

Create a ServiceNow shared queue

Fluorine

Creating a **shared queue** is the first required step in setting up your Perspectium Replicator integration. The shared queue(s) you create within ServiceNow will enable the sharing of data to Perspectium-supported endpoints or data stores. After creating your shared queue(s), you can then choose to share your ServiceNow instance data via a [dynamic share](#), [bulk share](#), or [scheduled bulk share](#). Alternatively, for a quick and simple approach, you can create dynamic and bulk shares with the Perspectium Ready to Run feature.

Prerequisites

⚠ First, you will need to [install Replicator for ServiceNow](#) and [run the Finish Install scripts](#).

⚠ You will also need to [set your initial Perspectium & Replicator properties](#).

Procedure

To create a shared queue, follow these steps:

1

Navigate to Shared Queues

Log into ServiceNow and navigate to **Perspectium > Replicator > Shared Queues** or simply type and then click **Shared Queues** in the Filter Navigator on the upper left-hand side of the screen.

2

Click New

At the top of the form, click **New**.

3

Enter a queue name

Type any name for your shared queue in the **Name** field. It is recommended to include the name of the sharing instance as well as the direction (**out** or **in**) for the data being shared.

For example, for a queue that will share data of your ServiceNow instance named dev12345, you could name your queue **psp.out.replicator.dev12345**

Your default **Endpoint URL** is the URL for your Perspectium Message Broker Service (MBS) that was entered when setting up your Perspectium Properties.

4

Enter your Perspectium Mesh (MBS) login info

Type your Perspectium Mesh (MBS) username and password in the **Queue user** and **Queue user password** fields.

In the **Record Encryption Key** field, you have the option to type an encryption key. If no encryption key is entered here, your shared data will be encrypted with the encryption key you created when you [set your Replicator properties](#). Your record encryption key must be 24+ characters in length to enable **TripleDES** or **AES-128** encryption. To enable **AES-256** encryption, your record encryption key must be 32+ characters. You can select an encryption cipher when you [create a dynamic share](#) or [create a bulk share](#).

5

Make your shared queue active

Select **Share** from the **Direction** dropdown and check the **Active** box to activate the shared queue. To check the status for your shared queue, click the **Get Queue Status** link under **Related Links** at the bottom left-hand corner of the form. Information about the queue status will be displayed in the **Status** field. When you are ready to save your newly created shared queue, click **Submit** at the bottom left-hand corner of the form.

blocked URL NOTE: You can optionally check the **Load Test** box to create a **Duration** field for any bulk shares you have created that share to this shared queue. Before running a bulk share that will share to this shared queue, check the Duration field to confirm approximately how much time will elapse before your bulk share data reaches your Perspectium Mesh (MBS) server.

The screenshot shows the ServiceNow interface for creating a shared queue. The left sidebar contains navigation options: Perspective, ServiceManager SIAM Integration, Shared Queues, Replicator, and Shared Queues. The main content area is titled 'Queues New record [Shared view]' and includes a header 'Using Perspectium Properties to populate default fields'. The form fields are as follows:

- Name:** psp.out.replicator.devtest (Annotated: Type a queue name)
- Direction:** Share
- Endpoint URL:** https://test/ (Annotated: Type an encryption key)
- Queue user:** admin (Annotated: Type your Perspectium MBS username and password)
- Queue user password:** [Redacted] (Annotated: Type your Perspectium MBS username and password)
- Record Encryption Key:** [Redacted] (Annotated: Type an encryption key)
- Instance Created On:** ven01225
- Active:** (Annotated: Check)
- Load Test:** (Annotated: Check)
- Status:** [Empty field]
- Monitor:**

At the bottom of the form, there is a **Submit** button (Annotated: Click to finish creating your shared queue) and a **Related Links** section containing:

- [Get Queue Status](#) (Annotated: Click to view shared queue status)
- [Force to Update Set](#)
- [View History](#)
- [Update To Current Instance](#)

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