

Truncate string values

In the **DataSync Agent**, you can truncate string values if you have exceeded a column's max length (UTF-8). If you are using **UTF-8** characters and prefer using **VARCHAR** or a string data type where the specified length is strictly the number of bytes, you will be able to truncate the string value as well.

NOTE: UTF-8 characters may have multiple bytes per character.

If you use multiple UTF-8 characters and the number of bytes exceeds what is allowed in a column, an error will occur. You can prevent this by either adding `<byte_padding/>` or if you want to keep the original length and truncate the string values, add `<truncate_utf8/>` directive within your agent.xml configuration file.

If you use a different character encoding, you can instead use `<database_truncate_encoding>` and set your specified encoding.

NOTE: Currently, the `<database_truncate_encoding>` directive only allow these encoding values:

- ISO_8859_1
- US_ASCII
- UTF_16
- UTF_16BE
- UTF_16LE
- UTF_8

Prerequisites

- ⚠ First, you will need to set up one of the Perspectium [DataSync Agents](#).
- ⚠ You should also [stop running your DataSync Agent](#) before making any Agent configuration changes.
- ⚠ Request the databases.xml file for your DataSync Agent by contacting [Perspectium Support](#).

Procedure

To truncate string values for your DataSync integration, follow these steps:

1

Navigate to the directory where you saved your **agent.xml** file when installing your DataSync Agent.

2

Open your **agent.xml** file in a text editing application. Then, locate the `<agent>` directive(s) and add the `<truncate_utf8/>` directive or add `<database_truncate_encoding/>` with the encoding value.

3

Save the changes you've made to your **agent.xml** and close the file. Your **agent.xml** should look similar to the example shown below:

```
<?xml version="1.0" encoding="ISO-8859-1" standalone="no"?>
<config>
  <agent>
    <truncate_utf8/>
    <!-- OR -->
    <!-- <database_truncate_encoding>ISO_8859_1</database_truncate_encoding -->
    <share/>
    <subscribe>
      <task instances="1">
        <task_name>datasyncforservicenow_to_mysql_subscribe</task_name>
        <message_connection password="encrypted:v1OtU71yu8N
/EFIJH85SSBtaIt7qEEfvqiqt9VZyYE=" queue="psp.out.replicator.testqueue" user="admin"
>https://testperspectium.net</message_connection>
        <instance_connection password="encrypted:v1OtU71yu8N/EFIJH85SSPN9aF0P5
/YViVwPEVFcGW4=" user="test.user">https://myinstance.service-now.com</instance_connection>
        <handler>com.perspectium.replicator.sql.SQLSubscriber</handler>
        <decryption_key>The cow jumped over the moon</decryption_key>
        <database_type>mysql</database_type>
        <database_server>localhost</database_server>
        <database_port>3306</database_port>
        <database_user>root</database_user>
        <database_password>encrypted:v1OtU71yu8N/EFIJH85SSMoilKLTeJHQRNZPJ7c5tFU=<
/database_password>
        <database_parms>characterEncoding=UTF-8 & useSSL=false</database_parms>
        <database_column_max_size>251</database_column_max_size>
        <database>psp_repl</database>
        <skip_alter/>
      </task>
    </subscribe>
    <max_reads_per_connect>4000</max_reads_per_connect>
    <polling_interval>5</polling_interval>
    <skip_message_set_processing/>
  </agent>
</config>
```

4

Navigate to the directory where you saved your **databases.xml** file when installing your DataSync Agent.

5

Open your **databases.xml** in a text editing application. Then, locate your database type listed in **<database_type>** directive. Next, look for **<can_alter_length/>** and remove it.

6

After configuring your agent.xml, [start running your DataSync Agent](#) again.