

What Permissions should the Proxy User Have in ServiceNow?

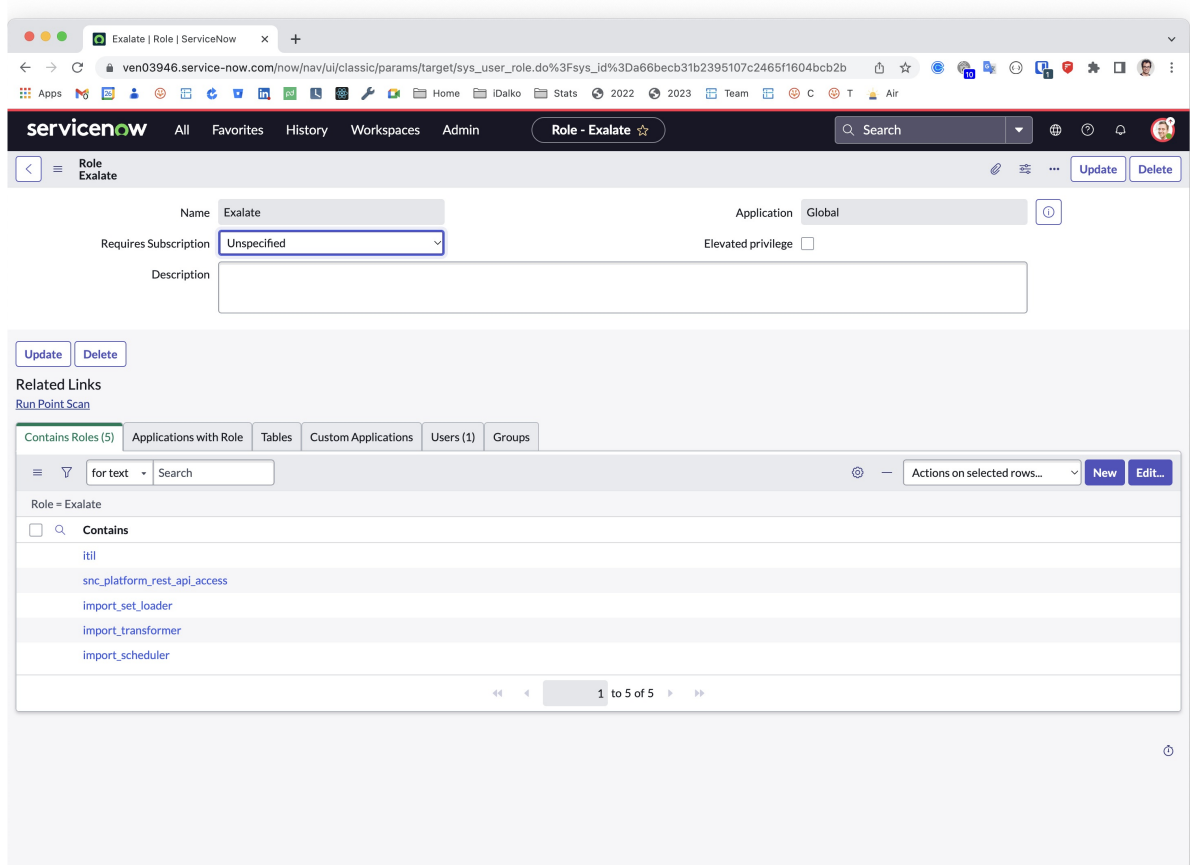
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The Proxy user is the ServiceNow now user who carries out the synchronization between the Exalate node and the ServiceNow instance.

The minimum permissions required for the Proxy user are:

- import_set_loader
- import_transformer
- import_scheduler
- snc_platform_rest_api_access

The best approach is to create a new role and add the above permissions to that role.



Make sure that along with these basic roles, the Proxy user is also a member of ITIL or similar.

To allow you to add comments to incidents (or whatever entity you want to sync), add 3 ACLs (create, read, write) on **sys_journal_field** to the Exalate role.

The screenshot shows the ServiceNow Access Controls interface. The browser address bar displays the URL: `ven03946.service-now.com/sys_security_acl_list.do?sysparm_query=nameSTARTSWITHsys_journal_field%5Esys_scope%3Dglobal&s...`. The page title is "Access Controls | ServiceNow". Below the header, there is a search bar with the text "Name" and a "Search" button. The main content area displays a table with the following data:

Name	Operation	Application	Type	Active	Condition
sys_journal_field	create	Global	record	true	
sys_journal_field	read	Global	record	true	
sys_journal_field	write	Global	record	true	

At the bottom of the page, there is a pagination bar showing "1 to 3 of 3".

And as the last step, make the Proxy user a member of the Exalate role.

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Note: The Proxy user can be used to log in to the Exalate console.

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