

ServiceNow to Database Table Compare

Gold

ServiceNow to Database Table Compare allows you to compare records shared by bulk shares or dynamic shares with the tables in your database. With bulk shares, a list of **sys_ids** will be sent from ServiceNow to the **DataSync Agent** for the Agent to check if the records with the corresponding **sys_ids** exist. If there are discrepancies, a message will be sent back to ServiceNow and the missing records will be re-shared to the Agent. This process will repeat until all records have made it to the target database.

Table Compare can also compare deleted records. The Agent will check to make sure that the sys ids in the list do not exist in the database. The records that should have been deleted but was not previously deleted will be deleted immediately.

NOTE:

- Records that no longer exist in ServiceNow from the initial list will be disregarded in subsequent comparisons.
- Comparing records with **Fanout exchange** enabled is currently not supported.
- Records are only compared by **sys_id** to verify they exist (content is not compared to match).
- Records that have exceptions in the database that cannot be recovered from by the Agent (such as a SQL exception where the configured database user does not have the correct privileges) will be retried. You can use the [Error Notification](#) feature mentioned below to be notified of the actual error to review in case outside intervention is needed to fix an issue to allow the record to be processed.

Listed are the **supported database** for table compare:

Database	Version
SQL Server (MSSQL)	2017, 2019
MySQL	5.X.X, 8.X.X
Oracle	11g - 12c (12.2.0.1.0), 19c
PostgreSQL	13

Procedure

To start comparing your ServiceNow tables to your Database, follow the steps below:

1

Access Table Compare

Go to **Perspectium > DataSync > Tools > Table Compare: ServiceNow to Database**

2

Select Table Compare type suitable for you: [Audit Shares](#)

Compare the records shared by [bulk shares](#) or [dynamic shares](#) with the records in your database.

[Compare Records by Table/Condition](#)

Compare the records that satisfy specified conditions with the same records in your database.

[Legacy ServiceNow to Database Table Compare](#)

Compare the records in tables from one ServiceNow instance with the same records in your database.

Then, follow the remaining steps by clicking on the option you chose above.



Table Compare



Audit Shares

Compare the records shared by bulk/dynamic shares with the records in your database



Compare Records by Table/Condition

Compare the records that satisfy specified conditions with the same records in your database



Legacy Table Compare: ServiceNow to Database

Compare the records in tables from one ServiceNow instance with the same records in your database

Similar topics

- [Table Compare](#)
- [ServiceNow to ServiceNow Table Compare](#)
- [Update Row Counts](#)
- [Compare Rows](#)
- [Record Missing Locally](#)

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