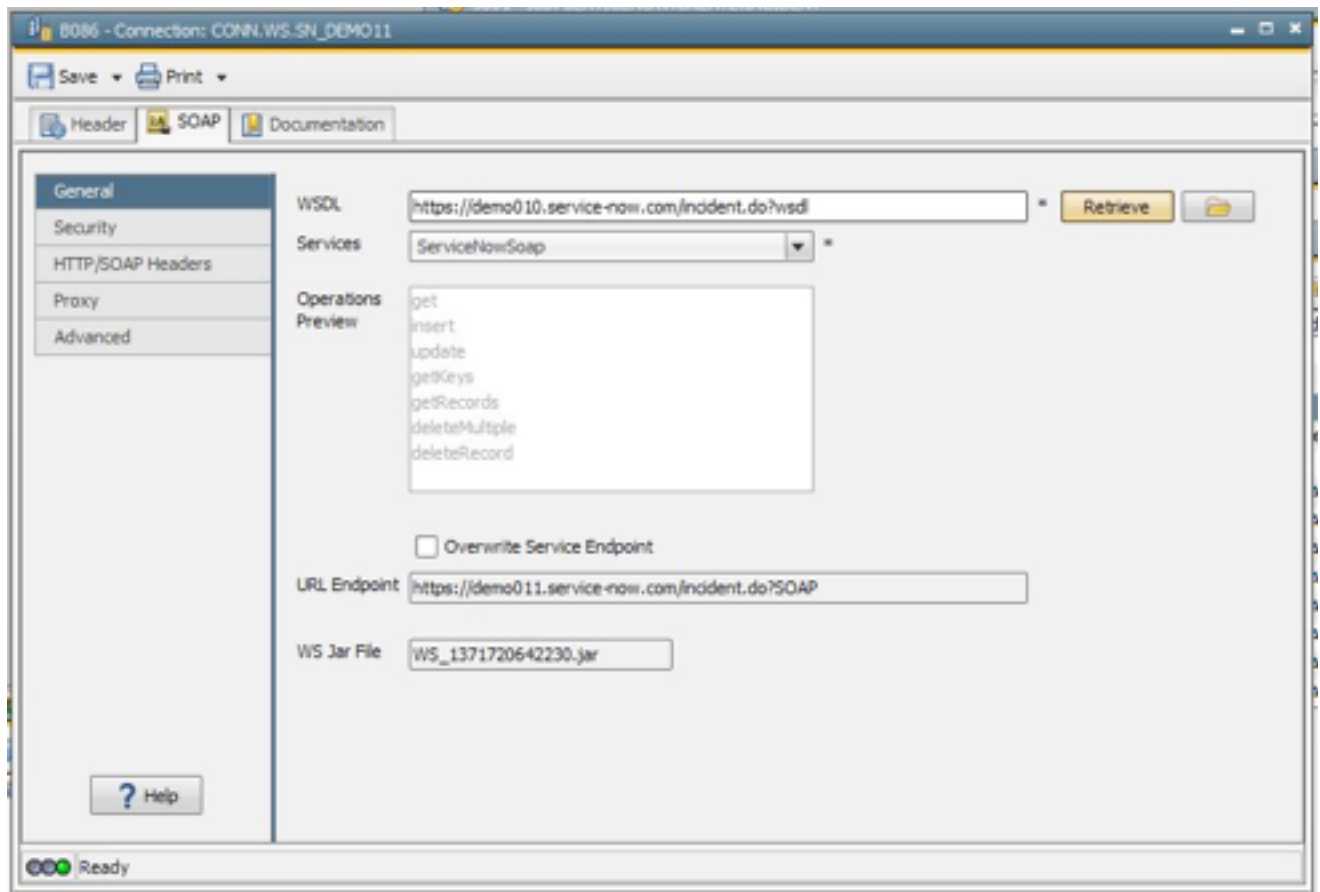


The attached templates are for communicating with ServiceNow's demo sandbox. To use them, do the following:

- Download the templates for REST and/or SOAP
- Open the XML file and do a global find and replace from RA\_WEBSERVICE\_3 to whatever you have named your Web service agent host
- Import the templates
- SOAP Templates Only --- Open each connection object for the Change, Problem and Incident Management services. "Retrieve WSDL" to generate the SOAP adapter on your agent
- For both templates, if needed update the urls



Web Service APIs to automate ServiceNow:

SOAP - [http://wiki.servicenow.com/index.php?title=SOAP\\_Web\\_Service](http://wiki.servicenow.com/index.php?title=SOAP_Web_Service)

JSON REST - [http://wiki.servicenow.com/index.php?title=JSON\\_Web\\_Service](http://wiki.servicenow.com/index.php?title=JSON_Web_Service)

Getting started in your own environment

Note: the attached templates work with the ServiceNow hosted demo environment so you don't need a ServiceNow instance to start playing with these templates now.

In a customer environment, the admin needs to activate the corresponding API plugin on the ServiceNow system. You need to decide which direction you want to go, SOAP or REST. Personally I find the SOAP agent easier to use because of the WSDL.

Since almost every ServiceNow environment is customized from the out of the box installation, there is a WSDL specific to that environment. For example, some companies may or may not have an address field on a given form, this would change the WSDL generated for that environment. Also, some fields are mandatory for some environments and not for others. The following links teach you how to enable the API and get the corresponding SOAP WSDL.

## Troubleshooting SOAP

If you get follow error, it is because their demo systems are constantly changing so they may have disabled rights for that user for automation or deactivated the SOAP plugin API. Or the demo system does not have Problem Management setup.

```
+++++ Start of Runtime Exception +++++
+++++
org.apache.axis2.AxisFault: com.glide.processors.soap.SOAPProcessingException:
Insufficient rights for creating new records
    at org.apache.axis2.util.Utils.getInboundFaultFromMessageContext(Utils.java:531)
```

If you get the following error, it is likely because you are passing a value that is considered null and it needs a proper value. e.g. in the create problem job we are passing a parameter sys\_id as &sys\_id#. If you don't set that value within the workflow, you will pass a null and the marshalling code will fail.

```
+++++ Start of Runtime Exception +++++
+++++
java.lang.ClassCastException:
org.apache.axiom.soap.impl.llom.soap11.SOAP11BodyImpl cannot be cast to
org.apache.axiom.soap.SOAPFault
    at
org.apache.axiom.soap.impl.builder.SOAP11BuilderHelper.handleEvent(SOAP11BuilderH
elper.java:90)
    at
org.apache.axiom.soap.impl.builder.StAXSOAPModelBuilder.constructNode(StAXSOAPM
odelBuilder.java:422)
```