

Create a ServiceNow dynamic share

Gold

Dynamic shares allow for real time sharing of ServiceNow records as they are created, updated, and/or deleted. Creating a dynamic share for a table will allow you to sync records for that table with the records in another application instance. The **Dynamic Share** module under **Replicator** in ServiceNow lists your dynamic share records that specify the format, conditions, and destination of data that will be dynamic shared out of your ServiceNow instance.

blocked URL NOTE:

- Because this approach uses [business rules](#) to trigger sharing records out, if a user is updating records with `setWorkflow(false)` to turn off executing business rules (including async business rules), records will not be shared. In this case, consider using alternative approaches like [Scheduled Sync Up](#), [Scheduled Bulk Shares](#) or [Flow](#).

Prerequisites

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

⚠ Set your initial Perspectium & Replicator properties.

⚠ Then, [create a ServiceNow shared queue](#).

Procedure

To create a DataSync for ServiceNow dynamic share, follow these steps:

1

Navigate to Dynamic Share

In ServiceNow's left side navigation window, navigate to **Perspectium > Replicator > Dynamic Share** or simply type and then click on **Dynamic Share**.

2

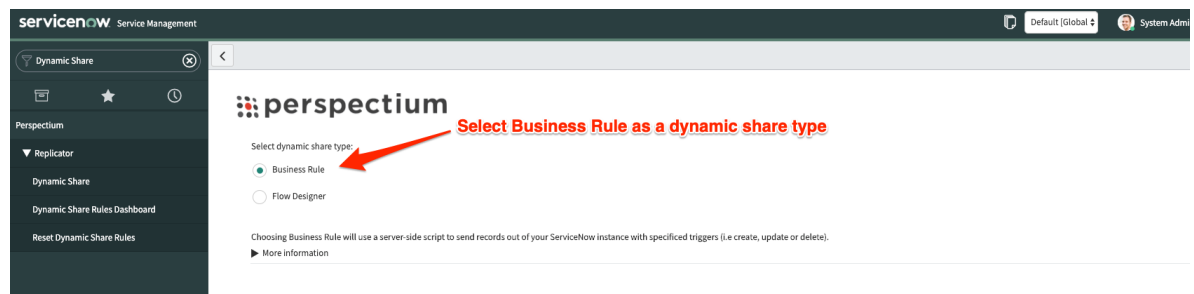
Click New

At the top of the form next to Replicator Configurations, click the **New** button.

3

Choose Dynamic Share Type

Select **Business Rule** and click the **Submit** button.



blocked URL NOTE: Once you select a type, you cannot change this dynamic share to the other type (i.e. change from **Business Rule** to **Flow** or vice versa). You will have to delete the dynamic share and create a new one.

4

Type a dynamic share name

In the **Name** field, type any name for your dynamic share.

5

Choose a table to dynamic share

Click the dropdown next to **Table**. Then, search for and choose the table or [database view](#) whose data you want to dynamic share out of your ServiceNow instance.

[blocked URL](#) **NOTE:** `sys_audit` and `sys_user_has_role` tables cannot be selected since they do not support business rules.

6

Make your dynamic share active

Check the **Active** box to activate your dynamic share and start sharing out record data dynamically.

7

Choose an encryption method

Choose a method to encrypt the data that will be shared out from the [Encryption Method](#) dropdown. Cipher options include:

Encryption Method	Dynamic shared data will...
TripleDES	be encrypted with Triple DES.
AES128	be encrypted with AES-128.
AES256	be encrypted with AES-256. blocked URL NOTE: To ensure AES-256 encryption for your data, you will need to create an encryption and decryption key with at least 32 characters in the PSP Properties module.
Base64 Encode Only	have Base64 encoding only.
Unencrypted	not be encrypted.

8


Choose your trigger conditions

Scroll down to the **Trigger Conditions** tab and check any or all of the following boxes:

Action	Record data will be shared out of your ServiceNow instance when...
Create	new records are created.
Update	record data is changed.
Delete	records are deleted.

9

Choose a target queue

Click the **Additional Settings** tab and then click the  icon next to the **Target queue** field. In the Queues popup, choose the shared queue that you want to dynamic share your record data to.

10

Click Submit

Click the **Submit** button at the bottom of the form to save the configurations for your dynamic share.

The screenshot shows the 'Replicator Configuration' page in ServiceNow. The left sidebar contains a search bar with 'dynamic share' and a list of favorites including 'Perspectium - Dynamic Share'. The main content area is titled 'Replicator Configuration' and 'New record [Shared view]'. It features several tabs: 'Trigger Conditions', 'Additional Settings', 'Filter and Enrichment', 'Scheduled Sync Up', 'Notes', and 'Business Rule'. The 'Additional Settings' tab is active, showing options like 'Include journal fields', 'Include audit log', 'Include attachments', 'Include embedded images/videos', and 'Include referenced field records'. The 'Name' field is set to 'test_dynamic share', the 'Table' is 'Incident [Incident]', and the 'Active' checkbox is checked. The 'Encryption Method' is set to 'AES128'. The 'Target queue' is set to 'psp.out.replicator.dev12345'. The 'Submit' button is highlighted with a red box. Red arrows point to various fields with the following annotations: 'Type any name' points to the Name field, 'Choose a table for the dynamic share' points to the Table dropdown, 'Check to start dynamically sharing data' points to the Active checkbox, 'Choose an encryption method' points to the Encryption Method dropdown, and 'Click to finish creating your dynamic share' points to the Submit button. The 'Choose a queue' annotation points to the Target queue dropdown.

NOTE: The dynamic share will not save if an already existing dynamic have the same values in all the following fields: **Table, Create, Update, Delete, Target Queue and Conditions.**

Similar topics

- [Create a ServiceNow dynamic share](#)
- [Interactive only](#)
- [Configure business rule timing and order](#)
- [Share base table records only](#)
- [Scheduled sync up](#)

Contact Perspectium Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com