



ServiceNow Adapter and Plug-In Installation Guide

For SAP Integration Suite and SAP Cloud Integration

Version 1.0.6 – May 2026

THE BEST RUN



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1 INTRODUCTION

This is the official guide for the ServiceNow Adapter for SAP Cloud Integration. This guide covers all relevant information for the installation of the ServiceNow adapter and its plug-in where applicable. Please read this guide carefully before using the ServiceNow adapter.

1.1 Internet Hyperlinks

The documentation may contain hyperlinks to the Internet. These hyperlinks are intended to serve as hints where to find related information. We do not warrant the availability and the correctness of this related information or the ability of this information to serve a particular purpose.

2 PACKAGE CONTENT

This section provides the details of the files that are provided as part of the ServiceNow Adapter installation package. It is assumed that the bundle is downloaded from the SAP Marketplace.

The ServiceNow Adapter Plug-In installation package consists of the file below:

File Name	Description
ServiceNowAdapterPlugin.jar	The Eclipse Plug-In or Workbench file

3 PREREQUISITES

To use the document, the following aspects are assumed:

- The ServiceNow Adapter bundle which contains the SAP-recommended version of Eclipse is downloaded from the SAP Marketplace.
- The SAP-recommended version of Eclipse is installed. Currently, Eclipse Oxygen is preferred. (Refer to **Section 5** of this guide.)

To get the latest SAP recommendation, visit the link: <https://tools.hana.ondemand.com/#cloudintegration>.

4 ADAPTER INSTALLATION

4.1 Adapter Installation on Cloud Foundry

Before the ServiceNow Adapter can be used in the Cloud Foundry environment, it needs to be deployed to the SAP Cloud Integration tenant.

4.1.1 Prerequisites

Before installing the Adapter using this approach, ensure that the following prerequisites are in place:

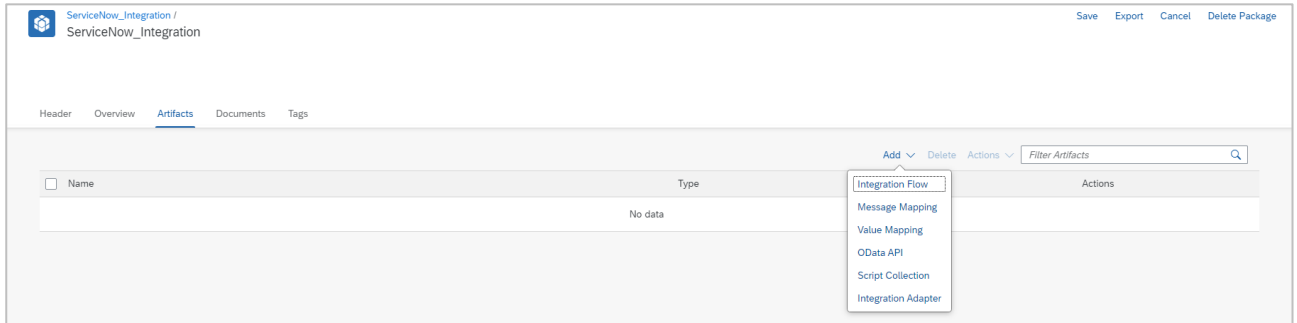
- There should not be any .esa file of the ServiceNow Adapter in the SAP Integration Suite Design workspace. In case this package exists, remove the .esa file from the Design workspace.
- The package "ServiceNow Adapter for SAP Integration Suite" should not be in the Design workspace of the SAP Integration Suite tenant. In case this package exists, delete it.

4.1.2 Adapter Installation via the Design Tab

It is important to note that there is no manual way of installing the ServiceNow Adapter. The following procedure explains how the ServiceNow Adapter is migrated from the Discover workspace to the Design workspace of the SAP Integration tenant.

Proceed as follows:

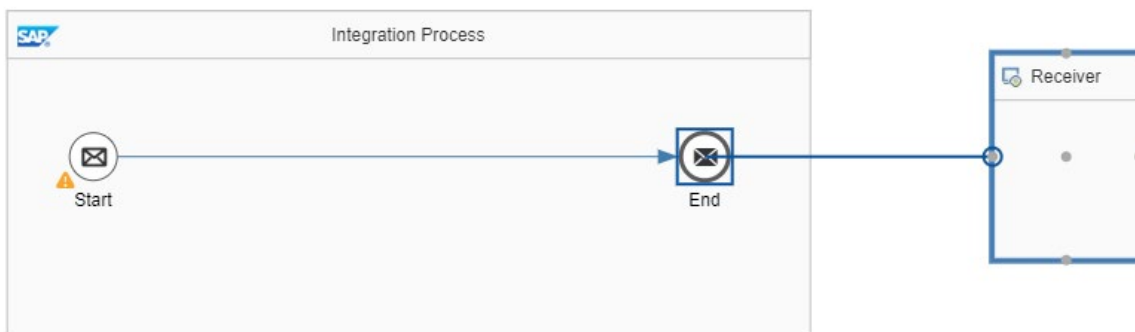
1. Navigate to the **Design** tab to access the workspace.
2. Select the integration package where the integration flow is to be created.
3. Choose **Edit** to enable editing of the package.
4. Navigate to the **Artifacts** tab. Choose **Add** and select Integration Flow.



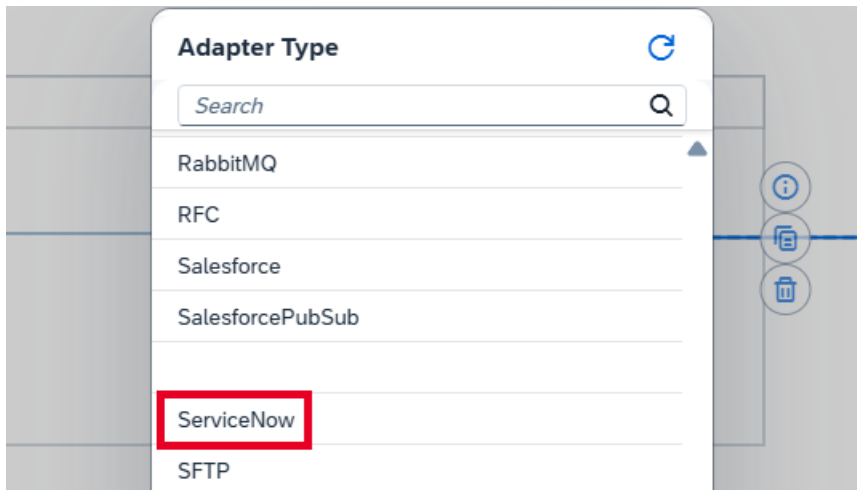
5. Create an integration flow and provide a name.
6. Proceed to the newly created integration flow and click on **Edit**.



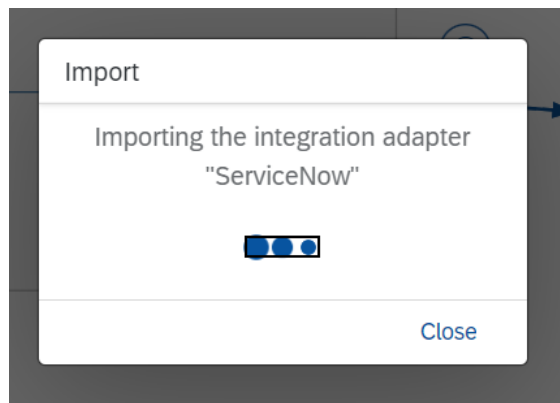
7. Select **End**. Click the arrow (→).
8. Drag the pointer to the Receiver box.



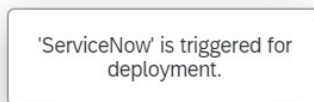
9. Select the ServiceNow Adapter. Note that the ServiceNow Adapter is already available in the list of adapters.



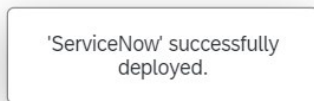
10. After selecting ServiceNow Adapter, the Adapter is imported into the Design workspace of the SAP Integration Suite tenant.



11. Once the package is imported, the adapter deployment is triggered.



12. Once the ServiceNow Adapter is deployed, a success message is displayed.



4.1.3 Importing the Adapter without Integration Flow Creation

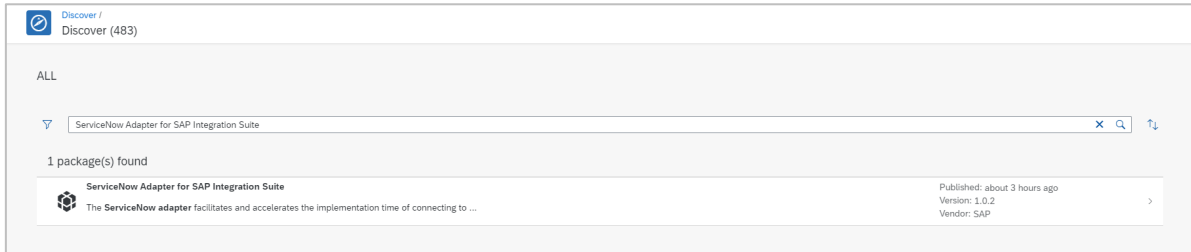
Alternatively, the ServiceNow Adapter can also be imported into the Design workspace without creating an integration flow. This method is useful for scenarios where integration flow packages are migrated from development to a higher environment (Example: Production).

Use Transport Management Service (TMS) to import/transport the ServiceNow Adapter to a higher environment.

If the TMS option is not available in the landscape, the Adapter Package can be imported from the Discover workspace to the Design workspace via the copy option of the former.

Proceed as follows to copy the integration package and import the ServiceNow Adapter:

1. Navigate to the **Discover** tab.
2. Using the search box, search for “ServiceNow Adapter for SAP Integration Suite”.



3. Select the “ServiceNow Adapter for SAP Integration Suite” package.
4. Navigate to the **Copy** option. Doing so copies the said package from the **Discover** workspace to the **Design** workspace.



5. Navigate to the **Design** workspace and select the “ServiceNow Adapter for SAP Integration Suite” package.
6. Select **Artifacts** and choose the **Deploy** action to deploy the ServiceNow Adapter.

5 PLUG-IN INSTALLATION STEPS

Please follow the steps below to install ServiceNow Adapter in Eclipse Oxygen:

1. Download Eclipse Oxygen 3a from the URL: <https://www.eclipse.org/downloads/packages/release/oxygen/3a>
2. Once installed, copy the ServiceNow Plug-in JAR file.
3. Go to the installation folder (e.g.: C:\Program Files (x86)\oxygen\eclipse).
4. Open the Plug-in folder and paste the ServiceNow Plug-in JAR file.
5. Open Eclipse Oxygen.
6. Go to **Windows > Perspective > Open Perspective > Other** (See Figure 5.1).

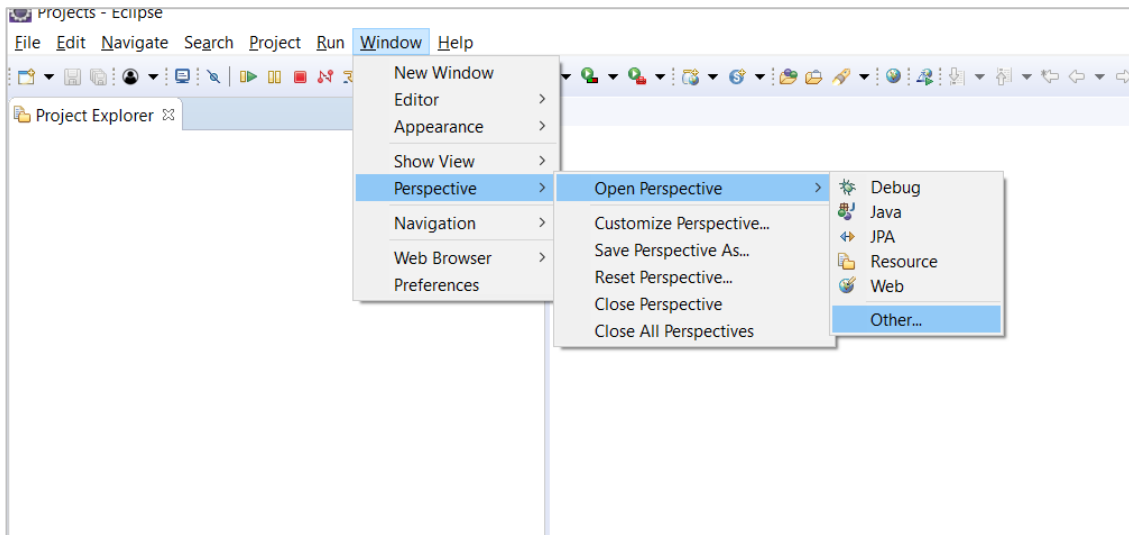


Figure 5.1 Changing perspective

7. Select **ServiceNow Adapter** and click on **Open** (See Figure 5.2).

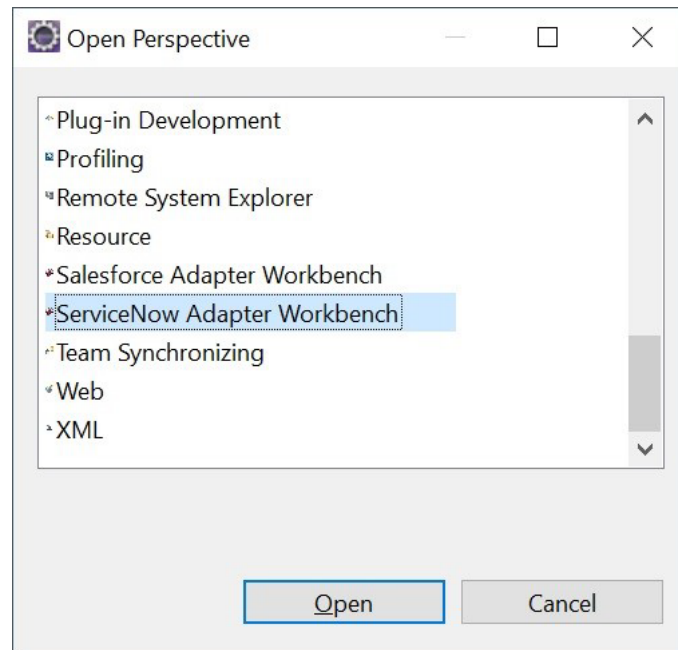


Figure 5.2 Selecting the Adapter Perspective

8. Go to Window > Preferences.

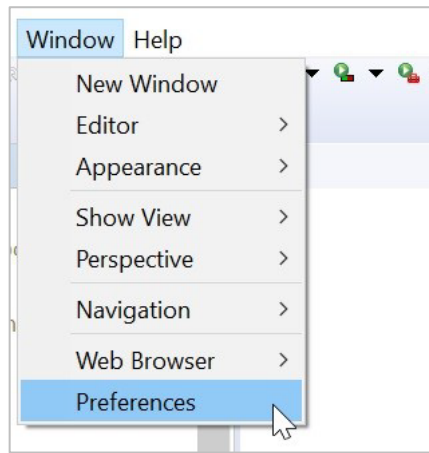


Figure 5.3 Selecting the Preference Option

9. Select ServiceNow Plug-in and fill in the ServiceNow details. These details can be obtained in the ServiceNow tenant.

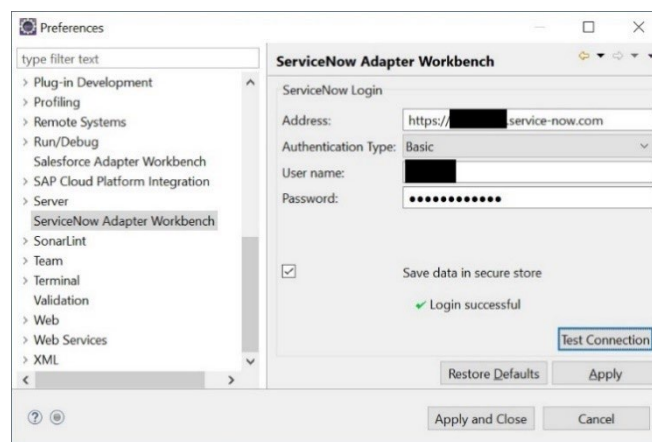


Figure 5.4 ServiceNow Perspective

In the preference page, the **Address** field refers to the target tenant URL. A tenant URL, for instance, could be configured similarly to: <https://abc12345.service-now.com>.

Note that there are two different authentication mechanisms, namely Basic and OAuth2 Client Credential. In case Basic Authentication is selected, a **User name** and its **Password** should be provided. See Figure 5.4.

In case that OAuth2 Client Credential authentication is chosen, fill in **Client ID** and **Client Secret** on top of the Username and password. See an example in Figure 5.5.

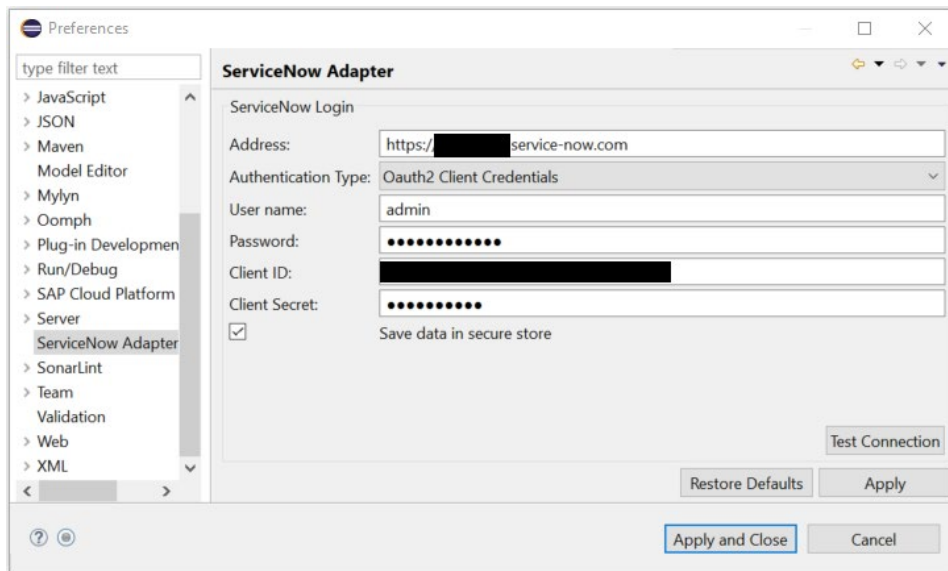


Figure 5.5 Configure the connection details of the Eclipse plug-in with OAuth.

For more details on how to obtain these credential details, please refer to Section 12 of the **Service Adapter Guide** document.

Note that these three fields correspond to the same information required in the Adapter's Connection tab. As shown in Figure 5.5, there is a **Save data in secure store** checkbox that persists the authentication details on the secure store on the local machine.

The **Test Connection** button is provided to validate whether the ServiceNow tenant can be accessed using the provided login data.

If the configuration details are correct, a **login successful** message is shown as seen in Figure 5.6. Ensure that the connection is successful before proceeding to use the Adapter and the plug-ins.

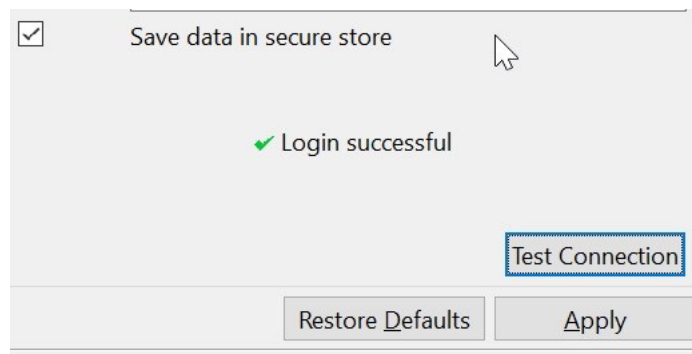


Figure 5.6 Successful Connection of Plug-in

After a successful connection test, click on **Apply and Close**. To start using the Adapter and the plug-in, refer to the ServiceNow Adapter Guide.

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