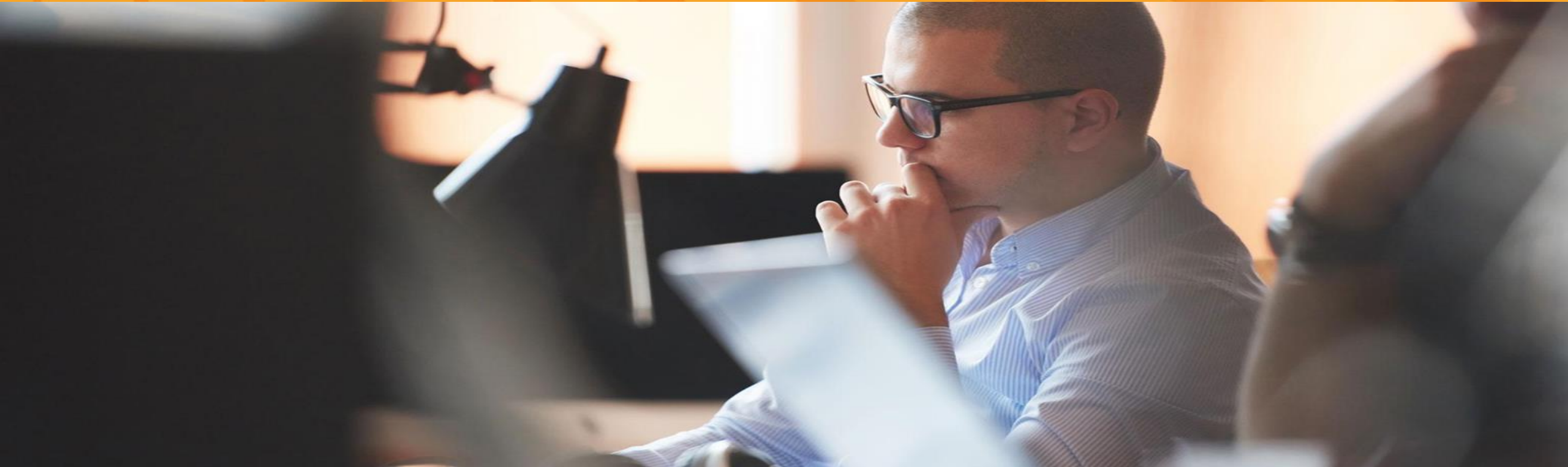


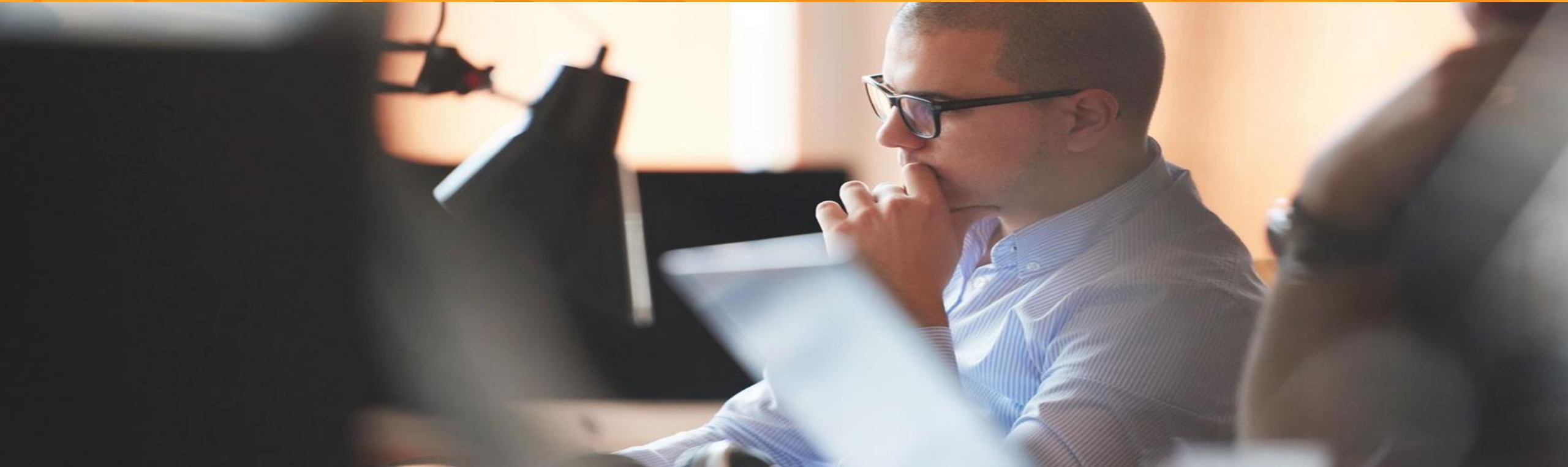


# SERVICENOW OVERVIEW



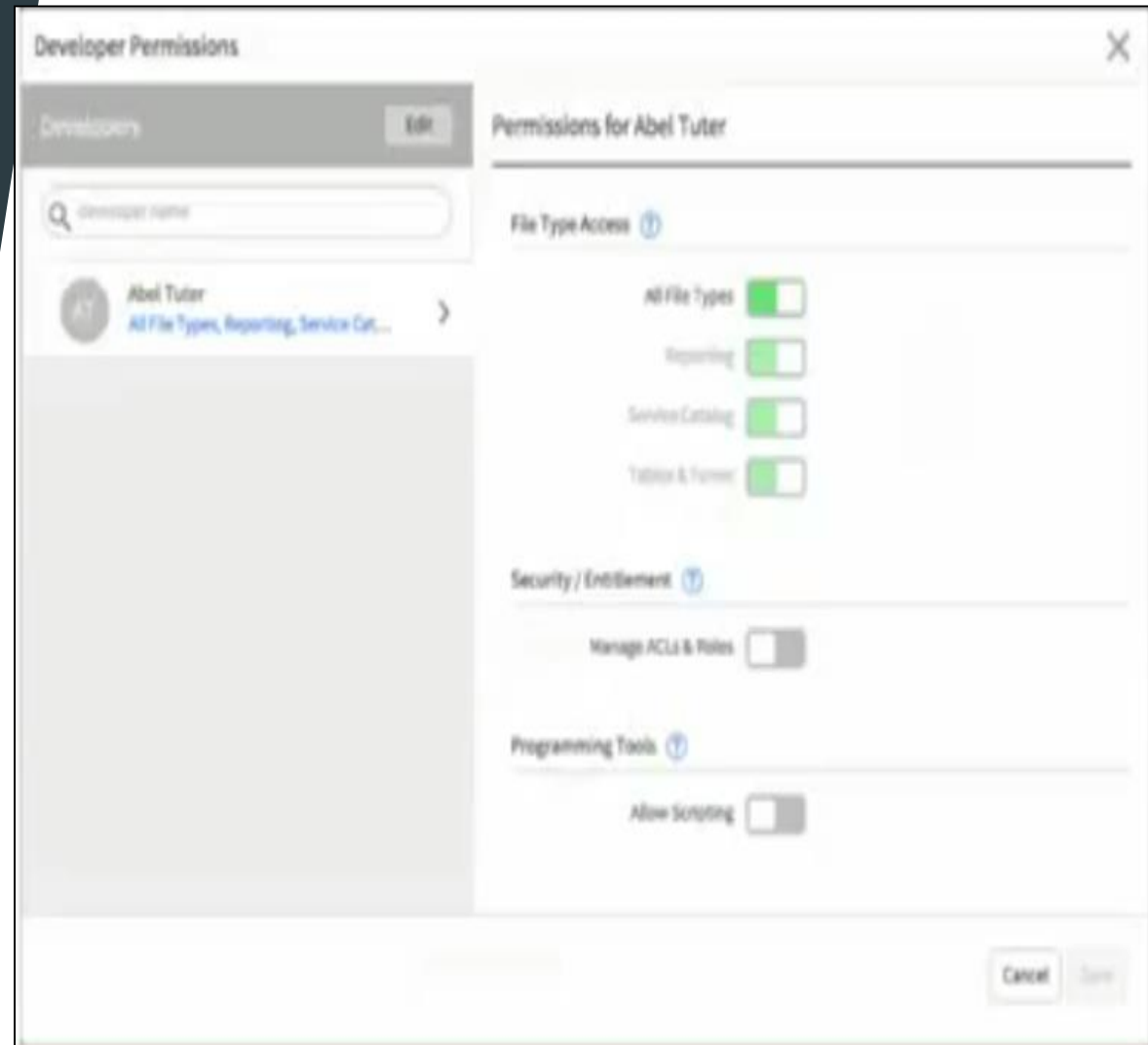


# ServiceNow – ITOM



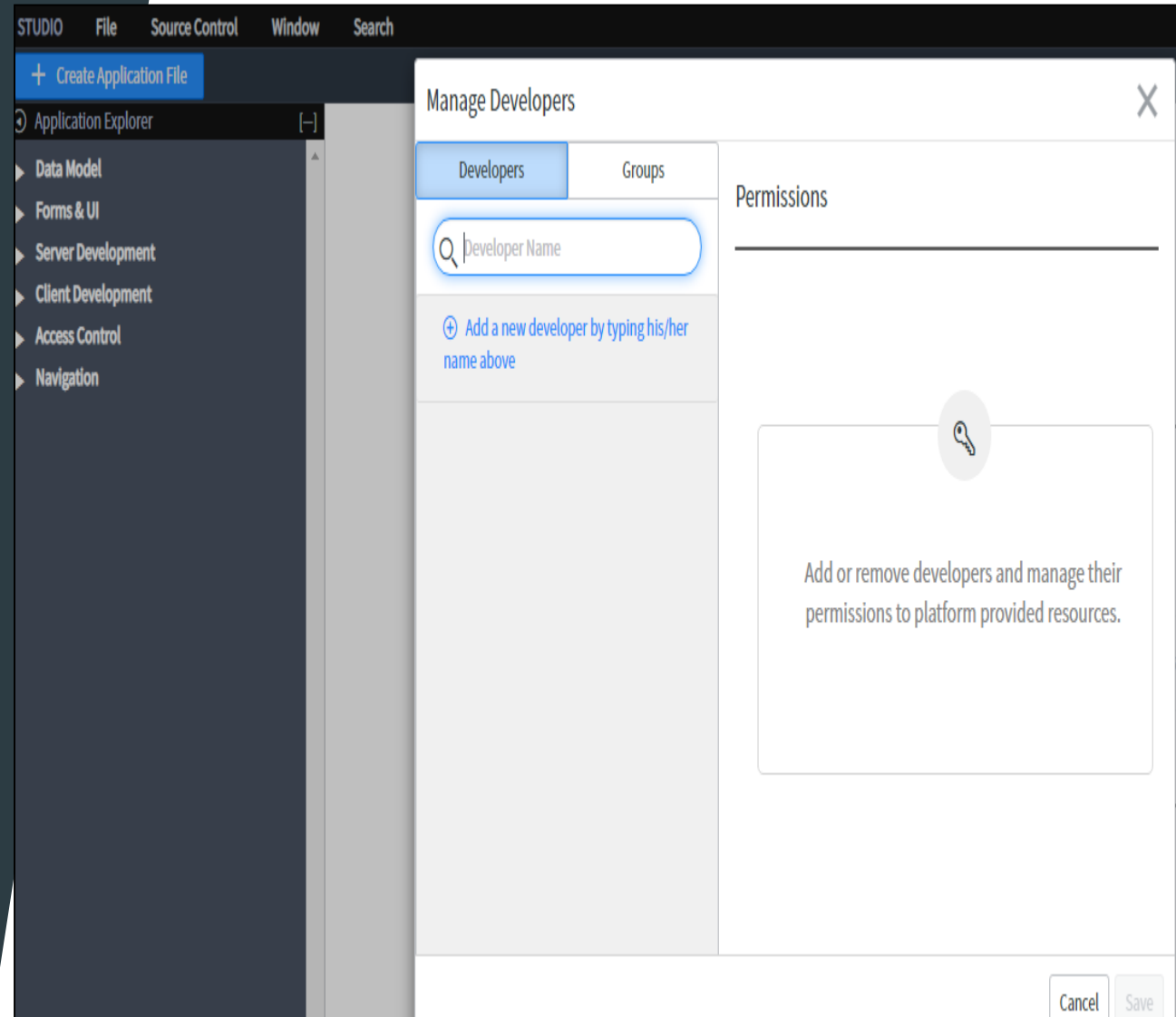
# Delegated Development

- ▶ Delegated development entitles non development administrators to develop applications on ServiceNow platform
- ▶ Administrators can use Studio to manage development users and application content they can access.
- ▶ Delegated role basically is providing access to application to users for development activities
- ▶ Role : delegated\_developer,roles starting with sn\_dd
- ▶ Only admin can give delegated role and delegated developer cannot add admin



# Delegated Development

- ▶ Navigate to Studio and Load Needit application
- ▶ Go to File→Manage Developers



# Delegated Development

- ▶ Search for Ted Bozelle and assign him File Type Access → Tables & Forms.
- ▶ He is IT manager but has not written a piece of code and would not want him to mess around with business rules, Script includes or client scripts. That's the permission he would deserve.
- ▶ Save it

The screenshot shows the 'Manage Developers' window with the 'Developers' tab selected. A search bar contains the text 'ted'. Below the search bar, a list of developers is shown, with 'Ted Bozelle' and 'Tables & Forms' highlighted. The right pane shows the 'Permissions for Ted Bozelle' section, which is divided into three categories: 'File Type Access', 'Security / Entitlement', and 'Programming Tools'. Each category contains several toggle switches.

Category	Item	Toggle State
File Type Access	All File Types	Off
	Reporting	Off
	Service Catalog	Off
	Flow Designer	Off
	Integrations	Off
	Workflow	Off
	Service Portal	Off
	Tables & Forms	On
Security / Entitlement	Manage ACLs & Roles	Off
Programming Tools	Allow Scripting	Off

At the bottom right of the window are 'Cancel' and 'Save' buttons.

# Delegated Development

- ▶ Navigating to users ,putting Ted and making him favourites.
- ▶ We can observe roles being assigned to the particular user
- ▶ If we try to impersonate we will not be able get scoped application access data i.e he cannot test his changes done to the record as he would not have read access.Hence we need to provide him another role.

The screenshot displays the ServiceNow 'Service Management' interface. The top navigation bar includes the 'service now' logo, a 'Needit' dropdown, and a 'System Administrator' profile. The left sidebar shows a 'Filter navigator' and a list of items: 'Home', 'System Security - Users', and 'ted.bozelle'. The main content area shows the user 'User Ted Bozelle' with 'Update' and 'Delete' buttons. Below this, there are 'Related Links' for 'View Subscriptions' and 'Reset a password'. A tabbed interface shows 'Roles (2)' selected, with other tabs for 'Groups', 'Delegates', 'Subscriptions', and 'Manage Subscriptions'. The 'Roles' tab contains a table of roles assigned to the user.

Role	State	Inherited	Inheritance Count
<a href="#">delegated_developer</a>	Active	false	
<a href="#">sn_dd_needit_tableforms</a>	Active	false	

At the bottom of the roles list, there is an 'Actions on selected rows...' dropdown and a pagination indicator showing '1 to 2 of 2'.

# Delegated Development

- ▶ Hence grant him role to app user itself to give application and data access

The screenshot shows a window titled "Edit Members" with a "Cancel" button and a "Save" button in the top right corner. Below the title bar, there are two buttons: "Add Filter" and "Run filter" with a help icon (?). Below these buttons is a filter configuration area with three dropdown menus: "-- choose field --", "-- oper --", and "-- value --". Below the filter area, there are two main sections: "Collection" and "Roles List". The "Collection" section has a search bar with a magnifying glass icon and the letter "x". Below the search bar, there is a list of items: "snc\_read\_only" (highlighted in blue), "x\_333305\_innovate.innovate\_user", and "x\_58872\_needit.needit\_user". The "Roles List" section has a title "Ted Bozelle" and a list of roles: "delegated\_developer" and "sn\_dd\_needit\_tablesforms". Between the two lists, there are two buttons: ">" and "<".

# Delegated Development

- ▶ Thus the user will have 2 delegated developer roles and application & data access role.

Roles (3)	Groups	Delegates	Subscriptions	Manage Subscriptions
Roles	Edit...	Go to	Role	Search
User = Ted Bozelle				
		Role	State	Inherited
		Inheritance Count		
<input type="checkbox"/>		x 58872 needit.needit user	Active	false
<input type="checkbox"/>		delegated developer	Active	false
<input type="checkbox"/>		sn dd needit tablesforms	Active	false
<input type="checkbox"/>	Actions on selected rows...			



# Delegated Development

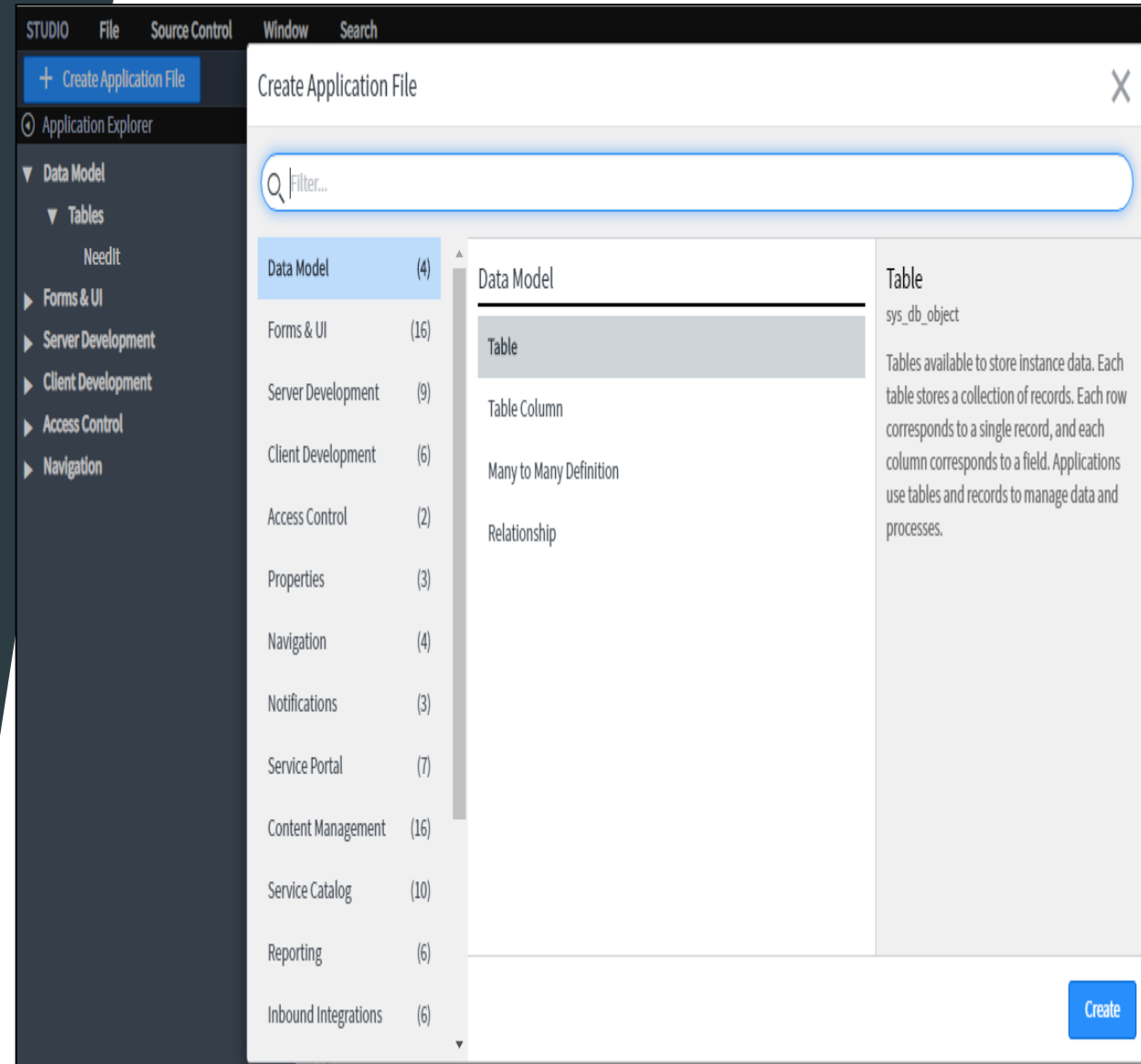
- ▶ Now impersonate user to Ted.
- ▶ Ted now has access to Needit application where he can read records.
- ▶ He would also get access to Studio where he has access to only that application.

The screenshot shows the ServiceNow 'Needit' application form. The left sidebar contains a 'Filter navigator' and a list of applications: Demo table, Flow Designer, Guided Setup, Innovate, Needit (highlighted), Create New, All, and Open. The main form area is titled 'Needit New record' and includes fields for Number (NI002001), Priority (4 - Low), State (Requested), Requested for (System Administrator), Requested for email (admin@example.com), Request type (Legal), What needed (Legal 1), When needed, Short description, and Description. A 'Submit' button is located in the top right corner.

The screenshot shows the ServiceNow 'Studio' application form. The left sidebar contains a 'Filter navigator' and a list of applications: System Applications and Studio (highlighted). The main form area is titled 'Studio New record' and includes fields for Number (NI002001), Priority (4 - Low), State (Requested), Requested for (System Administrator), Requested for email (admin@example.com), and Request type (Legal). A 'Submit' button is located in the top right corner.

# Delegated Development

- ▶ Ted can now create a new Table and let's name it



# Delegated Development

- ▶ Label: Inspection code
- ▶ Application scope is created .Copy it

The screenshot shows the 'New record' form for the 'Inspection code' table in a Microsoft Dynamics 365 application. The form is titled 'NeedIt Table' and 'Inspection code Table'. It includes a 'Table New record' header with a menu icon, a 'Submit' button, and a 'Cancel' button. A blue informational banner states: 'A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)'. The form contains several fields and checkboxes:




- \* Label:** Inspection code
- \* Name:** x\_58872\_needit\_inspection\_code (highlighted with a blue border)
- Extends table:** (empty field with a search icon)
- Application:** NeedIt (with an information icon)
- Create module:** ☒
- Create mobile module:** ☒
- Add module to menu:** -- Create new -- (dropdown menu)
- New menu name:** Inspection code

At the bottom, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is selected, showing a 'Table Columns' section with a search bar and a 'Search' button.

# Delegated Development

- ▶ Create 3 simple fields on table Code,Description and Active.
- ▶ Code : String ,Display :True  
Description  
Active : True/False,Default value:True
- ▶ Submit it

Table  
New record



Submit

Cancel

Columns

Controls

Application Access








Table Columns

Search

for text

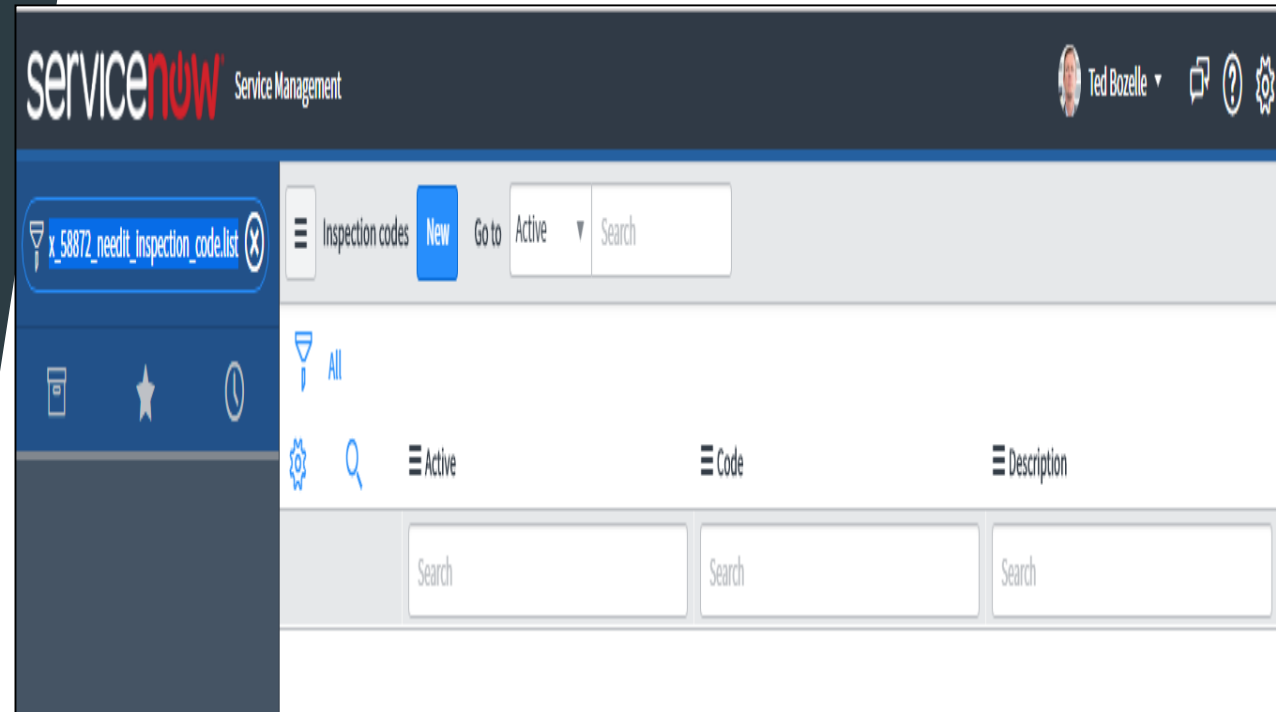
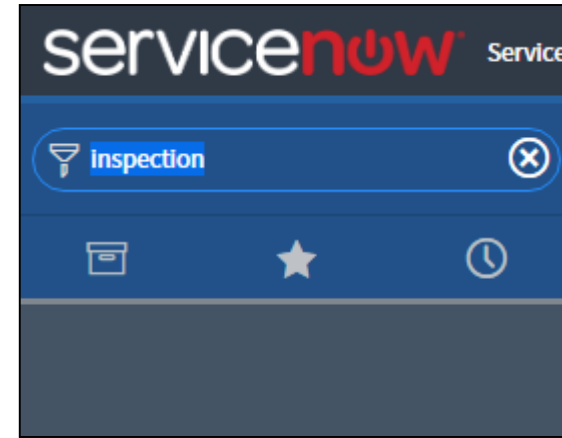
Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
 	Code	String				true
 	Description					false
 	Active	True/False			True	false
	Insert a new row...					

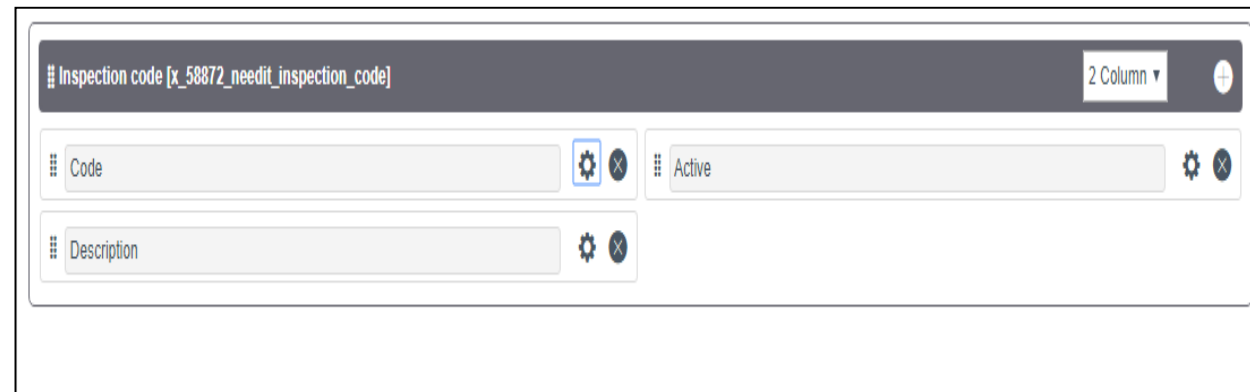
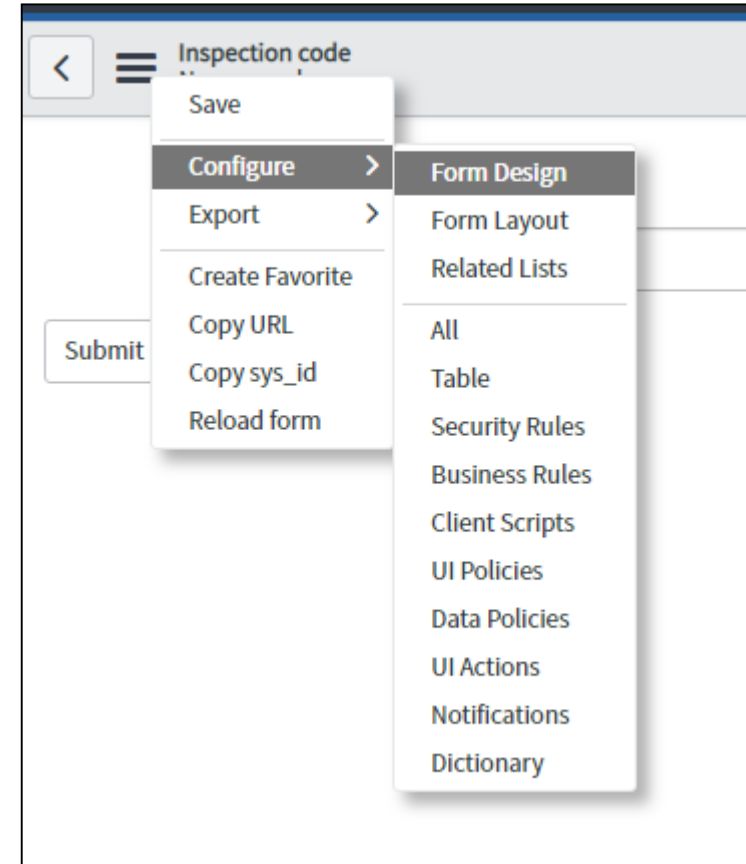
# Delegated Development

- ▶ If we observe Ted would not have access to view the table from Navigator.
- ▶ Now go to `x_58872_needit_inspection_code.list`
- ▶ Create new Inspection code



# Delegated Development




- ▶ Configure the form design
- ▶ Rearrange the fields and make Code mandatory field



# Delegated Development

- ▶ In the configured form add records

< ≡ Inspection code  
New record



Submit

\* Code

OK




Active ☒

Description

Everything is awesome

Submit

< ≡ Inspection code  
New record



Submit

\* Code

Fail




Active ☒

Description

Please try again

Submit

< ≡ Inspection code  
New record



Submit

\* Code

Unknown

Active ☐

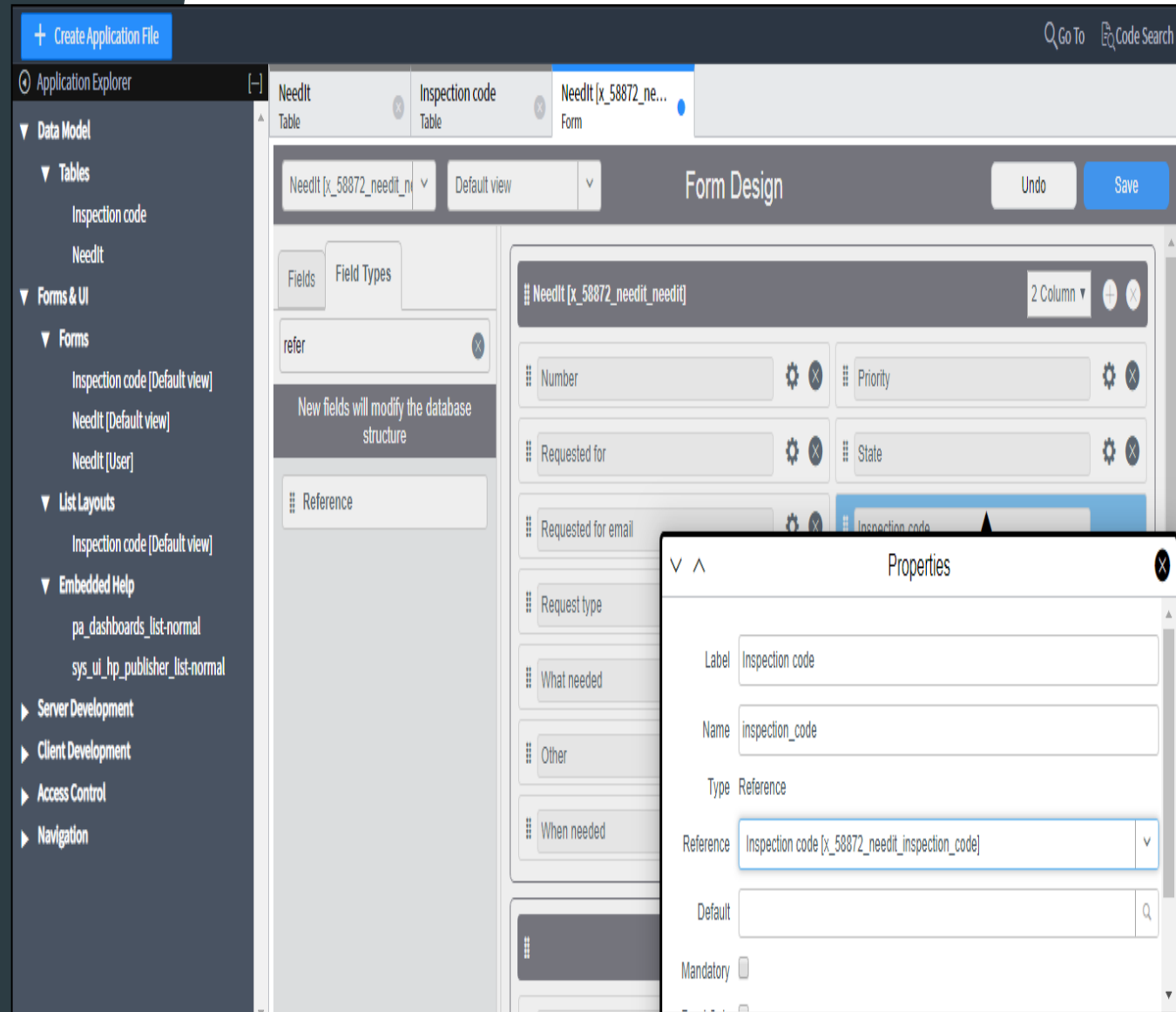
Description

Do not use

Submit

# Delegated Development

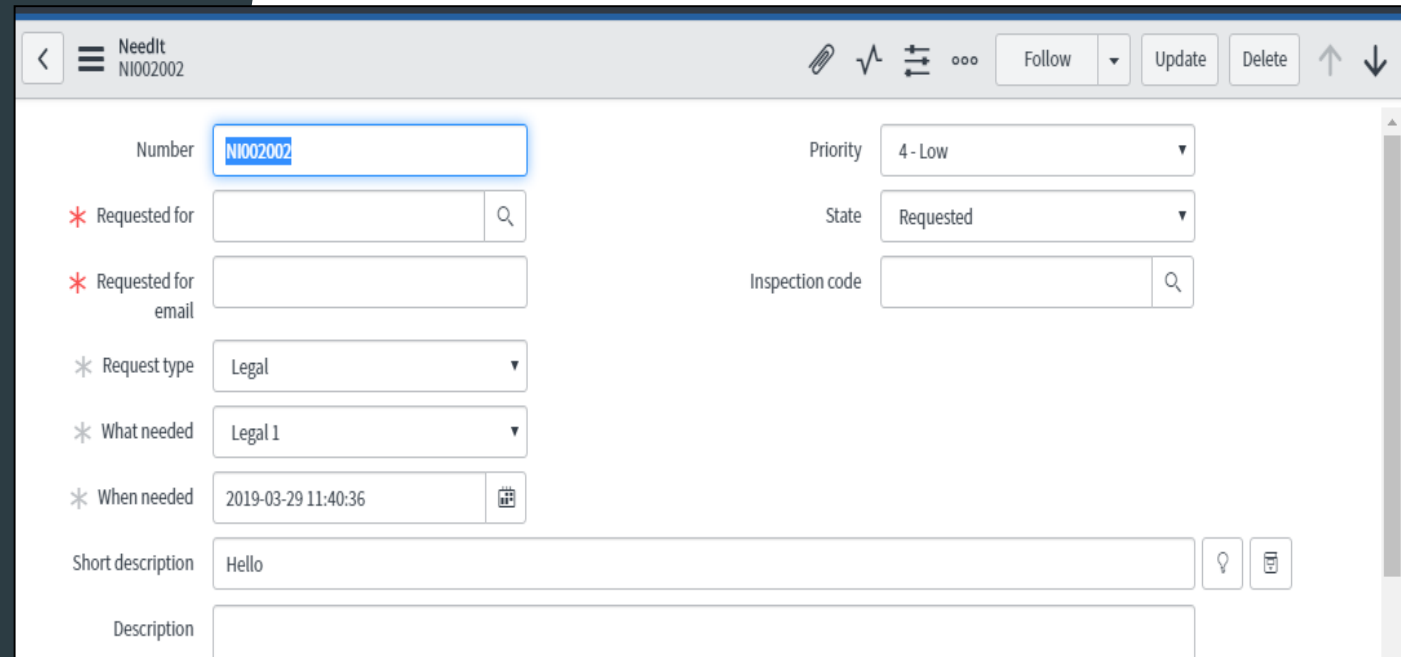
- ▶ Now lets reference the field from the Needit form
- ▶ In studio navigate to Forms → Needit [Default view]
- ▶ Create a reference field with  
Label:inspection code  
Name:inspection\_code  
Reference : Inspection code
- ▶ Save the Form



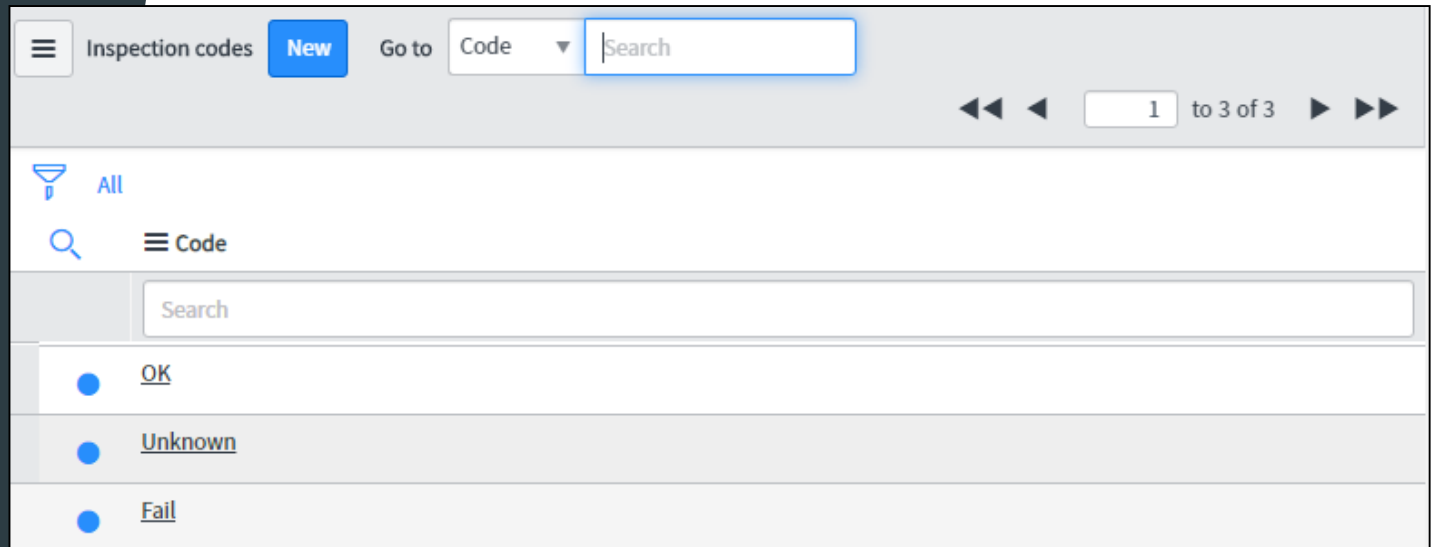


# Delegated Development

- ▶ Reload the needit form and we can observe Inspection code field referenced.
- ▶ We see all fields referenced
- ▶ We will now include reference qualifier



The screenshot shows a web form titled "Needit NI002002". The form contains several fields: "Number" (text input with "NI002002"), "Priority" (dropdown menu with "4 - Low"), "State" (dropdown menu with "Requested"), "Inspection code" (text input), "Requested for" (text input), "Requested for email" (text input), "Request type" (dropdown menu with "Legal"), "What needed" (dropdown menu with "Legal 1"), "When needed" (text input with "2019-03-29 11:40:36"), "Short description" (text input with "Hello"), and "Description" (text input). There are also buttons for "Follow", "Update", and "Delete".



The screenshot shows a web interface for "Inspection codes". It includes a "New" button, a "Go to" dropdown menu with "Code", and a search input field. Below the search bar, there is a list of codes: "OK", "Unknown", and "Fail". The list is filtered by "Code" and shows 1 to 3 of 3 items.

# Delegated Development

- ▶ Go back to Studio→Tables→Needit and add reference specification to field inspection code
- ▶ Add a filter in the dictionary entry of Inspection code with Active → True
- ▶ Update the dictionary entry.

Table Needit

Columns Controls Application Access

Table Columns New Go to Column label Search 1 to 36 of 36

Dictionary Entries > GOTOcolumn\_label >= inspection

Column label	Type	Reference	Max length	Default value	Display
Inspection code	Reference	Inspection code	32	false	

Inspection code Table Needit Table Inspection code Table Column

Dictionary Entry Inspection code

Update Delete Column

Reference Specification Choice List Specification Default Value

The Reference field specifies what table this field displays values from.

\* Reference Inspection code

Reference qual condition

Add Filter Condition Add "OR" Clause

Active is true AND OR X

# Delegated Development

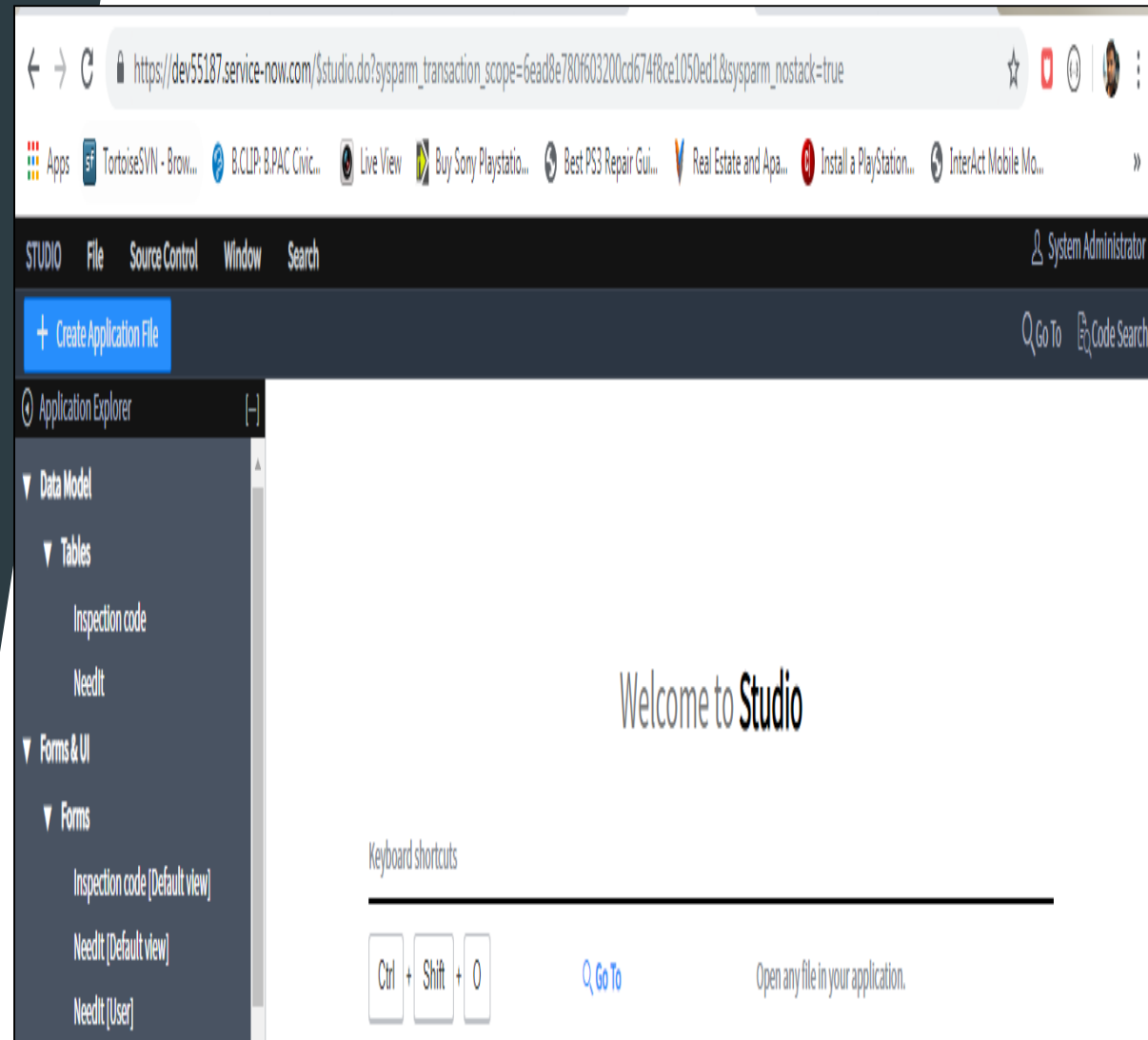
- ▶ Now reload the form we will be able to see Inspection code for active records only.
- ▶ Hence Delegated developer would be given role of field access and development in particular application

The image shows a ServiceNow interface for a 'Needit' record (NI002002). The form includes fields for Number, Priority (4 - Low), State (Requested), Requested for, Requested for email, Request type (Legal), What needed (Legal 1), When needed (2019-03-29 11:40:36), Short description (Hello), and Description. At the bottom, there are tabs for Log, Statistics, and Work notes.

An 'Inspection codes' pop-up window is overlaid on the form. It shows a list of inspection codes with a search bar and a 'Go to' dropdown. The list displays 'OK' and 'Fail' status indicators. The URL in the browser is [https://dev55187.service-now.com/x\\_58872\\_needit\\_inspec...](https://dev55187.service-now.com/x_58872_needit_inspec...)

# Delegated Development

- ▶ We can go back and login as admin and check fields created as part of delegated developer access we will be able to see all the tables and forms having inspection code reference.
- ▶ Hence we can give prescriptive access to delegated developers like just modifying forms and fields without giving them access to scripting



# ITOM

- ▶ **ITOM -IT operations management provides visibility to Business services and resources allowing to manage Operations estate and proactively eliminate service outages.**
- ▶ **Modules/Applications include CMDB, Discovery,MID SERVER,CLOUD management,Orchestration, LDAP,Event Management,Service Mapping and Operational Intelligence**



Discovery



Operational Intelligence



Event Management



Service Mapping



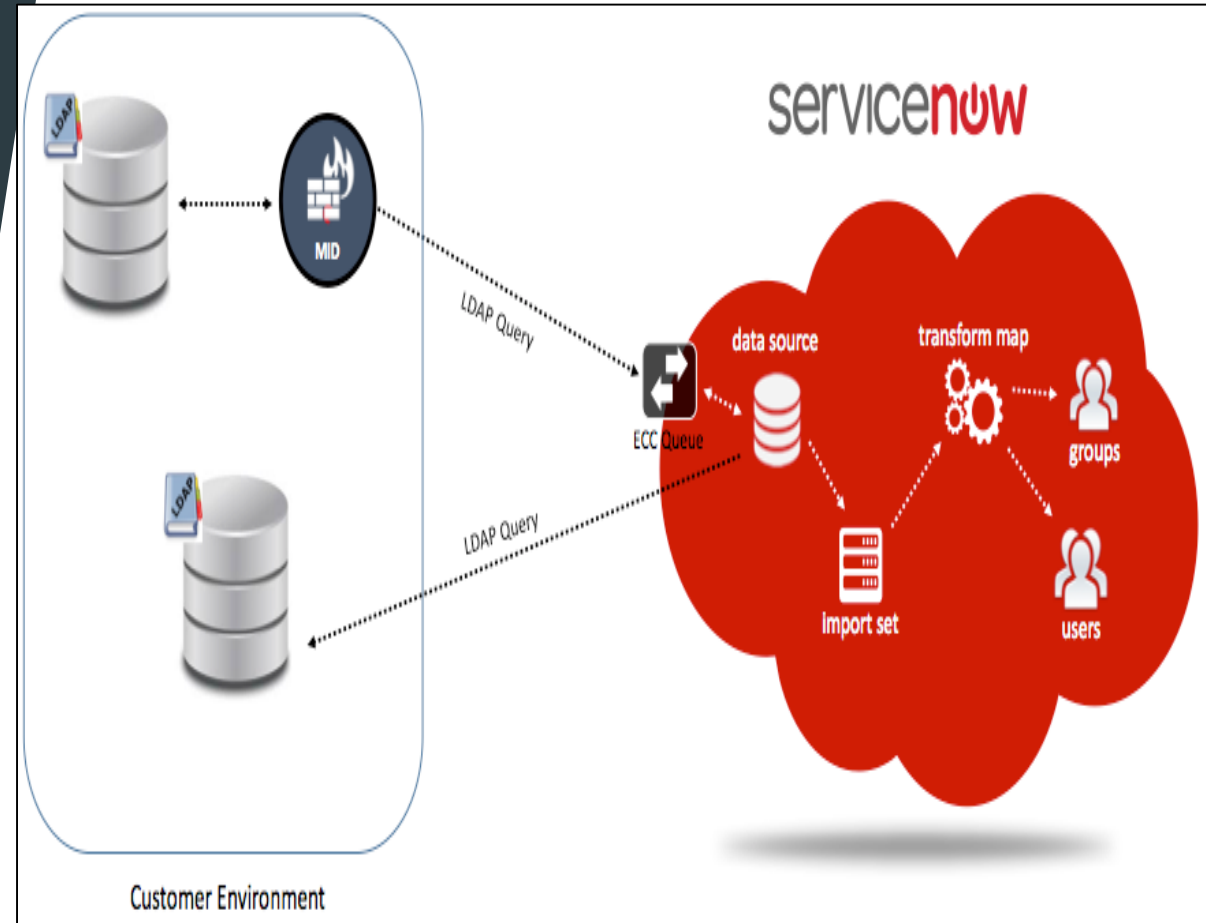
Orchestration



Cloud Management

# ITOM

- ▶ **Midservers( MID - Management, Instrumentation and Discovery are setup for communication to move data between external systems and ServiceNow ITOM applications.**
- ▶ **Midservers are java applications that run on Enterprise network behind a firewall or on the cloud(AWS,Azure).**
- ▶ **Midservers help setup and run ITOM applications**



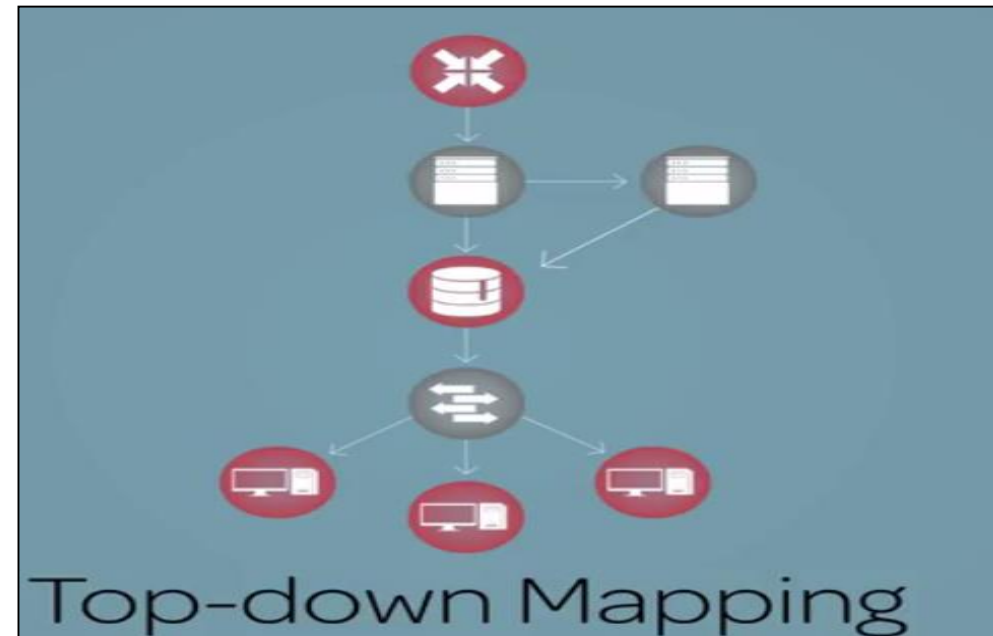
# ITOM

- ▶ **Discovery** - It finds applications and devices on the network and important attributes of those devices such as OS, Software, Memory and others and updates.
- ▶ It then updates **Configuration Management Database** with the information it finds.



# ITOM

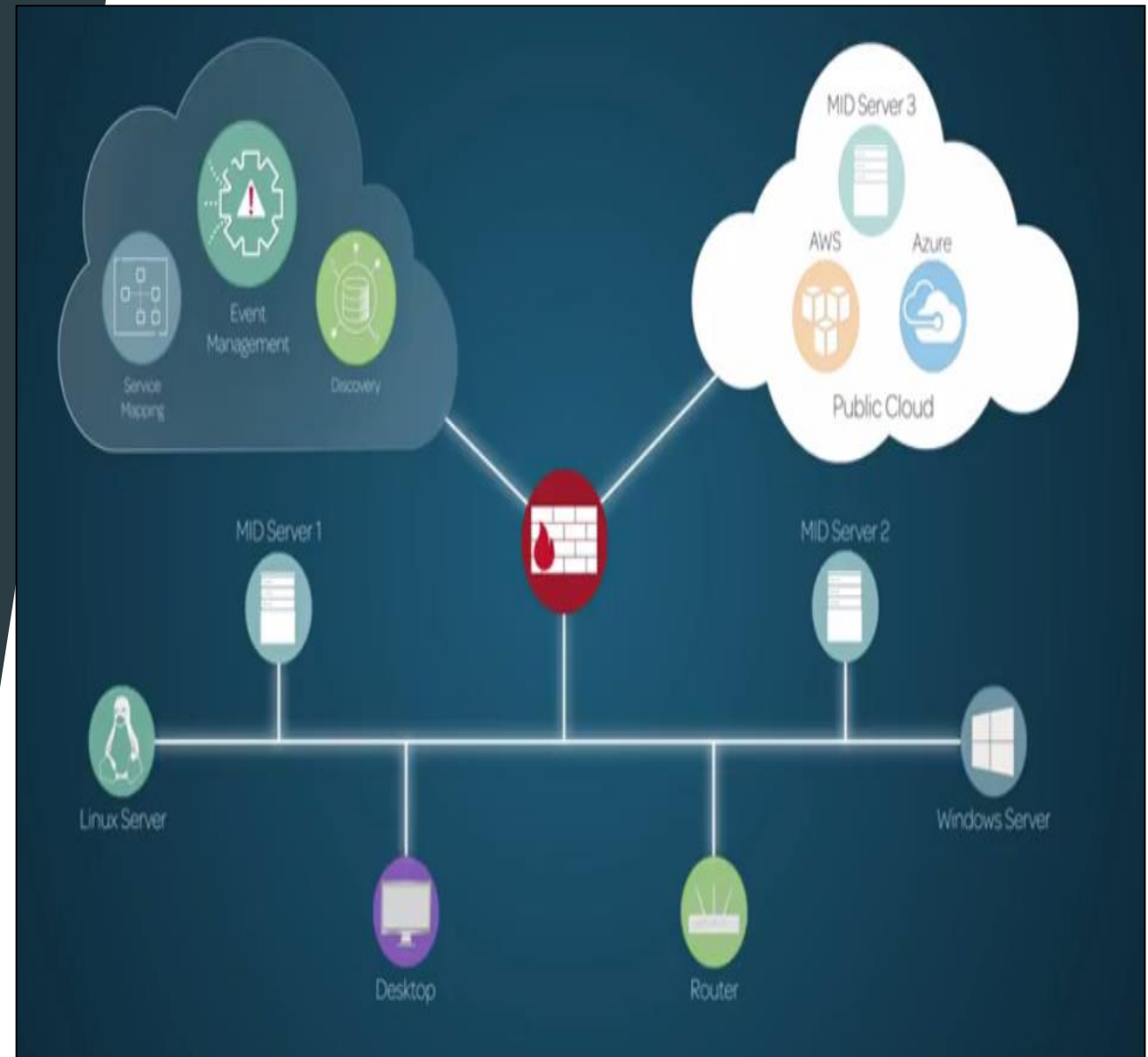
- ▶ Discovery provides Horizontal discovery as it finds devices on the network but does not draw relationship between configuration item (Cis) that are part of specific business service.
- ▶ Service Mapping provides complementary capability where it uses Top Down mapping to map CI that are part of business services such as Email service. It helps visualize all Cis used to deliver a service.





# ITOM

- ▶ **Event Management** - If anything goes wrong with Cis associated it is captured as Events which are basically notification araised in the IT system like failure or warning.It collects and analyzes the events to monitor the health of IT system and helps anticipate and prevent outages and resolve issues quickly with minimal impact on the operations



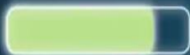
# ITOM

- ▶ Cloud Management - Using cloud mgt we can create and import blueprints for provisioning cloud infrastructure and resources from any Cloud service provider which users can request from catalog items via the Cloud user portal.
- ▶ Users can also manage lifecycle of the resources on Cloud service provider



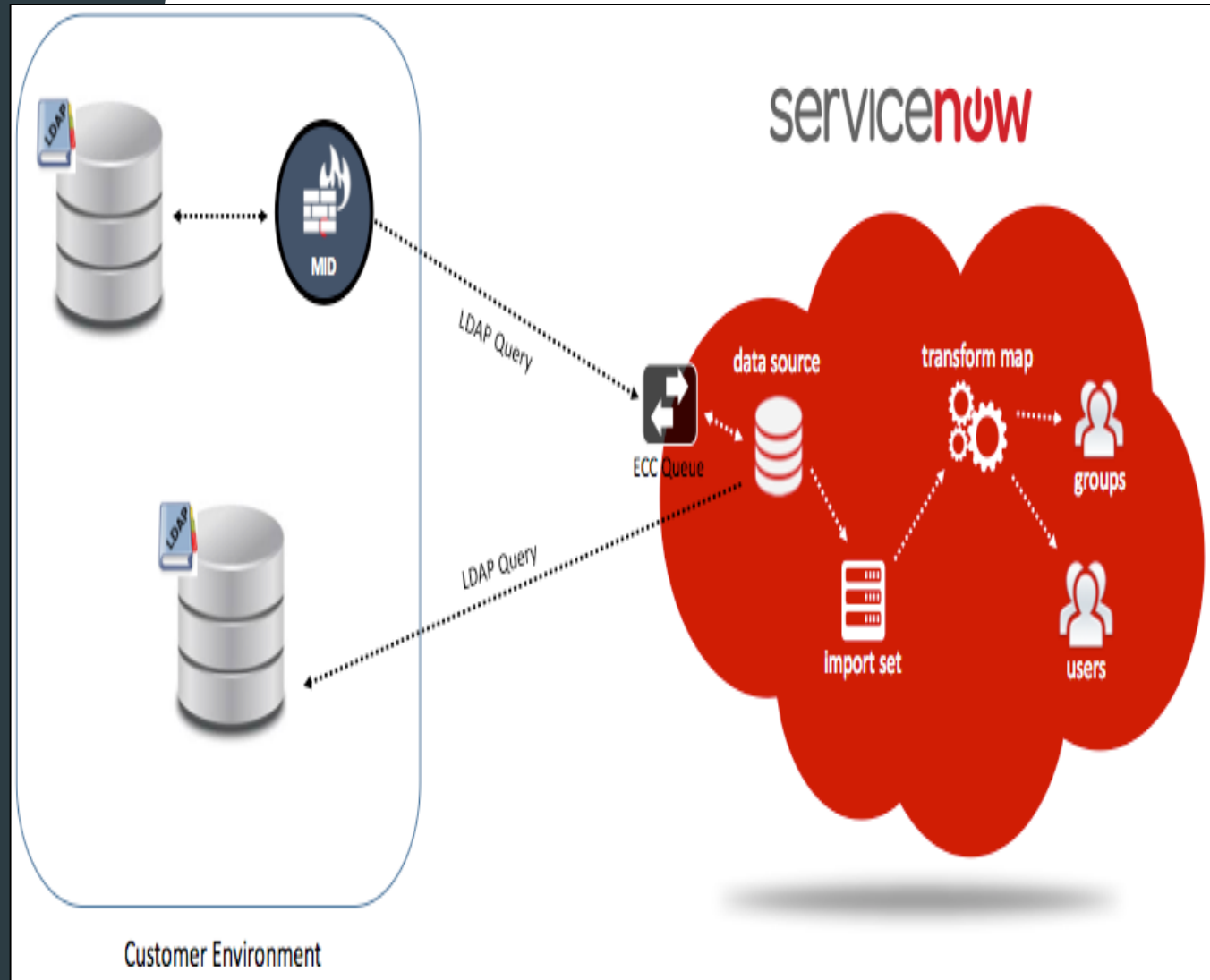
# ITOM

- ▶ From the ITOM portal we can also track utilization and track costs to enforce usage limitation on available resources as well as setup capacity limits on the data centers and usage quota for users and groups



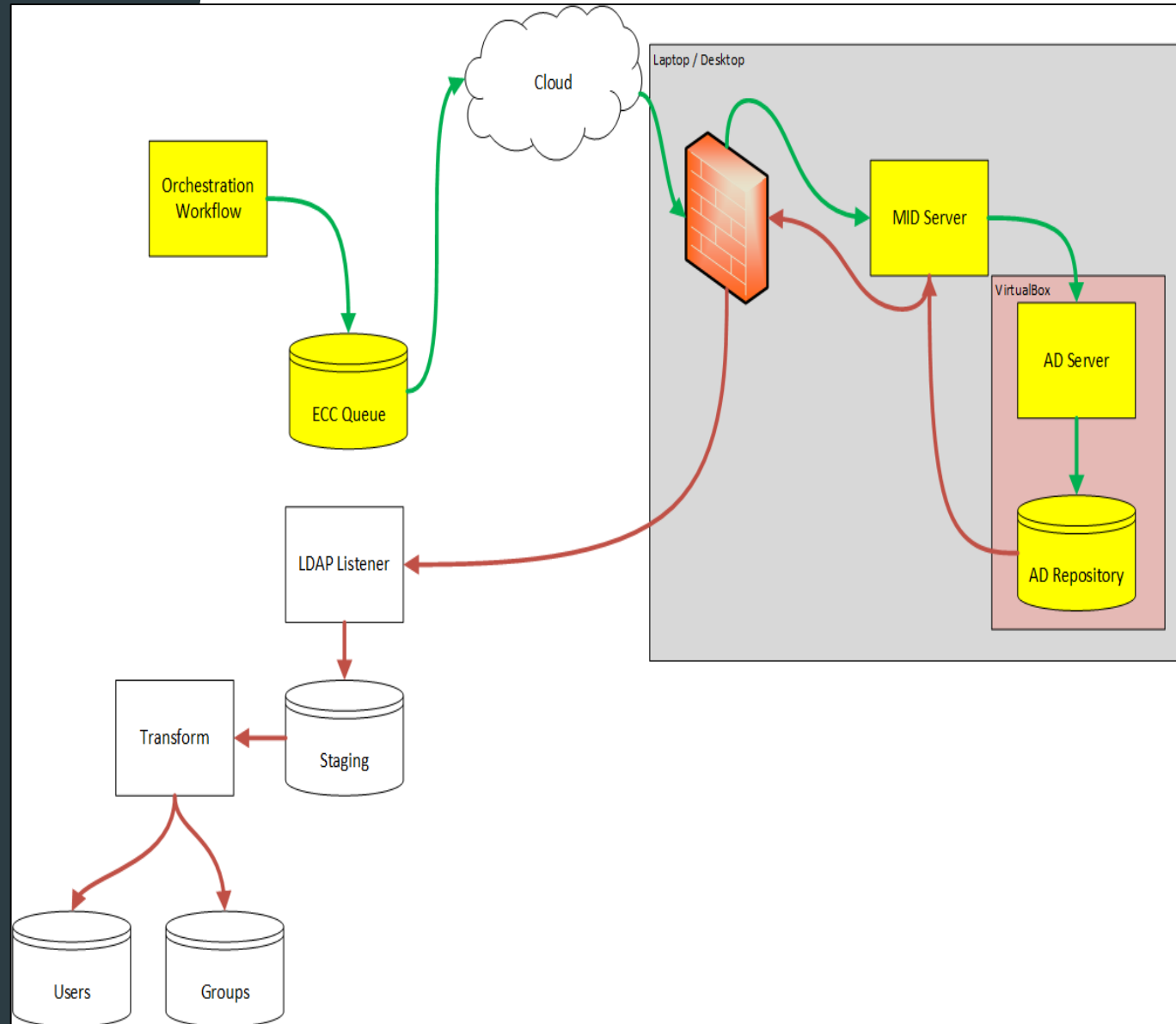
# ITOM - LDAP

- ▶ **LDAP Integration -** LDAP(Lightweight Active Directory Protocol) is a good way to have your user provisioning in ServiceNow. This helps you to maintain user data in one source where it can be accessed by multiple applications. To transfer the user data securely, ServiceNow supports LDAP via the MID Server. LDAPS is also supported if it is directly into the customers' network.



# ITOM

- ▶ Steps to create LDAP Integration
  - Create a new LDAP server in SNOW instance
  - Create Organizational units (OU)
  - Create Datasource (Transform Map/Transform script)
  - Create Scheduled Job
  - Enable Single Sign-on



# ITOM - LDAP

## ► Pre-requisites of LDAP servers

- LDAP server/Active Directory
- External IP Address or Domain name of LDAP Server
- Login credentials to access Server

## ► Lets use online free LDAP server

<http://www.forumsys.com/tutorials/integration-how-to/ldap/online-ldap-test-server/>



Here are the credentials for an Online LDAP Test Server that you can use for testing your applications that require LDAP-based authentication. Our goal is to eliminate the need for you to download, install and configure an LDAP server for testing. If all you need is to test connectivity and authentication against a few identities, you have come to the right place. If you find this useful or would like us to enhance/modify this test LDAP server, please leave a comment.

LDAP Server Information (read-only access):

Server: *ldap.forumsys.com*

Port: 389

Bind DN: *cn=read-only-admin,dc=example,dc=com*

Bind Password: *password*

All user passwords are *password*.

You may also bind to individual Users (uid) or the two Groups (ou) that include:

*ou=mathematicians,dc=example,dc=com*

- *riemann*
- *gauss*
- *euler*
- *euclid*

*ou=scientists,dc=example,dc=com*

- *einstein*
- *newton*
- *galileo*

# ITOM - LDAP

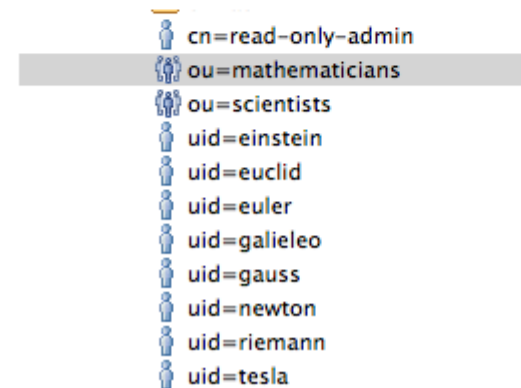
- ▶ LDAP URL is the server URL and the format for applying URL is as follows
- ▶ Schema+ Address+ Port+ Base Entry+ attributes+ Subtree Scope+ filter.
- ▶ Ex:ldap://snow.in.edu.com:389/OU=EDU,DC=in?empID,Name,company?sub?(uid=john.doe)

*ou=mathematicians,dc=example,dc=com*

- *riemann*
- *gauss*
- *euler*
- *euclid*

*ou=scientists,dc=example,dc=com*

- *einstein*
- *newton*
- *galileo*
- *tesla*



# ITOM - LDAP

## ► Creation of Organization Units

< ≡ LDAP OU Definition

Users

Name

Users

RDN

OU=Sites

Query field

sAMAccountName

Filter

(&(objectClass=person)(!(objectClass=computer))(!(userAccountControl:1.2.840.1135561.4.131.1.1=1)))

Update

Delete

Related Links



# ITOM - LDAP

- ▶ LDAP connection is Read only i.e SNOW can fetch data as well as update data inside SNOW but it cannot update Active directory record.
- ▶ Lets see how we can ensure we can create LDAP record using LDAP integration in SNOW instance.
- ▶ Lets create update set to capture all the updates
- ▶ In Navigator → LDAP → Create New server

The screenshot shows the 'New LDAP Server' configuration window. On the left is a sidebar with a search bar containing 'ldap' and a list of navigation items: System LDAP, Getting Started, Create New Server, LDAP Servers, LDAP Monitor, Data Sources, Scheduled Loads, Transform Maps, LDAP Log, and Certificates. The main panel is titled 'New LDAP Server' and contains the following sections:

- Create a new LDAP server record**  
Provide the basic information below and we will create the LDAP configuration records to get you started.
- Type of LDAP server**  
Two radio buttons are present: 'Active Directory' (which is selected) and 'Other'.
- Server name**  
A 'More information' link is shown above a text input field.
- Server URL**  
A 'More information' link is shown above a text input field containing the value 'ldap://host-name:389/'.

At the bottom of the window, the text 'Starting search directory:' is partially visible.

# ITOM - LDAP

- ▶ **Select Type : Active directory**
  - **Server name :Test AD server for Demo**
  - **Server URL:  
ldap://ldap.forumsys.com**  
(This URL will show LDAP will connect instance and LDAP via LDAP port 389)
  - Start directory:  
dc=example,dc=com**
- ▶ **Click submit**

Type of LDAP server

☒ Active Directory

☐ Other

Server name

▶ More information

Test AD server for Demo

Server URL

▶ More information

ldap://ldap.forumsys.com

Starting search directory

▶ More information

dc=example,dc=com

Submit

# ITOM - LDAP

- ▶ This will create a LDAP server record and the form is displayed where we need to enter
  - login distinguished name :  
cn=read-only-admin,dc=example,dc=com
  - Login password : password
- ▶ Save the record
- ▶ Automatically we can see the connection is established successfully
- ▶ We can also test the connection in related links

The screenshot shows the 'LDAP Server' configuration page for 'Test AD server for Demo'. A blue banner at the top indicates 'Connected Successfully'. The form contains the following fields:

- Name:** Test AD server for Demo
- Active:** ☒
- Application:** Global
- Login distinguished name:** cn=read-only-admin,dc=example,dc=com
- Login password:** (masked with dots)
- Starting search directory:** dc=example,dc=com
- MID Server:** (empty)

Below the form is a table titled 'LDAP Server URLs' with the following data:

URL	Order	Active	Operational Status
<a href="ldap://ldap.forumsys.com">ldap://ldap.forumsys.com</a>	100	true	true
Insert a new row...			

# ITOM - LDAP

- ▶ We can observe connection timeout, Read timeout, SSL and Listener interval etc being configured.
- ▶ LDAP can import lot of fields for user record. In attributes we can mention those fields which we would import as part of LDAP integration
- ▶ It has also created LDAP OU definitions for groups and users

The screenshot displays the LDAP Server configuration interface for a 'Test AD server for Demo'. The top section contains configuration fields: 'Read timeout' (30), 'Listen interval' (5), 'SSL' (unchecked), and 'Paging' (checked). Below these are 'Update' and 'Delete' buttons. A 'Related Links' section provides links to 'Test Connection', 'LDAP Listener Status', 'Browse', 'Stop Listener', 'Certificate List', and 'Advanced View'. The bottom section, titled 'LDAP OU Definitions', includes a 'New' button, a search bar, and a table listing definitions for 'Groups' and 'Users'.

	Name	RDN	Query field	Table	Filter
<input type="checkbox"/>	<a href="#">Groups</a>	CN=Users	sAMAccountName	Group [sys_user_group]	(objectClass=group)
<input type="checkbox"/>	<a href="#">Users</a>	CN=Users	sAMAccountName	User [sys_user]	(&(objectClass=person)(sn=*)(!(objectCla...

# ITOM - LDAP

- ▶ We can observe there are 2 groups OU created with domain controllers and users created under each Organization units.
- ▶ Lets now check if those users are created in ServiceNow navigating to users in related link and opening the record of LDAP OU definition

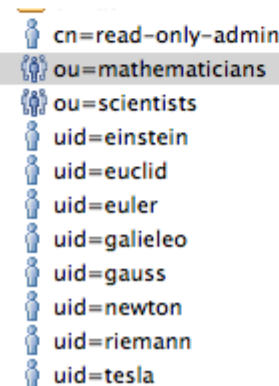
You may also bind to individual Users (uid) or the two Groups (ou) that include:

*ou=mathematicians,dc=example,dc=com*

- *riemann*
- *gauss*
- *euler*
- *euclid*

*ou=scientists,dc=example,dc=com*

- *einstein*
- *newton*
- *galileo*
- *tesla*



cn=read-only-admin  
ou=mathematicians  
ou=scientists  
uid=einstein  
uid=euclid  
uid=euler  
uid=galileo  
uid=gauss  
uid=newton  
uid=riemann  
uid=tesla

# ITOM - LDAP

- ▶ When we test the connection on LDAP OU definition for user we encounter error for RDN specified.
- ▶ For now remove the RDN specified
- ▶ Filters are specified to eliminate unwanted bogus records like getting person details, having surnames, eliminating/filtering out computer records
- ▶ Remove the filter and test connection.

The screenshot shows the 'LDAP OU Definition Users' form. At the top, there is a navigation bar with a back arrow, a menu icon, the title 'LDAP OU Definition Users', and action buttons: 'Update', 'Delete', and arrows. Below the navigation bar, a red error message box states: 'Invalid RDN specified, 'CN=Users' does not exist within 'dc=example,dc=com''. The form fields are as follows:

- Name:** Users
- RDN:** CN=Users (highlighted with a blue border and a red error message below it: 'Specify a relative distinguished name for starting search directory <get dn from ldap server record>')
- Application:** Global
- Active:** ☒
- Server:** Test AD server for Demo
- Table:** User [sys\_user]
- Query field:** sAMAccountName
- Filter:** (&(objectClass=person)(sn=\*)(!(objectClass=computer))(!(userAccountControl:1.2.840.113556.1.4.803:=2)))

At the bottom of the form, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with links for 'Test connection' and 'Browse'.

# ITOM - LDAP

- ▶ It now mentions empty filter.
- ▶ Now we will specify the filter (uid=\*) which means there must be uid mentioned as part of OU definition.
- ▶ Test the connection

LDAP OU Definition  
Users

Invalid filter specified, Empty filter

Name:

RDN:

Query field:

Application:

Active: ☒

Server:

Table:

Filter:

Specify a filter using standard LDAP syntax

Update Delete

Related Links  
[Test connection](#)  
[Browse](#)

# ITOM - LDAP

- ▶ We should be able to connect to the LDAP OU definition for users.
- ▶ We observe our filter is working, Relative distinct name is working for specified OU definition.

The screenshot shows the 'LDAP OU Definition Users' configuration window. At the top, there is a breadcrumb navigation bar with a back arrow, a hamburger menu, and the text 'LDAP OU Definition Users'. To the right of the breadcrumb are icons for a pin, list view, and a menu, followed by 'Update' and 'Delete' buttons and up/down arrows. Below the breadcrumb is a light blue notification bar that says 'Connected successfully' with an information icon and a close 'X' button. The main configuration area contains several fields: 'Name' (text input with 'Users' entered), 'RDN' (empty text input), 'Query field' (text input with 'sAMAccountName' entered), 'Application' (dropdown menu with 'Global' selected), 'Active' (checkbox checked), 'Server' (text input with 'Test AD server for Demo' entered), 'Table' (dropdown menu with 'User [sys\_user]' selected), and 'Filter' (text input with '(uid=\*)' entered). At the bottom left of the configuration area are 'Update' and 'Delete' buttons. Below the configuration area is a 'Related Links' section with two links: 'Test connection' and 'Browse'.

LDAP OU Definition  
Users

Connected successfully

Name: Users

RDN:

Query field: sAMAccountName

Application: Global

Active: ☒

Server: Test AD server for Demo

Table: User [sys\_user]

Filter: (uid=\*)

Update Delete

Related Links

[Test connection](#)

[Browse](#)



# ITOM - LDAP

- ▶ Troubleshooting LDAP - Click on browse which helps to troubleshoot if particular users are not imported into SNOW tables

< LDAP OU Definition  
Users

Connected successfully

Name: Users

RDN:

Query field: sAMAccountName

Filter: (uid=\*)

Update Delete

Related Links  
[Test connection](#)  
[Browse](#)

Filter: (uid=\*)

RDN:

Filter

LDAP details for: uid=newton

Distinguished Name: uid=newton,dc=example,dc=com

Search

LDAP Nodes

- uid=newton
- uid=einstein
- uid=tesla
- uid=galileo
- uid=euler
- uid=gauss
- uid=riemann
- uid=euclid
- uid=test
- uid=curie
- uid=nobel
- uid=boyle
- uid=pasteur
- uid=nogroup
- uid=training
- uid=jmacy

Attribute Name	Attribute Value
cn	Isaac Newton
dn	uid=newton,dc=example,dc=com
mail	newton@ldap.forumsys.com
objectClass	inetOrgPerson
objectClass	organizationalPerson
objectClass	person
objectClass	top
sn	Newton
source	ldap:uid=newton,dc=example,dc=com
uid	newton

# ITOM - LDAP

- Inorder to troubleshoot pick the email id and apply filter

([mail=newton@ldap.forumsys.com](mailto=newton@ldap.forumsys.com))

- We can observe for attribute name mail we find filter applied fetching particular record

The screenshot shows an LDAP browser window. On the left, there is a 'Filter' field containing '(mail=newton@ldap.forumsys.com)' and an empty 'RDN' field. Below these is a 'Filter' button. On the right, there is an 'LDAP details for' field containing 'uid=newton' and a 'Distinguished Name' field containing 'uid=newton,dc=example,dc=com'. Below these is a 'Search' button. In the bottom left, a tree view shows 'LDAP Nodes' with a sub-entry 'uid=newton'. On the right, a table displays the attributes of the selected entry.

Attribute Name	Attribute Value
cn	Isaac Newton
dn	uid=newton,dc=example,dc=com
mail	newton@ldap.forumsys.com
objectClass	inetOrgPerson
objectClass	organizationalPerson
objectClass	person
objectClass	top
sn	Newton
source	ldap:uid=newton,dc=example,dc=com

# ITOM - LDAP

- ▶ Lets go to LDAP server again and open the Test AD server for Demo
- ▶ Test the listener connection and configure Midserver if required.
- ▶ Hence this is the way connection to LDAP server

The screenshot displays the 'LDAP Server' configuration window for 'Test AD server for Demo'. The interface includes a top navigation bar with a back arrow, a menu icon, the title 'LDAP Server', the subtitle 'Test AD server for Demo', and action buttons for 'Update', 'Delete', and navigation arrows. A blue notification bar at the top states 'Connected Successfully'. The main configuration area contains the following fields:

- Name:** Test AD server for Demo
- Active:** ☒
- Application:** Global
- Login distinguished name:** cn=read-only-admin,dc=example,dc=com
- Login password:** (masked with dots)
- Starting search directory:** dc=example,dc=com
- MID Server:** (empty field with a search icon)

# ITOM - Midserver

# ITOM - Midserver

# ITOM - Midserver

# ITOM - Midserver

# ITOM - Midserver



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Thankyou