What are the Next Steps to Install Exalate for ServiceNow?

Next Steps to Install Exalate on ServiceNow

Important: You just deployed the Exalate Bridge from the ServiceNow store or from the update set. But the configuration of Exalate for ServiceNow is not yet complete. You now need to enter the URL of the Exalate for ServiceNow application into the configuration.

To continue with the Exalate installation:

1. Make your user an 'Exalate Administrator'

Add your user to the **x_idnv_exa_bridge.admin** role. Only users having this role can have access to the Exalate menus in the ServiceNow left navigation bar (Access to the eEalate console is handled differently). To assign your user to the **x_idnv_exa_bridge.admin** role follow these steps:
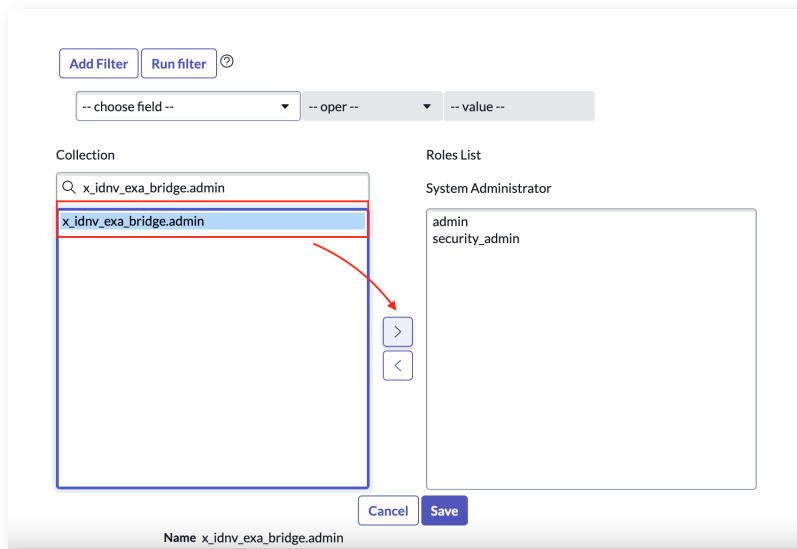
1. Go to **System Security → Users and Groups → Users.**
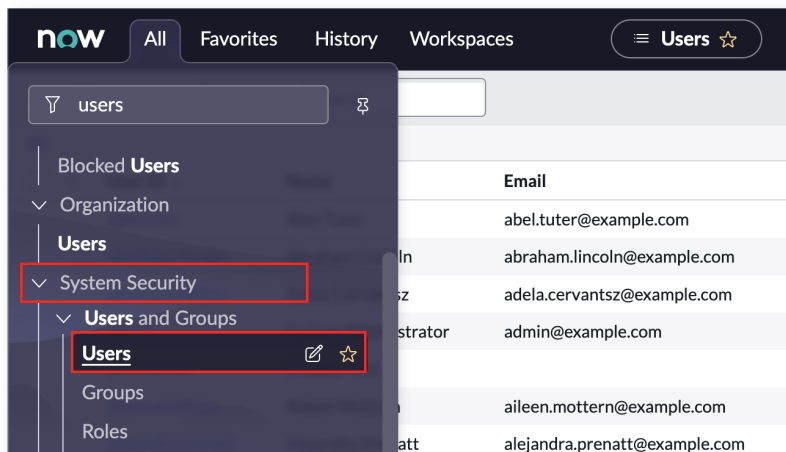
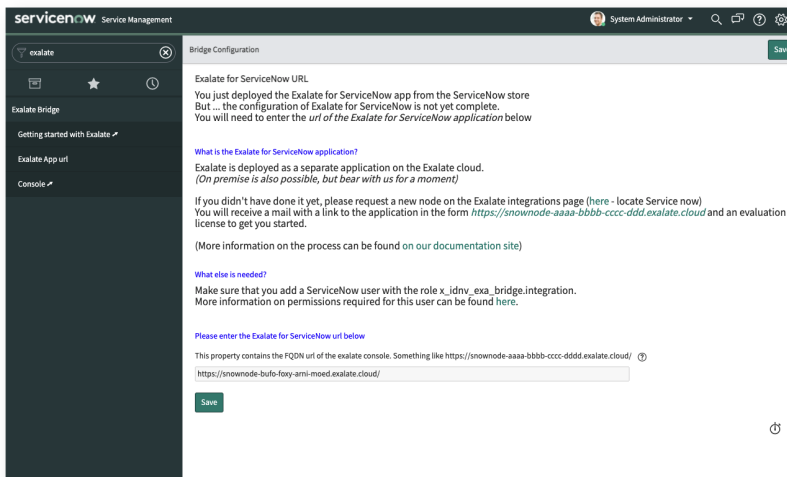2. Find the **Roles** and click **Edit.**
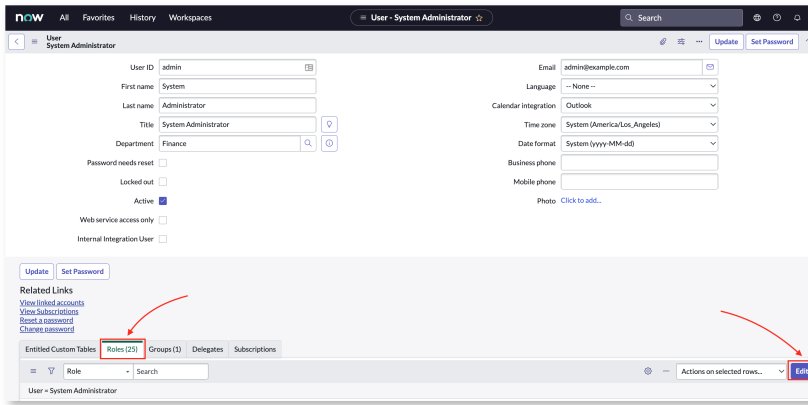
3. Find the **x_idnv_exa_bridge.admin** role and add it to your user.

4. Click **Save** and then **Update** your user profile.

2. Configure the property 'Exalate for ServiceNow URL'

Access the 'Exalate app URL' and paste the URL of your Exalate for ServiceNow node URL into the field.

3. Configure the Exalate Integration user

Next, to link to the node you need a ServiceNow service account which is used by Exalate to search, read, and update entities such as incidents, changes, etc.
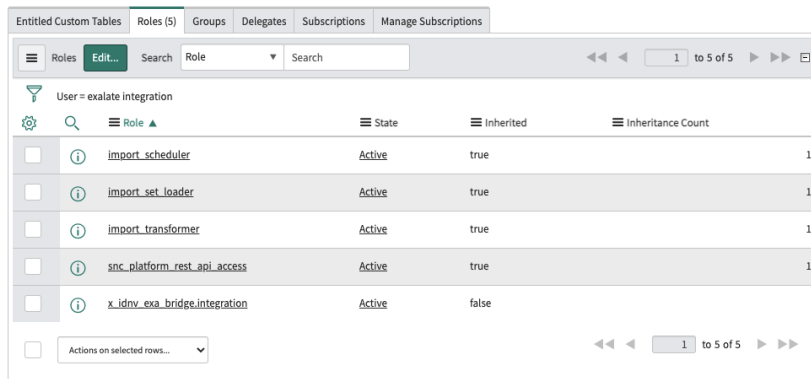

Make sure to set **'Web service access only'.**

4. Roles to configure for the Exalate integration user

Add at least the user to the **x_idnv_exa_bridge.integration** role. This adds the following

capabilities:

- import_scheduler, import_set_loader, import_transformer, snc_platform_rest_api_access
- ACL on sys_journal_fields

In addition to these roles, also configure the following roles, depending on the entities that need to be accessed:

	Entity	Role
1	Incident, problem, request, change, catalogTask, requestItem	ITIL
2	Epics, Stories, Defects, Theme, Scrum Task, Enhancement	Scrum Product Owner, [feature user]

What's Next?

Configure Exalate for ServiceNow