ServiceNow work notes and comments

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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.

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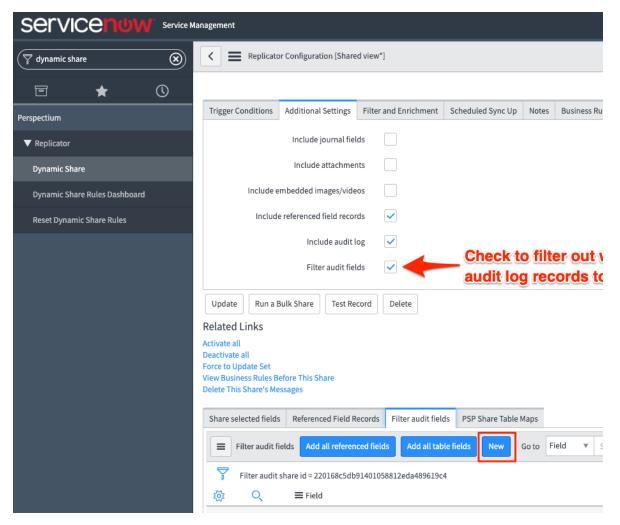
Scroll down to the **Additional Settings** tab and check the **Include journal fields** and **Include audit log** boxes.

(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:

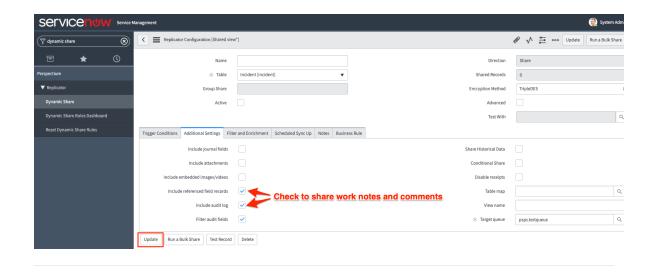Next choose the field you want to filter and share out audit records on:

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.

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④ **Save your changes**

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

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Contact Perspectium Support

US: **1 888 620 8880**

UK: **44 208 068 5953**

support@perspectium.com