

ServiceNow OAuth Authenticate a Connector

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

Authenticate Through the UI

Use the UI to authenticate with ServiceNow OAuth and create a connector instance. Because you authenticate with ServiceNow OAuth via OAuth 2.0, all you need to do is add a name for the instance and provide your ServiceNow subdomain, API key, and API secret you identified in [ServiceNow OAuth API Provider Setup](#). After you create the instance, you'll log in to ServiceNow OAuth to authorize SAP Cloud Platform Open Connectors access to your account. For more information about authenticating a connector instance, see [Authenticate a Connector Instance \(UI\)](#).

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

Authenticating through API is similar to authenticating via the UI. Instead of clicking and typing through a series of buttons, text boxes, and menus, you will instead send a request to our `/instances` endpoint. The end result is the same, though: an authenticated connector instance with a **token** and **id**.

Authenticating through API follows a multi-step OAuth 2.0 process that involves:

1

Redirect URL



2

Authenticate Users



3

Authenticate Instance

- [Getting a redirect URL](#). This URL sends users to the vendor to log in to their account.
- [Authenticating users and receiving the authorization grant code](#). After the user logs in, the vendor makes a callback to the specified url with an authorization grant code.
- [Authenticating the connector instance](#). Using the authorization code from the vendor, authenticate with the vendor to create a connector instance at SAP Cloud Platform Open Connectors.

Getting a Redirect URL

1

Redirect URL



2

Authenticate Users



3

Authenticate Instance

Use the following API call to request a redirect URL where the user can authenticate with the API provider. Replace `{keyOrId}` with the connector key, `servicenowoauth`.

```
curl -X GET /elements/{keyOrId}/oauth/url?apiKey=&apiSecret=&callbackUrl=&servicenow.subdomain=
```

Query Parameters

Query Parameter	Description
apiKey	The key obtained from registering your app with the provider. This is the Client ID that you recorded in API Provider Setup .
apiSecret	The secret obtained from registering your app with the provider. This is the Client Secret that you recorded in API Provider Setup .
callbackUrl	The URL that will receive the code from the vendor to be used to create a connector instance.
servicenow.subdomain	This is the part of your URL that is specific to your organization, for example in <code>https://domain12345.service-now.com/</code> <code>domain12345</code> is the subdomain.

Example cURL

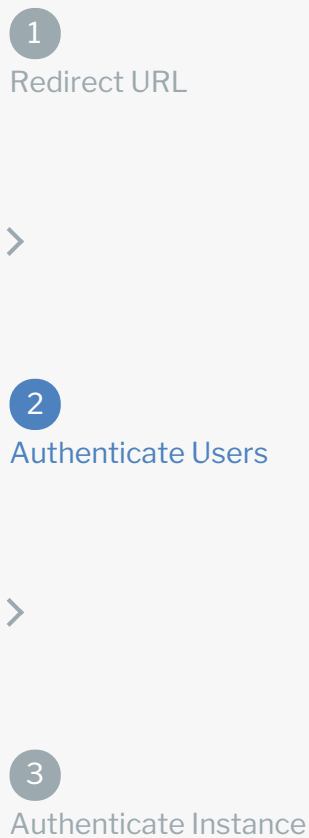
```
curl -X GET \
  'https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/elements/servicenowoauth/oauth/url?apiKey=fake_api_key&apiSecret=fake_api_secret&callbackUrl=https://www.mycoolapp.com/auth&servicenow.subdomain=dev1234'
```

Example Response

Use the `oauthUrl` in the response to allow users to authenticate with the vendor.

```
{
  "element": "servicenowoauth",
  "oauthUrl": "https://dev1234.service-now.com/oauth_auth.do?response_type=code&redirect_uri=https%3A%2F%2Fwww.mycoolapp.com%2Fauth&state=servicenowoauth&client_id=fake_api_key"
}
```

Authenticating Users and Receiving the Authorization Grant Code



Provide the response from the previous step to the users. After they authenticate, ServiceNow OAuth Beta provides the following information in the response:

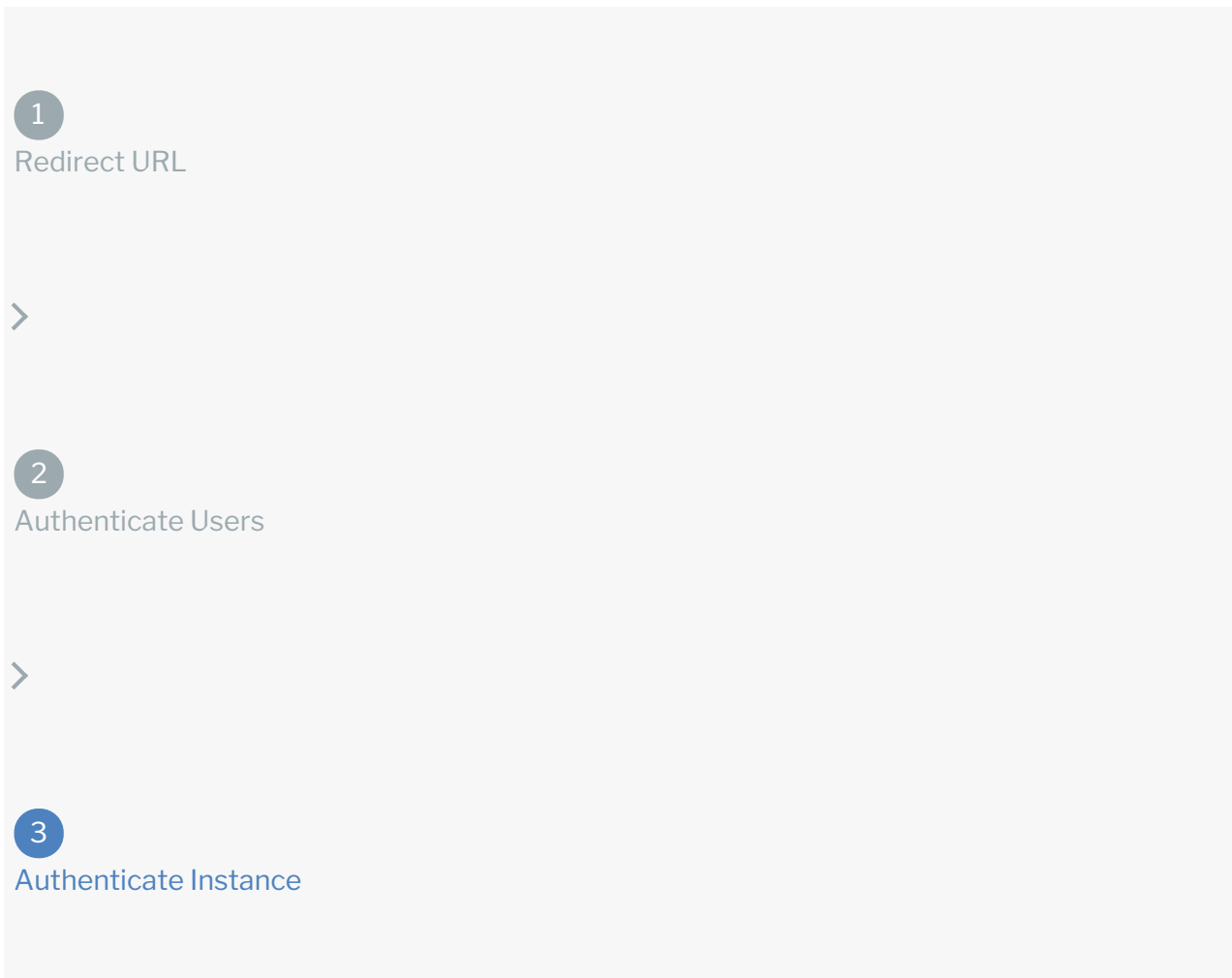
- code
- state

Response Parameter	Description

Response Parameter	Description
code	The Authorization Grant Code required by SAP Cloud Platform Open Connectors to retrieve the OAuth access and refresh tokens from the endpoint.
state	A customizable identifier, typically the connector key (<code>servicenowoauth</code>).

Note: If the user denies authentication and/or authorization, there will be a query string parameter called `error` instead of the `code` parameter. In this case, your application can handle the error gracefully.

Authenticating the Connector Instance



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

Note: The endpoint returns a connector instance token and id upon successful completion. Retain the token and id 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": "servicenowoauth"
  },
  "providerData": {
    "code": ""
  },
  "configuration": {
    "oauth.callback.url": "",
    "oauth.api.key": "",
    "oauth.api.secret": "",
    "servicenow.subdomain": ""
  },
  "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.
4. Follow up on the developer instance by following the instructions in [Manage Your Developer Instance](#).

Example cURL

```

curl -X POST \
  https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/instances \
  -H 'authorization: User , Organization ' \
  -H 'content-type: application/json' \
  -d '{
    "element": {
      "key": "servicenowoauth"
    },
    "providerData": {
      "code": "xxxxxxxxxxxxxxxxxxxxxxxxxxxx"
    },
    "configuration": {
      "oauth.callback.url": "https://mycoolapp.com",
      "oauth.api.key": "xxxxxxxxxxxxxxxxxxxx",
      "oauth.api.secret": "xxxxxxxxxxxxxxxxxxxxxxxxxxxx",
      "servicenow.subdomain": "domain12345"
    },
    "tags": [
      "Docs"
    ],
    "name": "API Instance"
  }'

```

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. servicenowoauth	string
<code>code</code>	The authorization grant code returned from the API provider in an OAuth2 authentication workflow.	string
Name <code>name</code>	The name for the connector instance created during authentication.	string
<code>oauth.callback.url</code>	The URL where you want to redirect users after they grant access. This is the Redirect URL that you noted in API Provider Setup .	string

Parameter	Description	Data Type
<code>oauth.api.key</code>	The Client ID from ServiceNow OAuth Beta. This is the Client ID that you noted in API Provider Setup .	string
<code>oauth.api.secret</code>	The Client Secret from ServiceNow OAuth Beta. This is the Client Secret that you noted in API Provider Setup .	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/</code> <code>domain12345</code> is the subdomain.	string
tags	<i>Optional.</i> User-defined tags to further identify the instance.	string

Example Response for an Authenticated Connector Instance

In this example, the instance ID is `12345` and the instance token starts with "ABC/D...". The actual values returned to you will be unique: make sure you save them for future requests to this new instance.

```
{
  "id": 12345,
  "name": "API Instance",
  "createdDate": "2017-07-27T14:27:32Z",
  "token": "ABC/Dxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx",
  "element": {
    "id": 1323,
    "name": "ServiceNow OAuth",
    "hookName": "ServiceNow",
    "key": "servicenowoauth",
    "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": true,
    "authentication": {
```



```
authentication: {
  "type": "oauth2"
},
"extended": false,
"hub": "helpdesk",
"protocolType": "http",
"parameters": [ ]
},
"elementId": 1323,
"tags": [
  "Docs"
],
"provisionInteractions": [],
"valid": true,
"disabled": false,
"maxCacheSize": 0,
"cacheTimeToLive": 0,
"configuration": { },
"eventsEnabled": false,
"traceLoggingEnabled": false,
"cachingEnabled": false,
"externalAuthentication": "none",
"user": {
  "id": 12345
}
}
```

Manage Your Developer Instance

After you authenticate a connector instance, you must "wake up" your developer instance. See more at [ServiceNow's documentation](#).

To wake a SAP Cloud Platform Open Connectors ServiceNow connector instance:

1. Log in to the wake up instance URL with the [Developer portal](#) credentials.
2. On the status screen, click **Refresh status**.

After 10 days of no activity, ServiceNow deletes the instance.
