ServiceNow work notes and comments

<div style="background:#1ABC9C;color:white;padding:10px;display:inline-block;">**Fluorine+**</div>

Work notes and **comments** in ServiceNow are referred to as journal fields. For both dynamic shares and bulk shares, options are available to **Include journal fields** and **Include audit log** with your shares.

You will need to select both the **Include journal fields** and **Include audit log** options to accurately update the history/activity log on your subscribing ServiceNow instance. Additionally, you will need to subscribe to both the **sys_journal_field** and **sys_audit tables** on your subscribing ServiceNow instance to receive all work notes and comments fields for your shared records.

ℹ **NOTE:** As a default, when **Include journal fields** is selected for a dynamic share, a maximum of 100 comments and work notes records and a maximum of 200 audit log records will be dynamic shared. This limit can be adjusted by changing the system property **com.perspectium.dynamic. sys_journal_field.limit**. Bulk sharing of comments, work notes, and audit logs are not restricted by these limits.

For more information about work notes and comments in ServiceNow, see journal fields and audit logging.

Prerequisites

⚠ First, you will need to create a dynamic share or create a bulk share.

⚠ You will also need to configure a ServiceNow instance as a subscriber.
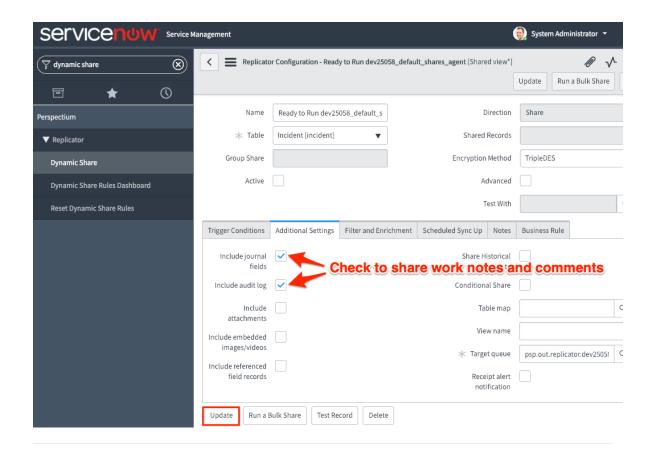
Sync work notes and comments

To sync your work notes and comments with another ServiceNow instance, follow these steps:

1   Log into your sharing ServiceNow instance and navigate to **Perspectium** > **Replicator** > **Dynamic Share** or **Perspectium** > **Replicator** > **Bulk Share**.

2   Click into the dynamic share or bulk share that you want to include work notes and comments for.

3   Scroll down to the **Additional Settings** tab and check the **Include journal fields** and **Include audit log boxes**.

4   In the bottom left-hand corner of the form, click **Update** to save your changes.

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Contact Perspectium Support

US: **1 888 620 8880**

UK: **44 208 068 5953**

support@perspectium.com