



ServiceNow API Plug-in for the Central Policy Manager

The CyberArk Password Vault
Version 12.x

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Changing Passwords on ServiceNow API

The Central Password Manager enables organizations to change passwords automatically on remote machines and store the new passwords in the Enterprise Password Vault, with no human intervention, according to the organizational policy. This plug-in supports the changing of passwords for users on the ServiceNow API using the REST API protocol.

Installation

You will receive the ServiceNowAPI plug-in zip archive from your CyberArk representative. The following instructions show you how to install it.

Prerequisites

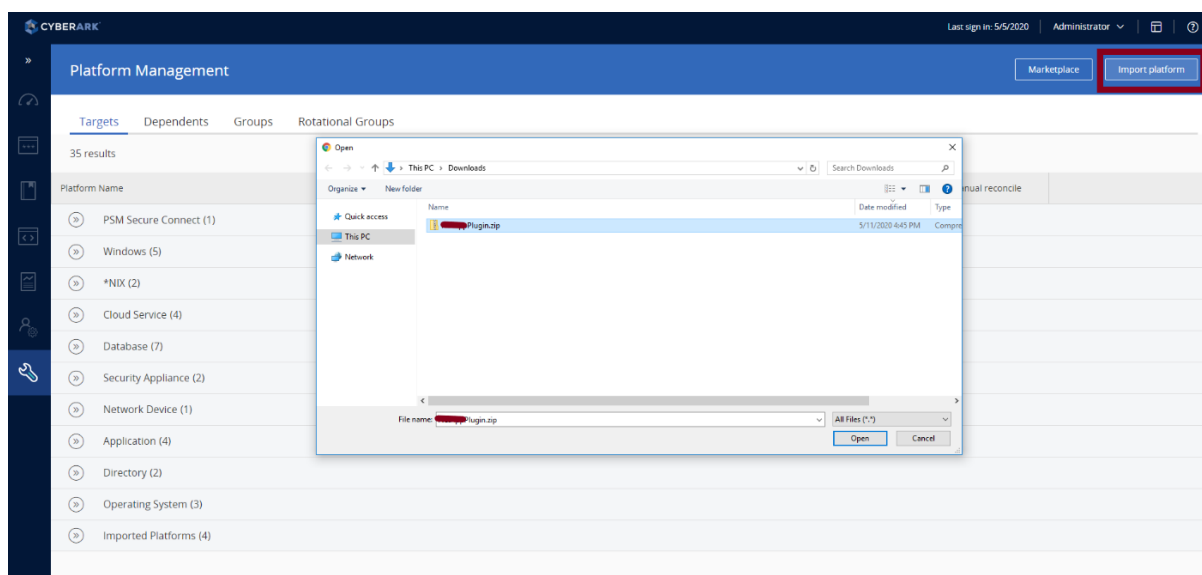
The following prerequisites are required on the machine that runs this plugin:

Download and install the [REST API Platform](#) from the CyberArk Marketplace.

If you already have an older version installed, remove the platform and install the newest version from Marketplace.

Installing the ServiceNow API Plug-in

1. Log in to the PVWA with an administrative account.
2. Go to Administration > Platform Management.
3. Click Import Platform. Upload the ServiceNowAPIPlugin.zip file.



Platform Configuration

- Please check that the following default platform settings match your environment.
- They can be modified by navigating to Administration → Platform Management → ServiceNowAPI → Edit → Automatic Password Management → Additional Policy Settings → Parameters

Parameter Name	Description	Value
UseSSL	Setting this property to yes will create a REST API request using HTTPS and validate a proper certificate is used. Setting this property to no will create a REST API request using HTTP. Setting this property to ignoreuntrustedcertificates will create a REST API request using HTTPS but does not require a valid certificate.	Yes
ChainsFilePath	Configuration file of REST call logic	bin\ServiceNowAPIChains.xml
Port	The port used to connect to the target device.	443
Changepasswordinresetmode	CPM will handle all change password actions using the same workflow as reconcile password. If 'yes', the account object requires an associated reconcile account object	Yes

Adding ServiceNowAPI Accounts

Adding Accounts through the Password Vault Web Access

- Create a new ServiceNowAPI account or use an existing one.
- Specify the required account properties.
- Associate a reconcile account for the new password object

For more information about adding password objects in the Password Vault Web Access, refer to the online documentation [here](#).

General Notes

ServiceNowAPI plug-in supports the following:

- Password Change
- Password Reconciliation (Requires associated reconcile account - default)

