

Troubleshooting ServiceBond Issues

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

ServiceBond for ServiceNow Specific Issues

ServiceNow to ServiceNow: Tickets are not showing up in the MSP's domain separated instance.

Check you have access to the proper domain of the target table

If you don't see records showing up in the target table (such as incident), check that you have access to the proper domain of the table. The records may be saved into a domain that you do not have access to.

ServiceNow to ServiceNow: Tickets are not sharing out of the MSP's domain separated instance.

Check your dynamic share's business rule is in the proper domain.

When a dynamic share is saved, the business rule it creates is saved in the domain that you are currently in. Check to verify this is the proper domain to ensure that the business rule is triggered when a record in the table to be eBonded (such as incident) is created or updated.

ServiceBond for Remedy Specific Issues

ServiceNow to Remedy: Tickets are not syncing when inserting or updating on the ServiceNow side.

Check the outbound table

First check the outbound message table and see if any siam messages are being sent out. Inserting or updating a ticket will immediately create an outbound message. Messages are responsible for getting the ticket to MBS and ultimately to Remedy. A way to check if an outbound message is created is clicking into the message form and using the "Decrypt Value" related link to see if the data matches your ticket.

PSP Out Message
common_change.insert

```
<?xml version="1.0" encoding="UTF-8"?>
<common_change>
  <caller_first_name>Allen</caller_first_name>
  <caller_last_name>Allbrook</caller_last_name>
  <comments/>
  <correlation_id/>
  <impact>3-Moderate/Limited</impact>
  <number>CHG003003</number>
  <short_description>Change test SN to Remedy</short_description>
  <status>Request For Change</status>
  <urgency>3-Medium</urgency>
</common_change>
```

Created: 2018-01-24 16:51:31 | Key: dev38314

Topic: siam | Name: common_change.insert

Type: common_change | State: Sent

Target queue: psp.in.siam.client.remedy

Value: PD94BtWgdmlYc2Njb0M5M4wllBibmVzZGlueZz0lVWRGLGpPz48Y29ibW9uZ2NoYW55ZT48Y2F5bClyX2ZpcnNOX25hbWU+QWxzZW48L2NhbGxldmXzJzdfF9uYW1lPjYjYWxzZXJfbGZdfF9uYW1lPjYjY21lZW50cy8+PSGvcuJlBGF0aW9uX2k1L248aW1wWVN0PjMtW9kZXJhdGlvTGltaXRlZDwaW1wWVN0PjxudW1lZXI+Q0hHMDAzM0A4MzwwbnVYmYjYzZG9ydfF9kZmJicmlmdGlvbSdaGZuZ2UgdGVzdCBTTlB0byBSZW1lZk8lNob3JXZ2Rlc2NyaXB0aW9uPjxzdGF0dXM+UmVudWVzdCBGbz3lGQ2hhbmdlPC9zdF0dXM+PhYyZ2VvY3k+My1NZWRpdW08L3VlZ2VvY3k+PC9jZ21tb25fY2hhbmdlPg==

Extra:

Attributes: cipher=3,remedy_id_field=infrastructure Change ID,entry_ID=null,SIAM_provider=remedy,set_id=4ec1e98a0fb30300c8264dce1050e39,psp_flag=last,psp_flag=first,SIAM_message_id=082bf7e60fb30300c8264dce1050eec-1516841491788

Source: Replicator Configuration: change_request

Source table: Replicator Configuration [psp_replicate_conf]

Update Delete

Related Links
[Decrypt value](#)

If there is no outbound message there might be a few solutions. First check the dynamic share to see if there are any conditions preventing the message being created that you did not know about or do not want. Another quick solution is clicking the related link "Reset Dynamic Share Rules".

Trigger Conditions Additional Settings Filter and Enrichment Scheduled Sync Up

Select column updates to ignore

Condition: Add Filter Condition Add "OR" Clause

Replicate to Network is true

or Replicate from Network is true

Before share script

```
1 if (current.correlation_id.isNull() && current.u_remedy_ticket.isNull() && psp_action == "update") {
2   ignore = true;
3 }
4
5 if (current.work_notes.contains(" has been attached.") || current.work_notes.contains(" has been removed.")) {
6   ignore = true;
7 }
8 // else if (current.correlation_display != "" && (current.comments != "" || current.work_notes != "")) {
9 //   psp_action = "comment";
10 // }
11 // else if (current.attachments != "" && current.attachments.length > 0)
12 //   psp_action = "attach";
13 // else {
14 //   psp_action = "insert";
15 // }
```

After share script

1

Update Run a Bulk Share Save Delete

Related Links
[Activate all](#)
[Deactivate all](#)
[Reset Dynamic Share Rule](#)

This will make sure the business rule is up and running. Another check you can do is making sure the "Perspectium Replicate" business rule exists, in the correct domain and does not have any extra conditions.

Name	Table	When	Active	Order	Updated	Updated by	Condition	Script	Delete	Insert	Update	Created
Perspectium Replicate	Incident [incident]	after	true	50	2018-01-26 14:37:33	saurabh@hivedi@hcl.com	current.operation() != null && Perspecti...	var pspR = new PerspectiumReplicator([p...	false	true	true	2018-01-26 14:37:33
Perspectium Replicate	Incident [incident]	after	true	50	2018-01-26 14:37:33	saurabh@hivedi@hcl.com	current.operation() != null && Perspecti...	var pspR = new PerspectiumReplicator([p...	false	true	false	2018-01-26 14:37:33
Perspectium Replicate	Request for Change [change_request]	before	true	50	2018-01-26 14:37:33	saurabh@hivedi@hcl.com	current.operation() != null && Perspecti...	var pspR = new PerspectiumReplicator([p...	true	false	false	2018-01-26 14:37:33
Perspectium Replicate	Incident [incident]	before	true	50	2018-01-26 14:37:33	saurabh@hivedi@hcl.com	current.operation() != null && Perspecti...	var pspR = new PerspectiumReplicator([p...	true	false	true	2018-01-26 14:37:33
Perspectium Replicate	Request for Change [change_request]	before	true	50	2018-01-26 14:37:33	saurabh@hivedi@hcl.com	current.operation() != null && Perspecti...	var pspR = new PerspectiumReplicator([p...	true	false	true	2018-01-26 14:37:33
Perspectium Replicate	Request for Change [change_request]	before	true	50	2018-01-26 14:37:33	saurabh@hivedi@hcl.com	current.operation() != null && Perspecti...	var pspR = new PerspectiumReplicator([p...	false	true	true	2018-01-26 14:37:33
Perspectium Replicate	Incident [incident]	before	true	50	2018-01-26 14:37:32	saurabh@hivedi@hcl.com	current.operation() != null && Perspecti...	var pspR = new PerspectiumReplicator([p...	true	false	true	2018-01-26 14:37:32
Perspectium Replicate	Incident [incident]	before	true	50	2018-01-26 14:37:32	saurabh@hivedi@hcl.com	current.operation() != null && Perspecti...	var pspR = new PerspectiumReplicator([p...	false	true	true	2018-01-26 14:37:32
Check for message set activity failures	Replicator Configuration (ssp_replicate_conf)	display	true	200	2017-12-07 20:40:40	Joseph.Mc		function onDisplay(current, g_scratchpad...	false	false	false	2018-02-28 02:18:05
Run Initial bulk share	Replicator Configuration (ssp_replicate_conf)	after	false	100	2017-06-21 15:53:48	paul.nguyen		{function executeRule(current, previous ...	false	true	true	2017-06-15 01:17:12
Check user selected an action	Replicator Configuration (ssp_replicate_conf)	before	true	100	2017-05-28 18:41:27	paul.nguyen		{function executeRule(current, previous ...	false	true	true	2017-05-28 18:36:17
Perspectium Replicator Rescheduler	Replicator Configuration (ssp_replicate_conf)	after	true	100	2017-05-25 01:00:54	Jackson.Davenport	current.sync_direction == 'share'	var psp = new PerspectiumReplicator();	true	false	false	2018-03-17 19:48:53
Perspectium De-Activate Sync	Replicator Configuration (ssp_replicate_conf)	before	true	100	2017-02-23 20:24:50	paul.nguyen		pspDeActivateDynaSync();	false	false	true	2018-09-07 00:59:11
Perspectium Activate Sync	Replicator Configuration (ssp_replicate_conf)	before	true	100	2017-02-23 20:23:43	paul.nguyen		pspActivateDynaSync();	false	true	true	2018-09-06 14:53:31

Check the outbound table

Double check the outbound table to ensure all the mappings are correct. Some malformed mappings can cause the message failing to post to Remedy.

Ensure sending to the correct form

Next check if the outbound message is sending to the correct form. Open the outbound message that corresponds to the ticket and look at the "Attributes" field. If you find that it is sending to the incorrect form, go to the outbound table map and ensure that the attribute "RemedyAPIForm" is correct.

Check the inbound table

Check the inbound table to see if there is any messages from MBS to give you any extra information about what went wrong.

Remedy to ServiceNow: Tickets are not syncing when inserting or updating on ServiceNow side.

Check the outbound table

Find messages named "common_query" and check to make sure the query looks correct. Things to look for in the attributes field:

- Correct form in the attribute "RemedyAPIForm"
- Correct query time in the attribute "query_time"
- Attribute "remedy_query_string" has a valid query string
- Attribute "query_field" is the correct time/date field to query off of
- Attribute "SIAM_provider" is "remedy"

PSP Out Message
common_query.get

Created: 2018-01-26 15:06:02

Topic: siam

Type: common_query

Value:

Extra:

Attributes: cipher=3,SIAM_common_format=change,SIAM_provider=remedy,RemedyAPIForm=ServiceNow_TRN_Attachment_set_id=,psp_flag=last,query_field=Create
Date,psp_flag=first,remedy_query_string="TRN Flow LIKE "Outgoing%" AND "TRN Status" EQUALS 0 AND "Category" EQUALS "Change",SIAM_message_id=query_time=2018-01-26T15:03:02

Key: rogerstest

Name: common_query.get

State: Sent

Target queue: psp.in.siam.client.remedy

Source: (empty)

Source table: -- None --

Update Save Delete

Related Links
Decrypt value

If any of these attributes are incorrect go to the Scheduled Job that is sending those messages and make the corrections.

All > Name contains Perspectium Remedy

Name	Active	Condition	Conditional	Run as	Run as tz	Day(run_dayofmonth)	Day(run_dayofweek)	Repeat Interval
*Perspectium Remedy	Search	Search	Search	Search	Search	Search	Search	Search
Perspectium Remedy Comment Replicator Subscriber	true		false			1	Monday	2 Minutes
Perspectium Remedy Change Comment Subscriber	true		false			1	Monday	2 Minutes
Perspectium Remedy Change Attachment Replicator Subscriber	true		false			1	Monday	2 Minutes
Perspectium Remedy Replicator Subscriber	true		true			1	Monday	1 Minute
Perspectium Remedy Change Subscriber	true		true			1	Monday	1 Minute
Perspectium Remedy Attachment Replicator Subscriber	true		false			1	Monday	2 Minutes

Check the agent logs

Next check the agent logs for any extra information. The agent will print out what url it is trying to query to as well as the response it get back from Remedy. This can provide a lot of useful details about what went wrong and how to fix it.

Check the inbound table and import set

Sometimes messages successfully get queried and are sitting in the inbound table in ServiceNow ready to be picked up. The transform map may have a condition that ignore the message or some other internal error could have occurred. Ensure that there is not extra conditions that cause the import table to skip the message.

Attachments are not syncing when sending in either direction.

Check the agent logs

First check the agent logs for any extra information. The agent will print out what url it is trying to post/query to as well as the response it get back from Remedy. This can provide a lot of useful details about what went wrong and how to fix it.

If there is no logs about attachments being picked up from Remedy you should check that there are query messages being sent to the attachment form.