

## Attach Incident XAML – The workflow attaches incident to an existing ServiceNow ticket

1. Download the package – UiPath.Web.Activities
2. The Service Now user should have the following roles - web\_service\_admin, rest\_api\_explorer, or admin

3. Map all the arguments in the XAML

-Service Now URL format is <https://yourinstance.service-now.com/api/now/v1/attachment/upload>

-The Incident's sys\_id should be mapped to in\_TableSysID

-Map the file path you want to attach to argument **in\_FilePath\_Attachment**

-Pass a secure string into the in\_ServiceNow\_Password, if you are using String for password, you can convert String into SecureString using:

```
(new System.Net.NetworkCredential("", "yourPassword")).SecurePassword
```

Put file path in the format: C:\xyz\abc\

Invoked workflow's arguments

Name	Direction	Type	Value
in_TableSysID	In	String	"030fed1007301010d880fe4f7c1ed0da"
in_FilePath_Attachment	In	String	"[REDACTED]\INCIDENT RESULT 11-May-2020 10-10-23.txt"
in_ServiceNow_Attachment_EndPoint	In	String	"https://[REDACTED].service-now.com/api/now/v1/attachment/upload"
in_ServiceNow_Username	In	String	"admin"
in_ServiceNow_Password	In	SecureString	(new System.Net.NetworkCredential("", "[REDACTED]")).SecurePassword
out_FileDownloadLink	In	String	Enter a VB expression
out_SysID	In	String	Enter a VB expression
out_TableSysID	In	String	Enter a VB expression
in_FilePath_ResultTextFile	In	String	"[REDACTED]"
out_FilePath_ResultTextFile	Out	String	Enter a VB expression

Create Argument

OK Cancel

4. The output pane will look like:

Output

Search

- Execution started for file: Main
- servicenow\_workflows execution started
- Connecting to https://[REDACTED].service-now.com/api/now/v1/attachment/upload...
- HTTP request result... {"result":{"size\_bytes":"2575","file\_name":"INCIDENT RESULT 11-May-2020 10-10-23.txt","sys\_mod\_count":"0","average\_image\_color":"","image\_width":"","sys\_updated\_on":"2020-05-11 17:23:14","sys\_tags":"","table\_name":"incident","sys\_id":"87d87dd007301010d880fe4f7c1ed07d","image\_height":"","sys\_updated\_by":"admin","download\_link":"https://[REDACTED].service-now.com/api/now/v1/attachment/87d87dd007301010d880fe4f7c1ed07d/file","content\_type":"application/octet-stream","sys\_created\_on":"2020-05-11 17:23:14","size\_compressed":"867","compressed":"true","state":"pending","table\_sys\_id":"030fed1007301010d880fe4f7c1ed0da","chunk\_size\_bytes":"700000","hash":"f5ee41b8809470d6869f9bc3f41964a3b1300061af3cec094618fcb5d8239756","sys\_created\_by":"admin"}}
- Writing result in text file on path [REDACTED]ATTACHMENT RESULT 11-May-2020 10-53-15.txt...
- File successfully attached and can be downloaded using link https://[REDACTED].service-now.com/api/now/v1/attachment/87d87dd007301010d880fe4f7c1ed07d/file...
- servicenow\_workflows execution ended in: 00:00:05

## 5. The text file will look like:

```
ATTACHMENT RESULT 11-May-2020 10-53-15 - Notepad
File Edit Format View Help
{
  "result": {
    "size_bytes": "2575",
    "file_name": "INCIDENT RESULT 11-May-2020 10-10-23.txt",
    "sys_mod_count": "0",
    "average_image_color": "",
    "image_width": "",
    "sys_updated_on": "2020-05-11 17:23:14",
    "sys_tags": "",
    "table_name": "incident",
    "sys_id": "87d87dd007301010d880fe4f7c1ed07d",
    "image_height": "",
    "sys_updated_by": "admin",
    "download_link": "https://[REDACTED].service-now.com/api/now/v1/attachment/87d87dd007301010d880fe4f7c1ed07d/file",
    "content_type": "application/octet-stream",
    "sys_created_on": "2020-05-11 17:23:14",
    "size_compressed": "867",
    "compressed": "true",
    "state": "pending",
    "table_sys_id": "030fed1007301010d880fe4f7c1ed0da",
    "chunk_size_bytes": "700000",
    "hash": "f5ee41b8809470d6869f9bc3f41964a3b1300061af3cec094618fcb5d8239756",
    "sys_created_by": "admin"
  }
}
```