

Create a ServiceNow subscribed queue and subscribe for Ivanti

Fluorine+

To ensure that Ivanti Service Manager incidents are arriving at your ServiceNow instance, you will need to create a subscribed queue and subscribe to the data being shared out of Ivanti.

Prerequisites

⚠ First, you will need to [create a ServiceNow dynamic share for Ivanti](#).

Procedure

To create a ServiceNow subscribed queue and subscribe for Ivanti, follow these steps:

1

Create a ServiceNow subscribed queue for Ivanti

Log into your ServiceNow instance and navigate to **Perspectium > Replicator > Subscribed Queues** or simply type and then select **Subscribed Queues** in the Filter Navigator on the upper left-hand side of the screen. Then, click **New**. In the **Name** field, type **psp.out.ivanti.INSTANCE_NAME**, where INSTANCE_NAME is the name of your ServiceNow instance (e.g., **dev12345**). Enter your **Queue username** and **Queue password** (provided by Perspectium Support), and check the **Active** box. Finally, click **Submit** in the bottom left-hand corner of the form to save your subscribed queue settings.

2

Create a ServiceNow subscribe for Ivanti

Navigate to **Perspectium > Replicator > Subscribe** or simply type **Subscribe** in the Filter Navigator on the upper left-hand side of the screen. Then, click **New**. Choose **Incident** from the **Table** dropdown and check the **Active** box. Finally, click the **Trigger Conditions** tab and check the **Create** and **Update** boxes. Click **Submit** at the bottom left-hand corner of the form to save your subscribe settings.

Next steps

[Edit ServiceNow outbound table map fields for Ivanti](#)

Similar topics

- [Create Ivanti business rules](#)
- [Create a custom Correlation ID field for Ivanti](#)
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- [Bond Ivanti with another app](#)
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