Create a ServiceNow shared queue



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





Procedure

To create a shared queue, follow these steps:



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.



Click New

At the top of the form, click New.



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.

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



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.



(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.



(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

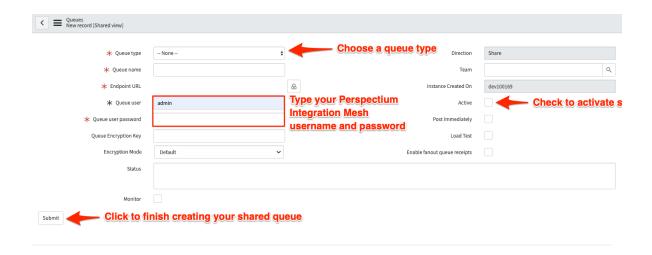
See Encryption Mode for more information.



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.

i 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.



Similar topics

Contact Perspectium Support

- Create a ServiceNow shared queueConfigure a ServiceNow instance as a subscriber

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