

Service Now Configuration

This section lists all configuration parameters available to configure the Service Now Source component.

Element	Type	Default	Example	Description
host	String		example.service-now.com	Host name of the service now server.
user	String		example@domain.com	Username with enough permissions to index the desired documents.
password	String			Password of the specified user
pageSize	integer	1000		Number of documents retrieved per call to the server
useSecurity	boolean	false		If true the ACL of Knowledge Articles will be add to the documents (Knowledge Base Id)
patternField	String	Article Number		Field for Include or Exclude Pattern
cacheEntireUserTable	boolean	false		If true, the entire table sys_user will be cached in memory, otherwise user info is cache record-by-record.
includeArticles	boolean	true		If true, the Knowledge Articles will be process.
excludedArticlesAttachmentsMimeType	String			Knowledge Article's Attachment mime type that should be excluded.
publicArticles	boolean	true		If true, only crawl public articles
includeCatalogItems	boolean	true		If true, the Catalog Items will be process.
includeCatalogModelFields	boolean	false		If true, the model of the catalog item will be extracted.
includeCatalogItemsAttachments	boolean	false		If true, the connector will crawl Catalog Items' attachments.
excludedCatalogItemsAttachmentsMimeType	String			Catalog Item's Attachment mime type that should be excluded.
articlesDisplayUrlBase	String	/kb_view.do?sysparm_article=		Base Url to be used for creating the Display URL for the Articles.
pField	String			Pattern Field when using include or exclude patterns (Knowledge Articles)
countWithStats	boolean	true		If true, Aggregate API will be use get the total count of rows for Knowledge and Category tables.
cField	String			Pattern Field when using include or exclude patterns (Catalog Items)
patternField	int			patternField=0 for Article number patternField=1 for Display Url
patternFieldCatalog				patternFieldCatalog=2 for Catalog Title patternFieldCatalog=3 for Display Url