

Configure a ServiceNow instance as a subscriber

Gold

Subscribers are application instances or Perspective-supported agents that listen for and then consume data from sharing instances. To sync data from other sharing applications, databases, and agents, you will need to configure subscribing ServiceNow instance(s) to listen for data that is dynamic or bulk shared.

Prerequisites

⚠ First, you will need to [install DataSync for ServiceNow](#) and [run the Perspective Finish Install scripts](#) on your subscribing and sharing ServiceNow instances.

Procedure

To configure a ServiceNow instance as a subscriber, follow these steps:

1

Navigate to Subscribed Queues

Log into the ServiceNow instance you want to configure as a subscriber and navigate to **Perspective > Replicator > Subscribed Queues** or simply type and then click **Subscribed Queues** in the Filter Navigator on the upper left-hand side of the screen.

2

Click New

In the upper left-hand corner of the form, click **New**.

3

Choose a Queue Type

First choose a queue type. For subscribed queues you can choose either **ServiceNow** or **Custom**.

Queue Type	Description
ServiceNow	Choose this option if you want to subscribe to a ServiceNow queue. This will automatically prepend "psp.out.servicenow." to your queue name.
Custom	Choose this option if you want to create a subscribe queue manually and want to control the entire queue name.

NOTE: If you choose custom your queue name must start with "psp".

4

Enter a queue name

You will need to enter a queue name and the value will depend on what you chose for the queue type:

Queue Type	Value to enter	Example	Generated Queue Name
ServiceNow	Enter a ServiceNow instance name	dev12345	psp.out.servicenow.dev12345
Custom	Enter a complete queue name starting with "psp"	psp.out.test	psp.out.test

NOTE: A custom queue cannot have a DataSync queue format, i.e. psp.out.replicator.dev12345.

5

Enter your Perspective Mesh login info

Type your Perspective Integration Mesh **username** and **password** in the appropriate fields.

NOTE: Optionally, you can type a **Record Encryption Key** of 24+ characters (for Triple DES or AES-128 encryption) or 32+ characters (for AES-256 encryption). If you do not enter an encryption key here, then the encryption key that was entered when you [set your Replicator properties](#) will be used. When changing the encryption key in the shared / subscribe queue or properties, remove the preexisting key and add the new key.

6

Make your subscribed queue active

Check the **Active** box to start actively subscribing to data from any sharing instances. Then, in the bottom left-hand corner of the form, click **Submit** to finish creating your subscribed queue.

The screenshot shows a form titled 'Queues New record [Subscribed view]'. It contains several input fields and a 'Submit' button. Red arrows and text annotations highlight specific parts of the form:

- 'Choose a queue type' points to the 'Queue type' dropdown menu, which is currently set to 'ServiceNow'.
- 'Type a queue name' points to the 'Queue name' text input field.
- 'Type your Mesh credentials' points to a red box that encloses the 'Queue user' (set to 'vhost/user'), 'Queue user password' (masked with dots), and 'Queue Encryption Key' (masked with dots) fields.
- 'Check Active' points to the 'Active' checkbox, which is currently unchecked.

Other visible fields include 'Endpoint URL' (set to 'https://example.perspectium.net/'), 'Direction' (set to 'Subscribe'), 'Team' (empty), 'Instance Created On' (set to 'perspectiumdevrepo'), 'Status' (empty), and a 'Monitor' checkbox (unchecked).

7

Navigate to Subscribe

Navigate to **Perspectium > Replicator > Subscribe** or simply type and then click **Subscribe** in the Filter Navigator on the upper left-hand side of the screen.

8

Click New

In the upper left-hand corner of the form, click **New**.

9

Choose a table to subscribe to

From the **Table** dropdown, choose the table on the sharing instance that you want to subscribe to data for.

10

Choose your subscribe trigger conditions

Click the **Trigger Conditions** tab. Check any or all of the following boxes:

Action	Your ServiceNow instance will subscribe to data when...
Create	new records are created on a sharing instance.
Update	record data is changed on a sharing instance.
Delete	records are deleted on a sharing instance.

Finally, in the bottom left-hand corner of the form, click **Submit** to save your subscribe configurations.

service**now** Service Management System Administrator

subscribe

Replicator Configuration
New record [Subscribed view]

Choose a table to subscribe to?

Table Incident [incident] Direction Subscribe

Active ☒ Check the Active box

Additional Settings Trigger Conditions Filter and Enrichment Notes

Source table name

Field prefix

Create ☒ Update ☒ Delete ☒ Choose actions to subscribe to

Submit

Related Links
[Activate all](#)
[Deactivate all](#)
[Force to Update Set](#)

Similar topics

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

Contact Perspective Support



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