Service Now Prerequisites

Version of Service Now required

The Aspire Service Now connector was created and tested using the **cloud version (Istanbul, Jakarta, Kingston, London and Madrid).**

Before installing the Service Now connector, make sure that:

- Service Now server is visible to the Aspire server.

User Account Requirements

The connector requires an account with the following roles, in order to crawl Knowledge content and Catalog Items.

- Knowledge

- Knowledge_admin

- Catalog

- Itil or User_admin

The connector has only been verified with Administrator accounts.

Windows or Linux

The Service Now connector run on either Windows or Linux. It uses a REST API to retrieve the documents.