

Dashboard

This new module is designed to help you understand data exchanges in your instance powered by Perspectium. On this page, you'll find everything you need to know about installing the dashboard and what features are included.

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The dashboard is available only with the **Perspectium Core Helium** update set, so make sure you have that installed first. To request the latest update set, contact [Perspectium Support](#).

Perspectium Dashboard

Default

Overall Health

Show Overview ▾

Agent

0 Down
1 Warning
2 Running

Queue Status

psp.out.replicator.dev94077_serviceinsight

Unauthorized access to queue on <http://7bd300c554ngrok.io/>. Please check your queue, credentials and the URL.

Cannot connect to queue.
[Click here](#) to view its configurations.

Recent Alert

No Alerts

Shared Queues

- psp.out.replicator.dev94077_serviceinsight
- psp.out.replicator.dev94077_agent
- psp.out.servicenow.dashboardUser
- psp.out.replicator.dashboardChangeRequest
- psp.out.replicator.dashboardChange

Subscribed Queues

- psp.in.servicenow.dashboardChangeRequest
- psp.in.replicator.dashboardChange
- psp.in.dashboardUser
- psp.in.servicenow.dashboardProblem
- psp.in.replicator.dashboardIncident

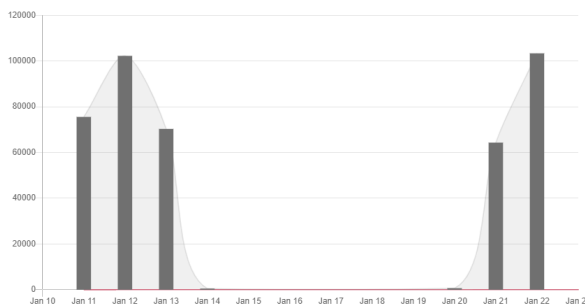
Total Daily Records **39,419**

Total Monthly Records **89,432**

Record Breakdown

Errors

Show By Day ▾



Records Sent / Hour

Records Sent / Day

4.31K

103K

< Th 21 **Fr 22** Sa 23 Su 24 Mo 25 >
22 ▾ January ▾ 2021 ▾

Recent Shares

Show Bulk Share ▾

Dashboards (300)	300
Incident, Completed	
dashboards user	45
sys_user, Completed	
dashboards problem	50
problem, Completed	
Serviceinsight BULK SHARE: inc...	1213
Incident, Completed	
Serviceinsight BULK SHARE: tas...	326
task_sla, Completed	
Serviceinsight BULK SHARE: tas...	326
task_sla, Completed	
Serviceinsight BULK SHARE: inc...	1210
Incident, Completed	
Dashboards (300)	300
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Serviceinsight BULK SHARE: inc...	1210
Incident, Completed	
Serviceinsight BULK SHARE: tas...	326
task_sla, Completed	

Errors

Show Inbound ▾ 9 errors

incident.bulk	replicator, servicenow, dev93649
problem.bulk	replicator, servicenow, dev93649
ticket.update	replicator, servicenow, dev93649
ticket.insert	replicator, servicenow, dev93649
incident.update	replicator, servicenow, dev93649
problem.insert	replicator, servicenow, dev93649
incident.insert	replicator, servicenow, dev93649

Support Cases

100 open

CS0007856	2021-03-23 00:37:27
CS0007854	2021-03-22 18:19:35
CS0007837	2021-03-17 17:48:35
CS0007765	2021-03-02 20:06:52
CS0007798	2021-03-04 18:44:28
CS0007797	2021-03-04 18:40:39
CS0007795	2021-03-04 18:30:13

Installation

Follow these instructions to install the dashboard feature. If you have completed any of the below steps, simply skip to the next step.

1. Install the latest **Perspectium Core Helium** update set (if you haven't already).

Starting with Helium 6.1.0 version of the Core application, running **Finish Install** after installing a Perspectium update set will no longer be required.

2. Go to the **Perspectium > Control and Configuration > Finish Install** and click **Confirm**. This will prevent preview errors when the Perspectium Dashboard update set is committed.
3. Install the latest **Perspectium Dashboard Helium** update set. Note you can also install the Perspectium Dashboard Helium update to an existing instance, but if so, you must run **Perspectium Finish Install** afterwards.

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Accessing the Dashboard

To access your dashboard, go to **Perspectium Core > Dashboard**

In order for the dashboard to display data, you need to first share some data from either bulk or dynamic shares. If your instance does not have any previously-shared data, simply run a few bulk or dynamic shares in order to generate some data to view.

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Dashboard Features

Here's a breakdown of all of the features available on your dashboard.

Overall Health



This feature is only functional using an Integration Mesh with version 4.6.12+. Contact [Perspectium Support](#) if you have any questions about this feature or the version of the Integration Mesh your instance is connected to.

In order to active this feature, follow these instructions:

1. Download and install any version of the **DataSync Agent**
2. Set up the Agent to connect to the same Integration Mesh credentials as the Perspectium application on your **ServiceNow** instance
3. Start/use the Agent which automatically start sending in heartbeats

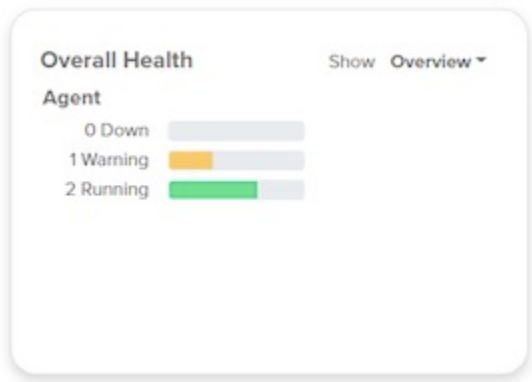
Once this is set, the scheduled job will run every 10 minutes and automatically request heartbeats. You can install and run multiple independent agents.

Agent Status Descriptions:

Running: last heartbeat received is less than or equal to 30 minutes ago


Warning: last heartbeat received is greater than 30 minutes but less than 60 minutes ago


Down: last heartbeat received is greater than 60 minutes ago




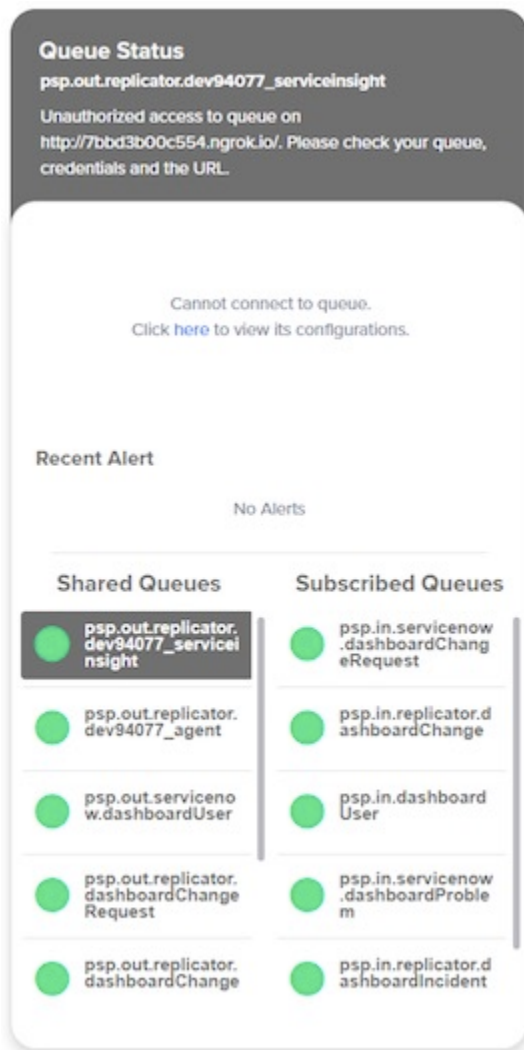
Queue Status

Status Indicators

 **Active:** Queues that are healthy, running with valid credentials, and have the active field set to true are considered *active*. They are indicated with a green icon.

 **Not Active:** Queues that are disabled or have the active field set to false with no error messages found are considered *not active*. They are indicated with a grey icon.

 **Error:** Queues that contain any status errors or indicate unauthorized credentials are flagged as an *error*. More details about the error can be found from the queue alert field. They are indicated with a red icon.



This feature allows you to view all your shared and subscribed queues on your ServiceNow instance in one place. Click on a queue under **Shared Queues** or **Subscribe Queues** to view information about it. The queue clicked will have its information, such as queue status, and if available, queue history, displayed on the top part of this widget.

i The Queue History table (**u_psp_queue_history**) stores the queue data shown in the dashboard and is [rotated](#) to minimize performance issues on your instance. The default rotation is set up for 8 rotations of 2 days each (16 days total of queue history data). You can adjust the rotation settings to change how much data is saved in this table and subsequently shown on the dashboard.

Monitor and Track History

On Finish Install of the Dashboard, monitor and track history will be enabled for all existing queues. This will allow the dashboard to track and queue data.

To disable / enable monitor and track history for all queues:

1. Go to **Perspectium > Control and Configuration > Properties > Dashboard Settings**
2. To enable this feature, turn on the toggle under **Enable track history for all queues (necessary for Perspectium Dashboard queue display)** property.
 Toggling off this property will disable monitor and track history for all shared and subscribed queues on your instance.
 Toggling on this property will enable monitor and track history for all existing shared and subscribed queues. Monitor and track history will also be enabled by default for any new shared and subscribed queues created.
3. Click **Save**

i NOTE: You may be asked to fill in your [Perspectium Support Portal](#) credentials in order to save successfully. Contact [Perspectium Support](#) for more information.

Total Daily/Monthly Records

Total Daily Records: Displays the total record shares for the current day.

Total Monthly Records: Displays the total record shares for the current month.

Total Daily Records

39,419

Total Monthly Records

89,432



Changing the date/month on the calendar does not affect this count.

Average Records Sent + Calendar Select

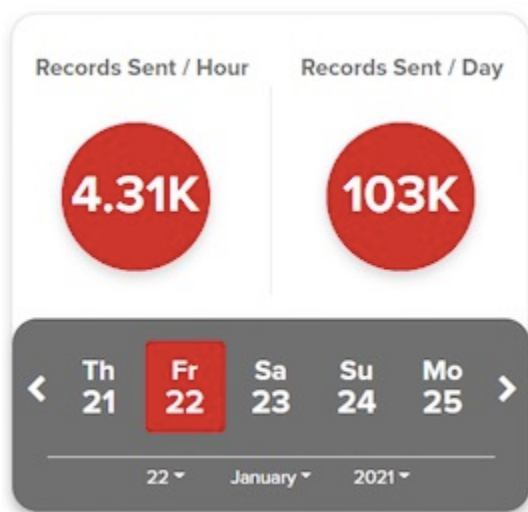
Use this feature to get a breakdown of the number of records sent based on a selected date in the calendar.

Any time you access or reload the dashboard, the calendar date will reset to the current date.

You can change the date on the calendar using the available arrows or the dropdown settings.

The **Records Sent/Day** count reflects the number of records sent on the specific calendar date selected.

The **Records Sent/Hour** count reflects the number of records sent in the the specific calendar date selected, divided by 24 hours. However, if the current date is selected, then this number is divided by the number of hours that have passed in that day so far.

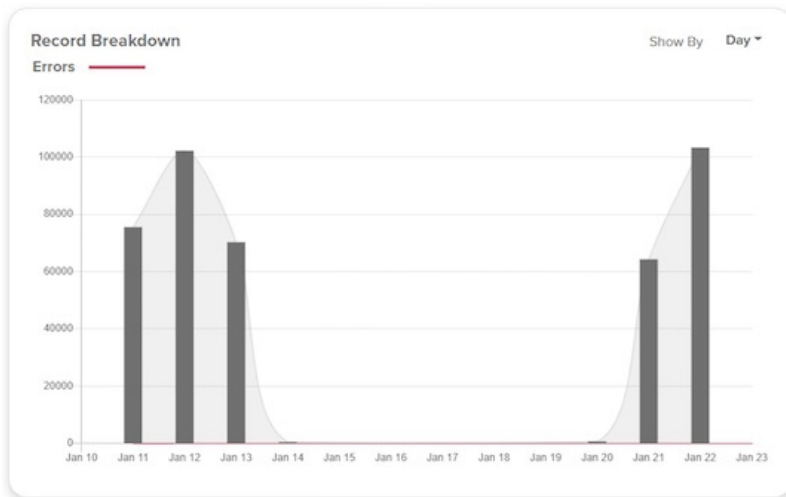


Record Breakdown

The Record Breakdown graph is a visualization of data based on the calendar date selected. It reflects both dynamic and bulk shares. Toggle between different data representation (records per hour, day, month, or lifetime).



Shares from additional related tables selected on a dynamic or bulk share (such as selecting the include attachments or include journal fields options) are not counted in the overall share count displayed on the dashboard. This includes additional shares from tables such as **sys_attachment**, **sys_journal**, and **sys_audit**.



Recent Shares

This feature displays the most recent (up to 50) dynamic/bulk shares from your instance. You can click on any entry to access that specific record directly.

i Shares from additional tables are not counted in the overall share count displayed on the dashboard. This includes additional shares from tables such as **sys_attachment**, **sys_journal**, and **sys_audit**.

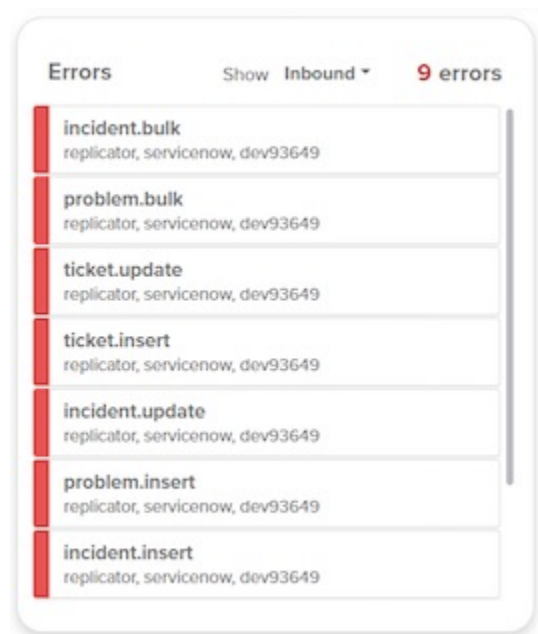
Recent Shares

Show Bulk Share

Dashboard (300) incident, Completed	300
dashboard user sys_user, Completed	45
dashboard problem problem, Completed	50
ServiceInsight BULK SHARE: inc... incident, Completed	1213
ServiceInsight BULK SHARE: tas... task_sla, Completed	326
ServiceInsight BULK SHARE: tas... task_sla, Completed	326
ServiceInsight BULK SHARE: inc... incident, Completed	1210
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dashboard user sys_user, Completed	45
dashboard problem problem, Completed	50
ServiceInsight BULK SHARE: inc... incident, Completed	1210
ServiceInsight BULK SHARE: tas... task_sla, Completed	326

Errors

This feature displays the most recent inbound, outbound, and receipt messages that have an **Error** state. Click on any entry to access that message directly.



Support Cases

This feature displays your company's most recent display support cases with Perspectium. Access to the [Perspectium Portal](#) is required to view support cases directly. If you don't have credentials to your portal, contact [Perspectium Support](#).

In order to access Perspectium Portal support cases:

1. Go to **Perspectium > Control and Configuration > Properties > Dashboard Settings**
2. Enter your **Perspectium Portal username** to access the Perspectium Portal
3. Enter the **Perspectium Portal password** associated with your username
4. Click **Save**

Once this is configured, refresh or revisit your dashboard to view the support cases. You can also access them via **Perspectium > Perspectium Core > Dashboard**.

i Once Perspectium Portal credentials are inputted and saved into the Dashboard Settings, an API request is made to the Perspectium Portal to request an OAuth2 access token to access your support cases. If the Perspectium Portal credentials are valid, the token is saved into the Perspectium properties. This OAuth2 token will be used to view support cases on the dashboard. **This API access to the Portal does not require any additional configuration on your ServiceNow instance.**

The OAuth2 token is only valid for 24 hours, after which the system will automatically fetch a new token. If the token has been changed, the app will retry a maximum of 3 times to request a new OAuth2 token.

Support Cases		100 open
CS0007856	2021-03-23 00:37:27	
CS0007854	2021-03-22 18:19:35	
CS0007837	2021-03-17 17:48:35	
CS0007765	2021-03-02 20:06:52	
CS0007798	2021-03-04 18:44:28	
CS0007797	2021-03-04 18:40:39	
CS0007795	2021-03-04 18:30:13	

General Information

The **Perspectium Dashboard Data** scheduled job creates the *instancedaily* payload used to retrieve updated queue and recent shares information. This will run periodically every 5 minutes.

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