1E Core post-installation tasks

Summary

Post-installation tasks, which include mandatory and optional configuration tasks.

The 1E Core app communicates with the Tachyon system that is hosted in your production network. Settings must be configured to manage how the 1E Core app works.
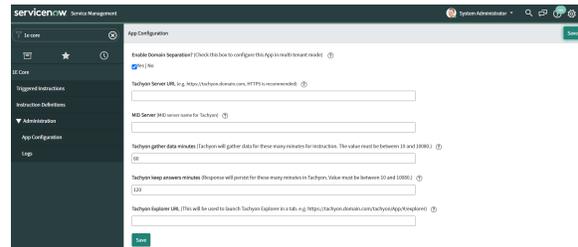
App Configuration Page

The **App Configuration** node is in the **Administration** section of the 1E Core app, where administrators can configure various application settings.

> ⚠️ This page is only accessible to a ServiceNow user that is a member of 1E Core app role **x_1e_core_connect.admin**. If the user is also a ServiceNow **admin** the page will only be accessible after setting the scope to **1E Core**.

All the fields on the **App Configuration** page are mandatory with default values except the **MID Server.**

> ⛔ Due to the limitations of ServiceNow property pages, there are no validation checks applied to any of the settings. You should take extra care to ensure that all the fields are filled out correctly.

The following table describes the fields available on this page:

Field	Description
Enable Domain Separation	Check this box to configure this App in multi-tenant mode. Upon checking this box, all subsequent properties on this page need to be configured on the **Multi tenant Configurations** section within the 1E ITSM Connect Application. If this box is unchecked, proceed by filling out the subsequent fields on this page.
Tachyon Server URL	The URL for the Tachyon server, such as https://tachyon.1E.local

MID Server	The MID server name used by Tachyon, if applicable.
	A **MID Server** is a software application which gets installed on any local machine with internet connectivity, can access Tachyon Server on the local network and is configured to point to the desired ServiceNow instance on the Internet.
	MID Servers are specific to the release version of ServiceNow and must be downloaded from the ServiceNow instance itself. For more information about **MID Server** set up, please refer to the ServiceNow MID Server installation documentation.
	⚠ Multiple MID Servers can be installed on a single machine and be able to point to the same or different ServiceNow instances, however you will only be able to set the 1E ServiceNow app to use one of them.
Tachyon gather data minutes	This setting is specific to Tachyon. The value is used when ServiceNow sends an instruction execution request to Tachyon and controls the number of minutes that Tachyon should continuously gather an instruction's responses. The setting unit is minutes. This has a default value of 60 minutes with a valid range between 10 and 10080.
Tachyon keep answers minutes	This setting is specific to Tachyon. The value is used when ServiceNow sends an instruction execution request to Tachyon and controls the number of minutes that Tachyon should keep the instruction responses active. The setting unit is minutes. This has a default value of 120 minutes with a valid range between 10 and 10080.
Tachyon Explorer URL	This optional setting enables a **Tachyon explorer** link, under the related links header on an incident page. If the **Tachyon Explorer URL** value is empty, users will see an error message if they click the **Tachyon explorer** link.