

Third Party Integrations

# ServiceNow Application Infoblox Activity Pack



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## Overview

ServiceNow's Infoblox Activity Pack application provide customers with ability to push information about new domains or indicators of compromise as well as whitelisted indicators to Infoblox grid using ServiceNow workflows and activities. ServiceNow admins can automatically manage IPAM and security objects as well as provision networks throughout the ServiceNow interface. This helps remove bottlenecks in manual processes and helps streamline better business outcomes by making the process of managing IPAM and DNS Security more efficient.

## Requirements

The following are requirements for the integration using ServiceNow's Infoblox Activity Pack:

- Infoblox:
  - NIOS 8.0 or higher.
  - Pre-configured required services: Grid, DNS, DHCP, RPZ, ADP, and Threat Insight.
    - NOTE: some licenses are optional depending on the desired activities.
- ServiceNow:
  - Supported ServiceNow release.
  - ServiceNow MID server version 1.0.0 or later
  - Core Automation 1.0.0 or later
  - Workflow editor

## Best Practices

The workflows are designed to be added and modified to match the requirements for the user and should be modified to fit individual needs. The workflows editor inside ServiceNow can be used to modify the activities and add them to additional workflows.

You should download the most recent version of the app from the ServiceNow store using your Hosted ITIL(HI) portal account.

## Configuration

### Workflow

1. Infoblox:
  - a. Create a WAPI user with appropriate permissions.
2. ServiceNow:
  - a. Download Infoblox Activity pack Application.
  - b. Create REST credentials.
  - c. Edit the activities and workflows to match requirements.

### Infoblox

The Infoblox and ServiceNow Activity packs application requires a few permissions for the integrations to work. Navigate to **“Administration”** → **“Administrators”** and add a **“Roles”**, **“Permissions”**, **“Groups”** and **“Admins”** to include permissions that are required for the integrations. When creating a new group, under the **“Groups”** tab, select the **“API”** interface under the **“Roles”** → **“Allowed Interfaces”** category.

Required Permissions:

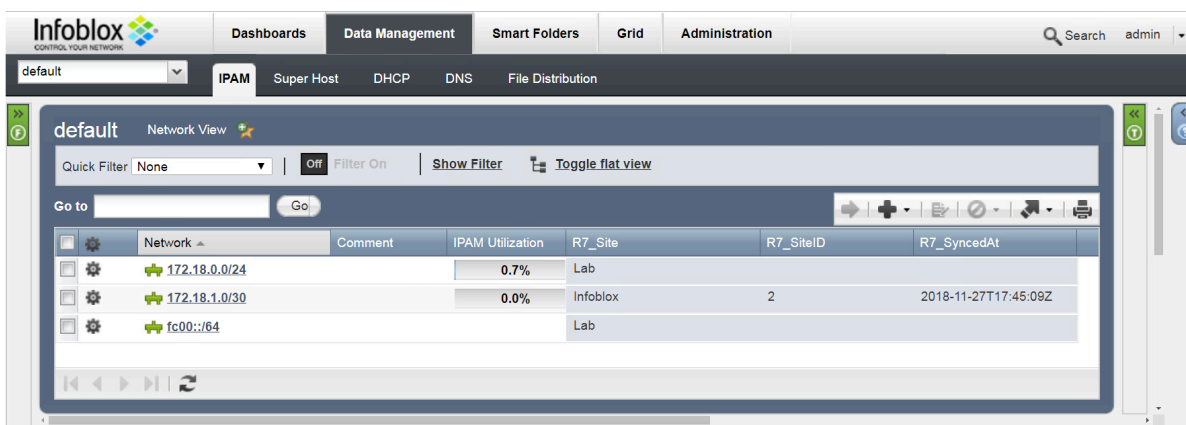
- All Host – RW.

- All IPv4 DHCP Fixed Addresses/Reservations – RW.
- IPv6 DHCP Fixed Addresses – RW.
- All Response Policy Zones – RW.
- Grid Security Configuration – RW.
- Grid Analytics Configuration – RW.
- All A Records – RW.
- All AAAA Records – RW.
- All CNAME Records – RW.
- All PTR Records – RW.

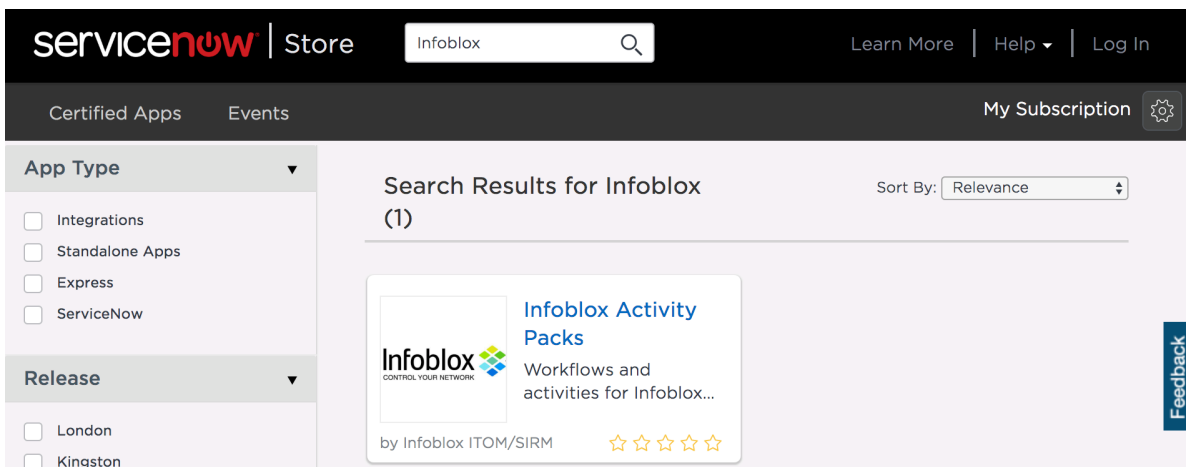
## ServiceNow

### Download Infoblox Activity Pack Application

1. Navigate to “System Applications” → “Applications” and click the “Search ServiceNow Store” button on the top right.




2. Inside the search bar insert “Infoblox” and select “Infoblox Activity Packs”.



3. Click the “Get” button on the top right.


servicenow | Store  [Learn More](#) | [Help](#) | [Log In](#)

Home > Search Results > Infoblox Activity Packs



**Infoblox Activity Packs**  
Workflows and activities for Infoblox custom activity workflows  
by Infoblox ITOM/SIRM  
Compatibility: Kingston Patch 1

☆☆☆☆ No Reviews



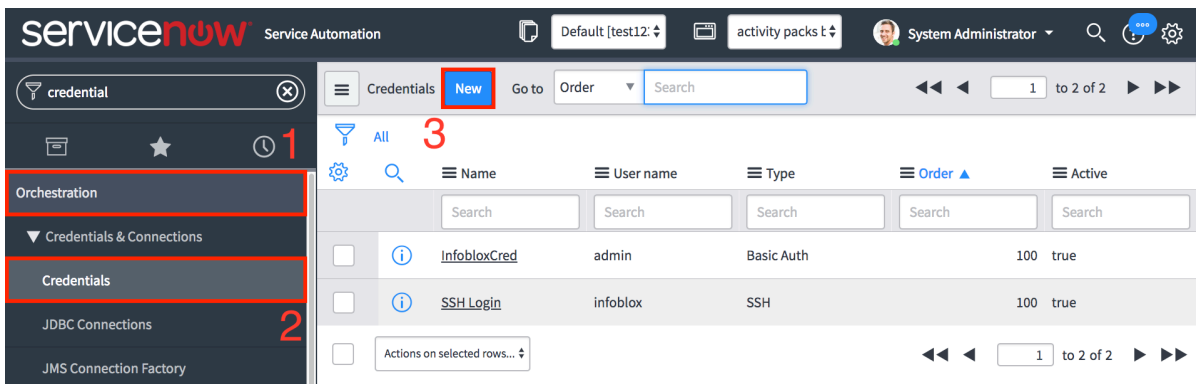
[Get](#)

Pricing  
**Free**

Compatibility  
Kingston Patch 1

## Create REST credentials

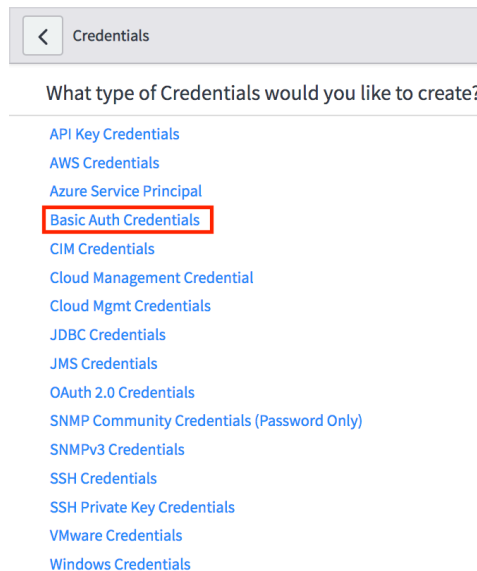
1. Navigate to “Orchestration” → “Credentials” and click “New”.



The screenshot shows the ServiceNow interface for the 'Credentials' list. The left-hand navigation pane has 'Orchestration' selected (1) and 'Credentials' highlighted (2). The 'New' button is highlighted (3). The main table lists two credentials: 'InfobloxCred' (Basic Auth) and 'SSH Login' (SSH).

	Name	User name	Type	Order	Active
<input type="checkbox"/>	InfobloxCred	admin	Basic Auth	100	true
<input type="checkbox"/>	SSH Login	infoblox	SSH	100	true

2. In the list of credential types, select “Basic Auth Credentials”.

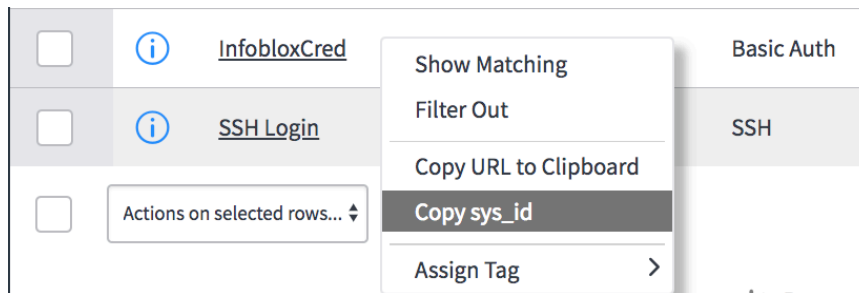


The dialog shows a list of credential types. 'Basic Auth Credentials' is highlighted with a red box.

- API Key Credentials
- AWS Credentials
- Azure Service Principal
- Basic Auth Credentials**
- CIM Credentials
- Cloud Management Credential
- Cloud Mgmt Credentials
- JDBC Credentials
- JMS Credentials
- OAuth 2.0 Credentials
- SNMP Community Credentials (Password Only)
- SNMPv3 Credentials
- SSH Credentials
- SSH Private Key Credentials
- VMware Credentials
- Windows Credentials

3. Create the credential record with a relevant name, e.g. InfobloxCred.

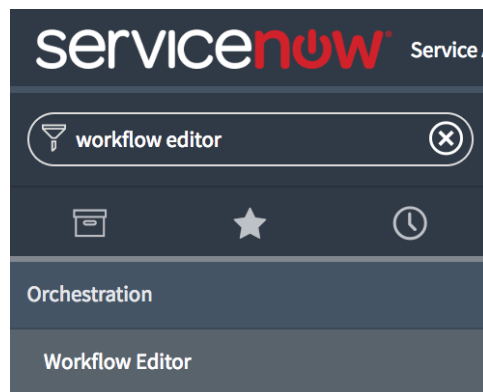
4. Right-click in the header bar of your new credential record and select “**Copy sys\_id**” from the context menu. Follow browser instructions to copy the sys\_id if browser security measures restrict this function.



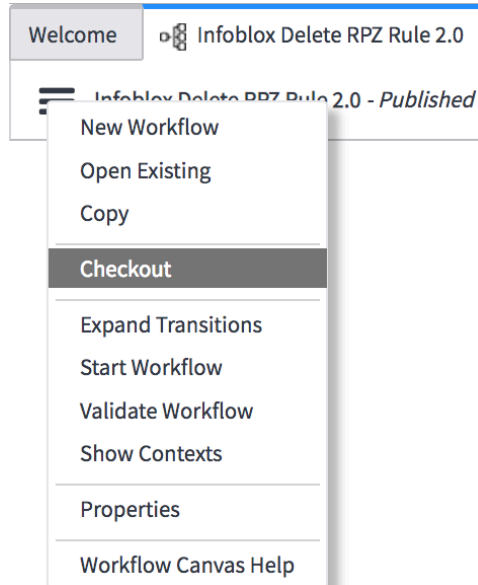
5. Paste the “**sys\_id**” into the rest credentials input field of each activity you use.

## Modifying activities and workflows

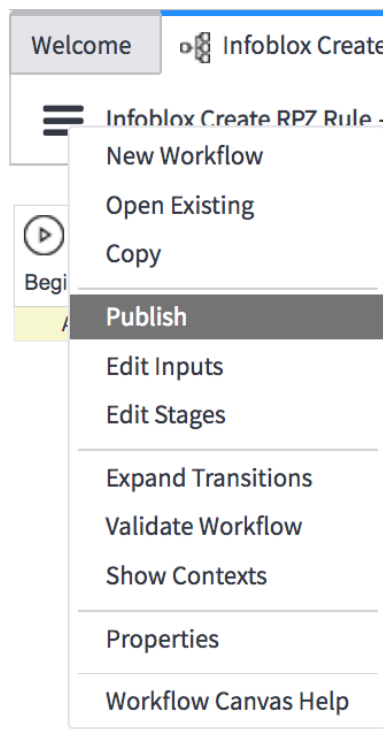
1. Navigate to “Orchestration” → “Workflow Editor” or “Workflow” → “Workflow Editor”.



2. Select the activity or workflow you wish to modify and on the top left click the drop down and select “**Checkout**”.

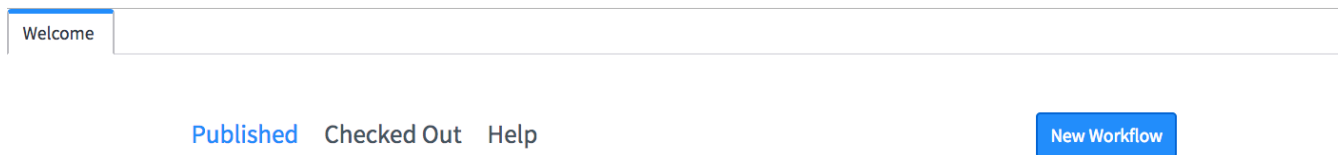


3. Once finished editing activity or workflow to meet individual needs, select the drop down on the top left and select **“Publish”**.



## Testing an Activity

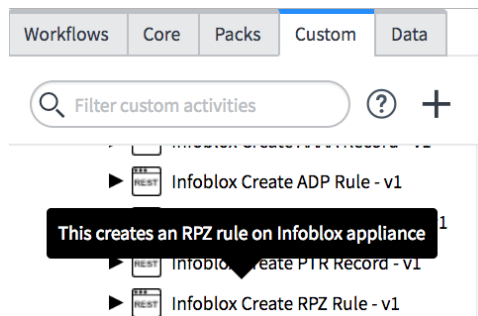
1. Navigate to “Orchestration” → “Workflow Editor” and click “New Workflow”.



2. Inside the “New Workflow” window:

- a. Add a name the does not already exist.
- b. Select the “Global” table for testing.
- c. Click “Submit” when finished.

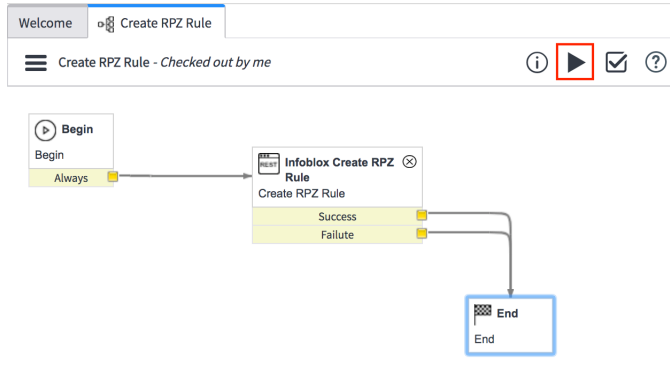
3. Under the “Custom” tab select and drag over an activity that you have permissions and licensing for. (In this example I’m using “Infoblox Create RPZ Rule”



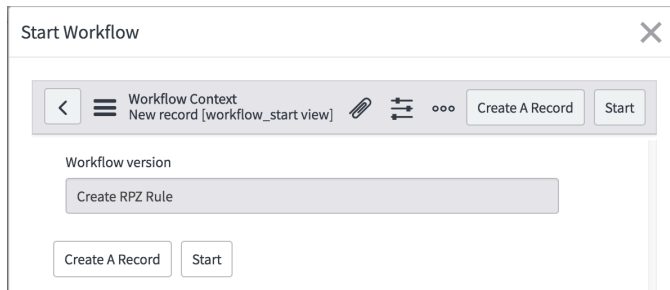
4. Enter relevant information for your activity and click “Submit”.

5. Click the “Start” button.

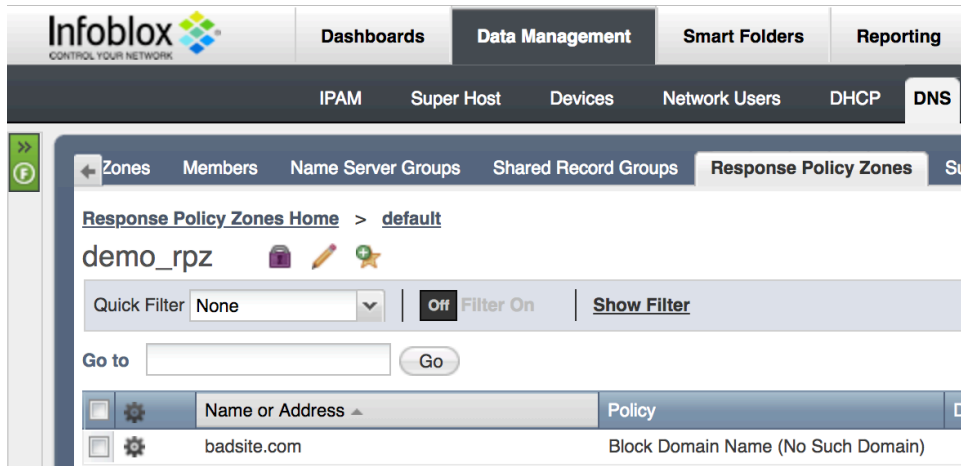




6. On the “Start Workflow” window Click the “Start” button.



7. Check that the record you tested was added.



## Infoblox ServiceNow Integrations Community Forum

ServiceNow workflow Editor:

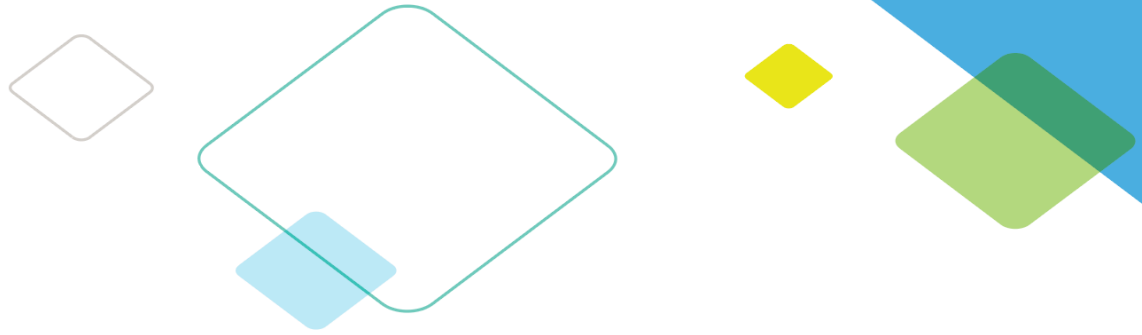
[https://docs.servicenow.com/bundle/kingston-servicenow-platform/page/administer/workflow/concept/c\\_WorkflowOverview.html](https://docs.servicenow.com/bundle/kingston-servicenow-platform/page/administer/workflow/concept/c_WorkflowOverview.html)

Additional ServiceNow integration:

<https://community.infoblox.com/t5/ServiceNow/gp-p/SERVICENOW>

Additional ServiceNow activity pack:

[https://docs.servicenow.com/bundle/kingston-servicenow-platform/page/administer/orchestration-activities/concept/c\\_InfobloxDDIActivityPack.html](https://docs.servicenow.com/bundle/kingston-servicenow-platform/page/administer/orchestration-activities/concept/c_InfobloxDDIActivityPack.html)



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