Initiate a Private Connection in Basic Mode for ServiceNow

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> **Note**: For Private Connections:
>
> - an instance you have access to is considered a public side.
> - an instance you don't have access to is considered a private side: destination instance.

The main difference between private and public connection types is whether the HTTP/HTTPS requests are initiated from one side or from both sides. In this case, HTTP/HTTPS requests are initiated from the destination's private side only.

Introduction

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.

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 Private Connection from ServiceNow

1. Navigate to the **Connections** tab in the Exalate console.
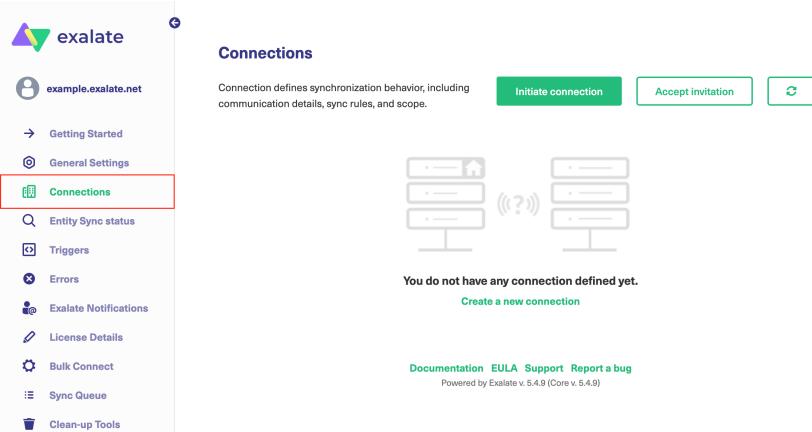
2. Click **Initiate Connection**.
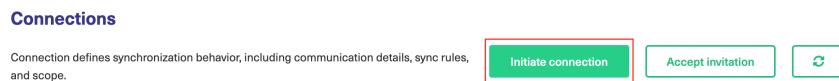
3. Click '**I don't have a URL**'

If the destination instance is in a private network click **I don't have a URL**. Exalate suggests available connection types based on the destination instance's version of Exalate.
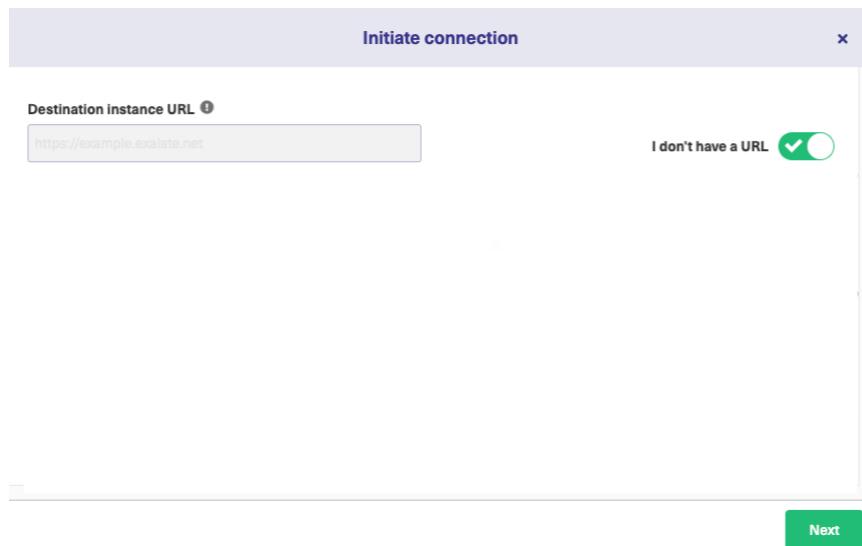
4. Choose a **Basic c**onnection mode.

5. Click **Next.**
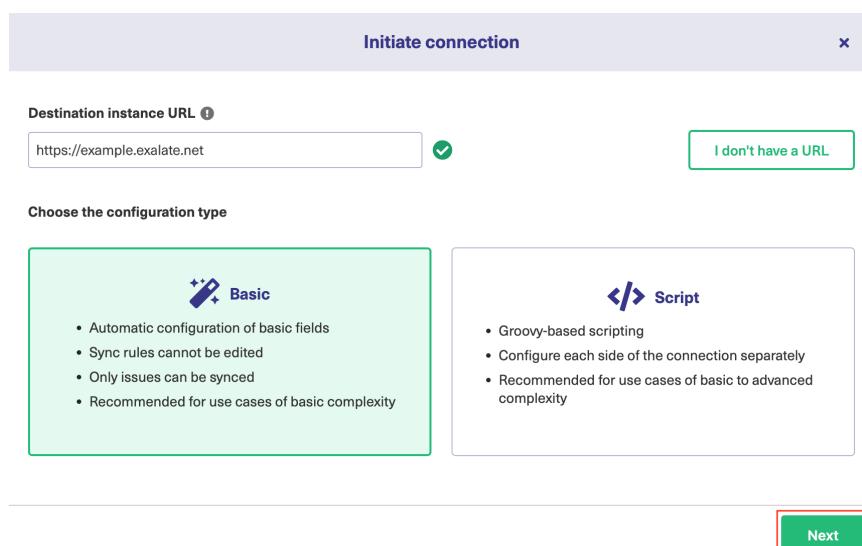
6. Click **Next**.

> **Note**: As this is a Public-Private connection and you don't have admin access to the other side, you can continue to configure on your end and then send an invitation to your partner.

7. Click **Copy Invitation Code**

Here you can copy the invitation code and send it over to your partner. The destination side is shown as "unknown" since this is a private side.

Initiate connection   ✕

Ensure that Exalate is installed on the destination side "unknown"

On the "unknown" side, you (or their application administrator) need to Accept the Invitation.
Use the following invitation code:

Copy invitation code
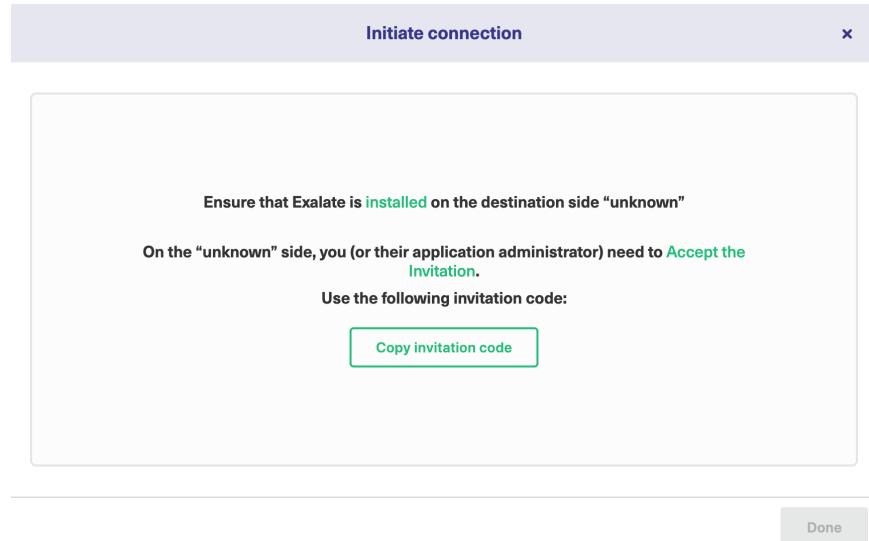
Done

8. Click **Done**

Once your partner accepts the invitation, you can start synchronization.

Note: When the connection is set up on the Public source side, the Private side administrator should accept the invitation in the Private-Public connection.

To do so, click on the **Accept invitation** button in the **Connections** tab of the Exalate Admin Console and paste the copied invitation code.

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