

# Checklist for upgrading a sharing ServiceNow instance

After completing the steps to [upgrade Replicator for ServiceNow](#) on your sharing instance, there are several points you may want to check to confirm that your instance was successfully upgraded. As a best practice, Perspectium recommends checking the points in the list below whenever you complete an upgrade on your sharing ServiceNow instance.

**NOTE:** If you encountered any errors when previewing or committing your new Perspectium update set or when running the Finish Install scripts, contact [Perspectium Support](#) for assistance as soon as possible.

## Points to check when upgrading a sharing ServiceNow instance

After finishing your upgrade, be sure to...

- ✓ Check that your Perspectium Mesh (previously **MBS**) login information is saved properly in [Perspectium properties](#)

**Check that Perspectium Mesh (MBS) login information is saved**

The user name that is used for connecting to the Perspectium message bus  
admin

The user password that is used for connecting to the Perspectium message bus ([show decrypted value](#))  
\*\*\*\*\*

The message bus input queue name for receiving ServiceNow data  
psp.in.servicenow

The target Perspectium server or message bus endpoint  
<https://us-west-2-dev.perspectium.net>

- ✓ Check that your **encryption/decryption keys** are saved in [Perspectium Replicator properties](#)

**Check for your encryption/decryption keys**

Enable messages to arrive at this instance  
☒

Enable to allow the Replicator inbound messages to go to a state of ready instead of being consumed immediately. Thus allowing multiple configurable scheduled jobs to pick up messages and run concurrently.  
☐

Enable replicator to add display value fields (prefixed with 'dv\_') for reference and choice fields  
☐

Share fields that belong only to the selected table. Note that this is unusual and will result in missing fields from the base (parent) table  
☐

Encryption key for encrypting replicator content (must be at least 24 characters long or at least 32 characters long for AES256) ([show decrypted value](#))  
\*\*\*\*\*

Decryption key used to decrypt replicator content (must be at least 24 characters long or at least 32 characters long for AES256) ([show decrypted value](#))  
\*\*\*\*\*

- ✓ Click **Get Queue Status** under **Related Links** for all dynamic shares and bulk shares to confirm connection to the Perspectium Mesh (previously **MBS**)

servicenow Service Management

Default [Global] System Administrator

shared queue

Queues  
psp.out.replicator.dev68565\_dynamic\_share\_test\_01 [Shared view]

Name: psp.out.replicator.dev68565\_dynamic\_sl Direction: Share

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

Queue user: admin Instance Created On: dev68565

Queue user password: \*\*\*\*\* Active: ☒

Record Encryption Key: \*\*\*\*\* Load Test: ☐

Status:

Monitor: ☐

Update Delete

Related Links

[Get Queue Status](#)

[Force to Update Set](#)

[View History](#)

[Update To Current Instance](#)

**Click to check connectivity to the Perspectium Mesh (MBS)**

✓ Check that all [dynamic shares](#) are marked as **Active**

servicenow Service Management

Default [Global] System Administrator

dynamic share

Replicator Configuration - Ready to Run dev68565\_dynamic\_share\_test\_01\_agent [Shared view]

Update Run a Bulk Share Test Record Delete

Name: Ready to Run dev68565\_dynamic\_share\_ Direction: Share

Table: Incident [Incident] Shared Records: 0

Group Share:

Cipher: TripleDES

Active: ☒ **Active should be checked**

Advanced: ☐

Test With: Incident: INC0000060

✓ Preview your bulk shares to confirm that they will run properly

servicenow Service Management

Default [Global] System Administrator

bulk share

Bulk Share  
Ready to Run dev68565\_dynamic\_share\_test\_01\_agent

Update Execute Now Delete

Additional Settings Filter and Enrichment Security Notes

Include attachment: ☐ Conditional share: ☐

Include embedded images/videos: ☐ Insert only: ☐

Include journal fields: ☒ Table map:

Include audit log: ☐ View name:

Include history set: ☐ Target queue: psp.out.replicator.dev68565\_dyna

Include child only: ☒ Run schedule:

Include referenced field records: ☐ Cipher: TripleDES

Update Execute Now Delete

Related Links

[Create a new bulk share like this one](#)

[Force to Update Set](#)

[Preview](#)

[Run another bulk share like this](#)

[Delete This Share's Messages](#)

**Click to check if bulk shares will run properly**

Additionally, if you are using a [Perspectium ServiceBond integration](#) with ServiceNow, be sure to...

✓ Check that the **encryption method** for all [dynamic shares](#) and [bulk shares](#) is set to **Base64 encode only**

servicenow Service Automation

dynamic sha

Replicator Configuration [Shared view]

Name:

Direction: Share

Table: Incident [Incident]

Shared Records: 881

Group Share:

Encryption Method: Base64 Encode Only

Active: ☒

Advanced: ☐

Test With: Incident: INC0010258

**Check that the encryption method is Base64 Encode Only**

✓ Check that the correct **table map** is selected for your dynamic shares and bulk shares.

servicenow Service Automation

dynamic sha

Replicator Configuration [Shared view]

Name:

Direction: Share

Table: Incident [Incident]

Shared Records: 881

Group Share:

Encryption Method: Base64 Encode Only

Active: ☒

Advanced: ☐

Test With: Incident: INC0010258

Trigger Conditions

Additional Settings

Filter and Enrichment

Scheduled Sync Up

Notes

Business Rule

Include journal fields: ☐

Include audit log: ☐

Include attachments: ☐

Include embedded images/videos: ☐

Include referenced field records: ☐

Share Historical Data: ☐

Conditional Share: ☐

Disable receipts: ☐

Receipt alert notification: ☐

Table map: Incident to Common Incident (Jira)

Target queue: psp.in.slam.client.jira

**Check that the correct table map is selected**

✓ Check that your dynamic shares and bulk shares have **before share scripts**. These scripts will vary based on which service integration you are using.

servicenow Service Automation

dynamic sha

Replicator Configuration [Shared view]

Name:

Direction: Share

Table: Incident [Incident]

Shared Records: 881

Group Share:

Encryption Method: Base64 Encode Only

Active: ☒

Advanced: ☐

Test With: Incident: INC0010258

Trigger Conditions

Additional Settings

Filter and Enrichment

Scheduled Sync Up

Notes

Business Rule

Select column updates to ignore: ☐

Select column updates to share on: ☐

Share only selected fields: ☐

Share only updated fields: ☐

Condition: Add Filter Condition Add "OR" Clause

-- choose field -- -- op -- -- value --

**Check that a before share script exists**

Before share script

```

1 // ignore sharing records that have not been eBonded yet
2 if (current.correlation_id.isNil() && psp_action == "update") {
3   ignore = true;
4   // other option is to put into deferred state
5   // psp_action="deferred";
6   current.work_notes = "Jira update ignored because incident is not correlated";
7 }

```

For more information or to request an upgrade, contact [Perspectrum Support](#).

## Similar topics

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- [DataSync](#)
- [Checklist for upgrading a sharing ServiceNow instance](#)
- [On-premises to cloud ServiceNow migrations](#)
- [Importing records to the u\\_psp\\_bulk\\_share\\_sys\\_id table](#)
- [Keeping the sys\\_number\\_counter in sync between instances](#)

## Contact Perspective Support

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