Configure a ServiceNow instance as a subscriber

Fluorine

Subscribers are application instances or Perspectium-supported agents that listen for and then consume data from sharing instances. To sync data from other sharing applications, databases, and agents, you will need to configure subscribing ServiceNow instance(s) to listen for data that is dynamic or bulk shared.

Prerequisites

⚠️ You will first need to install Replicator for ServiceNow on your subscribing and sharing ServiceNow instances.

Procedure

To configure a ServiceNow instance as a subscriber, follow these steps:

1 **Navigate to Subscribed Queues**

Log into the ServiceNow instance you want to configure as a subscriber and navigate to **Perspectium** > **Replicator** > **Subscribed Queues** or simply type and then click **Subscribed Queues** in the Filter Navigator on the upper left-hand side of the screen.

2 **Click New**

In the upper left-hand corner of the form, click **New**.

3 **Enter a subscribed queue name**

Type any **Name** for your subscribed queue.

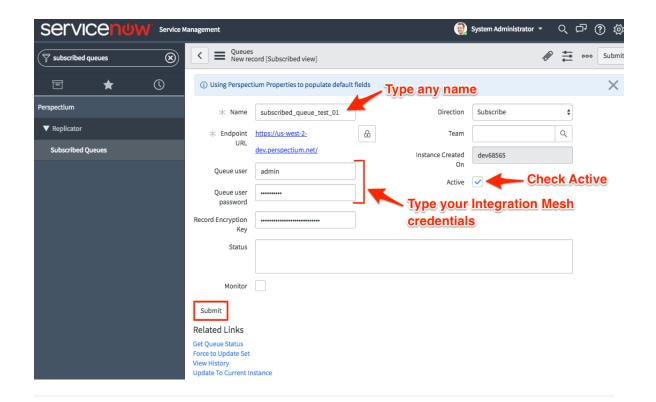**4** **Enter your Perspectium Mesh login info**

Type your Perspectium Integration Mesh **username** and **password** in the appropriate fields.

🛈 **NOTE:** Optionally, you can type a **Record Encryption Key** of 24+ characters (for Triple DES or AES-128 encryption) or 32+ characters (for AES-256 encryption). If you do not enter an encryption key here, then the encryption key that was entered when you set your Replicator properties will be used.

5 **Make your subscribed queue active**

Check the **Active** box to start actively subscribing to data from any sharing instances. Then, in the bottom left-hand corner of the form, click **Submit** to finish creating your subscribed queue.

6   Navigate to Subscribe

Navigate to **Perspectium** > **Replicator** > **Subscribe** or simply type and then click **Subscribe** in the Filter Navigator on the upper left-hand side of the screen.

7   Click New

In the upper left-hand corner of the form, click **New**.

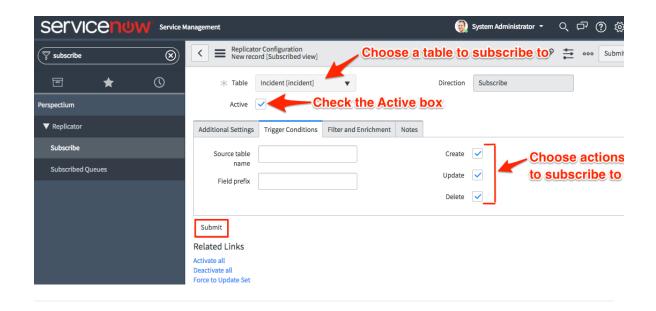## 8   Choose a table to subscribe to

From the **Table** dropdown, choose the table on the sharing instance that you want to subscribe to data for.

9   Choose your subscribe trigger conditions

Click the **Trigger Conditions** tab. Check any or all of the following boxes:

Action	Your ServiceNow instance will subscribe to data when...
Create	new records are created on a sharing instance.
Update	record data is changed on a sharing instance.
Delete	records are deleted on a sharing instance.

Finally, in the bottom left-hand corner of the form, click **Submit** to save your subscribe configurations.

Similar topics

- Create a ServiceNow shared queue
- Configure a ServiceNow instance as a subscriber

Contact Perspectium Support

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