Accelerator – Service Now Adapter v2

User Guide

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1.0   Introduction

The ServiceNow accelerator allows a user's ServiceNow incidents and/or requests to be displayed within Front Office. New incidents can also be raised and comments added to existing incidents/requests.

V2 utilises the ServiceNow REST API and therefore only supports Eureka and beyond releases.

2.0   Adapter Installation

2.1   Prerequisites

- Front Office v8.3+
- Microsoft .NET (Version 4.5)
- IIS 7+
- ServiceNow instance with the SOAP API accessible (basic authentication over SSL)
- ServiceNow instance with the REST API accessible (basic authentication over SSL)
- ServiceNow user ids must be synced with user ids/emails in Front Office

2.2   Installation

- log in on the target installation server with administrator privileges
- Ensure that "IIS Metabase and IIS 6 configuration compatibility" is enabled (windows features under: Web Server(IIS)/Management Tools/IIS6 Management Compatibility<tick box>/IIS 6 Metabase Compatability<tick box>)
- **Un-install any old versions**
- Extract the files from the zip file into a temporary folder
- Using Windows explorer open the temporary folder, then run setup.exe as an administrator
- Click the next button
- Enter the Front Office Public Web Service URL – this can be found on the Admin / Support / Configuration Check window usually constructed like
  - o   http://<Address>/<FrontOfficeInstanceName>PublicWebService/
- If the Front Office Public Web Service is secured with basic authentication enter the User Id & Password
- Click Next
- Set the virtual directory (default AcceleratorServiceNowAdapter)
- Set the target application pool (must support ASP.NET v4).
- Click the next button, then again to start the installation

3.0   Configuration

3.1   ServiceNow configuration

Log into ServiceNow as a system administrator to perform the following steps.

From the menu, select System Web Services, Properties, check the setting "Require basic authorization for incoming SOAP requests."

Require basic authorization for incoming SOAP requests.
☑ Yes | No

Uncheck the setting with the description starting "This property sets the elementFormDefault attribute of the embedded XML schema to the value of unqualified"

This property sets the elementFormDefault attribute of the embedded XML schema to the value of unqualified, if set to true. This attribute indicates whether or not locally declared elements must be qualified by the target namespace in an instance document. If the value of this attribute is 'unqualified', then locally declared elements should not be qualified by the target namespace. If the value of this attribute is 'qualified', then locally declared elements must be qualified by the target namespace. For compatibility with Clients generated from WSDL (.NET Web Reference, Axis2 stub, webMethods, ect.), set this value to false. This value defaults to true.

For further documentation, follow this URL http://wiki.service-now.com/index.php?title=Web_Services
☐ Yes | No

Click Save.

From the menu select User Administration, Users. Create a new user with a User ID of "frontoffice", set a password (make a note of it) then edit the roles and add the admin role to the user. This user is used by Front Office to connect to ServiceNow via the SOAP/REST APIs.

3.2 Front Office configuration

Log into Front Office as a user with supervisor privileges to perform the following steps.

3.2.1 Create the fulfilment adapters

Create a new adapter of type Request Fulfilment Hook, v8.0, named "Service Now Fulfilment", the URL will be something like:

http://<ADDRESS>/AcceleratorServiceNowAdapter/WebServices/Fulfilment.svc

Create a new adapter of type Request Fulfilment Hook, v8.0, named "Service Now Comment Fulfilment", the URL will be something like:

http://<ADDRESS>/AcceleratorServiceNowAdapter/WebServices/CommentFulfilment.svc

3.2.2 Import Request Types

Import the 2 request types (RequestType_SNOWCOMM.xml & RequestType_SNOWINC.xml) found in the following location:

<install location>\AcceleratorServiceNowAdapter\FOCustom

3.2.3 Configure Service Catalogue

Add a new Panel named "ServiceNow Tickets", uncheck Show Title, check Enabled, set the panel URL to:

http://<ADDRESS>/AcceleratorServiceNowAdapter/Home/Index?SecurityToken=##Session.SecurityToken##&Culture=##Session.CatalogueUserCulture##

Beware if you copy and paste this to make sure the link is not broken where page wraps i.e there is no space between …..SecurityTok <and> en##&Culture…..

Note: the panel will initially display an error, this will be resolved one the integration settings are updated.

Go into service catalogue layout mode and set the panel width to XL and position appropriately

Add a new category ServiceNowCategory, set the additional CSS class to ServiceNowCategory and check Enabled

Whilst in service catalogue edit mode click on the ServiceNowCategory and add a new panel named ServiceNowIncidentDetails, check "Enabled" and set the panel URL to:
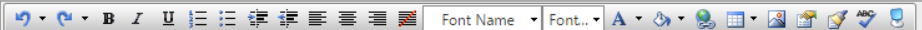
http://<ADDRESS>/AcceleratorServiceNowAdapter/Incident/IncidentIndex?SecurityToken=##Session.SecurityToken##&Culture=##Session.CatalogueUserCulture##

Beware if you copy and paste this to make sure the link is not broken where page wraps i.e there is no space between …..Session.Se <and> curityToken##&Culture…..
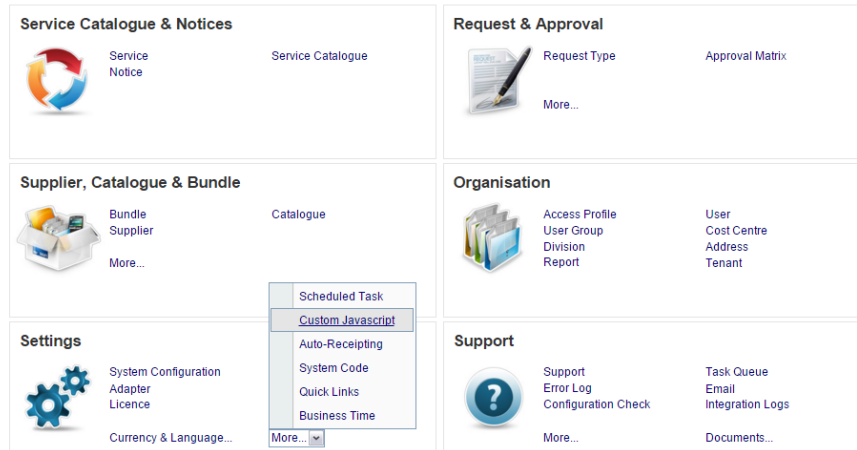

Note: the panel will initially display an error, this will be resolved one the integration settings are updated.

Copy the Share Link into notepad for use in 3.2.5

3.2.4 Import Front Office customisations

Open the file <install location>\AcceleratorServiceNowAdapter\FOCustom\custom.js in notepad copy all the text and paste into the Front Office custom javascript window
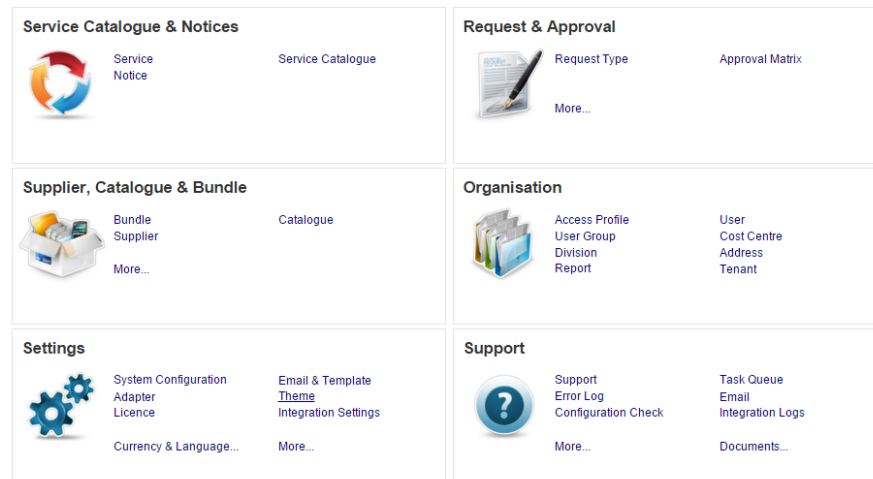

If you already have custom javascript then add this at the top of the page.

Open the file <install location>\AcceleratorServiceNowAdapter\FOCustom\custom.css in notepad copy all the text and paste into the Front Office custom css window (see Custom CSS tab in Theme menu)

Note: the custom css will hide the ServiceNowCategory from the home page (including when in edit mode) so if you need to change it remove the custom css first.

If you already have custom css then add this at the top of the page.

3.2.5   Configure Integration Settings

There should be an integration setting section named AcceleratorServiceNowAdapter, edit the following settings:

ServiceNowEndpoint – set this to the URL of your service now instance

ServiceNowUserId & **ServiceNowPassword** – set these to the values defined at the end of section 3.1

CreateRequestType – leave as it is for standard installs, this is the request type that is "popped up" when creating a new incident, if left blank the create new incident button (+) will not be shown.

PunchInUrl – set this to the Share Link noted in section 3.2.3

UseEmailAddressAsId – set to true to use the users email address as the service now incident caller_id or false (default) to use the Front Office user id.

IncidentStates – used to filter the incidents displayed on the summary ticket list by state. Set to a comma delimited list of incident states, the following values apply (by default all are enabled):

1	New
2	Active
3	Awaiting Problem
4	Awaiting User Info
5	Awaiting Evidence
6	Resolved
7	Closed

RequestStates – used to filter the requests displayed on the summary ticket list by state. Set to a comma delimited list of request states, the following values apply (by default all are enabled):

1	In Process (All open requests are set to this)
2	Closed - Incomplete
3	Closed – Complete
4	Closed – Rejected

ShowRequests – set to **true** if service requests are to be displayed, otherwise **false**

UserSysId – internal adapter use only, do not set

ApplyStatesToDetailPanel – set to **true** to filter the incidents / requests in the detail panel by the IncidentStates and RequestStates, otherwise **false** to display all

AllowClosedComments - set to **true** to allow comments on closed records, otherwise **false**

AcceleratorServiceNowAdapter				Add Setting | Edit | Delete
Name	Value	Allow Tenant Override	Allow User Override	
ServiceNowEndpoint	https://dev10487.service-now.com	Yes		🗑
ServiceNowUserId	frontoffice	Yes		🗑
ServiceNowPassword	*****	Yes		🗑
CreateRequestType	SNOWINC	Yes		🗑
PunchInUrl	http://timlaptop/FrontOffice83/PunchInHandler.ashx?pt=scs&cid=f2jJonnqh0ueZLZjCSzoFw	Yes		🗑
UseEmailAddressAsId	false	Yes		🗑
IncidentStates	1,2,3,4,5,6,7	Yes		🗑
UserSysId		Yes	For User	🗑
RequestStates	1,2,3,4,5	Yes		🗑
ShowRequests	true	Yes		🗑
ApplyStatesToDetailPanel	true	Yes		🗑
AllowClosedComments	false	Yes		🗑

Note: if used in a multi tenanted Front Office solution the integration settings can be overridden at tenant level if required.

Note: if the integration settings are not present then the Public Web Service URL credentials were probably not entered correctly at stage 2.2, to correct open the web.config file (in <install location>\AcceleratorServiceNowAdapter\) and update the DapiUrl, DapiUser & DapiPassword settings directly.

3.2.6   Optional – Configuration of custom messages
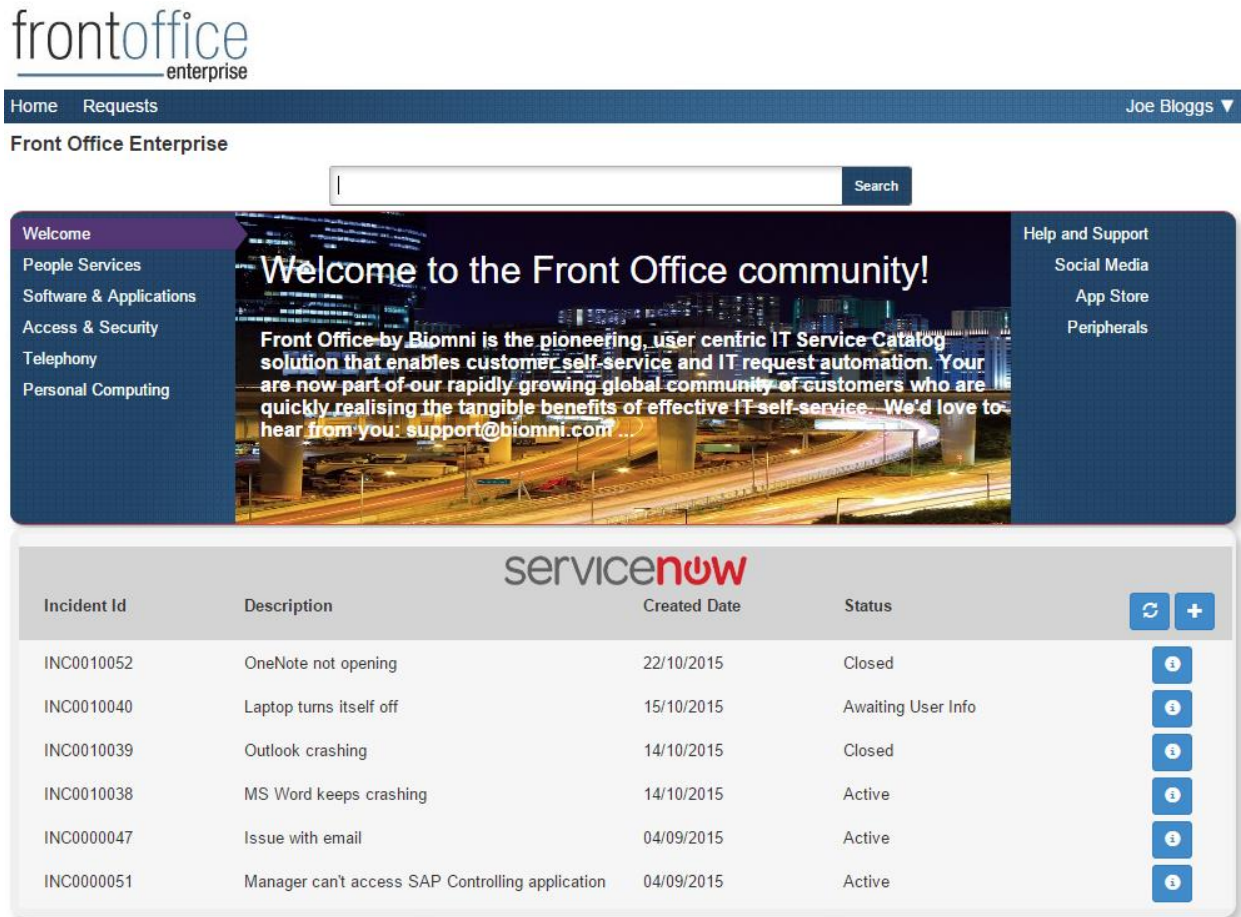
If custom messages are required, create a new integration section for each language to be supported named "AcceleratorServiceNowAdapter_" appended with the 5 character culture code (see Language Maintenance in Front Office), e.g. **AcceleratorServiceNowAdapter_en-GB**

Within each new section create up to 10 message settings, name each setting name starting with "Message", appended with a number from 1 – 10, e.g. **Message1**, then set the value of the setting to the desired text to be displayed within the adapter.

HTML can then be added to any of the adapters cshtml files, where the message text is required insert **@Config.MessageX** (where X is a number from 1-10), e.g. **@Config.Message1**

4.0　In Use

If everything has been installed and configured correctly you should see a new ServiceNow panel on the Front Office home page:
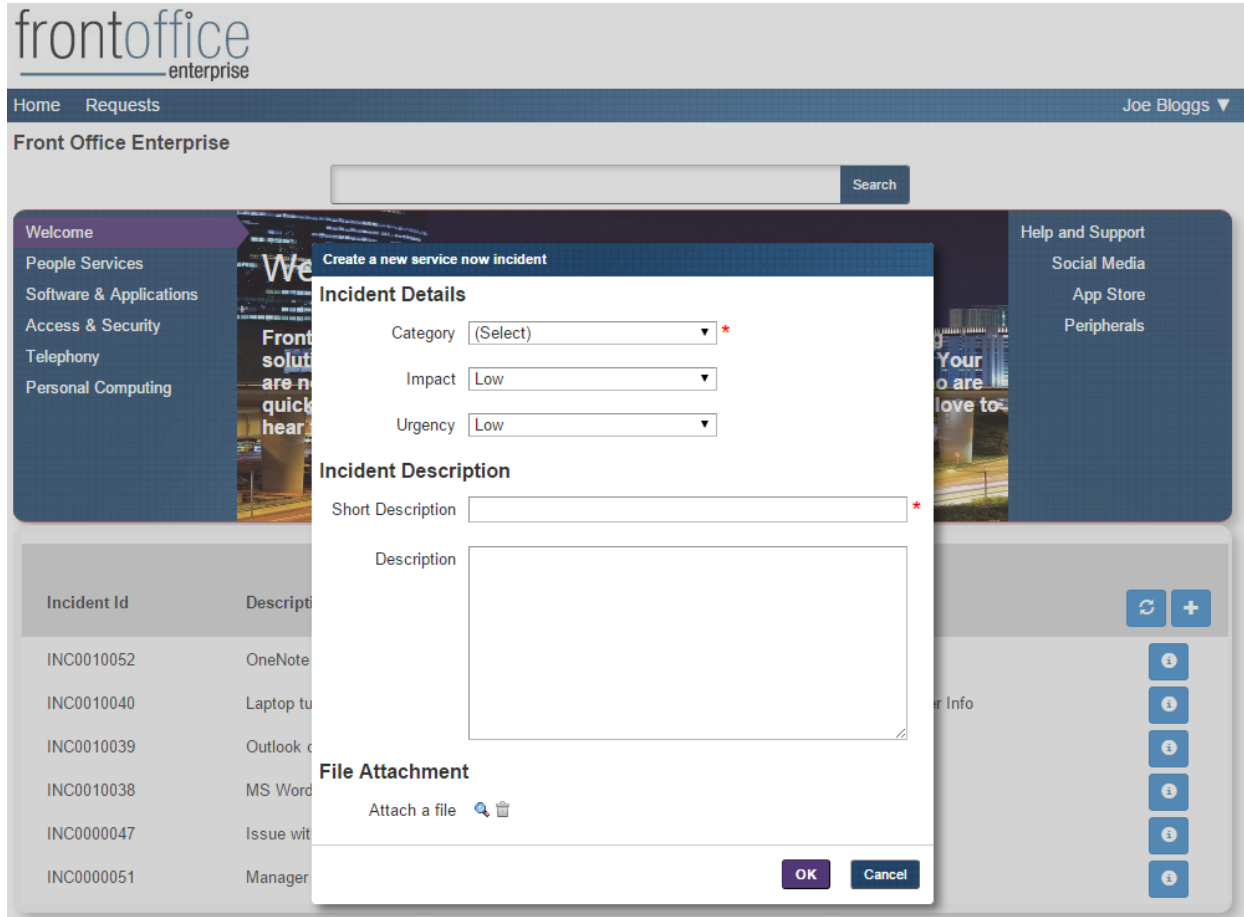

The Refresh icon can be used to refresh the contents of the panel (it does not auto refresh)

The New icon can be used to create a new incident in service now. Clicking this will pop up a new incident request:

The information icon against each incident can be used to "drill down" into an incident for greater detail:

Clicking on the Add Comment button allows the user to add a comment (plus a file attachment if desired) to the incident:

5.0 Adapter Customisation

5.1 Changing styles

In the following location:

<install location>\AcceleratorServiceNowAdapter\Content there is a css file named Site.css. This can be modified to change colours / fonts etc. There is a subfolder named images

5.2 Use of adapter for creating incidents

The "Service Now Fulfilment" adapter part of this application can be used stand-alone to create tickets from Front Office.

5.2.1 ServiceNow fields

These are the ServiceNow fields that you can map to from request fields, none are mandatory.

ServiceNow Field	Description
caller_id	Always mapped to the id of the requested for user
category	Category code (must be valid SN value)
description	Incident description
impact	Impact code (must be valid SN value)
short_description	Summary description
subcategory	Subcategory code (must be valid SN value)
urgency	Urgency code (must be valid SN value)

5.2.2   Front Office Request

Add the desired fields to your request, making a note of the codes for any fields you want to map to the ServiceNow incident.

Your request form **must** include the following fields (all textboxes):

Field Code	Description
SNOWINCID	For storage of the incident number
SNOWSYSID	For storage of the incident sys_id (can be used for further integration)
WORKFLOWID	For storage of the Front Office workflow id (can be used for further integration)

5.2.3   Field Mapping

Configure a new integration section named:

ServiceNowIncidentMapping_<REQUESTTYPECODE>

For each request field you want to map to service now create a new setting within the new section. Set the **Name** to a Front Office request field code, set the **Value** to the desired ServiceNow field name from the table above (**case sensitive!**)

Note: Any file type fields on the request will be created on the incident, they do not need to be explicitly mapped.

5.2.4   Fulfilment

Add the fulfilment adapter named "Service Now Fulfilment" to the internal workflow of your new request.

6.0   Upgrading from previous version

6.1   Servicenow

Make sure the user configured within Servicenow for the adapter is an admin user.

6.2   Integration Settings

It is recommended that **AcceleratorServiceNowAdapter** and **ServiceNowIncidentMapping_SNOWINC** integration sections are deleted before the new version is installed. This will ensure that all new settings are created properly, if this is not possible then follow the instructions below.

Create the following integration settings within the **AcceleratorServiceNowAdapter** section:

UseEmailAddressAsId, text, allow client override

IncidentStates, text, allow client override

RequestStates, text, allow client override

ShowRequests. text, allow client override

ApplyStatesToDetailPanel, text, allow client override

AllowClosedComments. text, allow client override

UserSysId, text, allow client override, allow user override (for User)

See section 3.2.5 for values.

6.3   Import Request Type

The request type SNOWCOMM has been updated, re-import from the FO Custom folder

6.4   Adapter Install

You must uninstall the old version of the adapter before you install v2