

What are the REST APIs Used by Exalate to access ServiceNow?

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Introduction

Exalate for ServiceNow is an application server that interfaces with ServiceNow using REST API calls. This page contains an overview of all the REST APIs used by Exalate.

Note: This page has been created based on the request of the security departments of prospective Exalate users.

Overview

	Call	Comment
1	<code>/oauth_token.do</code>	The oauth_token.do is used to refresh the OAuth token for authentication purposes
2	<code>/api/now/v2/table/<tablename> /api/now/v2/table/<tablename>/\$sysId /api/now/v2/table/<tablename>/\$issueId</code>	Accesses this table for: <ul style="list-style-type: none">• checking if the Proxy User has access to the table.• retrieving all information related to an entity.• retrieving the key of an entity.• creating an entity.• adding comments.• adding attachments.• updating an entity.
3	<code>/api/now/import/<stagingTableName></code>	Accesses this import set for <ul style="list-style-type: none">• checking if the proxy user has access to the import set.• creating an entity (through a transformation).• adding comments.• updating an entity.

	Call	Comment
4	<div data-bbox="220 309 683 358">/api/global/user_role_inheritance</div>	<p>Checks if the Exalate console user has admin permissions on the ServiceNow environment.</p> <p>This is required to ensure that only administrators can manipulate synchronization scripts</p>
5	<div data-bbox="220 607 683 656">/api/now/v2/table/sys_journal_field</div>	<p>Accesses the sys_journal table for:</p> <ul style="list-style-type: none"> retrieving the comments associated with an Incident. retrieving the id of a comment whenever Exalate creates a comment. This is necessary to uncover the id.
6	<div data-bbox="220 909 683 981">/api/now/v1/attachment/file /api/now/v1/attachment/\$sysId/file</div>	<p>Accesses the attachment table for</p> <ul style="list-style-type: none"> adding an attachment. retrieving an attachment.
7	<div data-bbox="220 1216 683 1265">/api/now/v2/table/sys_attachment</div>	<p>Access the sys_attachment table for</p> <ul style="list-style-type: none"> retrieving the metadata of an attachment (filename, size ...).
8	<div data-bbox="220 1435 683 1507">/api/now/v2/table/sys_user/\$sysId /api/now/v2/table/sys_user</div>	<p>Access the sys_user table for</p> <ul style="list-style-type: none"> retrieving user information associated with an Incident.

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