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Gplus Adapter for ServiceNow Administrator's Guide

[How to install the Gplus Adapter](#)

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Steps to install or update the Gplus Adapter in ServiceNow.

We assume that ServiceNow has been configured with the OpenFrame plugin and that you own a ServiceNow login with administrator privileges.

Important

If you have already installed a **previous version of the Gplus Adapter** and want to update it, follow the same procedure below. Please note: it is essential that you **do not delete the previous Web Resources XML package**.

This section explains how to install the Gplus Adapter for ServiceNow and consists of two main steps:

- Deploy the Adapter Web Resources in ServiceNow,
- Enable the OpenFrame menu in ServiceNow.

Deploy the Adapter Web Resources in ServiceNow

This is the procedure you have to follow to deploy the Adapter Web Resources in ServiceNow. The package includes the following solution to be imported:

- **Gplus_Adapter_ServiceNow_9_0_002.**

This managed solution implements the:

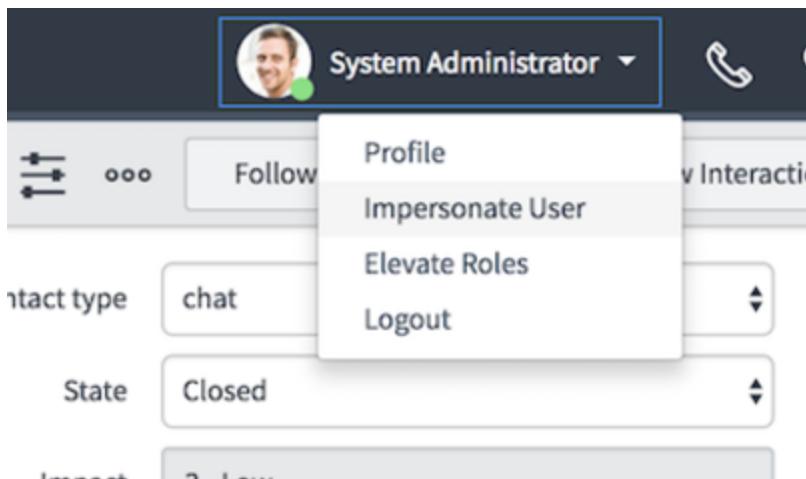
- Adapter core module,
- Out-of-the-box use case scenarios.

Important

The **Gplus_Adapter_ServiceNow_9_0_002** package equally enables the ServiceNow Classic UI and Agent Workspace.

Installation steps:

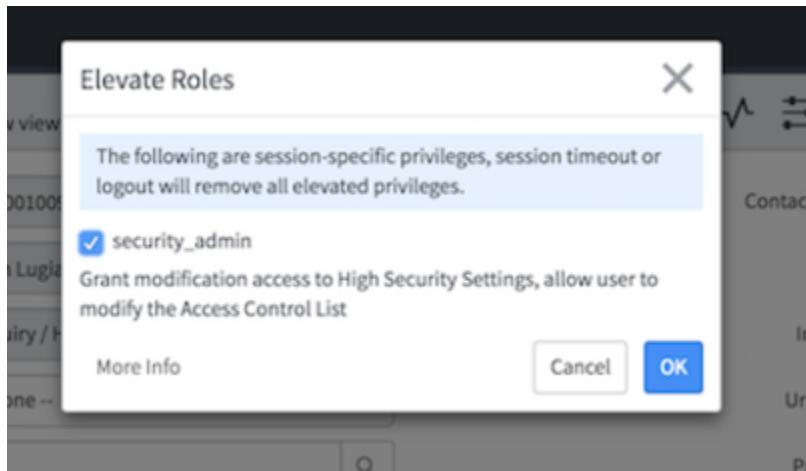
- Log in to ServiceNow with administrator rights and choose **Elevate Roles** in the user drop-down menu.



- Confirm **Elevate Roles**.

Important

This permission is temporary and should only be applied for installation purposes, as explained in the popup message shown underneath.



- Click **OK** to complete the procedure.

Enable the OpenFrame menu in ServiceNow

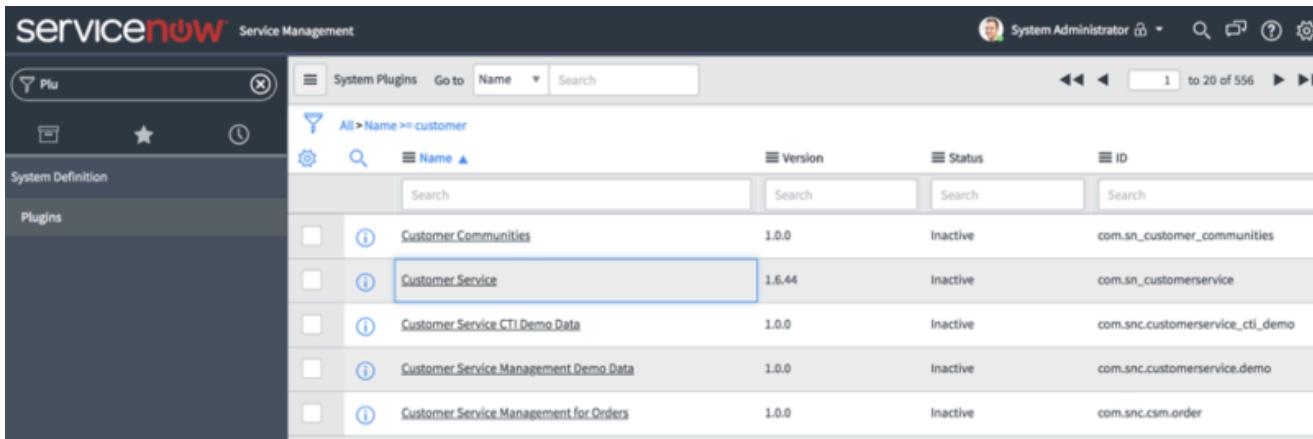
For the Adapter to work, you need to enable the OpenFrame menu in ServiceNow.

The OpenFrame provides an interface accessible and available anywhere in ServiceNow where it is

possible to integrate third-party communication systems.

To enable the OpenFrame plugin, follow these steps.

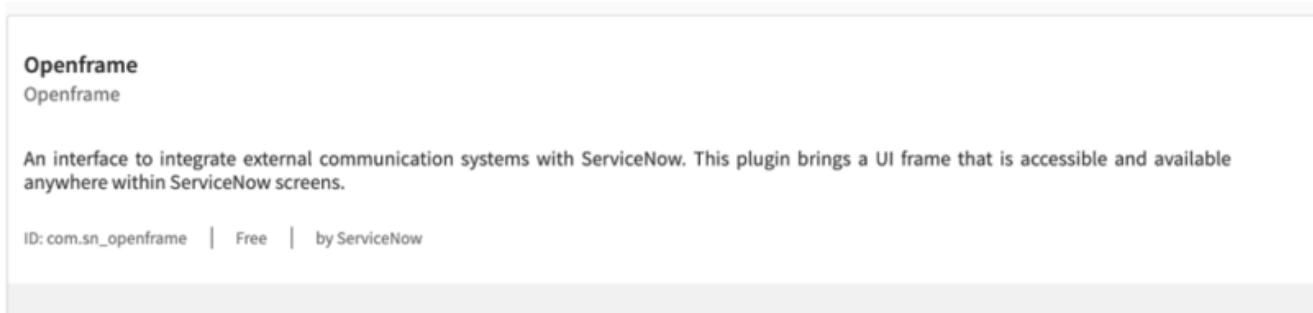
- Search for and select the **Plugins** section in the search area in the left-hand panel.



The screenshot shows the ServiceNow interface with the 'System Plugins' search results for 'customer'. The search bar at the top has 'customer' entered. The results table has columns for Name, Version, Status, and ID. The 'Customer Service' plugin is selected, highlighted with a blue border. The table data is as follows:

Name	Version	Status	ID
Customer Communities	1.0.0	Inactive	com.sn_customer_communities
Customer Service	1.6.44	Inactive	com.sn_customerservice
Customer Service CTI Demo Data	1.0.0	Inactive	com.snc.customerservice_cti_demo
Customer Service Management Demo Data	1.0.0	Inactive	com.snc.customerservice.demo
Customer Service Management for Orders	1.0.0	Inactive	com.snc.csm.order

- Search for the **OpenFrame** plugin and install it.



The screenshot shows the Openframe plugin page on the ServiceNow Marketplace. The title is 'Openframe' and the sub-section is 'Openframe'. The description states: 'An interface to integrate external communication systems with ServiceNow. This plugin brings a UI frame that is accessible and available anywhere within ServiceNow screens.' The plugin is marked as 'Free' and 'by ServiceNow'. The ID is listed as 'com.sn_openframe'.

- After these steps, the OpenFrame menu will be enabled in your system.

If you are interested in setting up the Adapter, see [How to configure the Gplus Adapter](#).