

ServiceNow work notes and comments

Gold

Work notes and **comments** in ServiceNow are referred to as **journal fields**. For both **dynamic shares** and **bulk shares**, options are available to **Include journal fields** and **Include audit log** with your shares.

You will need to select both the **Include journal fields** and **Include audit log** options to accurately update the history/activity log on your subscribing ServiceNow instance. Additionally, you will need to subscribe to both the **sys_journal_field** and **sys_audit tables** on your subscribing ServiceNow instance to receive all work notes and comments fields for your shared records.

NOTE:

- As a default, when **Include journal fields** is selected for a dynamic share, a maximum of 100 comments and work notes records and a maximum of 200 audit log records will be dynamic shared. This limit can be adjusted by changing the system property **com.perspectium.dynamic.sys_journal_field.limit**. Bulk sharing of comments, work notes, and audit logs are not restricted by these limits.
- With **DataSync Agent**, the **Include journal fields** option will create the **sys_journal_field** table on the target database. The **Include audit log** will also create the **sys_audit_log** on the target database. However, be aware that this option has the potential to contain a huge amount of data.

For more information about work notes and comments in ServiceNow, see [journal fields](#) and [audit logging](#).

Prerequisites

⚠ First, you will need to [create a dynamic share](#) or [create a bulk share](#).

⚠ You will also need to [configure a ServiceNow instance as a subscriber](#).

Sync work notes and comments

To sync your work notes and comments with another ServiceNow instance, follow these steps:

1

Navigate to dynamic or bulk share

Log into your sharing ServiceNow instance and navigate to **Perspectium > Replicator > Dynamic Share** or **Perspectium > Replicator > Bulk Share**.

Click into the dynamic share or bulk share that you want to include work notes and comments for.

2

Include journal fields and audit logs

Scroll down to the **Additional Settings** tab and check the **Include journal fields** and **Include audit log** boxes.

3

Filter audit fields (Optional)

When **Include audit log** is checked, you have an option to choose which audit log records will be shared by checking **Filter audit fields**. Using this option you can share out only audit records that are created related to specific fields on the table being setup for this dynamic/bulk share. For example, if you are setting up a dynamic share on the **Computer** (**cmdb_ci_computer**) table and only want to share out audit records for changes on the **Name** (name) field.

To start adding fields you want audit records to be shared out on, click **New** in the **Filter audit fields** related list:

servicenow Service Management

dynamic share

Perspectium

▼ Replicator

Dynamic Share

Dynamic Share Rules Dashboard

Reset Dynamic Share Rules

Replicator Configuration [Shared view*]

Trigger Conditions Additional Settings Filter and Enrichment Scheduled Sync Up Notes Business Rules

Include journal fields ☐

Include attachments ☐

Include embedded images/videos ☐

Include referenced field records ☒

Include audit log ☒

Filter audit fields ☒ Check to filter out v
audit log records to

Update Run a Bulk Share Test Record Delete

Related Links

[Activate all](#)

[Deactivate all](#)

[Force to Update Set](#)

[View Business Rules Before This Share](#)

[Delete This Share's Messages](#)

Share selected fields Referenced Field Records Filter audit fields PSP Share Table Maps

Filter audit fields Add all referenced fields Add all table fields New Go to Field

Filter audit share id = 220168c5db91401058812eda489619c4

Field

Next choose the field you want to filter and share out audit records on:

Share Field New record [Shared view]

Type Filter Audit Field

Table name Computer [cmdb_ci_computer]

Select a field to filter audit records on *

Name

Submit

If no fields are created in the related list but **Filter audit fields** and **Include audit log** are both checked, then no audit records will be shared.

If **Include audit log** is checked but not **Filter audit fields**, all audit will be shared and any previously created filters will be ignored.

4

Save your changes

In the bottom left-hand corner of the form, click **Update** to save your changes.

servicenow Service Management System Admin

dynamic share Replicator Configuration [Shared view] Update Run a Bulk Share

Name

Table * Incident [Incident]

Group Share

Active ☐

Direction Share

Shared Records 0

Encryption Method TripleDES

Advanced ☐

Test With

Trigger Conditions Additional Settings Filter and Enrichment Scheduled Sync Up Notes Business Rule

Include journal fields ☐

Include attachments ☐

Include embedded images/videos ☐

Include referenced field records ☒ Check to share work notes and comments

Include audit log ☒

Filter audit fields ☒

Share Historical Data ☐

Conditional Share ☐

Disable receipts ☐

Table map

View name

* Target queue pips.testqueue

Update Run a Bulk Share Test Record Delete

Similar topics

- [Add ACL rules to Perspectium UI pages](#)
- [Uninstall Replicator for ServiceNow](#)
- [Attachments](#)
- [Stop/Start All Jobs](#)
- [Before/after subscribe scripts](#)

Contact Perspectium Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com