

Install the DataSync for ServiceNow Agent

Fluorine

You can install the **Perspectium DataSync for ServiceNow Agent** on [supported Windows and Linux devices](#).

Prerequisites

- ⚠ First, make sure that the device you are installing the DataSync for ServiceNow Agent on meets [these basic requirements](#).
- ⚠ You will also need to request the **Agent Installer** from [Perspectium Support](#).

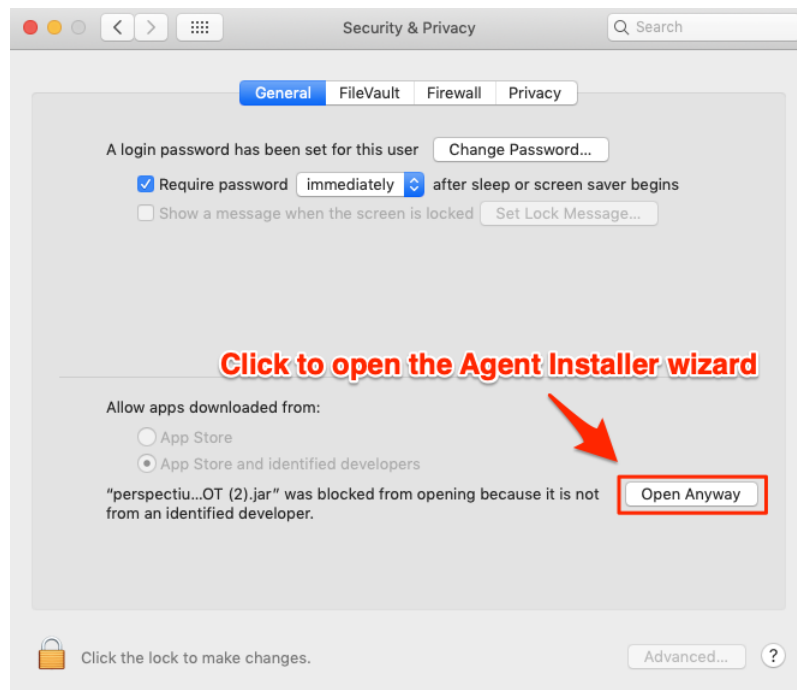
Procedure

To install the DataSync for ServiceNow Agent, follow these steps:

1

Open the Agent Installer

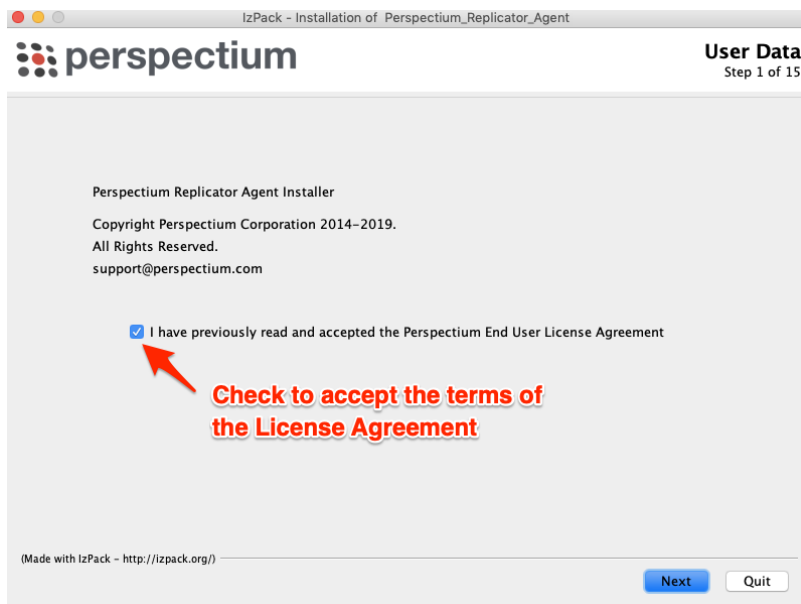
Open the **Agent Installer .jar** file. If you didn't receive this file, you can request one from [Perspectium Support](#). A pop-up may appear indicating that the Agent Installer file can't be opened because it is from an unidentified developer. If this happens, click **OK** to close the pop-up and then navigate to **System Preferences > Security & Privacy**. Under the **General** tab, locate the section beginning with **Allow apps downloaded from:** and click **Open Anyway**. Then, click **Open** in the resulting pop-up to open the Agent Installer wizard.



2

Accept the End User License Agreement terms

Check the box to accept the terms of the [Perspectium End User License Agreement](#). Then, click **Next**.

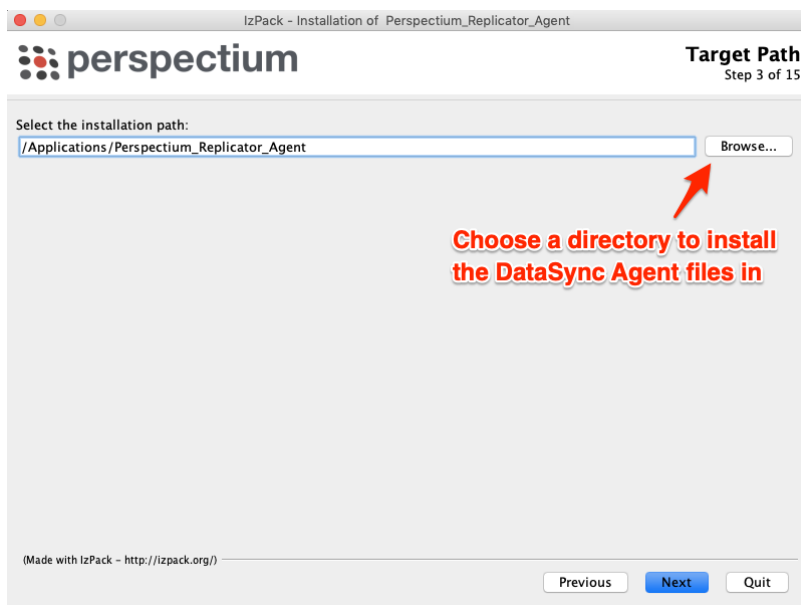


3

Choose an installation path and JDK/JRE directory

Choose a directory to install the DataSync Agent files in. If you specify a new directory, that directory will first be created and then populated with the Agent files. Then, click **Next**. On the resulting window, you will be asked to choose the directory where your Java JDK or JRE is installed. In most cases, you can accept the default directory here and then click **Next**.

NOTE: Your JDK/JRE must be version 1.8.0 or higher.



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Choose agent name and replicator type

Type a name for your DataSync Agent; e.g., datasyncforservicenow_to_mysql. Then, choose an option from the **Replicator Type** dropdown:

Choose...	If sharing data to a...
MySQL_Replicator	MySQL database
MSSQL_Replicator	Microsoft SQL database

Oracle_Replicator	Oracle database
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Finally, click **Next** to proceed to the next step.

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Enter Perspectium Mesh authentication info

On the resulting page, enter the following to allow your DataSync Agent to authenticate when connecting to the Perspectium Integration Mesh:

Field	Information to enter
Server	Your Perspectium Integration Mesh URL (excluding "http://", "https://", "amqp://", or "amqps://") e.g., us-east-3-dev.perspectium.net
User	Username used to connect to the Perspectium Integration Mesh
Enter Password	Password used to connect to the Perspectium Integration Mesh NOTE: If you don't know or you forgot your Perspectium Integration Mesh server URL, username, and/or password, contact Perspectium Support.
Retype Password	Password used to connect to the Perspectium Integration Mesh
Queue Name	Name of the queue that will store data being shared from your ServiceNow instance to your database. Simply replace the you rqueue text here with the name of your ServiceNow instance ; e.g., dev12345
Encryption /Decryption Key	A key of 24+ characters (for base64, TripleDES, and AES-128 encryption) or 32+ characters (for AES-256 encryption), including spaces, which will be used to encrypt data being shared from your ServiceNow instance to your database.
Max Reads	A maximum number of data messages that your DataSync Agent will read from the queue each time messages are processed
Polling Interval (sec)	Time period (in seconds) for which your DataSync Agent will process messages from your shared queue

Then, click **Next** to continue to the next step.

perspectium User Data
Step 6 of 15

Enter your Perspectium Mesh URL

Enter the information for accessing the Perspectium Cloud Server:

Server:

User:

Enter Password:

Retype Password:

Enter Perspectium Mesh login info

Enter the information for your agent:

Queue Name:

Encryption/Decryption Key:

Max Reads:

Polling Interval (sec):

Enter ServiceNow instance name after "replicator"

Type an encryption key (24+ chars including spaces) for data being shared out of your ServiceNow instance

(Made with IzPack - <http://izpack.org/>)

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Enter ServiceNow and database connection info

On the resulting page, enter the following information to allow your DataSync Agent to connect to and authenticate with your ServiceNow instance and database server:

Field	Information to enter
Instance	Your ServiceNow instance URL (excluding "http://" or "https://")
User	Username used to log into your ServiceNow instance (in firstname.lastname format)
Enter Password	Password used to log into your ServiceNow instance
Retype Password	Password used to log into your ServiceNow instance
Server	Server URL for the database you will be sharing your ServiceNow instance data to (excluding "http://" or "https://")
Port	Port number for your database
User	Username used to log into your database
Enter Password	Password used to log into your database
Retype Password	Password used to log into your database
Database	Name of your database schema

Then, click **Next** to continue to the next step.

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Review and finish installation

On the **Summary and Review** screen, wait for the processes to finish running and then click **Next**. Then, on the **Perform External Processes** screen, wait for the processes to complete and then click **Next**.

Finally, on the **Installation Finished** screen, click **Done** to finish installation of your DataSync Agent.

blocked URL NOTE: Optionally, you can **Generate an automatic installation script** on this screen and then choose a directory to save your install script in. This script can then be run on another device to install a DataSync Agent with the same settings you've specified here.

The following system files will be installed within the **bin/perspectium_data** directory and used for temporary storage/caching when your DataSync for ServiceNow Agent is running:

- **psp.in.agent.errors**
- **psp.in.messageset**
- **psp.out.servicenow.INSTANCE_NAME** (where **INSTANCE_NAME** is from your **https://INSTANCE_NAME.service-now.com** URL)
- **psp.in.servicenow**
- **TableStatsPublisher**

A **perspectium.log** file will also be installed that contains important log messages for your DataSync for ServiceNow Agent. For more information, see [monitoring DataSync Agent logs](#).

i NOTE: If the files listed above exceed 1 GB in size, you may delete these files to improve your DataSync Agent performance.

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(Optional) Validate your Agent configuration

After installing your DataSync for ServiceNow Agent, it is highly recommend to confirm that you Agent is configured correctly by running the Agent validateConfiguration tool.

To run the validateConfiguration tool on a Linux device, open a terminal window and change your current directory to the directory where you installed your DataSync for ServiceNow Agent files. Then, change your current directory to **Perspectium_Replicator_Agent** and execute the following command:

```
bin/validateConfiguration start
```

To run the validateConfiguration tool on a Windows device, navigate to the **bin** directory that was installed within the main Agent directory that was specified in **Step #3**. Then, double-click to run the **validateConfiguration.bat** file.

Next steps

[Start/stop the DataSync for ServiceNow Agent](#)

Similar topics

- [DataSync for ServiceNow manual setup](#)
- [DataSync for ServiceNow Agent](#)
- [Get started with the DataSync for ServiceNow Agent](#)
- [Install the DataSync for ServiceNow Agent](#)
- [Start/stop the DataSync for ServiceNow Agent](#)

Contact Perspective Support



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