

Troubleshooting InstanceSync for ServiceNow

Gold

InstanceSync for ServiceNow FAQs

Head to your navigator search bar and navigate to **Perspectium > Control and Configuration > Properties**. Perspectium Properties will load your username and password that you use to connect to the Perspectium Mesh (MBS). To display your password, click **show decrypted value**. In the ServiceNow filter navigator, navigate to **Perspectium > Control and Configuration > Properties**. This will open up the Perspectium Properties page. Scroll to the bottom of this page to find your current **Perspectium Update Set Version**. Records that exceed either ServiceNow or Perspectium's record size limit cannot be bulk or dynamic shared out. To check which records or fields are too large to send, log into the ServiceNow instance you are trying to share from and navigate to **Perspectium > Logs**. For any records that are too large to bulk/dynamic share out, you will see an error message indicating the record size limit that was exceeded as well as any fields that were notably large. For tables that have HTML fields, such as the Knowledge (**kb_knowledge**) table and its text field, use the **encrypted_multibyte** encryption mode to ensure the HTML fields are sent out properly. If you are seeing that you are not sending data out of your instance as fast as you would like, check the following information:

- Is the count of my Outbound Messages [psp_out_message] consistently very high (+250k Ready Message)?
- Is my property for maximum bytes per post too low (should be in the 5 MB to 10 MB range)?
- Is my property for max record per post too low (should be around 2000-4000 records)?
- How often is my Perspectium MultiOutput Processing job running (default to 30 seconds)?

By default, **dynamic shares** will share records for the table you select as well as any associated child table records for that table. However, if you want to dynamic share only the records for the table you have selected in the dynamic share form, you can make use of the **Share base table only** checkbox under **Trigger Conditions**.

By checking the **Share base table only** box, child records associated with your selected table will not be dynamic shared out to your subscribing instances. Only the records for the "base table" (table selected from the Table dropdown in the dynamic share) will be dynamic shared. For more information, see [share base table records only](#).

By default, your ServiceNow instance will encrypt messages by using the encryption key in your Replicator Properties. However, if you want to use a different encryption key for each instance, you can go into your Shared Queues and enter your **record encryption key** for each shared queue.

The role **perspectium_readonly** can be assigned to any users accessing your ServiceNow instance. Assigning the **perspectium_readonly** role will restrict Perspectium Replicator for ServiceNow functionality so that users cannot delete, modify, or create new records for the following:

- Shared/Subscribed Queues
- Bulk/Scheduled Bulk/Dynamic Shares
- Table/Transform Maps
- Perspectium Properties

To assign the **perspectium_readonly** role to a user in your ServiceNow instance, follow these steps:

1. Log into your ServiceNow instance as a System Administrator.
2. In the top left navigation window, type **User Administration** and then navigate to **User Administration > Users**
3. Click into the user whose role you want to change. Then, scroll down to the bottom of the User form and click the **Edit** button under the **Roles** tab.
4. In the left side search window under **Collection**, type **perspectium_readonly**. Then, select the **perspectium_readonly** role and move it to the **Roles List** by clicking **>**. Finally, click **Save**.

Under the **System Diagnostics** module run the following ServiceNow tools to help you determine what could be causing performance issues:

- Slow Queries (filter by example url='Perspectium Replicator Subscriber')
- Slow Transactions (filter by example url='Perspectium Replicator Subscriber')
- Active Transactions (All Nodes) - filter by url='Perspectium Replicator Subscriber')

Can't find what you're looking for?

See [helpful tips for InstanceSync](#) or browse the [Perspectium Community Forum](#).

Similar topics

- [Troubleshooting InstanceSync for ServiceNow](#)
- [InstanceSync for ServiceNow manual setup](#)

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