

How to Configure Exalate for ServiceNow

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

Follow the steps below to finish your first-time app setup:

Step 1: Set up a proxy user on ServiceNow

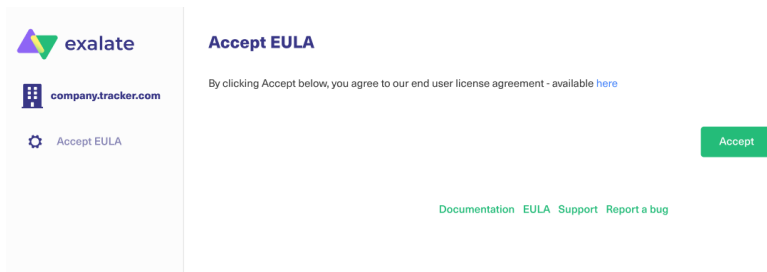
A proxy user is a ServiceNow service account which is responsible for accessing the information stored on your instance, and apply any incoming changes.

Create a service account on your ServiceNow environment. This service account requires a number of permissions as documented [here](#)

To simplify this step, you can also use an update package which automatically configures the necessary settings. Details of deploying this update 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](#)



Step 3: Connect the Exalate for ServiceNow to your instance

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

You 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 get notified if something fails.

Step 4: Access the Exalate Console

The Exalate console is where integrations are configured. To access the console you 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.

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.

General Settings

ServiceNow URL*

Auth Protocol*

 | v

Proxy user*

Proxy Password*

Cancel

Save

6. Save the Configuration

You are 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 in the issue tracker.

Auth Protocol ^{*}

Basic Auth

Username

Password

Log in


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

OAuth Token

Note: You need to have a ServiceNow endpoint to log in with an OAuth token. Check [Set up log-in with OAuth tokens in Exalate for ServiceNow](#) for more info.

Log in

Use the credentials from an administrator account in the issue tracker.




To get more information on how to generate a OAuth2 token for ServiceNow refer to <https://docs.idalko.com/exalate/x/gExAg>

Auth Protocol*

OAuth token ▾

Token

Log in



What's Next?

Now you can proceed to the next step and [set up the connection](#).

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