Troubleshooting DataSync for ServiceNow Issues

Gold

Below are some common issues you may come across while using DataSync for ServiceNow. Contact support@perspectium.com if your issue is not listed below or you have any other questions.

1 Log in to your ServiceNow instance with **admin** privileges.

2 In the **Filter Navigator**, type in **Scripts - Background**.

3 Run the following script:

```
var ge = new GlideEncrypter();
var plainText = "Some encryption key here";
var encrypted = ge.encrypt(plainText);
gs.print("Encrypting: " + plainText + ", and got: " + encrypted);
var decrypted = ge.decrypt(encrypted);
gs.print("Decrypting: " + encrypted + ", and got: " + decrypted);
```

If the result is successful, you will see the following:

```
*** Script: Encrypting: Some encryption key here, and got:
plzF5fF0yab+qzzglBWoW+co19lO2CUx+3l9W2kqQdA=
*** Script: Decrypting: plzF5fF0yab+qzzglBWoW+co19lO2CUx+3l9W2kqQdA=, and got: Some encryption
key here
```

if the result is NOT successful, there will be an error displayed with a large stack trace in the ServiceNow System Logs.

Verify if the bulk share scheduled job is actually still running.

First, go to **System Scheduler > Scheduled Jobs > Scheduled Jobs** and see if there is a job with the name **Perspectium Replicator Bulk Share <bulk_share_table_name>** (Gold and older versions) or **Perspectium DataSync Bulk Share <bulk_share_table_name>** where **<bulk_share_table _name>** is the name of the table as selected when creating the bulk share.

You can also look at **System Diagnostics > Active Transactions (All Nodes)** and see if the job with the aforementioned name shows up there.

If you don't see the job in either place, then more than likely the job was terminated because the platform cleans up jobs that are running too long in order to conserve resources and prevent memory leaks.

You can look in the **System Logs > System Log > All** and see if there's a log that may indicate why the bulk share job was terminated.

Another reason the bulk share job may be terminated is because of System Quota Rules.

To prevent a bulk share from killed, split the bulk share into multiple bulk shares of smaller record counts using filter conditions. This way the bulk share won't run so long to cause the transaction to be terminated. For help splitting up your bulk shares into multiple ones contact support@perspectium.com.
One possible solution is to verify that the queue you are trying to send the messages to is valid.

Go to **Perspectium > Replicator > Shared Queues**. See if the target queue that the bulk share or dynamic share is using is still active. If it is not active, even though it was previously active, click **Get Queue Status.**

In the **Status** field, see if the queue has valid credentials. If not, enter the right credentials in the **Queue user** field and **Queue user password** field. Click **Get Queue Status** again to check if connection is successful.

If connection is successful, check **Active** to start using the queue.

If connection is still not successful, contact support@perspectium.com.

Can't find what you're looking for?

See the FAQ or browse the Perspectium Community Forum.

Similar topics

- Alerts
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- Start/Stop all scheduled bulk shares

Contact Perspectium Support

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