

# ServiceNow Authenticate a Connector

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You can authenticate with ServiceNow to create your own instance of the ServiceNow connector through the UI or through APIs. Once authenticated, you can use the connector instance to access the different functionality offered by the ServiceNow platform.

## Authenticate Through the UI

Use the UI to authenticate with ServiceNow and create a connector instance as described in [Authenticate a Connector Instance \(UI\)](#). In addition to the base authentication parameters, you will need the credentials that you identified in [API Provider Setup](#).

After successfully authenticating, we give you several options for next steps. [Make requests using the API docs](#) associated with the instance, [map the instance to a common resource](#), or [use it in a formula template](#).

## Authenticate Through API

Use the `/instances` endpoint to authenticate with ServiceNow and create a connector instance. If you are configuring events, see the [Events](#) section.

**Note:** The endpoint returns a connector token upon successful completion. Retain the token for all subsequent requests involving this connector instance.

To create a connector instance:

1. Construct a JSON body as shown below (see [Parameters](#)):

```

{
  "element": {
    "key": "servicenow"
  },
  "configuration": {
    "username": "",
    "password": "",
    "servicenow.subdomain": "",
    "filter.response.nulls": true
  },
  "tags": [
    ""
  ],
  "name": ""
}

```

2. Call the following, including the JSON body you constructed in the previous step:

```
POST /instances
```

**Note:** Make sure that you include the `User` and `Organization` keys in the header. For more information, see [Authorization Headers, Organization Secret, and User Secret](#).

3. Locate the `token` and `id` in the response and save them for all future requests using the connector instance.

## Example cURL

```

curl -X POST \
-H 'Authorization: User , Organization ' \
-H 'Content-Type: application/json' \
--data '{ \
  "name": "My_ServiceNow", \
  "configuration": { \
    "filter.response.nulls": "true", \
    "username": "username", \
    "password": "*****", \
    "servicenow.subdomain": "dev12345" \
  } \
}' \
'https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/elements/145/instances'

```

# Parameters

API parameters not shown in SAP Cloud Platform Open Connectors are in

`code formatting`.

**Note:** Event related parameters are described in [Events](#).

Parameter	Description	Data Type
<code>key</code>	The connector key. servicenow	string
Name <code>name</code>	The name for the connector instance created during authentication.	string
Username <code>username</code>	Your ServiceNow user name.	
Password <code>password</code>	Your ServiceNow password.	string
The ServiceNow Subdomain <code>servicenow.subdomain</code>	This is the part of your URL that is specific to your organization, for example in <code>https://domain12345.service-now.com/domain12345</code> is the subdomain	string
Filter null values from the response <code>filter.response.nulls</code>	<i>Optional.</i> Determines if null values in the response JSON should be filtered from the response. Yes or <code>true</code> indicates that SAP Cloud Platform Open Connectors will filter null values. Default: <code>true</code> .	boolean
tags	<i>Optional.</i> User-defined tags to further identify the instance.	string

## Example Response

```
{
  "id": 427251,
  "name": "My_ServiceNow",
  "createdDate": "2017-06-06T22:26:22Z",
  "token": "kt6uJ77QG1iCIzNgRv1/BcpJL/JS94sBwwQdicNRZ5s=",
  "element": {
    "id": 145,
    "name": "ServiceNow",
```

```
"hookName": "ServiceNow",
"key": "servicenow",
"description": "ServiceNow is changing the way people work, offering service management for every department in the enterprise including IT, human resources, facilities & more.",
"image": "https://pbs.twimg.com/profile_images/378800000041139697/cf1e6299ecb533ed82725abe96bb96a9_400x400.png",
"active": true,
"deleted": false,
"typeOauth": false,
"trialAccount": false,
"resources": [],
"transformationsEnabled": true,
"bulkDownloadEnabled": true,
"bulkUploadEnabled": true,
"cloneable": true,
"extendable": true,
"beta": false,
"authentication": {
  "type": "basic"
},
"extended": false,
"hub": "helpdesk",
"protocolType": "http",
"parameters": [
  {
    "id": 11,
    "createdDate": "2015-04-26T16:11:49Z",
    "name": "servicenow.subdomain",
    "vendorName": "subdomain",
    "type": "configuration",
    "vendorType": "path",
    "source": "request",
    "elementId": 145,
    "required": false
  }
],
"private": false
},
"elementId": 145,
"provisionInteractions": [],
"valid": true,
"disabled": false,
"maxCacheSize": 0,
"cacheTimeToLive": 0,
"configuration": {
  "base.url": "https://{subdomain}.service-now.com/api/now/v1/table",
  "bulk.add_metadata": "false",
  "event.notification.subscription.id": null,
  "bulk.query.field_name": "sys_updated_on",
```

```
"pagination.max": "200",
"servicenow.subdomain": "subdomain123",
"event.vendor.type": "polling",
"bulk.query.operator": ">=",
"filter.response.nulls": "true",
"bulk.query.date_mask": "yyyy/MM/dd HH:mm:ss",
"bulk.attribute.created_time": "sys_created_on",
"bulk.query.download_format": "json",
"password": "*****",
"bulk.relations": "{}",
"pagination.type": "offset",
"event.poller.refresh_interval": "15",
"event.notification.callback.url": null,
"event.notification.signature.key": null,
"event.poller.configuration": "{}",
"username": "username",
"event.notification.enabled": "false"
},
"eventsEnabled": false,
"traceLoggingEnabled": false,
"cachingEnabled": false,
"externalAuthentication": "none",
"user": {
  "id": 1234567
}
}
```