

Set up a Connection in Basic Mode for ServiceNow

Last Modified on 03/11/2024 8:59 am EDT

Note: Before you set up a Connection in Basic mode ensure that you don't use an older version of Exalate.

Connections in Basic mode have a set of **Sync Rules**, generated by Exalate. In Basic connections, you can only sync incidents. All comments are synced as public comments.

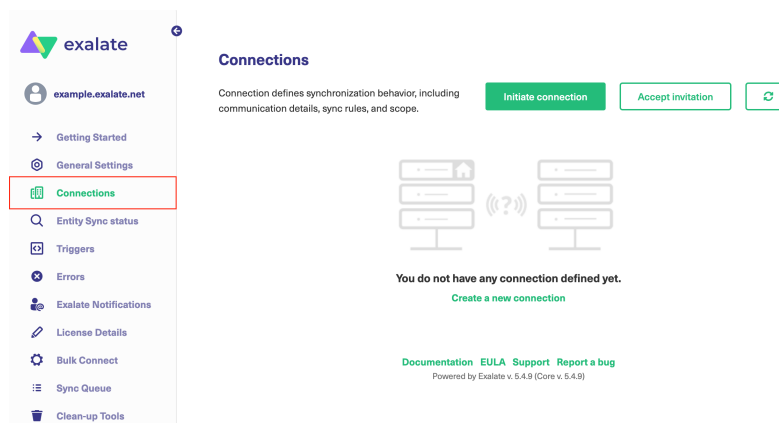
Note: You cannot modify **Sync Rules** in Basic Mode.

If you want to edit/delete Sync Rules, you can upgrade the connection to Visual Mode or Script Mode.

Initiate a Connection in Basic Mode from ServiceNow

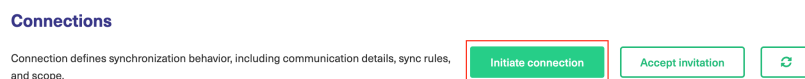
Note: It doesn't matter which side you start initiating the Connection from. The Exalate UI remains the same.

1. Navigate to the **Connections** tab in the Exalate console.



Click **Connections**.

2. Click **Initiate connection**.



3. Enter the **Destination Instance URL**.

The **Destination Instance URL** is the link to the instance you want to set up a connection with. You can directly enter the link of that instance or the **Exalate URL** from the **General Settings** tab in the Exalate admin panel.

Note: If you enter a link to your instance—Exalate determines it's a local connection between 2 projects within your instance.

The screenshot shows a dialog box titled "Initiate connection" with a close button (X) in the top right corner. Below the title bar, there is a label "Destination instance URL" with an information icon. A text input field contains the URL "https://example.exalate.net". To the right of the input field is a toggle switch labeled "I don't have a URL" which is currently turned on (green). At the bottom right of the dialog, there is a green button labeled "Next".

Exalate suggests available Configuration Modes based on the destination instance.

4. Select **Basic**.

The screenshot shows the "Initiate connection" dialog box with the "Destination instance URL" field containing "https://example.exalate.com" and a green checkmark to its right. The "I don't have a URL" toggle is now turned off (grey). Below this, the section "Choose the configuration type" displays three options:

- Basic** (highlighted with a green border):
 - Automatic configuration of basic fields
 - Sync rules cannot be edited
 - Only Issues can be synced
 - Recommended for use cases of basic complexity
- BETA Visual**:
 - Low-code, visual interface
 - Configure both sides of the connection using a single interface
 - Recommended for use cases of basic to intermediate complexity
- Script**:
 - Groovy-based scripting
 - Configure each side of the connection separately
 - Recommended for use cases of basic to advanced complexity

At the bottom right of the dialog, there is a green button labeled "Initiate".

5. Click **Next**.


6. Confirm if you have admin access to the destination instance.

Further steps are different if you have or don't have admin access to the destination instance.


- Select **Yes, I have admin access** if you have admin access to the destination instance. You are redirected to the destination instance to establish a connection.
- Select **No, I don't have admin access** if you don't have admin access to the destination instance. You generate an invitation for the destination instance admin so they could establish a connection on their end.

Initiate connection x

Do you have admin access to the destination instance?

 **Yes, I have admin access**

- You will be redirected to the destination instance to establish the connection

 **No, I don't have admin access**

- You will generate an invitation and send it to the destination instance admin to establish the connection

[< Previous](#)[Initiate](#)

Steps for: Yes, I have Admin Access

Click **Yes, I have admin access & Initiate** the connection.

Note: You will be required to verify access on the destination instance. After that, complete the following steps on the destination instance.

7. Select the project or repository where you want to sync entities.

Note: Selecting the project is not applicable to all platforms. In this case, the Connection is established after the previous step.

Accept invitation x

Select a project for the incoming sync

After accepting an invitation for a Basic mode connection, Exalate will be able to sync basic issue fields. The sync rules cannot be updated. Exalate will sync the following issue data: summary, description, comments, and attachments.

Issue types are mirrored. This means that tasks will be synced as tasks, bugs as bugs, and improvements as improvements. If an issue type is not included in the basic set, it will be synced as a task.

Please select the project where you want to create entities, received from the other side.*

v

[← Previous](#) Confirm

9. Click **Confirm**.

The Connection has been set up.

Exalate x

Connection established successfully ✓

Sync your first issue to see how it works.

Please enter an issue key from the project **Test (TEST)** to proceed

Exalate

Steps for: No, I don't have Admin Access

Click **No, I have admin access & Initiate** the connection.

9. Click **Copy invitation code**.

You can send the invitation code to the destination instance admin.

Initiate connection x

On the "company B" side, you (or their application administrator) need to **Accept the Invitation**.

Use the following invitation code:

Copy invitation code

Done

10. Click **Done**.

Note: Complete the following steps on the destination instance.

11. Click on **Accept Invitation** under the **Connections** tab in the Exalate Admin Console in the destination instance and Paste the invitation code.

Accept Invitation x

Please paste the invitation code, received from your partner

Enter the invitation code

eyJpbmZpdGF0aW9uU2VjcmV0IjojNUI2SnGokZHZGhgZiN+VGIQb1NKN3pablp0clV3MWUuILCJpbmZpdGVkSW5zdGFuY2V2VaWQIOijmMDYwYmE2Yy0xNTg5LTQxNDUyTk2MS03MGIZNWUyMjgzZjQlLCJub2RlSW5mbyl6eyJuYW11IjoibmFib28iLCJjYXNIVXJsjjoiaHR0cHM6Ly9qY2xvdWRub2RlWxxZ2Ytb3Zzei14c250LXFicmEuZXhhbGF0ZS5jbG91ZCIsImZlc3VlVHJhY2ticlVybCI6Imh0dHBzOi8vbmFib28uYXRyYXNzaWZuLm5ldCIsIm5vZGVUeXBlljoiSkISQV9DTE9VRClSImZlc3VlVHJhY2ticlZlcnNpb24iOiI3LjAuMCIslm5vZGVbchBmZlZlZaW9uIjojNy4wLjAiLCJub2RlVmVyc2lvbi6lJlUuMy4ziwiZXhhbGF0ZVBSdWdpbiZlcnNpb24iOiI1LjMuMyIsIm1pbkh1Yk9ia mVjdHNWZlZaW9uIjojMS4yLjAiLCJhYXhdWJlYm91Y3RzVmVyc2lvbi6lJlUuMTQuMCIslm1pbJlc3RlZlZaW9uIjojMS4wLjAiLCJlYXhSZXN0VmVyc2lvbi6lJlUuMi4wIiwicG9sbE9ubHkiOmZhbHNILCJleGFDb21wVmVyc2lvbi6lJlUuMy40IiwicmF3RhhQ29tcFZlcnNpb24iOiI1LjMuNCIsImZlc3RhbmlNIVWlkiOjoiODdiZWE2MWhlY2k2Mi00YjdiLlUu1NzUzZjE5MDRiOGU0ZDA3IiwizWRpdG9yIjo7ImlFkbWluUHJvb2ZVcmxUZW1wbGF0ZSI6Imh0dHBzOi8vbmFib28uYXRyYXNzaWZuLm5ldC9sb2dpbj9yZWRpcmVjdENvdW50XHUwMDNkMVx1MDAyNmRlc3QtdXJsXHUwMDNkaHR0cHMIM0EIMkYIMkZuYVJvby5hdGxhc3NpYW4ubmV0JTJGcGx1Z2lucyUyRnNlcn...

Next

14. Click **Next**.

13. Select the project where you want to sync issues.

Note: Selecting the project is not applicable to all platforms. In this case, the Connection is established after the previous step.

Accept invitation x

Select a project for the incoming sync

After accepting an invitation for a Basic mode connection, Exalate will be able to sync basic issue fields. The sync rules cannot be updated. Exalate will sync the following issue data: summary, description, comments, and attachments.

Issue types are mirrored. This means that tasks will be synced as tasks, bugs as bugs, and improvements as improvements. If an issue type is not included in the basic set, it will be synced as a task.

Please select the project where you want to create entities, received from the other side.*

v

[< Previous](#) Confirm

14. Click **Confirm**.

The Connection has been set up.

Exalate x

Connection established successfully ✓

Sync your first issue to see how it works.

Please enter an issue key from the project **Test (TEST)** to proceed

Exalate

Start Synchronizing

You can sync your first entity in Exalate to see how it works: enter the entity URN on the previous screen and click **Exalate**.

Connection established successfully ✓

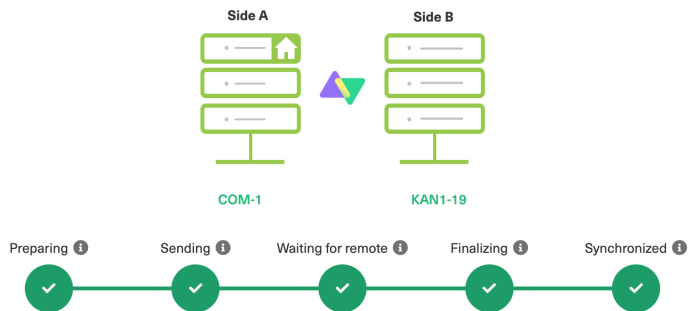
Sync your first incident to see how it works.

Please enter an incident number to proceed

Exalate

When syncing your first entity, you see the status of your sync. The links to both entities are displayed at the bottom as shown below. You can open them up to see more details.

Congratulations!



What's Next?

Next, you can choose to

- sit back and relax while the sync works!
- [Manually](#) synchronize entities.
- [Connect an](#) entity.
- [Sync entities in bulk](#).
- Create a [trigger](#).

ON THIS PAGE

Product

[Initiate a Connection in Basic Mode from ServiceNow](#)

[Release History](#)

[Start Synchronizing](#)

[Glossary](#)

[What's Next?](#)

[Security](#)

[Pricing and Licensing](#)

[Resources](#)

Resources

[Academy](#) 

[Blog](#) 

[YouTube Channel](#) 

[Ebooks](#) 

Still need help?

[Join our Community](#) 

[Visit our Service Desk](#) 

[Find a Partner](#) 