name • Senal Number			
	Device Id     Device Family     Mac Address     Mac Address	T Exit Back Next		

- Hostname: Hostname or IP address of the ServiceNow server.
- Username: Username for access to the ServiceNow server.
- Password: Password for access to the ServiceNow server.

Click Check Connectivity to check access to the ServiceNow server.

Click Next.

**Step 14** Click the radio button to configure either an existing instance or configure a new instance for the CMDB inventory settings.

### Figure 6: CMDB Inventory Settings

■ Cisco DNA Center		Configure Basic ITSM (ServiceNow) CMDB synchronization	
Bundles Configurations		Configure your bundle	×
< Bundles	Basic ITSM (ServiceNow) CMDB sy	This bundle has additional configurations for its Schedule-Based Integration Flows. View Flows     Schedule to Publish Inventory Details - ServiceNow Connector - Recurring daily in intervals of 24 hours	
B Vendor Cisco Systems, Inc. Version 3.2.7 Platform Cisco DNA Center 1.2.5 +	You can schedule a synchronization or trigger an update be database(CMDB). These activities integrate Cisco DNA Cer management. Note: If your network devices have not been before activating any other bundles in Cisco DNA Center p Information Contents Release Notes This bundle contains an integration workflow that enables o enables synchronization of network device data between C	CMDB Inventory Settings This is used to specify the CMDB configuration details for ServiceNow, which includes the list of device attributes/(mandatory/optional) that needs to be synced, type of destination within ServiceNow to receive the CMDB details, connection settings to the ServiceNow instance, transformation mapping between Clicco DNA Center device families and ServiceNow CI classes, maximum number of devices that can be synced in a single API call and the discovery source details. O Select an existing instance Instance Name *	3
Las * Taga * Taga * Taga * CAU8 Syncrinization	Integration Flows (1) Schedule to Publish Inventory Details - Serv This scheduler disconverse the devices in the network inventory with an ITSM system.	Description	
		Exit Back Next	

To configure an existing instance, choose it from the drop-down menu in the window and click Configure.

- **Step 15** To configure a new instance, enter the following additional information:
  - Instance Name: Name of the instance.
  - Description: Descriptive text of the instance.
  - Click Next.
- **Step 16** In the **Select Destination** window, enter the following information:
  - Destination Type: There are two discovery source options to choose from:
    - Synchronize device inventory directly with CMDB
    - Post device inventory details to a staging table
  - **Note** With a staging table, you can take the values from the table and map it to a ServiceNow CMDB.
  - Destination URI: Uniform Resource Indicator (URI) of the ServiceNow server (CMDB) or staging table.

#### Figure 7: Select Destination Window

E Cisco DNA Center		Configure Basic ITSM (ServiceNow) CMDB synchronization	
Bundles Configur	rations	Configure your bundle	×
- burdes B Marcia Caso Sostems, Inc. Marcia 17 Marcia 19	Basic ITSM (ServiceNow) CMDB synchro           You can schedule a synchronization or trigger an update between disco         disabase(CMDB). These activities integrate Cace DNA Center's provide terviewen CBcoc           You can schedule a synchronization to trigger an update between CBcoc         DNA Center's provide terviewen CBcoc           Information         Contents         Release Hotes           Information         Contents         Release Hotes           The Basic ITSM(ServiceNov) CMDB Synchronization bundle foreign tervices available system Thirthere is arrange a configuration term (C) on the TSM(Service as a updirect in the response Available system TSM(ServiceNov) cont.           Class DNA Center - Inventory Device Data Synchronized         Class DNA Center - Inventory Device Data Synchronized	Select Destination Destination Type * Synchronize device inventory direct \v Destination USt* /apl/now/import/x_cacl_clsco_dna_clst Enter a Custom Endpoint	
	The following data is synchronized between Clisco DNA Center's Mandatory Attributes: • Host Name • Serial Number • Device Id • Device Family • Mac. Address		
	Management IP address	C) Exit	

Click Next.

- **Step 17** In the **Select Inventory Data Fields** window, select the inventory data fields to by synchronized.
  - **Note** Inventory data fields are Cisco created data types that can be designated as an attribute or reference to be synchronized into a CMDB or staging table.

Clicking the top check box in the **Select Inventory Data Fields** window will select all of the inventory data fields for synchronization. Click this top check box if you want to sync all of the inventory data fields. Otherwise, review and click a check box at a time to create a smaller subset of inventory data fields for synchronization.

Cisco DNA Center Bundles Configurations			Configure Basic ITSM (ServiceNow) CMDB synchronization			×
< Bundles	Basic ITSM (ServiceNow) C	Sel	ect Inventory D	ata Fields		
в	You can schedule a synchronization or trigger		Name	Description	Is Attribute / Is	Reference
	configuration management database(CMDB). Management processes of incident, change o		Host Name	Hostname of the device	<ul> <li>Attribute</li> </ul>	O Reference
Vendor	between Cisco DNA Center and the CMDB sy: Center platform. Otherwise, further bundle intr		MAC Address	MAC Address of the Device	<ul> <li>Attribute</li> </ul>	O Reference
Cisco Systems, Inc.	Information Contents Release Notes		Device Id	Id of the Device	<ul> <li>Attribute</li> </ul>	O Reference
1.3.1			IP Address	Management IP Address of the device	<ul> <li>Attribute</li> </ul>	O Reference
Platform DNAC 1.2.5 +	This Basic ITSM(ServiceNow) CMDB Sync publishes it either one-time or on a recurring		Serial Number	Serial Number of the device	<ul> <li>Attribute</li> </ul>	O Reference
Tags Device Discovery,	Reconciliation API on the ITSM(ServiceNow on the ITSM(ServiceNow) system with the si a duplicate in the response. Any updated inf		Upgrade Failure Reason	Upgrade Failure Reason	<ul> <li>Attribute</li> </ul>	O Reference
CMDB Syncronization	activity does not delete any CIs on the existi		CurrentSMU Upgrade Date	CurrentSMU Upgrade Date	<ul> <li>Attribute</li> </ul>	O Reference
			CurrentSMU	CurrentSMU	<ul> <li>Attribute</li> </ul>	O Reference
	Cisco DNA Center ~ Inventory Device Data :		Prior Upgrade Date	Prior Upgrade Date	<ul> <li>Attribute</li> </ul>	O Reference
	The following data is synchronized between t Mandatory Attributes:		Code Upgrade Date	Code Upgrade Date	<ul> <li>Attribute</li> </ul>	Reference
	Host Name	🖯 Exi	it			Back Next

#### Figure 8: Select Inventory Data Fields Window

The Select Inventory Data Fields window consists of the following columns:

- Name: Name of the inventory data field.
- Description: Brief description of the inventory data field.
- Is Attribute/Is Reference: Whether the inventory data field is an attribute or a reference. A reference data field is used to create a relationship between two tables in a database. An attribute data field is used to add more data to a table in a database.
- **Step 18** For the data fields selected to be synchronized in the preceding step, review their default designation as either an attribute or reference.

To change a data field's default designation, just click the desired data field designation (Attribute or Reference).

After selecting the data fields to be synchronized and whether the data field is an attribute or reference, click Next.

**Step 19** In the **Update Transforms** window, either accept or update the ServiceNow transformation mapping between the Cisco DNA Center device families and the ServiceNow CI classes.

#### Figure 9: Update Transforms Window

Eisco DNA Center		Configure I	Basic ITSM (ServiceNow) CMDB synchroni	zation	
Bundles Configu	irations				×
< Bundles	Basic ITSM (ServiceNow) C	Update Tr	ansforms		
в		Device Family	CI Class		
	You can schedule a synchronization or trigger configuration management database(CMDB) Management processes of incident, change o between Cisco DNA Center and the CMDB sy:	Routers	cmdb_ci_ip_router		
Vendor Cisco Systems, Inc.	Center platform. Otherwise, further bundle inte	Switches and Hubs	cmdb_ci_ip_switch		
Version 1.3.1	Information Contents Release Notes				
Platform DNAC 1.2.5 + Tags Device Discovery, CMDB Syncronization	This Basic ITSM(ServiceNow) CMDB Sync publishes it either one-time or on a recurring Reconciliation API on the ITSM(ServiceNow on the ITSM(ServiceNow) system with the si a duplicate in the response. Any updated int activity does not delete any CIs on the exist				
	Cisco DNA Center - Inventory Device Data !				
	The following data is synchronized between (				
	Mandatory Attributes:	Exit		Back	Next
	Host Name	U LAIL		Dack	MCAL

Device families are the Cisco DNA Center device classifications (for example, Unified AP, Routers, Wireless Controller, Switches, and Hubs), where the inventory attributes/references mapping to ServiceNow is already available in the existing Cisco DNA Center application in ServiceNow. The type and number of device families can vary depending upon the different Cisco devices in the user's network.

**Note** Cisco DNA Center platform is able to automatically retrieve all of the device families in the user's Cisco DNA Center network and display them in this GUI window.

CI classes are the database tables for ServiceNow (for example, cmdb\_ci\_wap\_network, cmdb\_ci\_ip\_router, cmdb\_ci\_ip\_switch, and x\_caci\_cisco\_dna\_wireless\_lan\_controller). The **CI Class** column in the GUI window above is used to map the CI classes to their respective device families.

The following table displays the Cisco DNA Center default CI classes for each device family. The default CI classes can be modified by the user. In case of other device families not listed below, Cisco will not have any default values specified in the **CI Class** column. The ServiceNow application user needs to either manually create the corresponding CI Classes and attributes/references mapping or use a pre-existing CI class a 'parent' CI class.

Device Family	Corresponding CI Class
Unified AP	cmdb_ci_wap_network
Wireless Controller	x_caci_cisco_dna_wireless_lan_controller
Routers	cmdb_ci_ip_router
Switches and Hubs	cmdb_ci_ip_switch
Meraki Access Point	cmdb_ci_wap_network
Meraki Cameras	cmdb_ci_netgear

Device Family	Corresponding CI Class
Meraki Dashboard	cmdb_ci_netgear
Meraki Security Appliances	cmdb_ci_netgear
Meraki Switches	cmdb_ci_ip_switch

In the Set Source Identifier and Operational Limit window, configure the data source and maximum limit.

After accepting or updating the information in this window, click Next.

### Step 20

Figure 10: Set Source Identifier and Operational Limit Window

E Cisco DNA Center		Configure Basic ITSM (ServiceNow) CMDB synchronization
Bundles Configurations		
		Set Source Identifier and Operational Limit
	Basic ITSM (ServiceNow) C	Enter Discovery Source * Other Automated 3
В	You can schedule a synchronization or trigger configuration management database(CMDB). Management processes of incident, change o between Cisco DNA Center and the CMDB sy	Enter Max Limit * 1000
Vendor Cisco Systems, Inc.	Center platform. Otherwise, further bundle inte	
Version 1.3.1	Information Contents Release Notes	
Platform DNAC 1.2.5 + Tegs Device Discovery, CMDB Syncronization	This Basic ITSM(ServiceNow) CMDB Sync publishes it either one-time or on a recurring Reconciliation API on the ITSM(ServiceNow on the ITSM(ServiceNow) system with the s a duplicate in the response. Any updated int activity does not delete any CIs on the exist	

Configure the following values:

- Enter Discovery Source: Enter the same value as previously selected or keep the value at its default, Other Automated.
  - Synchronize device inventory directly with CMDB
  - · Post device inventory details to a staging table
- **Note** Other Automated is a preconfigured value for the discovery source attribute in an OOB ServiceNow instance. This is the value that indicates the data source from where the ServiceNow CI was discovered. As a default, Cisco uses one of the existing preconfigured values for the integration.
- Enter the Max Limit: Maximum number of devices that can be synchronized in an iteration (single API call).

After entering the above information, click Next.

**Step 21** In the **Summary** window, review the configuration summary.

#### Figure 11: Summary Window

E Cisco DNA Center		Configure Basic ITSM (ServiceNow) CMDB synchronization
Bundles Configu	urations	
< Bundles		Summary Review your configuration and make any changes.
	Basic ITSM (ServiceNow) C	Destination and Instance Edit     Destination: ServiceNow Domain: https://ven02562.service-now.com Un: /api/x_caci_cisco_dna/dna_units/CreateReferencesForCls Username     alamelu Password: *******
В	You can schedule a synchronization or trigger configuration management database(CMDB). Management processes of incident, change o between Cisco DNA Center and the CMDB sys	Inventory Data Fields Edit Send To Destination: Host Name (A), MAC Address (A), Device Id (A), IP Address (RF), Serial Number (A), Upgrade Failure Reason (A), CurrentSMU Upgrad Date (A), CurrentSMU (A), Prior Upgrade Date (A), Code Upgrade Date (A), Euliding (RF), Location (RF), Time Since Code Upgrade (A), Ports (A), Number 4 Users (A), Role (A), Uptime (A), Reachability status (A), Part Number (RF), Type (A), Software Version (A)
Vendor Cisco Systems, Inc.	Center platform. Otherwise, further bundle inti	V Data Transforms Edit
Version 1.3.1	Information Contents Release Notes	Transformations: Routers: cmdb_ci_ip_router, Switches and Hubs: cmdb_ci_ip_switch
Platform DNAC 1.2.5 +	This Basic ITSM(ServiceNow) CMDB Sync publishes it either one-time or on a recurring Reconciliation API on the ITSM(ServiceNow	
Tags Device Discovery, CMDB Syncronization	on the ITSM(ServiceNow) system with the s a duplicate in the response. Any updated int activity does not delete any CIs on the exist	

After reviewing the information, click **Configure**.

For a successful configuration, you receive a Done! Bundle Configured message.

## What to do next

Configure the Integration Flow for this bundle (Schedule to Publish Inventory Details - ServiceNow Connector), using one of the preceding methods.

Review your configuration, choose Manage > Configurations > General Settings, and use the Filter or Find tools to locate the instance configured in this procedure. If necessary, later on you can edit, update, or delete the instance in the General Settings window. For additional information, see Configure General Settings: Edit an Instance.

You can test the CMDB synchronization by performing the following tasks:

- In the Cisco DNA Center platform GUI, click the menu icon (≡) and choose Platform > Runtime Dashboard > Event Summary. Click Refresh to refresh the GUI view. Click the individual events in the window to view the event data and access links to ServiceNow.
- Go to ServiceNow and search for a synchronized device. Check the **Configuration** and **Other Attributes** tabs for the synchronized data in that device's record.