

Configure a ServiceNow instance as a subscriber

Fluorine

Subscribers are application instances or Perspective-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 **Perspective > 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 Perspective Mesh login info

Type your Perspective 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.

ServiceNow Service Management

System Administrator

subscribed queues

Queues New record [Subscribed view]

Using Perspectium Properties to populate default fields

Name subscribed_queue_test_01 **Type any name**

Direction Subscribe

Endpoint URL https://us-west-2-dev.perspectium.net/

Queue user admin

Queue user password *****

Record Encryption Key *****

Status

Monitor ☐

Active ☒ **Check Active**

Type your Integration Mesh credentials

Submit

Related Links

- Get Queue Status
- Force to Update Set
- View History
- Update To Current Instance

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.

service**now** Service Management System Administrator

subscribe

Replicator Configuration
New record [Subscribed view]

Choose a table to subscribe to?

Table Incident [incident] Direction Subscribe

Active ☒ Check the Active box

Additional Settings Trigger Conditions Filter and Enrichment Notes

Source table name

Field prefix

Create ☒ Update ☒ Delete ☒ Choose actions to subscribe to

Submit

Related Links
[Activate all](#)
[Deactivate all](#)
[Force to Update Set](#)

Similar topics

- [Create a ServiceNow shared queue](#)
- [Configure a ServiceNow instance as a subscriber](#)

Contact Perspective Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com