

Create a ServiceNow shared queue

Gold

Creating a **shared queue** is the first required step in setting up your Perspectium DataSync integration. The shared queue(s) you create within ServiceNow will enable the sharing of data to Perspectium-supported endpoints or data stores. After creating your shared queue(s), you can then choose to share your ServiceNow instance data via a [dynamic share](#), [bulk share](#), or [scheduled bulk share](#). Alternatively, for a quick and simple approach, you can create dynamic and bulk shares with the Perspectium Ready to Run feature.

Prerequisites

⚠ First, you will need to [install DataSync for ServiceNow](#) and [run the Perspectium Finish Install scripts](#).

⚠ You will also need to [set your initial Perspectium & Replicator properties](#).

Procedure

To create a shared queue, follow these steps:

1

Navigate to Shared Queues

Log into ServiceNow and navigate to **Perspectium > Replicator > Shared Queues** or simply type and then click **Shared Queues** in the Filter Navigator on the upper left-hand side of the screen.

2

Click New

At the top of the form, click **New**.

3

Choosing a queue name

Queue names are created by selecting a **Queue Type** and **Queue Name**.

First choose a queue type from the dropdown. Each type will automatically prepend a queue prefix to your queue name. See the table below.

Type	Description	Queue Prefix
Custom	For sending records with a custom queue name	<custom_queue_name>
Replicator	For sending records to a DataSync Agent	psp.out.replicator.<agent_name>
Salesforce	For sending records to a SFDC org	psp.out.salesforce.<org_name>
Service Gateway	For sending records with Service Gateway using meshlets	psp.in.meshlet.<meshlet_name>
ServiceNow	For sending records to another ServiceNow instance	psp.out.servicenow.<instance_name>
SIAM	For sending records to a SIAM provider	psp.in.siam.client.<integration_name>

Then type a name into the **Queue Name** field. The value entered will be appended to the queue prefix determined by the **Queue Type**.

For example for a queue that will share data to your ServiceNow instance named dev12345, you would select "ServiceNow" from **Queue Type** and type "dev12345" in the **Queue Name** field. This will result in shared queue being named "psp.out.servicenow.dev12345".

Your default **Endpoint URL** is the URL for your Perspectium Integration Mesh that was entered when setting up your Perspectium Properties.

4

Enter your Perspectium Mesh (MBS) login info

Type your Perspectium Mesh (MBS) username and password in the **Queue user** and **Queue user password** fields.

In the **Record Encryption Key** field, you have the option to type an encryption key. If no encryption key is entered here, your shared data will be encrypted with the encryption key you created when you [set your Replicator properties](#). Your record encryption key must be 24+ characters in length to enable **TripleDES** or **AES-128** encryption. To enable **AES-256** encryption, your record encryption key must be 32+ characters. You can select an encryption cipher when you [create a dynamic share](#) or [create a bulk share](#).

5

(Optional) Enter an encryption key

If you want to use a custom key instead of the Properties encryption key, type an encryption key with the minimum of 24 characters. See [Encryption](#) for the character length requirements for the encryption methods.

NOTE: When changing the encryption key in the shared / subscribe queue or properties, remove the preexisting key and add the new key.

6

(Optional) Select an Encryption Mode

Specify how data is encrypted before being shared (available with the **Gold Hotfix 10** release).

Mode	Description
Default	Uses the Encryption Mode selected from the Properties page
encrypted	Data is encrypted and Base64 encoded
encrypted_multibyte	Data is Base64 encoded before encrypting

See [Encryption Mode](#) for more information.

7

Make your shared queue active

Select **Share** from the **Direction** dropdown and check the **Active** box to activate the shared queue. To check the status for your shared queue, click the **Get Queue Status** link under **Related Links** at the bottom left-hand corner of the form. Information about the queue status will be displayed in the **Status** field. When you are ready to save your newly created shared queue, click **Submit** at the bottom left-hand corner of the form.

NOTE: You can optionally check the **Load Test** box to create a **Duration** field for any bulk shares you have created that share to this shared queue. Before running a bulk share that will share to this shared queue, check the **Duration** field to confirm approximately how much time will elapse before your bulk share data reaches your Perspectium Mesh (MBS) server.

Queues

New record [Shared view]

* Queue type

-- None --

* Queue name

* Endpoint URL

* Queue user

admin

* Queue user password

Queue Encryption Key

Encryption Mode

Default

Status

Monitor

☐

Choose a queue type

Type your Perspectium Integration Mesh username and password

Direction

Share

Team

Instance Created On

dev100169

Active

☐

Post Immediately

☐

Load Test

☐

Enable fanout queue receipts

☐

Check to activate s

Click to finish creating your shared queue

Similar topics

- [Create a ServiceNow shared queue](#)
- [Configure a ServiceNow instance as a subscriber](#)

Contact Perspective Support



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