How to Install Exalate for ServiceNow on Exalate Cloud

Last Modified on 09/15/2023 12:01 pm EDT

Introduction

- Install Exalate for ServiceNow on Exalate cloud
 - Request an evaluation instance of Exalate for ServiceNow
 - Deploy the Exalate Bridge app
 - Set up Exalate in your ServiceNow instance using an update set
 - Next steps to install Exalate for ServiceNow
 - Configure Exalate for ServiceNow
- Install Exalate for ServiceNow on your own server
 - Install Exalate for ServiceNow on Docker
 - Verify your Exalate for ServiceNow

Install Exalate for ServiceNow on Exalate Cloud

This section describes how to request a ServiceNow integration for Exalate.

Request an Evaluation Instance of Exalate for ServiceNow

- 1. Go to the Exalate Integrations page: https://exalate.com/integrations/
- 2. Select ServiceNow



3. Enter your info

Reserve an Exalate for Service	Now evaluation instance
The Exalate for ServiceNow instance will allow yo between your ServiceNow environment and an	ou to setup a fully functional integration ny other supported tracking platform.
Enter Organisation*	
Organisation	
Enter First name	
First name	
Enter Last name*	
Last name	
Enter Phone number*	
Belgium +32 v Phone n	umber
Enter Email address*	
Email address	
'e respect vour privacy – more details here	SUBMIT

4. Press Submit

After you submit a request you will get the following email:

Exalate evaluation key for your Exalate for ServiceNo	w
Exalate License Manager <sales@exalate.com> to francis+snow -</sales@exalate.com>	Sun, Mar 14, 2:18 PM
Hi,	
Your Exalate for ServiceNow node is ready for configuration. You will have to follow a couple of steps to start connecting your instance to other instances	on your Exalate network
These are documented in the installation steps	
Your data	The node url
Your node can be accessed on https://snownode-bufo-foxy-arni-moed.exalate.cloud	
Your evaluation key is	
eyJsaWNlbnNlWnVyc2lvbli6ijQuMCIsIm9yZ2FuaXNhdGlvbi I6ImlEYWxrbyIsInN0YXJ0RGF0ZSI6IklhciAxNCwgMjAyMSAw MDowMDowMCBBTSIsInNvZERhdGUIOLJBcHIgWTUSIDIwHjEgMD A6MDA6MDAGUOLLCyCHEWCRIbel06SIfUXUBUCD0EXMCIS ImNvbm5lYJRpb25zIjouLCJzaWduYXR1cmUIOIIKMmEKHTIKS2 PYTWriJMWtvaWl0ZndgbnR0eYY4dXJZdENJSD15UUhNUKuTElh Mlp5zFBaHHVPNlk0aZkiLCJpc0V2YWx1YXRpb24iOnRydWuSIm IzRnJZWJgM0(0mzhbHNLLCJvYW1]YrhVYIMYYJOxMDArLCJj YWxlbmRhclVuaXQiOiJNT05USFMLLCJIc2VwbGFuIjowfQ==	
Having troubles, just let us know by sending a mail to <u>support@exalate.com</u>	
Enjoy,	
The Exalate team	
	The evaluation license
← Reply all ← Reply → Forward	

Deploy the Exalate Bridge app

Dev environments cannot install applications from the ServiceNow store - follow the next steps to deploy the Exalate bridge using an XML-based update set Set up Exalate in your ServiceNow instance using an update set

What is the Bridge App?

The Exalate bridge app is a ServiceNow-certified app that allows connecting your ServiceNow environment with the Exalate app.

servicenow. Store	Q exalate	Search		Log In	≡
Apps and Solutions ServiceNow Products Integrations Innova	tion Lab Events				
← Back to Search Results					
Exalate Bridge Integrats ServiceNow with Jia, Zandask, Cithub, Dates W Competitivity: Takyo, San Disga, Rome (<u>Other A</u> Wrining Free	Azure DexOps, Salesforce and many more pp Versions	ninw Canke Ap	o Got SC Contact Seller → ③ View Profile → Type Integration		
☆☆☆☆☆ No Reviews Ⅲ Product Details ☆ Ratings and Reviews		Share With 🦉	f Version 100 Other App Versions Dependencies and Licensing Req View Dependencies and Licensing Req	uirements	
Summary Set up a bi-directional synchronization between ServiceNow and a other work management systems. Experience a seamless collaboration across internal teams and co	lira, Zendesk, Github, Azure DevOps or any mpany borders.		Compatibility Tokyo San Diago Rome Supporting Links and Docs		
Care Features: The only solution specifically built for cross-company integration so synchronization use cases. • Limitess flexibility in configuration of your synchronization. Sy fields, attachments, summary, comments, state etc. • Sync various entities and related table between ServiceVor	senarios and the most complex inc almost anything, including Custam v and other instances,		ServiceNow Store Terms Of Use Vendor App Subscription Terms and Co Installation Guide Support portfol	inditions Show mo	210
 like: Incidents, Problems, Change Requests, Customer Cases Enjoy badic configuration straight out of the box or use an in Exolate to fit your unique integration scenario. Distributed architectum and dasign. Each side of the Integra both outgoing and incoming information. 	;, Request Items(RITM), Catalog Tasks, etc. tuitive scripting engine to customize tion has full, decentralized control over		Support Contacts Exalate Support +32 38080589 support@exalate.com		

This bridge app is meant to simplify access to the Exalate for ServiceNow service. When deployed it will

- Create 2 Roles
 - x_idnv_exa_bridge.admin
 - x_idnv_exa_bridge.integration
- Creates 3 ACL on the sync_journal_field table
 - read, create, write
- Add a link to the console in the exalate bridge application menu



To know more about the further steps visit the Deploy Exalate for ServiceNow guide.

Configure Exalate for ServiceNow

Once you've configured the Exalate app in the ServiceNow instance, you can proceed with the app configuration.

Step 1: Set up a proxy user on ServiceNow

A proxy user is a ServiceNow service account that is responsible for accessing the information stored on your instance and applying any incoming changes.

Create a service account on your ServiceNow environment. This service account will require a number of permissions as documented here

To simplify this step, you can also use an update package which will automatically configure the necessary settings. Details of deploying this updated package are available here

Step 2: Accept the EULA

By using this product we require an explicit approval of the end user license agreement, which can be found here

\land exalate	Accept EULA	
company.tracker.com	By clicking Accept below, you agree to our end user license agreement - available here	
C Accept EULA		Accept
	Documentation EULA Support Report a bug	

Step 3: Connect the Exalate for ServiceNow to your instance

In the second step, you will need to connect the Exalate for ServiceNow with your instance.

You will need

- The URL of your ServiceNow instance. This URL must be accessible from this application.
- The details of the proxy user: The username and either the password, or an OAuth token. (More information on retrieving the OAuth token are documented here
- The license The evaluation or production license which unlocks the functionality of the application.

You will get notified if something fails

Step 4: Access the Exalate Console

The Exalate console is where integrations are configured. To access the console you will need a ServiceNow account with administration permissions.

Prepare your admin username and either the password or an OAuth token

Step 5: Configure General Settings

You need to specify your ServiceNow instance URL, the proxy user access details, and the evaluation license key.

The **proxy user** is a dedicated user in your ServiceNow instance. The proxy user must have permission to **Create/Read/Update** entities on ServiceNow. If you want to Create/Read/Update Incidents, Cases, Problems, or Change Requests in ServiceNow, the user needs to have roles for that.

In ServiceNow, proxy users can sync tables or attributes based on the access from their user role. Check Exalate for ServiceNow: Proxy user permissions for more information.

Note: In ServiceNow, proxy users can sync tables or attributes based on the access from their user role. Please see Exalate for ServiceNow: Proxy user permissions for more information.

You can find the license key in the email along with your Exalate app URL.

▲ y exalate ⊙	General Settings ServiceNow URL*	
③ General Settings	Auth Protocol" Besic Auth Proxy user" Proxy Password*	
	License*	
		Save

6. Save the Configuration

You will be redirected to the log-in screen.

7. Log in to the Exalate Admin Console

Log in
Use the credentials from an administrator account in the issue tracker.
Auth Protocol *
Basic Auth 🗸
OAuth token
Password
Log in

Basic Auth

Use your ServiceNow instance admin access credentials.

Log in
Use the credentials from an administrator account
Auth Protocol*
Basic Auth 🗸
Username
Password
Log in

We do not store ServiceNow instance access credentials. Exalate only checks if the admin user is valid.

OAuth Token

You need to have a ServiceNow endpoint to log in with an OAuth token.

Log in Use the credentials from an administrator account in dev53142.service-now.com.								
		i) To get	nore information, chec	ck out how to generat	e an OAuth2 token	for ServiceNow		
Auth Protocol*								
Token	~							
Token								
Log in								

Set Up OAuth Tokens in Exalate for ServiceNow

Here is the detailed procedure to set up the login with OAuth tokens in Exalate for ServiceNow.

Install Exalate for ServiceNow on Your Own Server

You can host Exalate for Servicenow on your own server. To do so, you need to install Exalate on Docker.

Check out Docker documentation for details on how to install Docker.

Here is a glimpse of the steps to do that.

- How to install Exalate for ServiceNow
 - Preview
 - 1. Create or download the docker-compose.yml
 - 2. Ensure that a correct database is a setup using a createdb.sh
 - 3. Set environment variables if necessary
 - $\circ~$ 4. Start the application
- Troubleshooting

Check the detailed procedure in our Install Exalate for ServiceNow on your own server guide.

Configuring Proxy User Permissions

To change the proxy user in Exalate for ServiceNow:

- 1. Log in to the Exalate admin console.
- 2. Navigate to **General Settings.**
- 3. Input details:
 - Servicenow instance URL.
 - Proxy user name.
 - Proxy user password.

General Settings	
issue Tracker URL •	
https://dev83903.service-now.com	
Proxy user •	
Exalate_proxy	=
Proxy Password *	
	=
	Cancel Save

Users and permissions

Note: For security reasons, it is better to create a separate role with specific permissions for a proxy user instead of giving him an administrator role.

To integrate Exalate with ServiceNow you need 2 ServiceNow user accounts:

Proxy User

The ServiceNow user account that fetches information from the ServiceNow instance and updates the ServiceNow entities with incoming changes.

The proxy user can integrate various tables or attributes depending on the permissions defined by his user role in ServiceNow.

Exalate Console User

The ServiceNow user is authorized to configure the Exalate app for ServiceNow. The Exalate console user must be an admin in your ServiceNow instance or the proxy user.

Exalate uses REST API to communicate with the ServiceNow issue tracker. By default, ServiceNow REST APIs use basic authentication or OAuth to authorize user access to REST APIs/endpoints. Therefore, the Exalate console users must have access to the ServiceNow instance admin configuration.

IMPORTANT*: Role Management V2 REST API plugin must be installed* and activated on your ServiceNow instance.

Starting from the New York version this plugin is included by default. But if you've recently updated your ServiceNow instance to the latest version you need to **activate Role Management V2 REST API plugin manually.** ServiceNow contextual security.

Configuring access on ServiceNow

You can access the ServiceNow instance in one of these ways:

Basic Login

In order to log in you use a Username and a Password. Exalate will not store the password in the database, but use the rest connection to attempt to log in to the ServiceNow node.

OAuth Token

Authentication with a Username and an OAuth token. Exalate will store the token and use it to access it. The token is refreshed every time the lifespan ends.

Note: OAuth token can be used as long as the refresh token is valid. Read more about setting up the refresh token in the article Access the Exalate app in ServiceNow.

You need to generate a new refresh token after the old one is expired. We suggest setting a longer lifespan for the refresh token.

Video Tutorial

ON THIS PAGE

Introduction

Install Exalate for ServiceNow on Exalate Cloud

Configure Exalate for ServiceNow Product Atstatl Use fate for ServiceNow on Your Own Server Release History Configuring Proxy User Permissions Glossary

XidereeTeutencial

Security Pricing and Licensing Resources Academy [2] Blog [2] YouTube Channel [2] Ebooks [2] Still need help? Join our Community [2] Visit our Service Desk [2] Find a Partner [2]