

Create a custom Correlation ID field for Ivanti

Fluorine

To correlate your Ivanti Service Manager incidents with another ITSM app, you will need to create a **Correlation ID** field in the table whose data you are sharing out.

Prerequisites


- ⚠ First, you will need to [create your Ivanti integrations](#) and [create Ivanti web service script actions](#).
- ⚠ You will also need to [create your Ivanti business rules](#).

Procedure

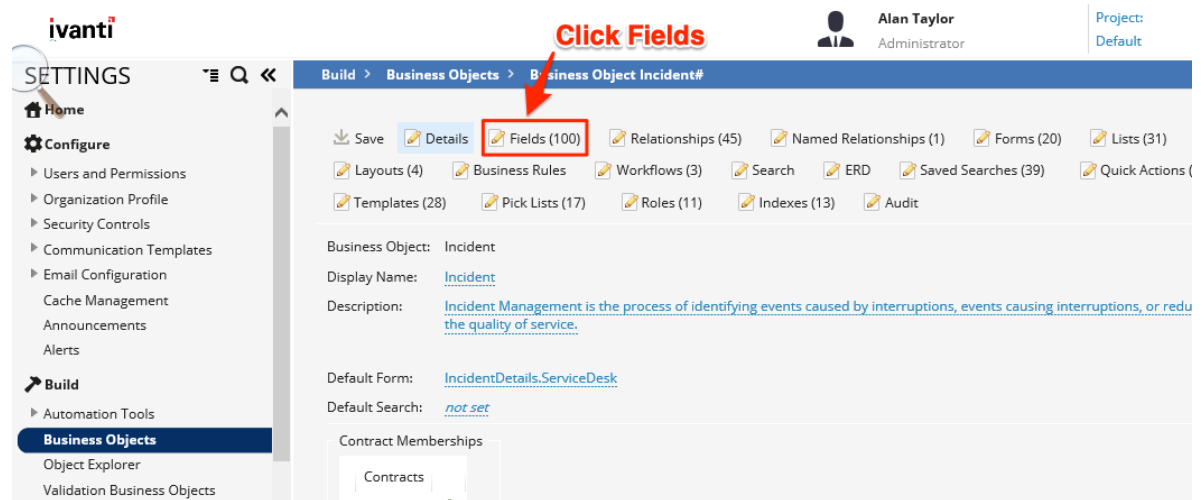
To create a custom Correlation ID in the table whose data you want to share out of Ivanti Service Manager, follow these steps:

1

Navigate to Fields for your table

Log into Ivanti Service Manager and click the  in the upper right-hand corner of the screen to access your settings. Then, on the left-hand side **Settings** panel, navigate to **Business Objects** (under **Build**). On the resulting page, click the **Incident** table icon to access business objects for the incident table. Finally, in the upper right-hand corner of the resulting page, click **Fields**.

NOTE: This setup assumes you will sync data from your Ivanti incident table. To sync other data from Ivanti, contact [Perspectium Support](#) for a guided setup.



2

Add the Correlation ID field

Directly above the list of **Field Names**, click **Add new...** and select **Text** for the field type in the popup window. On the resulting page, enter/choose the information according to the list shown below.

Name: correlation_id

Display Name: Correlation ID

Description: Perspectium common incident correlation

Text Length: Fixed, 1000

Field Attributes: Nullable, Stored

Finally, click **Add This Field** at the bottom left-hand corner of the window to create the Correlation ID field.

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Settings

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Extend

Build > Business Objects > Business Object Incident# > Fields

Save Details Fields (100) Relationships (45) Named Relationships (1) Forms (20) Lists (31) Layouts (4) Business Rules

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Audit

Incident - Business Object

Fields > Add New Field > Setting Field Details

Adding New Field: Field Details

Field Name: correlation_id

Display Name: Correlation ID

Description: Perspectium common incident correlation

Field Type: Text

Text Length

☐ Variable, max 1000 (up to 2000)

☒ Fixed 1000 (up to 2000)

☐ Unlimited (up to 2GB)

Full-Text Properties

Language: None

Pick List

☐ Validated

Field Annotations

Field Annotations: not set

Field Attributes

☐ Unique ☒ Nullable ☐ Localized ☐ Hidden in UI ☐ Searched ☒ Stored ☐ Audited ☐ Full-text Indexed

☐ Commonly Used

Add This Field Go Back Cancel

Permissions

These permissions are set internally & configurable by the Administrator

☒ Edit

☒ Delete

Next steps

[Bond Ivanti with another app](#)

Similar topics

- [Add ServiceNow attachment.uploaded script action for Ivanti](#)
- [Create a custom Correlation ID field for Ivanti](#)
- [Bond Ivanti with another app](#)
- [Get started with ServiceBond for Ivanti](#)
- [Create Ivanti integrations](#)

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