

Sync all source fields

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If a sharing (source) application has custom fields that do not typically exist in ServiceNow table schemas, then you will want to enable the **Sync all source fields** option within your ServiceNow subscribe in your subscribing (target) instance. Enabling the **Sync all source fields** option will ensure that any custom or outlying fields in your source instance are properly synced (by inserting missing fields) in your target instance.

NOTE: For the **Sync all source fields** option, the fields that exist in your source instance and that do not exist in your target instance will be created in your target instance with the initial letter of the field label capitalized only. For example, if you have a field in your source instance labeled custom FIELD, that field will be labeled in your target instance as **Custom field**.

Prerequisites

! First, you will need to [install Replicator for ServiceNow](#) and [configure a ServiceNow instance as a subscriber](#).

Procedure

To sync all source fields with the fields in your target ServiceNow instance, follow these steps:

1

Access your subscribe

Log into your subscribing (target) ServiceNow instance and navigate to **Perspectium > Replicator > Subscribe**. Then, click into the subscribe record that you want to sync all source fields for.

2

Check Sync all source fields

Click the **Source Instance** tab. Then, check the **Sync all source fields** box to start inserting any fields that are being shared from your source instance that do not exist in your target instance.

Type your source instance name (e.g., **dev12345**) in the **Source Instance** field, and type your source instance **username** and **password** in the appropriate fields. Finally, click **Update** in the bottom left-hand corner of the form to save the changes to your subscribe record.

NOTE: The **Sync all source fields** option will not work if multiple subscribes are created for the same table and one subscribe has the **Skip incoming records with field discrepancies** option checked.

The screenshot displays the ServiceNow Replicator Configuration interface for a 'Subscribe' record. The left sidebar shows the navigation menu with 'Replicator' > 'Subscribe' selected. The main panel is titled 'Replicator Configuration [Subscribed view*]' and shows the 'Source Instance' tab. The 'Sync All Source Fields' checkbox is checked, and the 'Source Instance' field contains 'dev70166'. The 'Source User' field contains 'timothy.pike' and the 'Source Password' field is masked. Red arrows and text annotations highlight these fields: 'Check to start syncing all fields from your source instance' points to the checked checkbox; 'Type your source instance name' points to the 'Source Instance' field; and 'Enter your source instance login info' points to the 'Source User' and 'Source Password' fields. The 'Update' button is visible at the bottom left of the form.

Similar topics

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