How to Verify your Exalate for ServiceNow

> **Note:** Verification is available only for self-hosted ServiceNow instances.

To work in Exalate, you need an admin account with an active, non-obligatory evaluation license.

Exalate has a built-in verification procedure, that is used to:

- Verify your instance.
- Activate an evaluation license.
- Make an admin account to receive error notifications.

To verify your Exalate for ServiceNow:

1. 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. For more information read Exalate for ServiceNow: Proxy user permissions.

General Settings

ServiceNow URL *

Auth Protocol *
Basic Auth

Proxy user *

Proxy Password *

2. Enter your contact details in the **Registration** screen.

Exalate uses this info to:

- Verify your instance.
- Activate an evaluation license.
- Create an admin account to receive error notifications.

Registration

Email ⓘ　*

Contact name *

Organization *

Phone *

By clicking Agree and submit below, you agree to
our end user license agreement - available **here**

Agree and submit

3. Select **Agree and submit**.

After selecting **Agree and submit**, you get an email to complete a security check.

> **Note:** After clicking **Agree and submit**, you accept our End User License Agreement (EULA).
> It is also available here:
>
> https://static.idalko.com/legal/eula-addons.pdf

4. Open your email and select **Verify Exalate instance**.

You are redirected back to your Exalate console.

Hi,

Thank you for trying out Exalate

Click here to verify your Exalate node:

Verify Exalate instance

After verifying your instance, you will get an admin account with a 30-day evaluation license.

Use this link to access the Exalate admin console: https://exalate.tracker.net

Check out this short guide how to verify your Exalate instance: How to verify your Exalate instance

If you have any questions - please raise a ticket on our service portal.

Enjoy,
The Exalate team

If you received this message by accident, you can ignore this message, or contact our support

5. Select **Continue**.

> **Note:** For more information on how to complete email verification, read Solving issues with email verification.

Email validation successful

Your email was successfully verified

Continue

Documentation   EULA   Support   Report a bug
Powered by Exalate v. 5.4.9 (Core v. 5.4.9)

6. Log in to your ServiceNow account.

Now you have an Exalate account with a 30-day trial license. You can log in using either Basic Auth or an OAuth token.

> Before logging in with OAuth tokens, you need to set up your ServiceNow instance to work with access tokens. For more information read Set up log in with OAuth tokens in Exalate for ServiceNow.

Log in

Use the credentials from an administrator account

Auth Protocol*
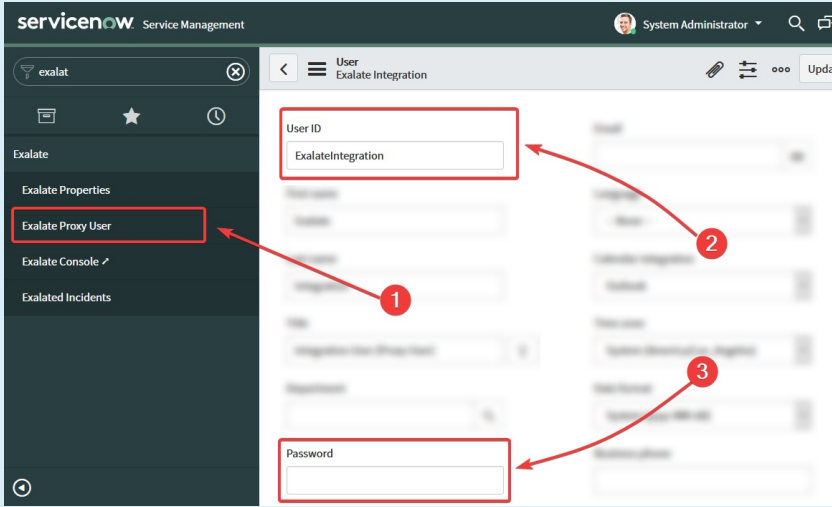
Basic Auth ⌄

Username

Password

Log in ⓘ

Basic Auth

To log in with Basic Auth:

1. Select **Basic Auth** in the **Auth Protocol** dropdown.
2. Enter the Exalate user credentials in the **Username** and **Password** fields.

You can get the user credentials in the **Exalate Proxy User** section:

- **User ID** is the **Proxy user**.
- **Password** is the **Proxy Password**.

3. Select **Log in**.

OAuth Token

Log in

Use the credentials from an administrator account in **dev53142.service-now.com**.

ℹ To get more information, check out how to generate an OAuth2 token for ServiceNow

Auth Protocol*

Token | ˅

Token

••••••••••

[Log in] ❶

To log in with OAuth:

1. Select **Token** in the **Auth Protocol** dropdown.
2. Select **Log in**.

What's next?

Now that you have logged in, you can set up a connection to sync entities.

For more information on how to set up a connection in Exalate for ServiceNow, please read this article.

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