ServiceNow Connector - FAQ & Troubleshooting

FAQ

How to configure a ServiceNow server to allow the connector to retrieve ACLs based on Knowledge Bases?

Please view the following page ServiceNow Security

How to configure a ServiceNow server to allow the connector to retrieve ACLs based on User criteria?

Please view the following page ServiceNow User Criteria Security

Why does an incremental crawl last as long as a full crawl?

Some connectors perform incremental crawls based on snapshot entries, which are meant to match the exact documents that have been indexed by the connector to the search engine. On an incremental crawl, the connector fully crawls the repository the same way as a full crawl, but it only indexes the modified, new or deleted documents during that crawl.

Crawl Troubleshooting

For crawl related issues and troubleshooting, please check the connectors general troubleshooting page.

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