

Sync all source fields

Fluorine

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 shows the ServiceNow Replicator Configuration interface for a 'Subscribe' record. The 'Source Instance' tab is selected. The 'Sync All Source Fields' checkbox is checked, with a red arrow pointing to it and the annotation 'Check to start syncing all fields from your source instance'. The 'Source Instance' field contains the value 'dev70166', with a red arrow pointing to it and the annotation 'Type your source instance name'. The 'Source User' field contains the value 'timothy.pike' and the 'Source Password' field contains masked characters, with a red box around them and a red arrow pointing to it with the annotation 'Enter your source instance login info'. The 'Update' button is visible at the bottom left. The left sidebar shows the navigation menu with 'Subscribe' selected under the 'Replicator' section.

Similar topics

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Contact Perspectium Support



US: [1 888 620 8880](tel:18886208880)

UK: [44 208 068 5953](tel:442080685953)

support@perspectium.com