

What are the Next Steps to Install Exalate for ServiceNow?

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Next Steps to Install Exalate on ServiceNow

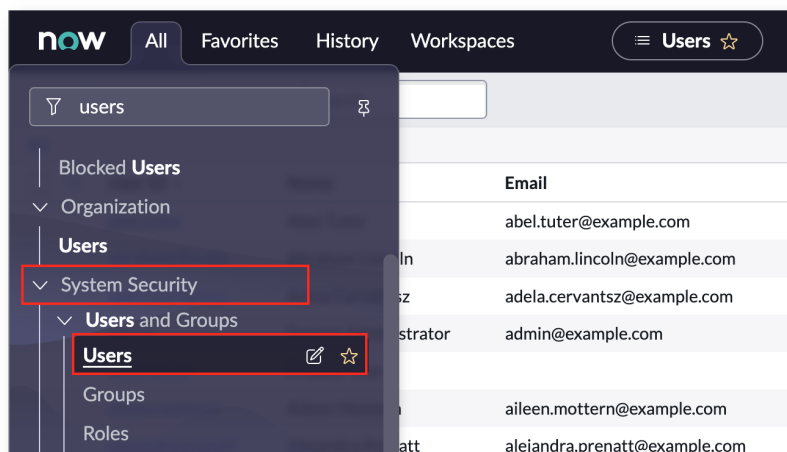
Important: You just deployed the Exalate Bridge from the ServiceNow store or from the update set. But the configuration of Exalate for ServiceNow is not yet complete. You now need to enter the URL of the Exalate for ServiceNow application into the configuration.

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.

Bridge Configuration | ServiceNow

ven03946.service-now.com/now/nav/ui/classic/params/target/system_properties_ui.do%3Fsysparm_title%3DBridge%...

Bridge Configuration

Exalate for ServiceNow

You have just deployed the Exalate for ServiceNow **bridge** app from the ServiceNow store. To complete the configuration of Exalate you will need to enter the **URL of the Exalate for ServiceNow application** below.

What is exalate?

Exalate is an integration solution allowing to synchronise any type of information (such as incidents, changes, releases, ... custom objects) with many other issue tracking systems such as Jira, Azure DevOps, Salesforce, ...

Exalate is based on a distributed architecture which requires that an Exalate node is deployed on both sides of the integration. This distributed architecture allows for keeping the systems loosely coupled, increasing the security and the maintainability of the environment.

The below graph details out how the information flows between 2 systems.

4. Exalate B interfaces with Jira to retrieve the changes which have been triggered by the synchronisation and composes an acknowledgment message

What is the 'Url of the Exalate for ServiceNow application' then

The URL is the host where the Exalate application itself is installed.

The 'Exalate for ServiceNow' can either be deployed either on premise or on [Exalate cloud](#).

- In case the application is deployed on premise, it would be an FQDN on your network.
- When opting for Exalate cloud, please request a new node on the Exalate integrations page ([here](#) - locate Service now). You will receive an email with a link to the application in the form <https://snownode-aaaa-bbbb-cccc-ddd.exalate.cloud> and an evaluation license to get you started.

(More information on the process can be found [on our documentation site](#).)

So what did I install now?

You installed the 'Exalate for ServiceNow bridge app' which provides

- A menu entry allowing to easily access the console of the exalate application
- 2 pre-defined roles (x_idnv_exa_bridge.admin and x_idnv_exa_bridge.integration) allowing to configure access to your ServiceNow environment.

What else is needed?

Make sure that you add a ServiceNow user with the role x_idnv_exa_bridge.integration. More information on permissions required for this user can be found [here](#).

Please enter the Exalate for ServiceNow url below

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.

User Exalate Integration

User ID:

First name:

Last name:

Title:

Department:

Password:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☒

Internal Integration User: ☐

Email:

Language:

Calendar integration:

Time zone:

Date format:

Business phone:

Mobile phone:

Photo: [Update][Delete]

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

Entitled Custom Tables					
Roles (5) Groups Delegates Subscriptions Manage Subscriptions					
Roles Edit... Search Role Search					
User = exalate integration					
Role State Inherited Inheritance Count					
<input type="checkbox"/>	import_scheduler	Active	true	1	
<input type="checkbox"/>	import_set_loader	Active	true	1	
<input type="checkbox"/>	import_transformer	Active	true	1	
<input type="checkbox"/>	snc_platform_rest_api_access	Active	true	1	
<input type="checkbox"/>	x_idrv_exa_bridge.integration	Active	false		
Actions on selected rows...					

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]

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