

Sugar Serve Connector

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The Sugar Serve connector is available in the helpdesk hub.

Authentication Prerequisites

The Sugar Serve connector uses the **OAuth2password** authentication workflow. Before you can authenticate an instance of the Sugar Serve connector, you require the following:

Provider sandbox

A Sugar Serve account and sandbox are required. Only **'Administrator'** accounts can generate the credentials required to authenticate with the element.

There are default values provided by Sugar for OAuth API key and OAuth API secret. The only parameters required by the user are -

- Sugar Enterprise Site URL
- Username
- Password

③ **Note:** In case a user's IP address changes while they are still logged into Sugar, they get logged out by default and require to log in again. To make sure this does not happen, user needs to disable client IP verification. As per Sugar documentation -

- Navigate to **Admin > System Settings**.
- Scroll to the Advanced section at the bottom of the page.
- Uncheck "Validate user IP address".
- Click "Save" to preserve the changes.

User will no longer be logged out if your IP address changes.

Required Authentication Parameters

You can authenticate a connector instance using the UI or via API calls. For detailed information on how to authenticate an instance, see our related documentation:

- [Authenticate a Connector Instance \(UI\)](#)
- [Authenticate a Connector Instance \(API\)](#)

To authenticate an instance of the Sugar Serve connector, you will need the following parameters:

Parameter Name/UI Value	API Value/Key	Description	Source
Sugar Serve site URL	site.url	The unique URL established for your Sugar Serve site.	This is the same URL that you use to sign in to your Sugar Serve platform. Contact your Sugar admin for assistance.
Username	username	The username you use to sign in to your Sugar Serve site.	Contact your Sugar admin for assistance.
Password	password	The password you use to sign in to your Sugar Serve site.	Contact your Sugar admin for assistance.

Sample Configuration JSON

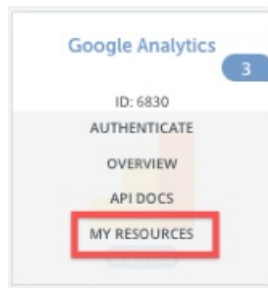
```
"configuration": {  
  "oauth.api.key": "12345678asdfghjklqwertyuiop",  
  "site.url": "http://my-sugar-serve-url.com",  
  "username": "MyUsername",  
  "password": "MyPassw0rd"  
}
```

Connector Fact Sheet and Reference

Authentication and Configuration Parameters

To see all authentication parameters for the Sugar Serve connector, follow these steps:

1. Sign in to SAP Open Connectors and navigate to Connectors.
2. Hover over the card for a connector, and then click My Resources.



3. In the top navigation toolbar, click Setup.
4. From the Setup page, you can view a complete list of the connector's authentication and configuration parameters.

Events and Supported Resources

The Sugar Serve connector supports events via polling. For detailed information about our Events framework and how to configure a connector instance with events, see our documentation:

- [Authenticate a Connector Instance with Events \(UI\)](#)
- [Authenticate a Connector Instance with Events \(API\)](#)

You can set up polling events for the following resources of the Sugar Serve connector:

- accounts
- contacts
- calls
- meetings
- tasks
- users
- documents
- emails
- tags
- incidents
- cases

Queryable Endpoints

You can use [OCNQL](#) to query the following endpoints of the Sugar Serve connector:

- [GET /accounts](#)
- [GET /activities](#)
- [GET /articles](#)
- [GET /bulk/jobs](#)
- [GET /calls](#)
- [GET /cases](#)
- [GET /contacts](#)
- [GET /documents](#)
- [GET /emails](#)
- [GET /incidents](#)
- [GET /meetings](#)
- [GET /notes](#)
- [GET /{objectName}](#)
- [GET /{objectName}/{objectId}/{childObjectName}](#)
- [GET /reports](#)
- [GET /tags](#)
- [GET /tasks](#)
- [GET /users](#)

API Documentation

Read more in the [Sugar Serve API Documentation](#).

Provider Documentation

- [Sugar Serve 9.3 Documentation](#)
 - [Sugar Support Home](#)
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