

Bond Ivanti with ServiceNow user

Gold

To configure your ServiceNow-Ivanti Service Gateway integration for user, you will need to create a [ServiceNow dynamic share](#) so that data can be shared out of your ServiceNow instance and into Ivanti. Dynamic shares allow for real time sharing of ServiceNow records as they are created and updated. Creating a dynamic share for your Ivanti Service Gateway integration will ensure that data that is modified in real time will be shared out from ServiceNow and into Ivanti.

NOTE: This is a one-way integration, from a Perspectium-supported endpoint to Ivanti.

Prerequisites

! You will first need to [install 3 Perspectium update sets to your ServiceNow instance in the following order:](#)

1. Perspectium Core update set
2. Perspectium Common Endpoint update set
3. Perspectium Common User update set

! [Create a custom Correlation ID field for Ivanti](#)

Procedure

To create a ServiceNow-Ivanti Service Gateway integration for user table, follow these steps:

1

Create a ServiceNow shared queue for Ivanti

Log into your ServiceNow instance and navigate to **Perspectium > Replicator > Shared Queues** or simply type and then select **Shared Queues** in the Filter Navigator on the upper left-hand side of the screen. Then, click **New**. In the **Name** field, type **psp.in.meshlet.ivanti.user.<instance name>**. Replace **<instance name>** with your instances name. Finally, follow the remaining steps to [create a ServiceNow shared queue](#).

2

Navigate to Dynamic Share

Navigate to **Perspectium > Replicator > Dynamic Share** or simply type **Dynamic Share** in the Filter Navigator on the upper left-hand side of the screen.

3

Choose the table map

In the **Table Map** dropdown, select **User to Common User** table map.

4

Configure other dynamic share settings

From the **Table** dropdown, choose **User**, and from the **Encryption Method** dropdown, choose **Base64 Encode only**. Then, click the **Trigger Conditions** tab. From the **Business Rule When** dropdown, select **before** and type **50** as the **Business Rule Order**. Finally, choose **psp.in.meshlet.ivanti.user.<instance name>** as the Target Queue.

5

Save your dynamic share

Follow any remaining steps to [create a ServiceNow dynamic share](#) and click **Submit** to save your settings.

Edit ServiceNow outbound table map fields (Optional)

Navigate to **Perspectium > Control and Configuration > Table Maps** or simply type and then select **Table Maps** in the Filter Navigator on the upper left-hand side of the screen. Then, search for **User to Common User** and then click into that table map.

The **sys_user** location field stores a location record's sys_id. If you need the **location** name as part of the payload, search and click into **location** in the PSP Table Field Maps. Check the **Use Script** box and enter the script shown below in the **Source Script** window. Finally, click **Update** to save your changes to the table map field.

```
answer = current.location.name;
```

Next steps

[Create Ivanti web service script actions](#)

Similar topics

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