

Intégration de Catalyst SD-WAN avec ServiceNow

Table des matières

[Introduction](#)

[Conditions préalables](#)

[Exigences](#)

[Composants utilisés](#)

[Diagramme du réseau](#)

[Configurations](#)

[Configuration de ServiceNow](#)

[Créer une instance](#)

[Créer une application](#)

[Configuration du gestionnaire SD-WAN](#)

[Webhook SD-WAN](#)

[Notification d'alarme SD-WAN](#)

[Vérifier](#)

[Page de tickets ServiceNow](#)

[Étapes pour corriger l'erreur d'authentification](#)

[Génération d'alarmes](#)

[Dépannage](#)

[Informations connexes](#)

Introduction

Ce document décrit le processus étape par étape pour intégrer Catalyst SD-WAN avec ServiceNow pour la génération de tickets basée sur les événements.

Conditions préalables

Exigences

Cisco recommande :

- Connaissance de la solution SD-WAN de Cisco Catalyst.
- Compte actif dans ServiceNow avec des priviléges d'administrateur.
- Accessibilité Internet à partir du réseau privé virtuel (VPN) de transport SD-WAN Manager.
 - Si ServiceNow est hébergé sur site, assurez-vous de la connectivité vers celui-ci à partir de SD-WAN Manager dans VPN 0.

Composants utilisés

Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

- Cisco Catalyst SD-WAN Manager exécutant la version 20.15.3.1.
- C8000v exécutant Cisco IOS® XE Catalyst SD-WAN 17.15.3 version.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

Diagramme du réseau



Diagramme de connectivité

Configurations



Conseil : Pour cette intégration, nous utilisons des webhooks de SD-WAN Manager directement vers ServiceNow.

Cette configuration se compose de deux parties :

1. Configuration de l'API ServiceNow et préparation de l'acceptation et du traitement des messages HTTP POST du gestionnaire SD-WAN.
2. Configuration du webhook du gestionnaire SD-WAN.

Configuration de ServiceNow

Créer une instance

1. Connectez-vous au portail des développeurs ServiceNow
<https://developer.servicenow.com/dev.do> à l'aide de vos informations d'identification ServiceNow.
2. Sur la page d'accueil, cliquez sur « Demander votre instance » et choisissez une version (Zurich, Yokohama ou Xanadu).

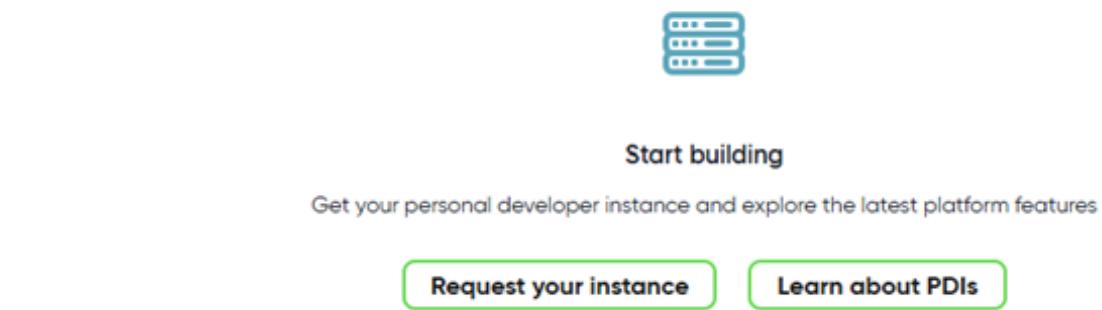


Figure-1

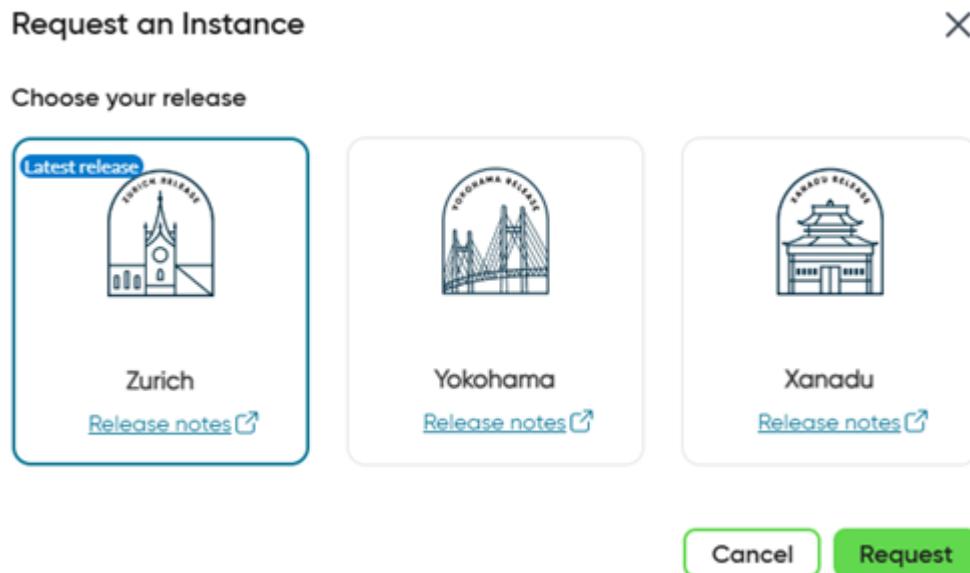


Figure-2

3. Attendez quelques minutes que votre instance soit prête.
4. Actualisez votre page après quelques minutes et créez votre instance de développeur personnel (PDI).

The screenshot shows a dashboard for a PDI named "dev271953". It includes a server icon, the PDI name, and a timestamp "Last used: less than 1 hour ago". Below this are four status indicators: "Status Online" (green), "App Engine Studio Installed" (blue), "Creator Studio Installed" (blue), and "Version Zurich". At the bottom are two buttons: "App Engine Studio" and "Creator Studio".

Figure-3

Créer une application

5. Cliquez sur App Engine Studio.
6. Fermez la boîte de dialogue de bienvenue.
7. Cliquez sur Créer une application.

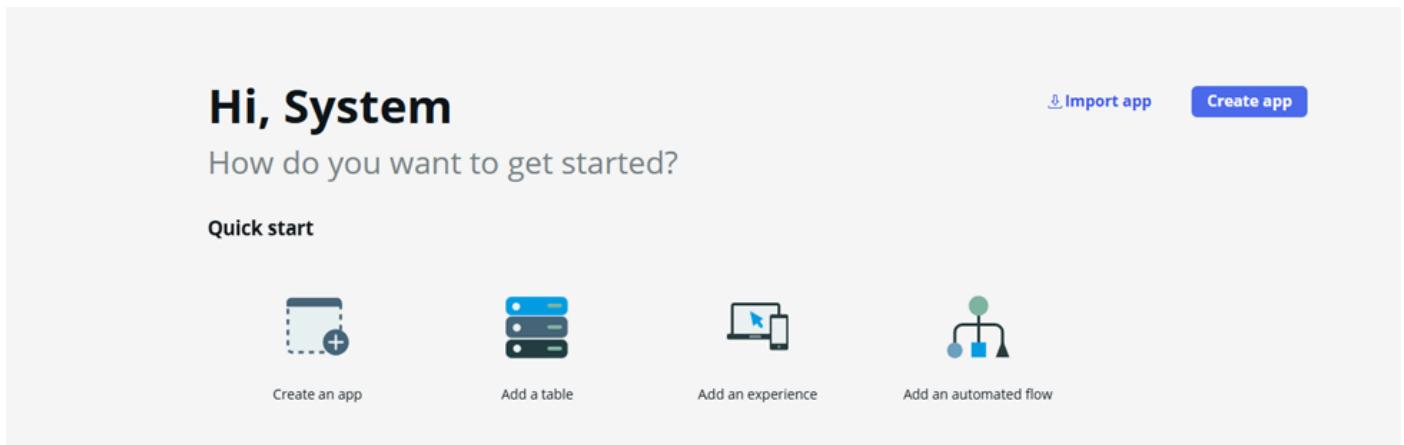


Figure-4

8. Donnez un nom à cette application et cliquez sur Continuer.

The screenshot shows the 'CREATE APP' form. At the top left is a 'CREATE APP' button. The main heading is 'Let's get started on your new app.' Below it is a sub-instruction: 'Add a name and description that define the purpose of your app. You can also add a thumbnail image.' There are two input fields: 'Name *' with the value 'ud-vmanage' and 'Description' with the value 'Describe this app'. To the right is a dashed box for uploading a thumbnail image, with the placeholder 'Browse or drag to upload' and a note 'BMP, GIF, ICO, JPEG, JPG, PNG, SVG'. At the bottom are 'Cancel' and 'Continue' buttons.

Figure-5

9. Conservez les rôles par défaut et cliquez sur Continuer.

CREATE APP

Let's add roles to your new app.

Default roles have already been added based on popular roles for apps. You can add or remove roles, later.

The screenshot shows a form for adding roles. At the top right is a button labeled '+ Add a role'. Below it, there are two role entries. The first entry has 'Role name *' set to 'admin' and 'Description' set to 'Default admin role'. The second entry has 'Role name *' set to 'user' and 'Description' set to 'Default user role'. Each entry includes a trash can icon for deletion. At the bottom of the form are 'Cancel' and 'Continue' buttons.

Role name *	Description
admin	Default admin role
user	Default user role

Cancel Continue

Figure-6

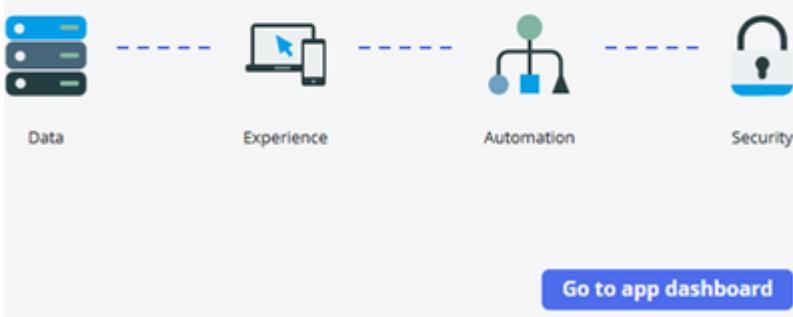
10. Attendez quelques minutes que cette application soit créée.

11. Accédez au tableau de bord des applications.

CREATE APP

Great! Let's add more to your app.

You can increase your app's functionality by adding data, experiences, automation, or security. Go to the app dashboard to add them before submitting this app to your administrator for review.



Créer une application

12. Dans App Home, cliquez sur « Try it out » pour ouvrir ServiceNow Studio.

The screenshot shows the ServiceNow App Engine Studio interface. At the top, there's a navigation bar with links for Home, My Apps (which is highlighted in green), Templates, and Resources. Below the navigation bar, the title "ServiceNow Studio" is displayed, followed by a sub-header: "The future of application development". A brief description states: "Accelerate your application development and streamline your workflows with seamless cross-scope collaboration, all in a single solution." A "Try it out" button is visible. To the right of the text, there's a stylized graphic of interconnected screens and arrows. The main content area is titled "ud-vmanage". It includes tabs for All (2), Data, Experience, Logic and automation, and Security (2). There's a search bar labeled "Search all" and a "Submit" button. Under the "Data" tab, there's a section for "Tables that store and gather related data" with a placeholder "Add a table or upload a spreadsheet or PDF".

Figure-7

13. Notez l'URL. C'est quelque chose comme PDI-ID.service-now.com.

14. Dans le volet de navigation gauche, cliquez sur le nom de l'application. Dans ce cas : ud-vmanage.

This screenshot shows the left sidebar of the ServiceNow Studio interface. The sidebar has a dark theme with various icons for navigation. The "Apps" section is expanded, showing a list of applications. One application, "ud-vmanage", is selected and highlighted in blue. Other applications listed include "ud-vmanage" again, "ud-vmanage", "ud-vmanage", and "ud-vmanage". Above the list, there are buttons for "Open list", "Filter list", and "Custom".

Figure-8

15. Cliquez sur l'icône (+), puis cliquez sur Créer un fichier.

This screenshot shows the "App details" page for the "ud-vmanage" application. The left sidebar is identical to Figure 8. The main content area is titled "App details" and shows a "Filter list" input field. Below it, there are two expandable sections: "Security" (which contains "Role (2)") and "Other" (which contains "Embedded Help Role Priority (2)"). At the bottom of the page, there is a prominent blue button labeled "Créer un fichier".

Créer un fichier

16. Recherchez et sélectionnez l'API REST scriptée.

The screenshot shows the ServiceNow Studio interface with the application 'ud-vmanage' selected. A search bar at the top right contains the query 'Scripted'. Below it, a list of file types is shown, with 'Scripted REST API' highlighted. To the right of the list, there is a small illustration of a person interacting with a computer monitor displaying a web browser. Below the illustration, a message says 'You're on your way to creating a file' and 'Next you'll have an opportunity to provide more details.'

Figure-9

17. Cliquez sur Continuer.

18. Créez un nouvel enregistrement pour le service REST scripté.

1. Saisissez le nom API

2. ID API

3. Cliquez sur l'icône de verrouillage ACL par défaut :

1. Cliquez sur le bouton de recherche pour sélectionner l'enregistrement cible.

2. Dans Recherche de contrôle d'accès, recherchez et cliquez sur « Scripted REST External Default ».

The screenshot shows the 'Scripted REST Service New record' form. At the top, fields for 'Name' (set to 'ud-vm-snow') and 'API ID' (set to 'UD_VM_SNOW') are visible. Below these, a 'Protection policy' dropdown is set to 'None'. A 'Security' section provides information about default ACLs and includes a 'Default ACLs' selector panel which is currently empty. At the bottom right of the form is a 'Submit' button.

Figure 10 :

The screenshot shows a list of access controls. The top navigation bar includes 'Access Controls', 'Name' dropdown, and a search bar. The main list area has a header 'Name ▲' and a search input field. The list contains 34 items, with the first few being:

- Scripted REST External Default
- Scripted SOW on-call rest api
- Sync
- Sync
- sys_gen_ai_skill
- Table API
- Tracked File Reader
- UI Builder Admin Scripted REST
- UI Builder Any Logged in User
- UI Builder Dev Scripted REST

At the bottom, there are navigation buttons for pages 1 to 20 of 34, and a note: 'The resource itself does not reference any ACL records'.

Figure 11 :

19. Cliquez sur Soumettre.

The screenshot shows the 'Scripted REST Service' new record form. The top navigation bar indicates the application is 'ud-vmanage'. The form fields include:

- Name: ud-vm-snow
- API ID: ud_vm_snow
- Application: ud-vmanage
- API namespace: x_1831932_ud_vma_0
- Protection policy: None

The 'Security' section notes that Default ACLs may be selected to apply to all resources, but individual resources can override this setting. It specifies that Default ACLs are enforced for a resource when:

- The resource 'Requires authentication' and 'Requires ACL authorization' fields are selected, and
- The resource itself does not reference any ACL records

Access is granted if at least one matching ACL record is found. A 'More info' link is available.

At the bottom, there is a 'Submit' button.

Nouvel enregistrement de service REST scripté

20. Créez une nouvelle ressource.

Figure-12

21. Donnez le nom de cette nouvelle ressource, sélectionnez HTTP method as POST.

Figure-13

22. Dans la section Script, créez un javascript pour traiter le JSON à partir du gestionnaire SD-WAN et créez des tickets dans ServiceNow.

Exemple de script :

```
(function process(request, response) {
    try {
        var payload = request.body.data;
```

```

gs.info("⚡️⚡️ vManage Webhook Received: " + JSON.stringify(payload));

var alertMessage = payload.message || 'No message';
var alertSeverity = payload.severity || 'medium';
var deviceId = payload.deviceId || 'Unknown device';

var inc = new GlideRecord('incident');
inc.initialize();
inc.short_description = "vManage Alert: " + alertMessage;
inc.description = "Device ID: " + deviceId + "\nSeverity: " + alertSeverity + "\n\n" + JSON.stringify(payload);
inc.urgency = (alertSeverity === 'critical') ? 1 : 2;
inc.impact = 2;
inc.insert();

response.setStatus(201);
response.setBody({ message: "Webhook received and processed." });

} catch (err) {
    gs.error("✗ vManage Webhook Error: " + err.message);
    response.setStatus(500);
    response.setBody({ error: "Error processing webhook: " + err.message });
}
})(request, response);

```



Avertissement : Ceci est un exemple de script. Veuillez valider complètement le script avant de l'utiliser dans un environnement de laboratoire ou de production.

23. Cliquez sur Soumettre.

The screenshot shows the ServiceNow Studio interface for creating a new Scripted REST Resource. The 'alarms' resource is being defined under the 'ud-vmanage' application. The 'Request routing' section specifies a POST method and a relative path of '/'. The 'Implement the resource' section contains the provided JavaScript code. The code handles a webhook payload, extracts alert information, creates a new incident record, and returns a success status with a processed message.

```

function process(request, response) {
    try {
        var payload = request.body.data;
        gs.info("⚡️ vManage Webhook Received: " + JSON.stringify(payload));

        var alertMessage = payload.message || 'No message';
        var alertSeverity = payload.severity || 'medium';
        var deviceId = payload.deviceId || 'Unknown device';

        var inc = new GlideRecord('incident');
        inc.initialize();
        inc.short_description = "vManage Alert: " + alertMessage;
        inc.description = "Device ID: " + deviceId + "\nSeverity: " + alertSeverity + "\n\n" + JSON.stringify(payload);
        inc.urgency = (alertSeverity === 'critical') ? 1 : 2;
        inc.impact = 2;
        inc.insert();

        response.setStatus(201);
        response.setBody({ message: "Webhook received and processed." });

    } catch (err) {

```

Nouvel enregistrement de ressource REST scriptée

24. Notez le chemin d'accès aux ressources. Il s'agit de l'URL que nous devons entrer dans la configuration Webhook du gestionnaire SD-WAN.

25. URL du webhook : https://PDI.service-now.com/Resource_path.

Exemple d'URL dans ce guide de configuration : https://dev271953.service-now.com/api/x_1831932_ud_vma_0/ud_vm_snow

Configuration du gestionnaire SD-WAN

Dans cette section, nous configurons le Webhook du gestionnaire SD-WAN pour envoyer les alertes vers l'API ServiceNow : https://dev271953.service-now.com/api/x_1831932_ud_vma_0/ud_vm_snow



Conseil : Pour un gestionnaire SD-WAN multilocataire, appliquez la configuration correspondante dans la vue du locataire pour envoyer des événements Webhook pour ce locataire. Vous pouvez également appliquer cette configuration en mode Fournisseur pour recevoir des alertes des périphériques du domaine Fournisseur.

Webhook SD-WAN

1. Connectez-vous à SD-WAN Manager et accédez à Monitor > Logs > Alarm Notifications.

The screenshot shows the Cisco Catalyst SD-WAN interface. The top navigation bar includes 'Monitor' (selected), 'All Sites', 'Overview', 'Devices', 'Applications', 'Security', 'Multicloud', 'Tunnels', and 'Logs'. Under 'Logs', the 'Alarms' tab is selected, with 'Events', 'Audit Logs', and 'ACL Logs' as options. A '24 Hours' time range is indicated. The main area displays 'No Data to Display'. On the right, there's a 'Logs' section titled 'Alarm Notifications As of: Oct 8, 2025 10:54 PM' with a timestamp of 'Oct 08, 10:30 PM'. The table header for the logs is: 'Impacted Entities', 'Severity', 'Object', 'Alarm Type', 'Message', 'Related Event', 'Date & Time', and 'Action'. A note at the bottom says 'No data available'. Navigation controls like 'Items per page: 25', '0 of 0', and arrows are present. The left sidebar lists other tabs: Configuration, Analytics, Workflows, Tools, Reports, Maintenance, Administration, and Explore.

Figure-14

Notification d'alarme SD-WAN

2. Cliquez sur Ajouter des notifications d'alarme.

The screenshot shows the ServiceNow Monitor interface with the 'Logs' tab selected. Under the 'Alarms' section, the 'Alarm Notification Settings' page is displayed. A table lists a single notification rule named 'alarms'. The columns include: Notification Rule Name, Severity, Alarm Name, Object (count), Account Details, Updated By, Last Updated, Webhook URL, and Webhook URL Execution Username. The 'alarms' entry has a severity of 'Critical, Major, Medium', an alarm name of 'aaa_Admin_Password_Chang...', and a webhook URL of '\$CRYPT_CLUSTER\$eH2rK1...'. The 'Actions' column contains a red 'Feedback' button. The bottom right of the table shows pagination with 'Items per page: 25' and '1-1 of 1'.

Figure-15

3. Renseignez les champs correspondants pour configurer la notification d'alarme.

1. Nom de notification
 2. Type d'alarme
 3. Mode de livraison : WebHook
-
1. Choisir un canal pour Webhook : Personnalisé
 2. URL WebHook (API créée à l'étape 24 de la configuration côté ServiceNow) :
https://dev271953.service-now.com/api/x_1831932_ud_vma_0/ud_vm_snow
 3. Seuil WebHook : 100
 4. Laissez les champs Nom d'utilisateur et Mot de passe vides.



Mise en garde : Laisser les champs de nom d'utilisateur et de mot de passe vides en production présente un risque pour la sécurité. Déplacez-vous avec prudence.

4. Cliquez sur Ajouter une notification.

Figure-16

Vérifier

Page de tickets ServiceNow

1. Naviguons jusqu'à la page de tickets ServiceNow.
1. Pour cela, utilisez cette URL pour accéder à l'espace de travail principal de ServiceNow. C'est votre PDI.service-now.com/nav_to.do.
 1. Exemple : https://dev271953.service-now.com/nav_to.do

Espace de travail ServiceNow

2. Cliquez sur Tous et recherchez et cliquez sur Incidents.

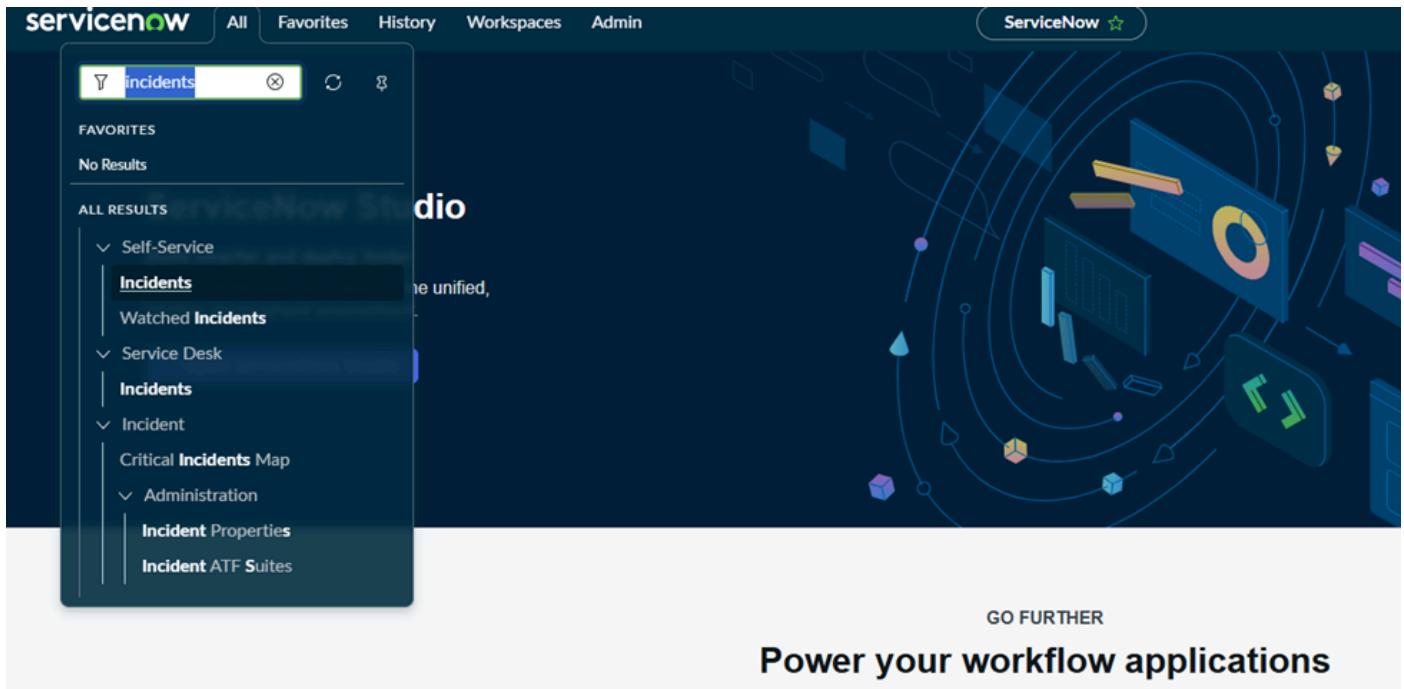


Figure-17

3. La page Incident s'ouvre.

This screenshot shows the 'Incidents View: Self Service' page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main content area displays a single incident entry:

Number	Opened	Short description
INC0008111	2019-07-22 14:04:57	ATF : Test1

Page Incident

4. À partir de SD-WAN Manager CLI vshell, exécutez la commande CURL vers ServiceNow :

```
curl -X POST <> <your_webhook_url_towards_servicenow>>
```

Message de réussite :

```
udutt-krk-dmz-vmanage:~$ curl -X POST "https://dev271953.service-now.com/api/x_1831932_ud_vma_0/ud_vm_s
{"result": {"message": "Webhook received and processed."}}
```

5. Notez un incident créé sur ServiceNow.

Incidents View: Self Service		
	for text	Search
All > Active = true		
Number	Opened	Short description
INC0010038	2025-10-09 00:29:25	vManage Alert: No message

Figure-18

Si vous remarquez une erreur d'authentification dans CURL comme ci-dessous :

```
udutt-krk-dmz-vmanage:~$ curl -X POST "https://dev271953.service-now.com/api/x_1831932_ud_vma_0/ud_vm_snow"
{"error":{"message":"User is not authenticated","detail":"Required to provide Auth information"},"status":401}
```

Étapes pour corriger l'erreur d'authentification

1. Revenez à la page ServiceNow Studio, accédez à votre application (exemple : ud-vmanage) dans le volet de navigation gauche et sélectionnez votre API REST scriptée (exemple : ud-vm-snow).

The screenshot shows the ServiceNow Studio interface. The top navigation bar has a dropdown set to 'ud'. The left sidebar shows the application tree with 'ud-vmanage' selected. The main area displays the 'App detail' for 'ud-vmanage'. A 'Filter list' input field is present. The tree view under 'App detail' shows the following structure:

- Integrations (Inbound)
 - Scripted REST API (1)
 - ud-vm-snow
- Security
 - Role (2)
- Other
 - Contained Role (2)
 - Cross scope privilege (6)
 - Embedded Help Role Priority (2)
 - Scripted REST Resource (1)

Figure-19

2. Faites défiler jusqu'à Ressources et cliquez sur la ressource (exemple : alarmes).

Scripted REST Service
ud-vm-snow

Name: ud-vm-snow
API ID: ud_vm_snow
Active:
Protection policy: -- None --

Application: ud-vmanage
API namespace: x_1831932_ud_vma_0
Base API path: /api/x_1831932_ud_vma_0/ud_vm_snow

Security Content Negotiation Documentation

Default ACLs may be selected to apply to all resources, but individual resources can override this setting.
The Default ACLs are enforced for a resource when:

- The resource 'Requires authentication' and 'Requires ACL authorization' fields are selected, and
- The resource itself does not reference any ACL records

Access is granted if at least one matching ACL record is found.
[More Info](#)

* Default ACLs [Scripted REST External Default](#)

Related Links
Enable versioning
Explore REST API
API analytics

Resources (1) Request Headers Query Parameters

Name	HTTP method	Relative path	Resource path	API version	Active
alarms	POST	/	/api/x_1831932_ud_vma_0/ud_vm_snow	(empty)	true

Figure 20 :

3. Faites défiler jusqu'à Security et décochez authentication and ACL authorization comme indiqué ci-dessous.

- Nécessite une authentification
- Autorisation ACL requise
- Cliquez sur Update

Resources can specify security settings that override the parent settings.
By default resources 'Require authentication' and 'Require ACL authorization'. To make a resource public, meaning no authentication is required to access the resource, uncheck 'Requires authentication'. For more info about configuring Scripted REST APIs see our product [docs](#).
To require authorization, select the 'Requires ACL authorization' check box and select an ACL record(s). Leave the 'ACL' field blank to enforce the 'Default ACLs' from the parent API. Access is granted if at least one matching ACL record is found.
[More Info](#)

Requires authentication Requires ACL authorization

ACLs [\[\]](#)

Related Links
Explore REST API
API analytics
Run Point Scan

Figure-21

4. Exécutez de nouveau la commande CURL à partir de SD-WAN Manager vshell, ce qui est réussi cette fois.

Génération d'alarmes

5. Générez maintenant une alarme dans le gestionnaire SD-WAN, par exemple :

- Arrêt d'une interface d'un routeur de périphérie WAN dans votre superposition SD-WAN.

b. Suppression des connexions de contrôle à partir de tout gestionnaire SD-WAN ou de tout routeur de périphérie WAN.

c. Exécution d'un saut de port.



Vérifiez le site prévu pour générer des alarmes lors de la configuration Webhook.

6. Notez les incidents créés sur la page ServiceNow.

All	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0010008	2025-10-08 15:26:40	vManage Alert: The interface oper-state changed to up	Guest	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-10-08 15:26:40	guest
	INC0010007	2025-10-08 15:26:40	vManage Alert: The interface admin-state changed to up	Guest	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-10-08 15:26:40	guest
	INC0010004	2025-10-08 15:26:37	vManage Alert: vBond state changed	Guest	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-10-08 15:26:37	guest
	INC0010005	2025-10-08 15:26:37	vManage Alert: The interface oper-state changed to down	Guest	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-10-08 15:26:37	guest
	INC0010006	2025-10-08 15:26:37	vManage Alert: No active control vBond	Guest	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-10-08 15:26:37	guest
	INC0010003	2025-10-08 15:26:37	vManage Alert: The interface admin-state changed to down	Guest	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-10-08 15:26:37	guest
	INC0010002	2025-10-08 15:23:15	vManage Alert: No message	Guest	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-10-08 15:23:15	guest
	INC0010001	2025-10-08 14:56:53	vManage Alert: No message	Guest	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-10-08 14:56:53	guest

Figure-22

The screenshot shows the ServiceNow Incident detail view for incident INC0010005. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and the current Incident. The title bar says "Incident - INC0010005". The main form fields include:

- Number: INC0010005
- * Caller: Guest
- Category: Inquiry / Help
- Subcategory: -- None --
- Service: (empty)
- Service offering: (empty)
- Configuration item: (empty)
- * Short description: vManage Alert: The interface oper-state changed to down
- Description: Device ID: Unknown device
Severity: Critical
[A large text area containing JSON log data]
- Channel: -- None --
- State: New
- Impact: 2 - Medium
- Urgency: 2 - Medium
- Priority: 3 - Moderate
- Assignment group: (empty)
- Assigned to: (empty)

Below the form, there is a "Notes" tab with sections for "Related Records" and "Resolution Information". Under "Notes", there are "Watch list" and "Work notes" sections. The "Work notes" section contains a "Work notes list" and a "Comments (Customer visible)" field with a "Post" button.

Figure-23

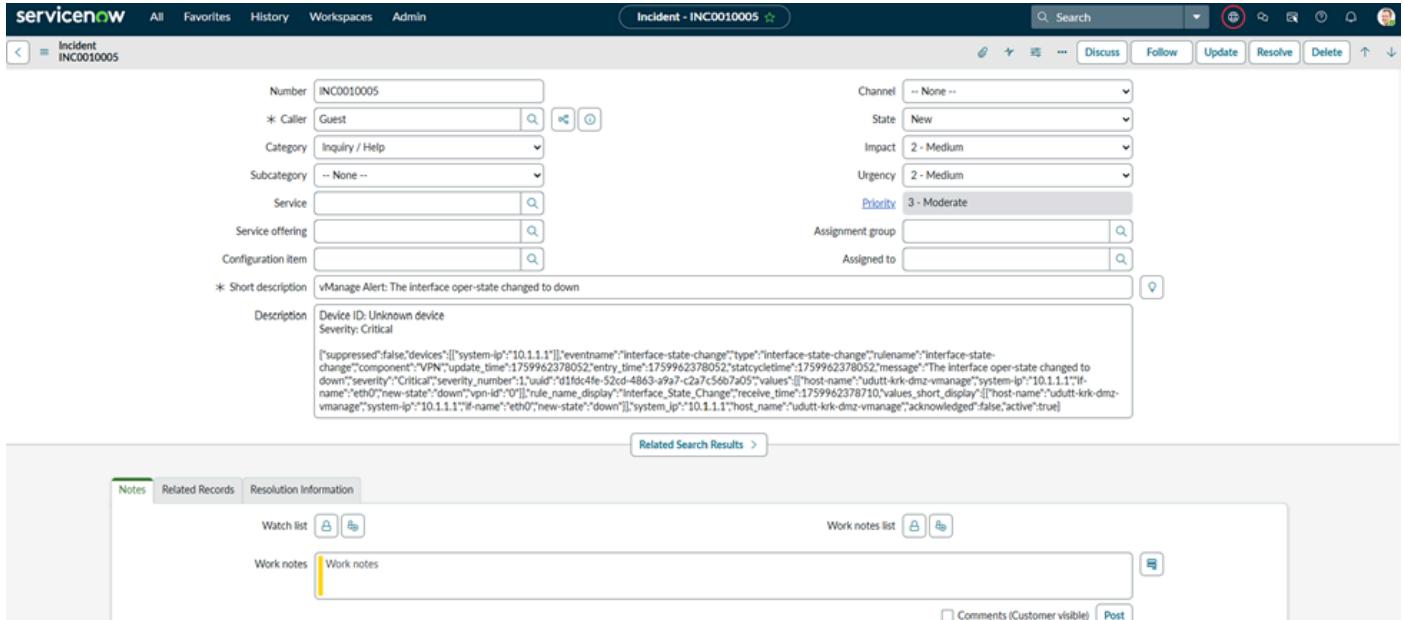


Figure-24

Dépannage

1. Du côté du gestionnaire SD-WAN, vérifiez le contenu de `/var/log/nms/vmanage-server.log` pour toute erreur liée aux messages HTTP POST.

Exemple de webhook réussi :

```

03-Oct-2025 12:21:05,394 UTC INFO  [] [udutt-krk-vmanage] [DataCollectionManager] (Thread-157) || *****
03-Oct-2025 12:21:05,677 UTC INFO  [] [udutt-krk-vmanage] [EventDataCollector] (device-event-processing)
03-Oct-2025 12:21:05,677 UTC INFO  [] [udutt-krk-vmanage] [DataCollectionManager] (Thread-157) || *****
03-Oct-2025 12:21:06,745 UTC INFO  [] [udutt-krk-vmanage] [DeviceHistoryConfigurationDAO] (device-config)
03-Oct-2025 12:21:07,192 UTC INFO  [] [udutt-krk-vmanage] [NotificationsConsumer] (pool-59-thread-9) ||
03-Oct-2025 12:21:07,196 UTC INFO  [] [udutt-krk-vmanage] [NotificationsConsumer] (pool-59-thread-1) ||
  
```

Exemple de requête Webhook infructueuse :

```

03-Oct-2025 12:24:46,949 UTC INFO  [] [udutt-krk-vmanage] [DataCollectionManager] (Thread-157) || *****
03-Oct-2025 12:24:48,065 UTC INFO  [] [udutt-krk-vmanage] [DeviceHistoryConfigurationDAO] (device-config)
03-Oct-2025 12:24:48,305 UTC INFO  [] [udutt-krk-vmanage] [NotificationsConsumer] (pool-59-thread-15) ||
03-Oct-2025 12:24:48,305 UTC INFO  [] [udutt-krk-vmanage] [NotificationsConsumer] (pool-59-thread-14) ||
  
```

2. Nous pouvons également effectuer une capture de paquets pour confirmer la bonne session entre SD-WAN Manager et ServiceNow.

5	3.160694	172.19.34.6	8.8.8.8	DNS	85	Standard query 0xf3cd AAAA dev271953.service-now.com
6	3.204792	8.8.8.8	172.19.34.6	DNS	143	Standard query response 0xf3cd AAAA dev271953.service-now.com SOA edns140.ultradns.com
7	3.208661	8.8.8.8	172.19.34.6	DNS	101	Standard query response 0xffff2 A dev271953.service-now.com A
8	3.209253	172.19.34.6		TCP	66	46872 → 443 [SYN] Seq=0 Win=64240 Len=0 MSS=1460 SACK_PERM WS=128
9	3.352225		172.19.34.6	TCP	66	443 → 46872 [SYN, ACK] Seq=0 Ack=1 Win=29200 Len=0 MSS=1300 SACK_PERM WS=512
10	3.352693	172.19.34.6		TCP	54	46872 → 443 [ACK] Seq=1 Ack=1 Win=64256 Len=0

Capture de paquets avec IP publique masquée

Informations connexes

- [Dépannage du Webhook du gestionnaire SD-WAN](#)
- [Assistance et documentation techniques - Cisco Systems](#)

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