

Install Replicator for ServiceNow

Fluorine+

To enable the syncing of data from your ServiceNow instance to other Perspective-supported endpoints, you will first need to install Replicator for ServiceNow. The Replicator for ServiceNow installation process involves first previewing and then committing Perspective [update sets](#) in your ServiceNow instance.

Procedure

To install Replicator for ServiceNow, follow these steps:

1

Navigate to Retrieved Update Sets

Log into your ServiceNow instance and navigate to **System Update Sets > Retrieved Update Sets** or simply type **Retrieved Update Sets** in the Filter Navigator on the upper left-hand side of the screen.

2

Upload the Perspective for ServiceNow update set

In the resulting form, click **Import Update Set from XML** under the **Related Links** section. Upload the Perspective for ServiceNow update set (.xml file) provided by [Perspective Support](#). Then, click **Upload**.

3

Preview the update set

Click the name of the update set you uploaded in **Step #2**. Then, in the upper-right hand corner of the resulting form, click **Preview Update Set**.

4

Resolve potential errors

After Preview Update Set finishes running, close out of the pop-up and check if there are any errors or warnings. If errors or warnings have occurred, they will appear in the list at the bottom of the form under the **Update Set Preview Problems** tab. Check the box next to each error or warning and choose whether to **Accept remote update** or **Skip remote update**. To view previously configured fields and updates that may be affected for each error or warning, click **Show local field** and/or **Show local update**. For more information, see [preview a remote update set](#).

5

Commit the update set

Once any errors or warnings have been addressed, click **Commit Update Set** in the upper right-hand corner of the form. After Update Set Commit finishes running, close out of the pop-up.

Next steps

[Run Perspective Finish Install scripts](#)

Similar topics

- [Install Replicator for ServiceNow](#)
- [Upgrade Replicator for ServiceNow](#)

Contact Perspective Support

US: 1 888 620 8880

- [Run Finish Install scripts](#)



UK: 44 208 068 5953

support@perspectium.com