

# How to Sync Problem on ServiceNow

Last Modified on 04/10/2024 5:23 am EDT

This article shows how to synchronize the **Problem** entity from the Change Management module on ServiceNow.

## Introduction

Exalate app allows you to synchronize different entity types on ServiceNow. One of them is a Problem entity from the [Problem Management module](#). You can add sync rules to synchronize the Problem. [List of fields and entities available for synchronization on ServiceNow](#).

## Configuration

### Source side(ServiceNow)

#### Outgoing sync

To send the Problem data use the code below:

```
if(entityType == "problem") {
  replica.summary = problem.short_description
  replica.description = problem.description
  replica.comments = problem.comments
  replica.attachments = problem.attachments
  //other fields supported by the problem entity
}
```

### Destination side(ServiceNow)

You need to map the incoming entities. For example:

- Jira issue of type *Bug* to the ServiceNow *Problem*

#### Incoming sync

To create **Problem** with the received information on your side add the code below:

```
if(replica.issueTypeName == "Problem") { //if the received issue typeName is Problem create Problem on ServiceNow
  if(firstSync) {
    problem.correlation_id = replica.key
    problem.correlation_display = replica.key
  }
  problem.short_description = replica.summary
  problem.description = replica.description
  problem.comments += replica.addedComments
}
```

To start the synchronization create a trigger for every entity type separately.

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