

How to Install Update Sets for ServiceNow Integration

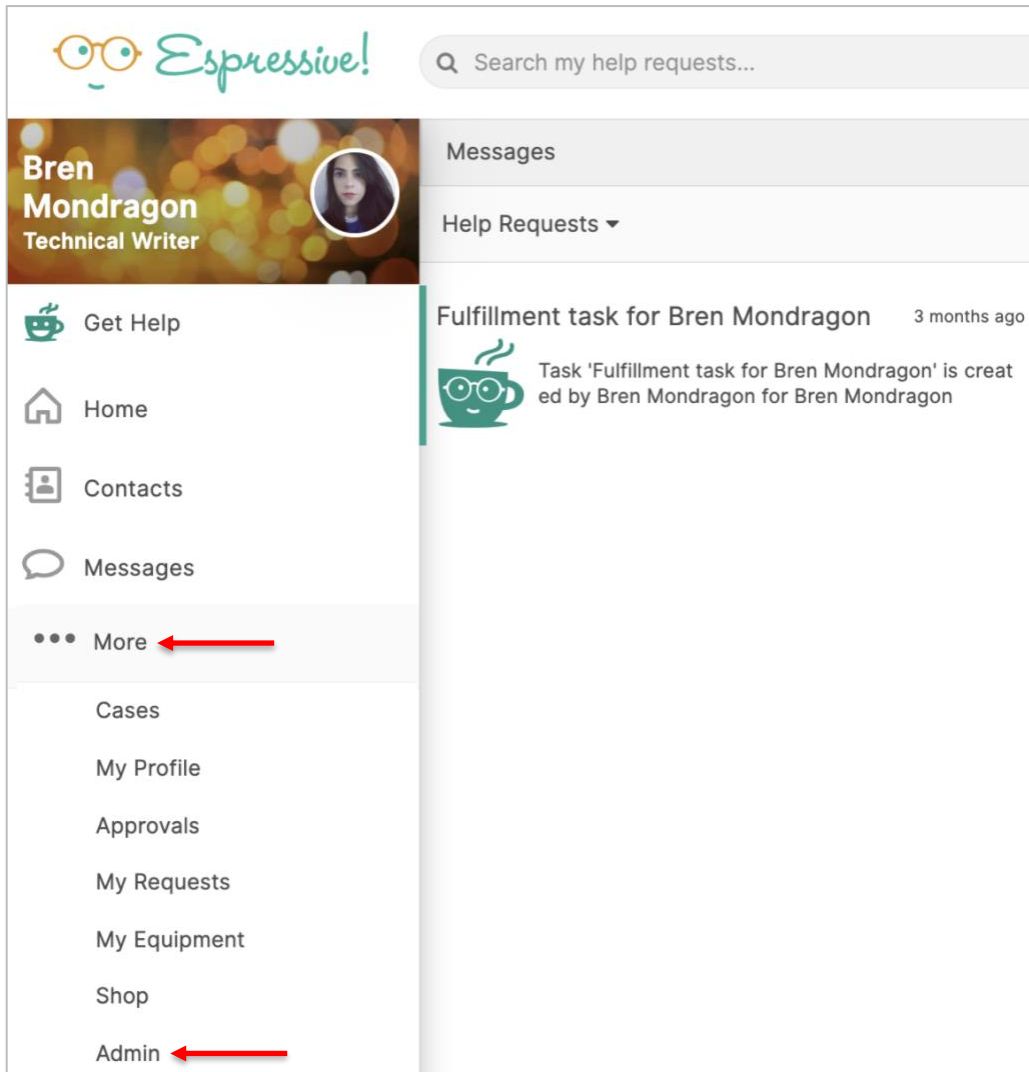
Table of Contents

Download the Update Set	2
Install the Update Set	5
Enter the Credentials	8
Change the Password	10
Test the Connection Between Espressive and ServiceNow	12
View the Status/Health of the Integration Connection	14

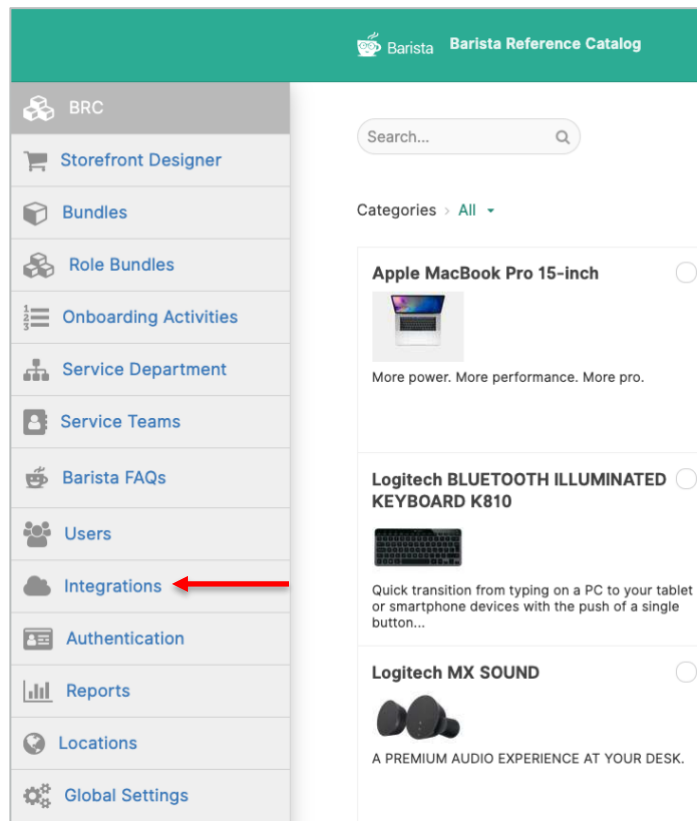
Download the Update Sets

1. Log in to the **Barista App**.
2. Click on **More** from the menu on the left
3. Click on **Admin** to be taken to the Barista Reference Catalog (default landing page).

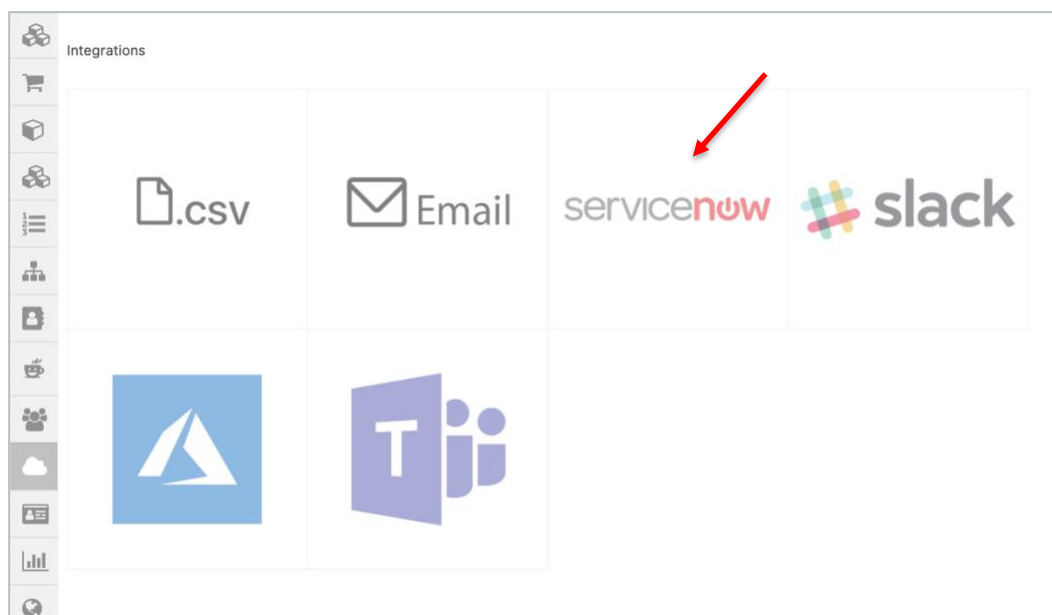
Note: Only users with Admin privileges will see this menu item.



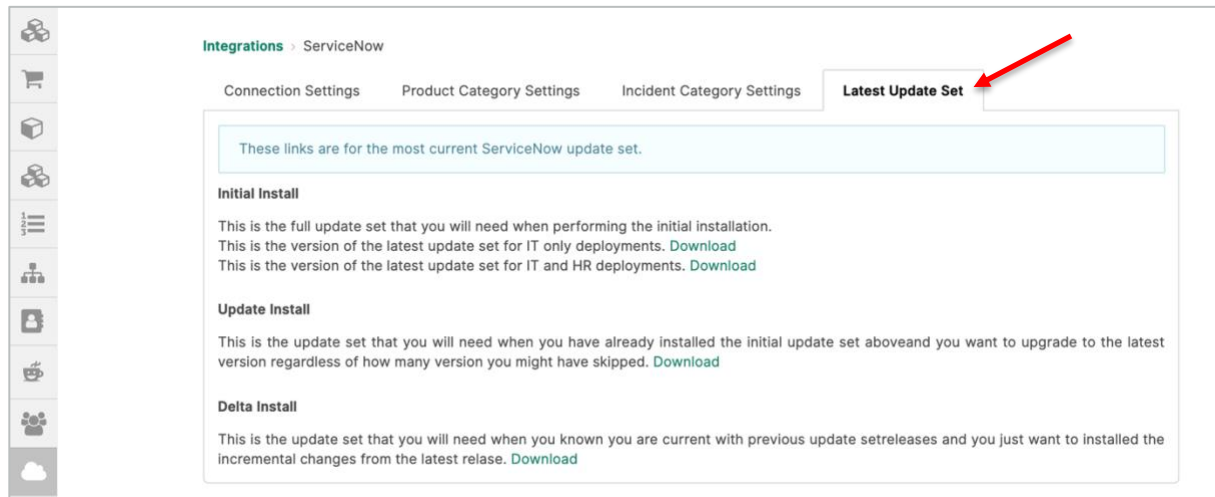
4. At the Barista Reference Catalog page, go to the menu on the left and select **Integrations**.



5. Click on the **ServiceNow** logo.



6. Click on the **Latest Update Set** tab to download the update set you need.

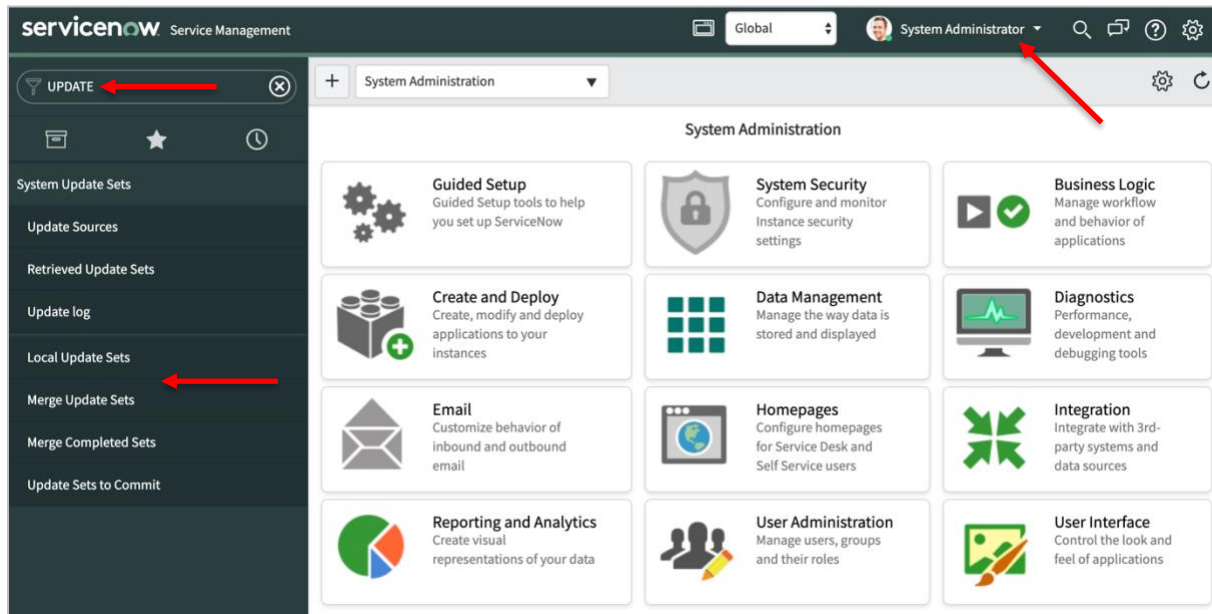


- **INITIAL INSTALL:** This is the full update set that you will need to download when performing the initial installation. Here you can download two types of sets for deployments: IT content only or IT and HR content.
- **UPDATE INSTALL:** Download this update set when you have already installed the initial update set and you want to upgrade to the latest version, regardless of how many versions you may have skipped.
- **DELTA INSTALL:** Download this update set when you know you are current with the previous update set releases and you just want to install the incremental changes from the latest release.

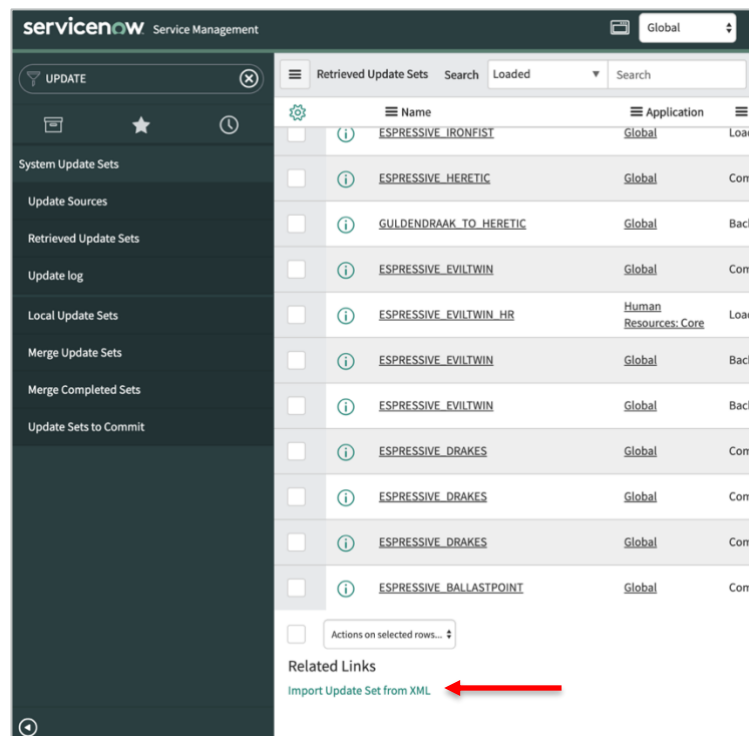
Install the Update Set

The most important configurations made on ServiceNow within the update set install includes the following sections in the Espressive Integration.

1. Log in to your ServiceNow account. From the **Filter navigator** on the left, enter **UPDATE** and select **Retrieved Updated Sets** from the menu options.



2. At the bottom of the Retrieved Update Sets page, click the Import Update Set from XML link.



- Here you can upload the update set you downloaded from Barista in the previous section.
- After uploading the corrected file, you will see the **State** set to **Loaded**. Click on it to open the configuration.

Name	Application	State	Update source	Description
ESPRESSIVE_MAMMOTH	Global	Committed	(empty)	
ESPRESSIVE_LOSTCOAST	Global	Committed	(empty)	
ESPRESSIVE_IRONFIST	Global	Committed	(empty)	
ESPRESSIVE_IRONFIST	Global	Loaded	(empty)	
ESPRESSIVE_IRONFIST	Global	Committed	(empty)	
ESPRESSIVE_IRONFIST	Global	Backed Out	(empty)	
ESPRESSIVE_IRONFIST	Global	Backed Out	(empty)	
ESPRESSIVE_IRONFIST	Global	Loaded	(empty)	

- Click on the **Preview Update Set** button to review. If there are errors in any attributes, select the check box next to the attribute and choose **Accept remote update** as the Action on selected rows.

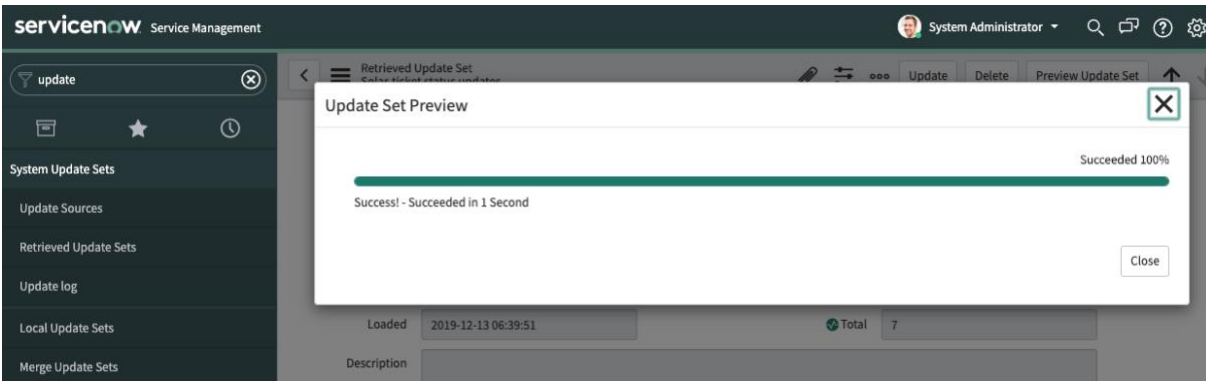
Retrieved Update Set: ESPRESSIVE_IRONFIST

Buttons: Update, Delete, Preview Update Set

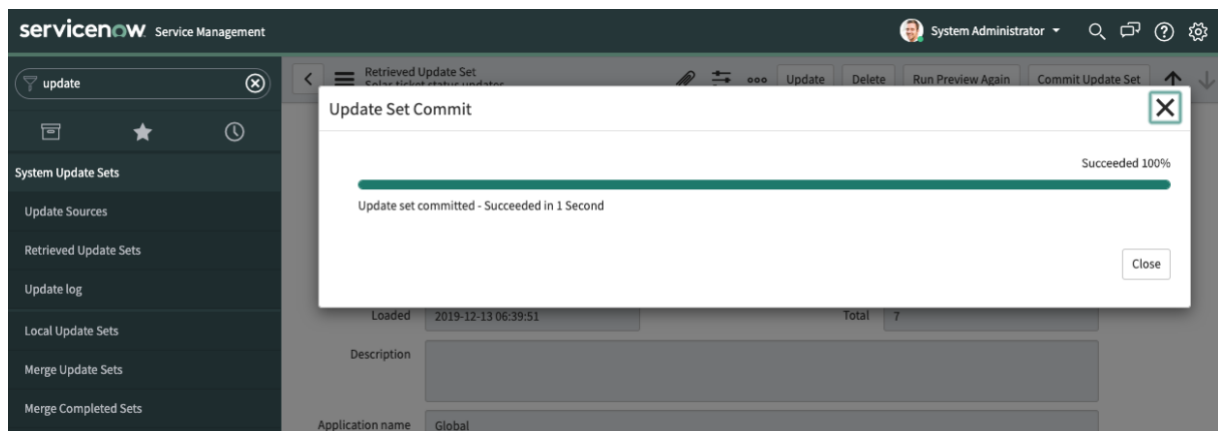
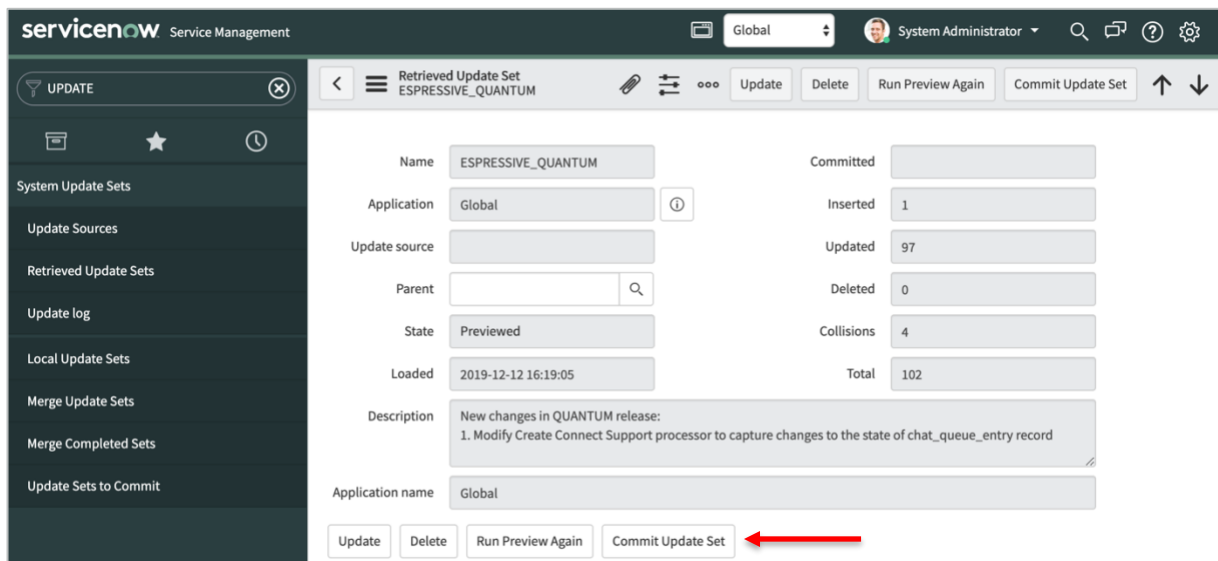
Fields:

- Name: ESPRESSIVE_IRONFIST
- Application: Global
- Update source:
- Parent:
- State: Loaded
- Loaded: 2019-06-20 11:07:07
- Description:
- Application name: Global

Buttons: Update, Delete, Preview Update Set



6. Once reviewed, click the **Commit Update Set** button.



Note: Skip the remote update if you have activated a Business Rule.

Enter the Credentials

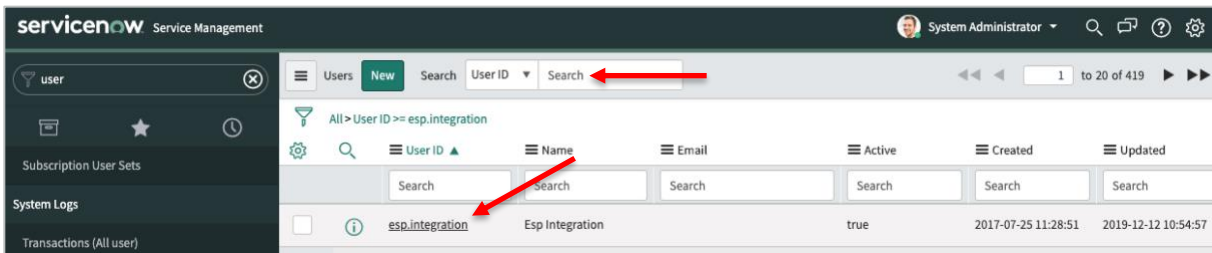
1. In ServiceNow, enter **Espressive** in the **Filter navigator** to access the newly added Espressive menu. Then select **Integration Settings**.
2. Put in the **username** and **password** for the integration account used in Espressive. Use the full URL of your Espressive tenant: `<tenant>.espressive.com`. Click the **Save** button.

The screenshot shows the ServiceNow Service Management interface. On the left, the 'Filter navigator' is open, showing a search bar with 'ESPRESSIVE' and a list of items. 'Espressive' and 'Integration Settings' are highlighted with red arrows. The main panel displays the 'Espressive Integration Settings' form. It contains three fields: 'esp.api.password' (masked with dots), 'esp.api.username' (masked with dots), and 'esp.base_url' (containing 'https://release.qa.espressive.com'). A green 'Save' button is at the bottom.

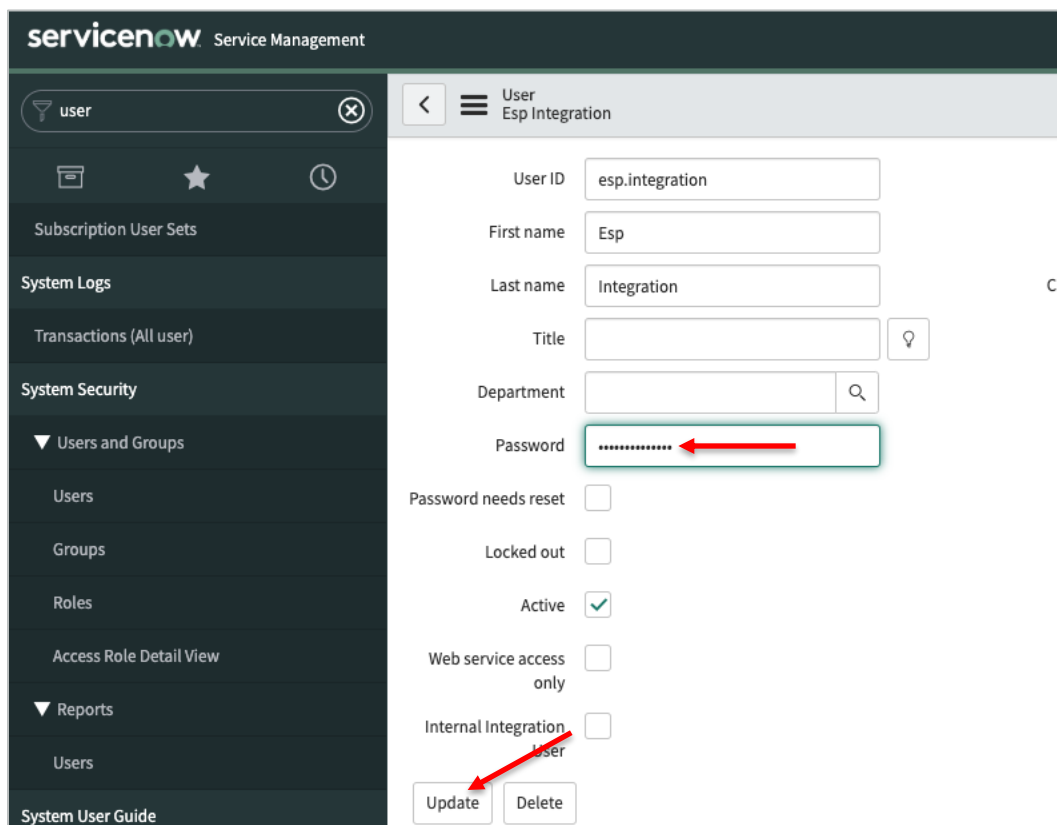
3. Now enter **User** in the **Filter navigator** and locate **System Security**. Click the **Users and Groups** drop-down menu and select **Users**.

The screenshot shows the ServiceNow Service Management interface. The 'Filter navigator' search bar contains 'USER' with a red arrow pointing to it. Below the search bar, the 'System Security' menu is expanded, showing 'Users and Groups' with a dropdown arrow, and 'Users' and 'Groups' listed below it.

4. In the Users dashboard, search for **esp.integration** in the search bar at the top. Click on **esp.integration**.

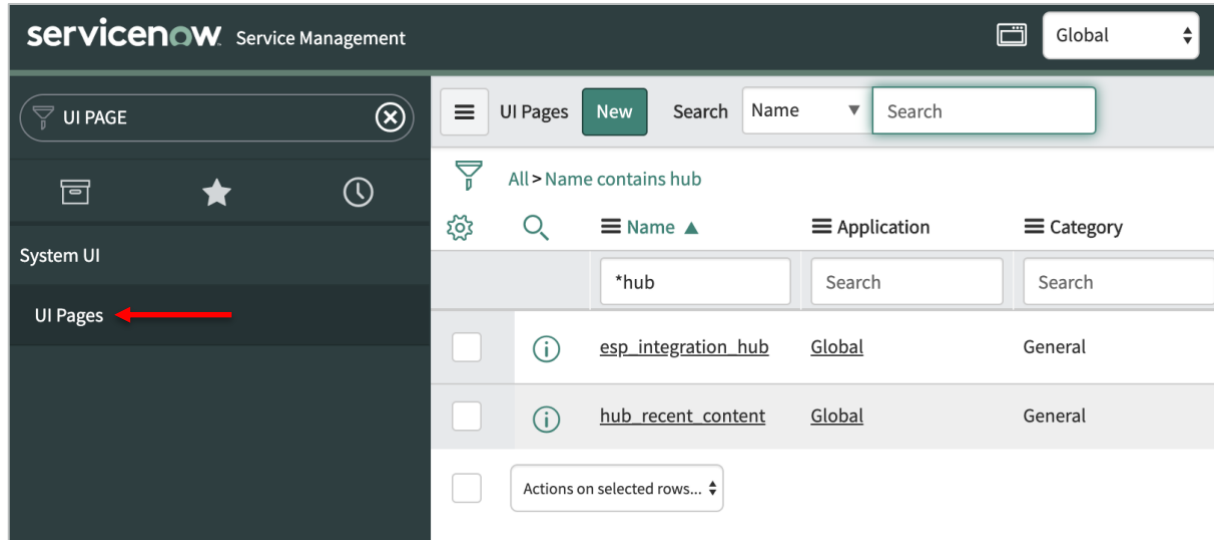


5. Change the password and make sure to update Espressive as well. Once finished, click the **Update** button.

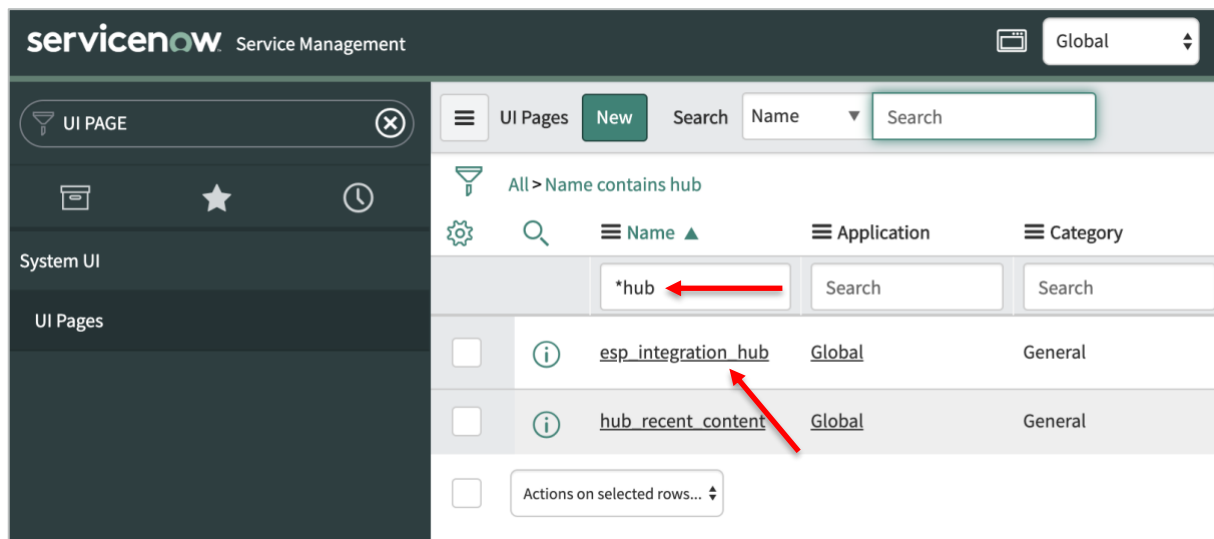


Change the Password

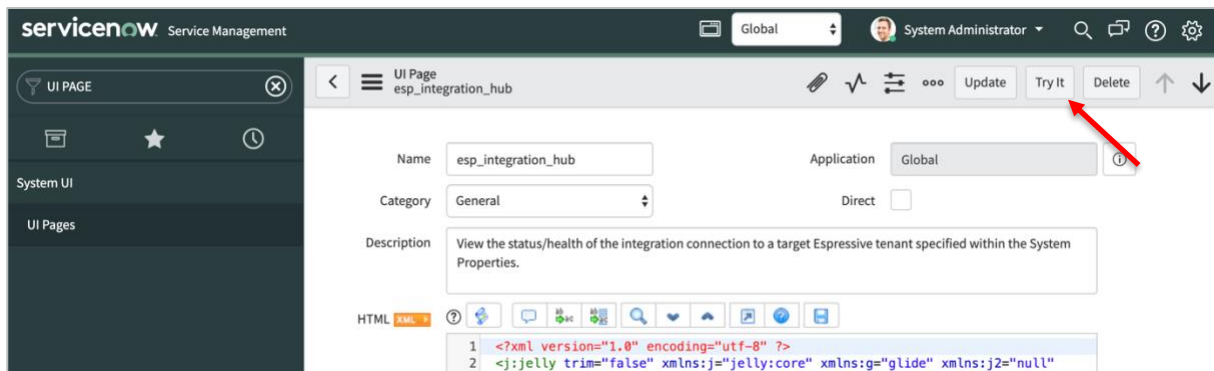
1. At the ServiceNow instance, search for and select **UI pages** in the **Filter navigator**.



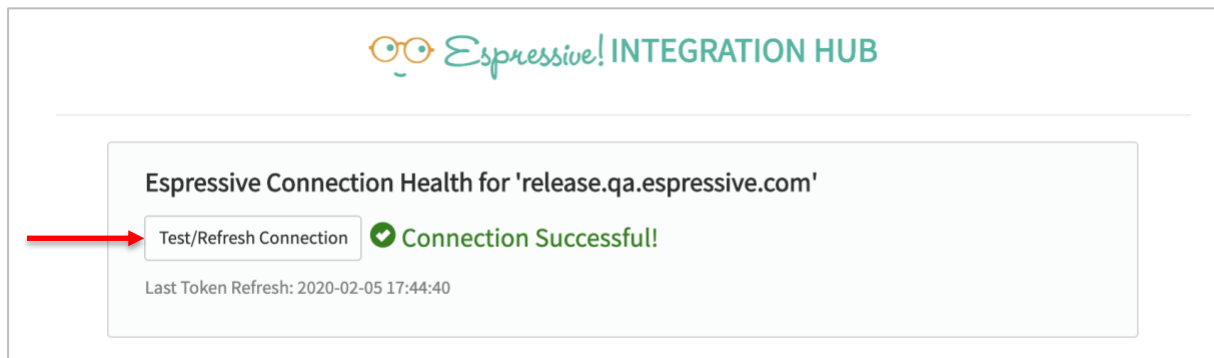
2. From here, search ***hub** in the search bar under **Name**. Locate **esp_integration_hub**.



3. Inside this configuration click the **Try It** button This will redirect you to the **Integration Hub**.

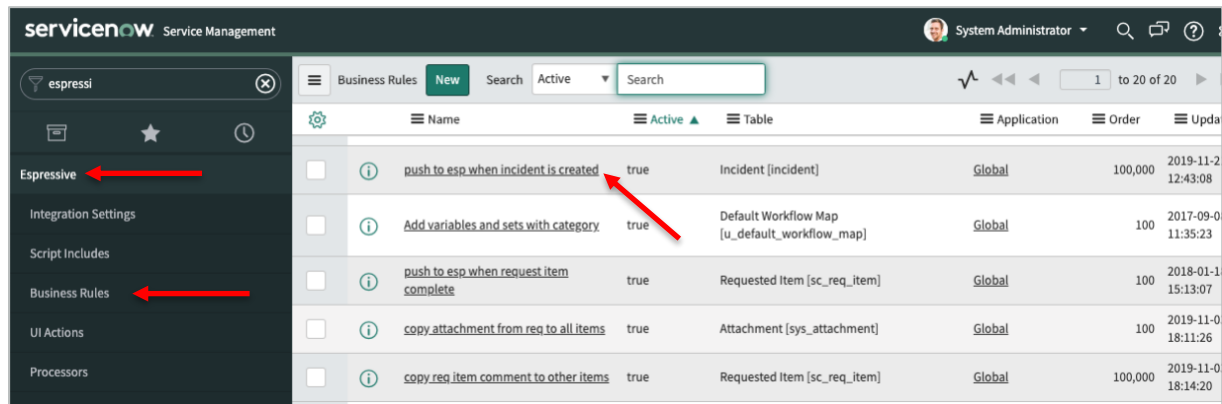


4. From here, click on the **Test/Refresh Connection** button to test if your connection is successful.

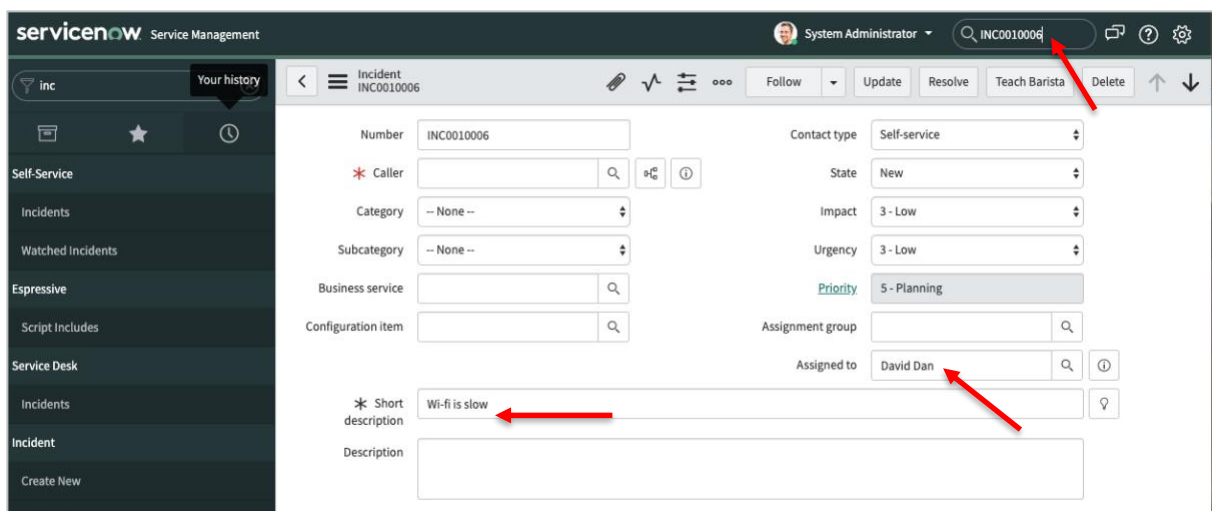


Test the Connection Between Espressive and ServiceNow

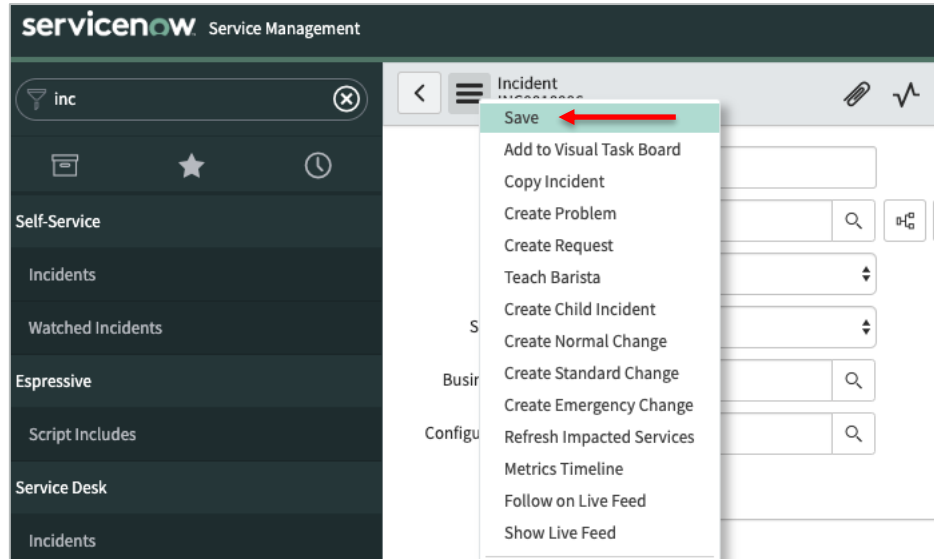
1. In ServiceNow, go to the Espressive application by searching for **Espressive** in the **Filter navigator**. Select **Business Rules** and search for **push to esp when incident is created** in the search bar at the top. Select it and set it to **Active**.



2. To test bidirectional connectivity, open Barista and create an incident. Then open the incident in ServiceNow by searching for the incident number using the **Global Search** on top of the dashboard to find it.
3. Change the **Short Description** and **Assign to** sections.

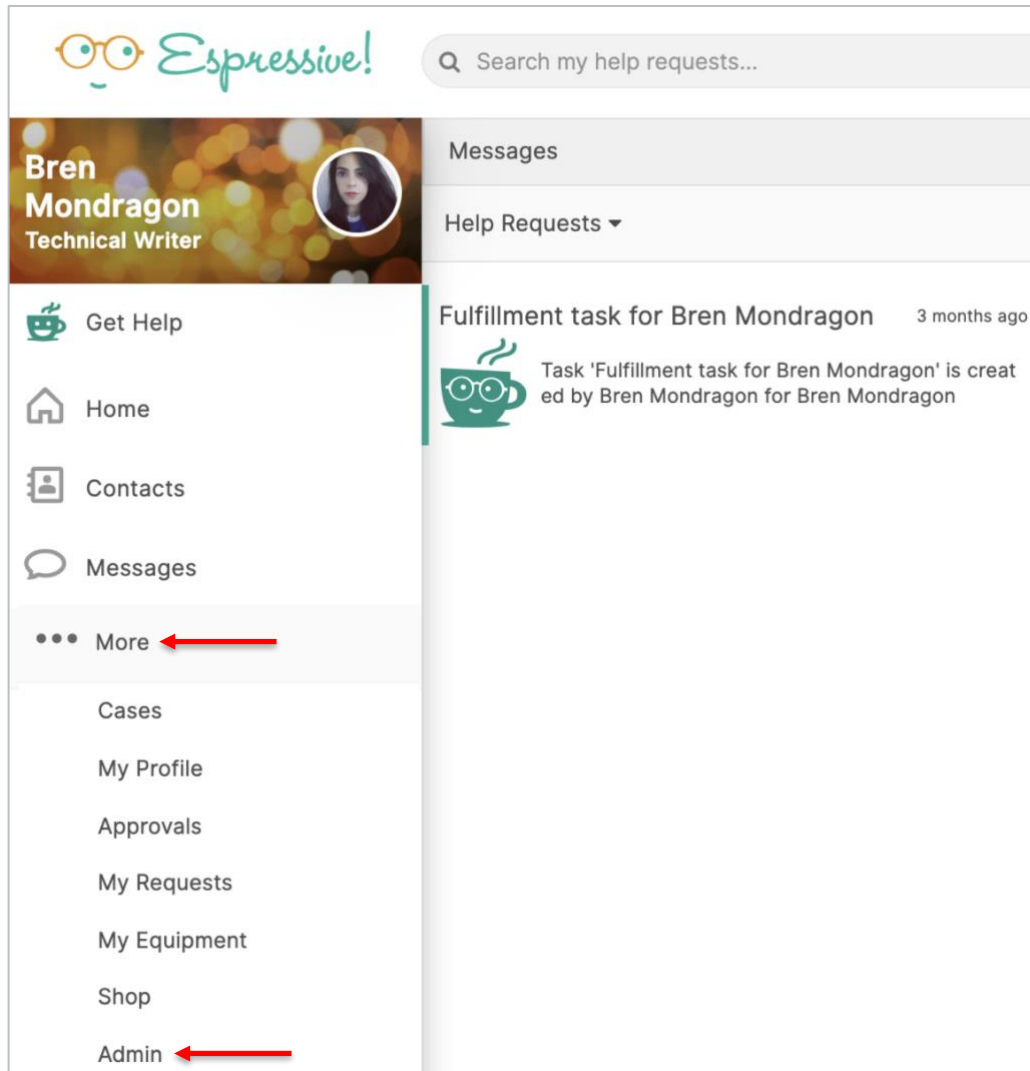


- Click the menu icon next to the incident number to open the menu and **Save** the form. This will kick off the **Business Rule** that pushes changes to Espressive and should update the card in Barista with the changes you made in ServiceNow.



View the Status/Health of the Integration Connection

1. Go back to the **Barista App** and select **More** from the menu on the left. Select **Admin**.



2. Select **Integrations** on the left menu and click the **ServiceNow** logo.
3. This time, go to the **Connection Settings** tab. Enter the ServiceNow credentials, same as you did in the [Enter the Credentials](#) section of this document.
 - **INSTANCE URL** (I.e., <https://dev00000.service-now.com>)
 - **USERNAME** (esp.integration)
 - **PASSWORD** (Same as in ServiceNow configuration)

4. Make a connection by clicking on the **TEST** button.

The screenshot displays the 'Integrations > ServiceNow' configuration page. The 'Connection Settings' tab is active, showing a light blue instruction box at the top: 'Change the credential information of your ServiceNow instance. Also you can test your saved connection settings here.'

Below this, the 'ServiceNow Instance Credentials' section contains three input fields: 'Instance URL *' (with the value 'https://dev0000.service-now.com/'), 'Username *' (with the value 'esp.integration'), and 'Password *' (masked with dots). A blue 'SAVE' button is positioned at the bottom of this section.

To the right, the 'Connection Test' section shows three green checkmarks indicating successful status: 'Able to test connection', 'Permissions sufficient', and 'Espressive app found'. A 'TEST' button is located below these checks, with a red arrow pointing to it from the right.