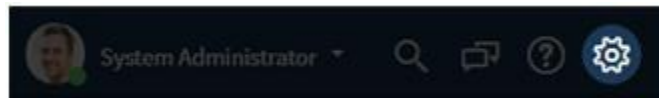
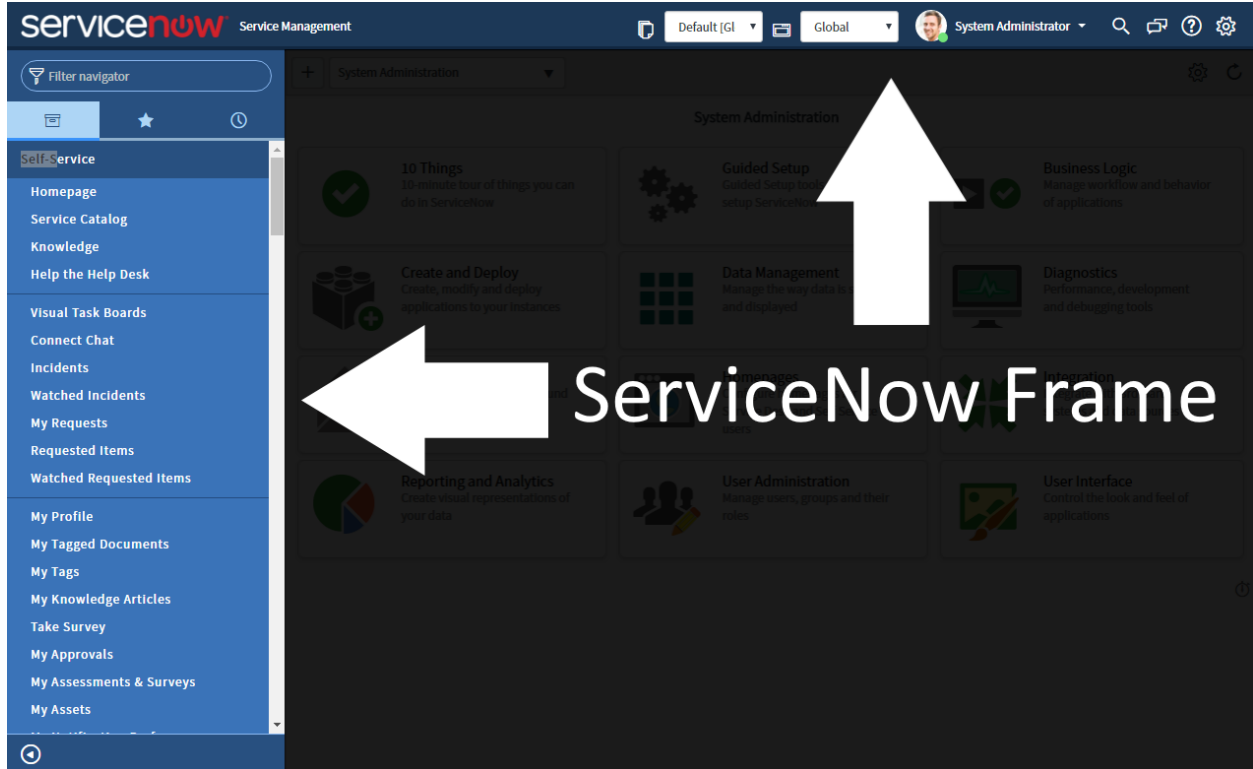


# Chapter 1: The Interface



## System Settings ✕

- General
- Theme
- Lists
- Forms
- Notifications

Accessibility enabled

Compact the user interface

Compact list date/time

Date/Time  Calendar  
 Time Ago  
 Both

Printer friendly version

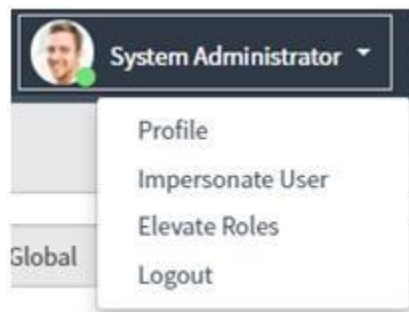
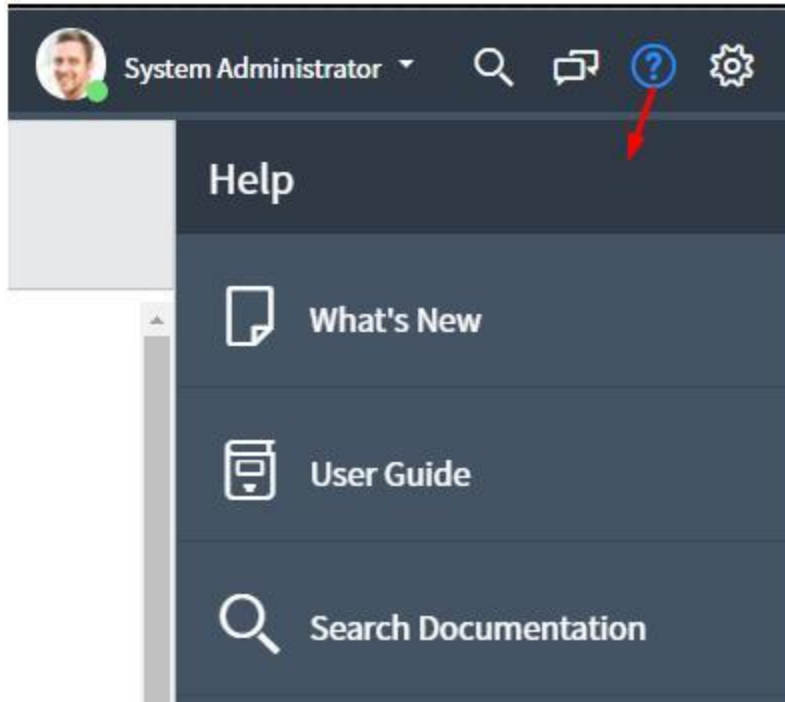
< ≡ Update Set  
Chapter 1
 
 Update Delete

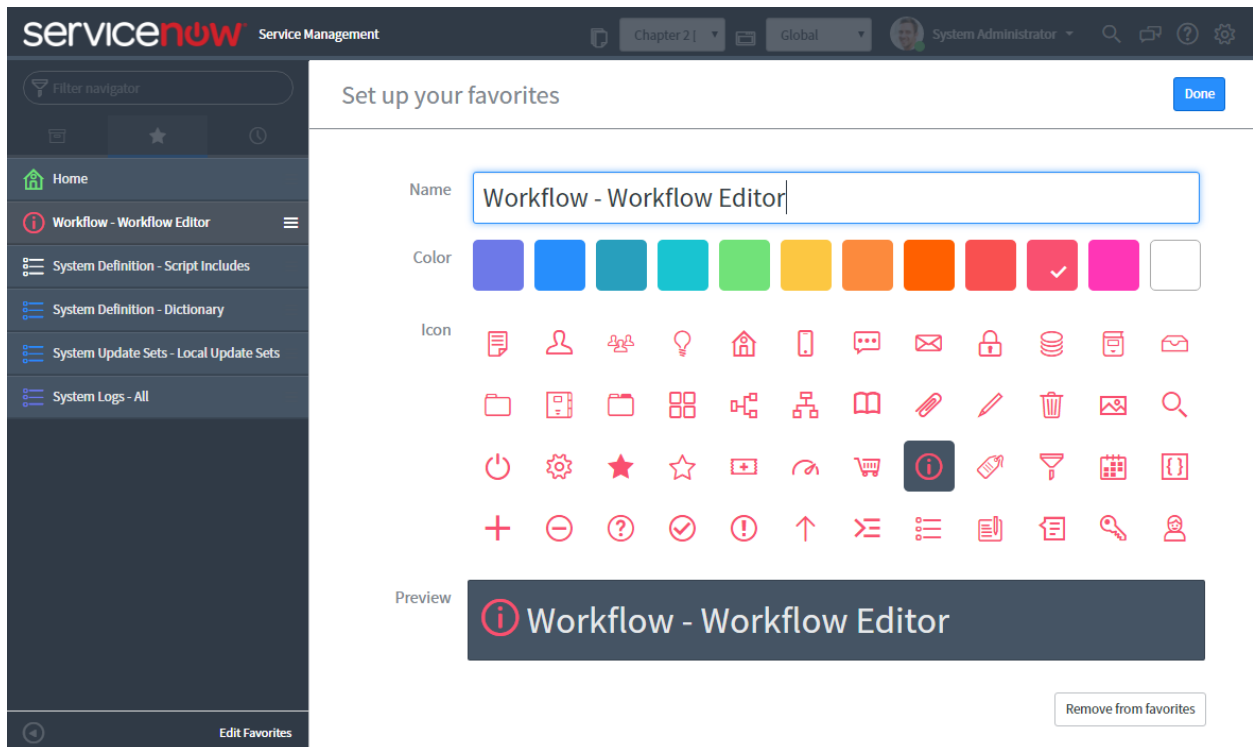
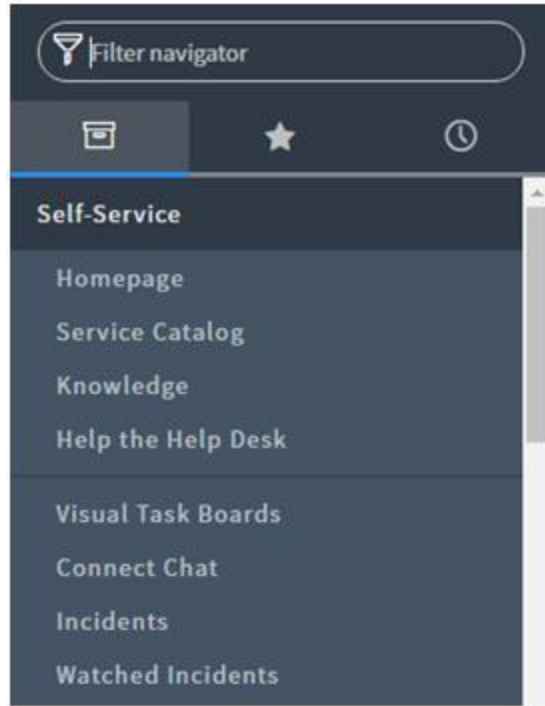
<p>* Name <input type="text" value="Chapter 1"/></p> <p>State <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f2f2f2; width: 100%;" type="text" value="In progress"/></p> <p>Release date <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f2f2f2; width: 100%;" type="text"/> </p> <p>Install date <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f2f2f2; width: 100%;" type="text"/></p> <p>Installed from <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f2f2f2; width: 100%;" type="text"/></p> <p>Description <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f2f2f2; width: 100%;" type="text" value="Learning about the ServiceNow interface!"/></p>	<p>* Application <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f2f2f2; width: 100%;" type="text" value="Global"/> </p> <p>Created <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f2f2f2; width: 100%;" type="text" value="2016-09-09 23:09:38"/></p> <p>Created by <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f2f2f2; width: 100%;" type="text" value="admin"/></p> <p>Merged to <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f2f2f2; width: 100%;" type="text"/></p>
--	--

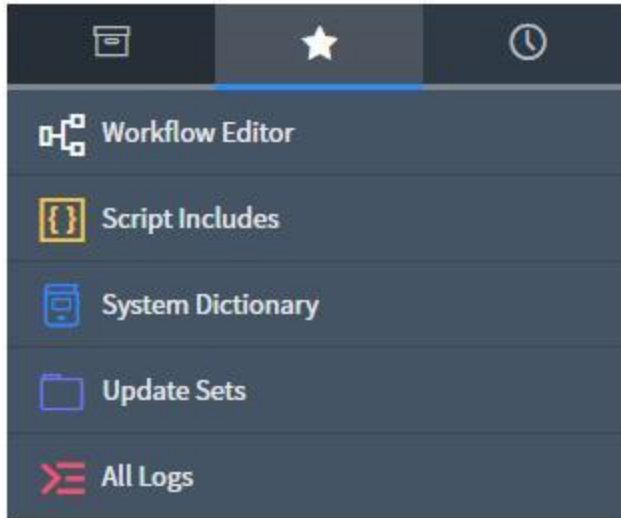
**Related Links**


[Make This My Current Set](#)

[Merge With Another Update Set](#)







 All > Active = true

Load Filter Save Filter Sort Filter Clear All Run

All of these conditions must be met

AND	Active	is	true	⊖	OR	AND
	Assigned to	is empty		⊖	OR	AND

or

New Criteria

servicenow Service Management

Default (GL) Global System Administrator

Filter navigator

System Administration

# Content Frame

**10 Things**  
10-minute tour of things you can do in ServiceNow

**Guided Setup**  
Guided Setup tools to help you setup ServiceNow

**Business Logic**  
Manage workflow and behavior of applications

**Create and Deploy**  
Create, modify and deploy applications to your instances

**Data Management**  
Manage the way data is stored and displayed

**Diagnostics**  
Performance, development and debugging tools

**Email**  
Customize behavior of inbound and outbound email

**Homepages**  
Configure homepages for Service Desk and Self Service users

**Integration**  
Integrate with 3rd-party systems and data sources

**Reporting and Analytics**  
Create visual representations of your data

**User Administration**  
Manage users, groups and their roles

**User Interface**  
Control the look and feel of applications

System Settings Switch to UI15 ✕

- General
- Theme
- Lists
- Forms
- Notifications
- Developer

System	Blimey	Blues	Clean
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contrast UI	DarkNOW	Rose	Terminal
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

System Settings Switch to UI15 ✕

- General
- Theme
- Lists**
- Forms
- Notifications
- Developer

Wrap longer text in list columns

Striped Table Rows

Modern Cell Styles

System Settings Switch to UI15 ✕

- General
- Theme
- Lists
- Forms**
- Notifications
- Developer

Tabbed forms


Related list loading


- With the Form
- After Form Loads
- On-demand

## System Settings


Switch to UI15




 General

 Theme

 Lists

 Forms

 Notifications

 Developer

Connect mobile notifications

Connect desktop notifications


Connect email notifications


Connect audio notifications

## System Settings


Switch to UI15



 General

 Theme

 Lists


 Forms

 Notifications

 Developer

 Application    

Show application picker in header


 Update Set    

Show update set picker in header

JavaScript Log and Field Watcher



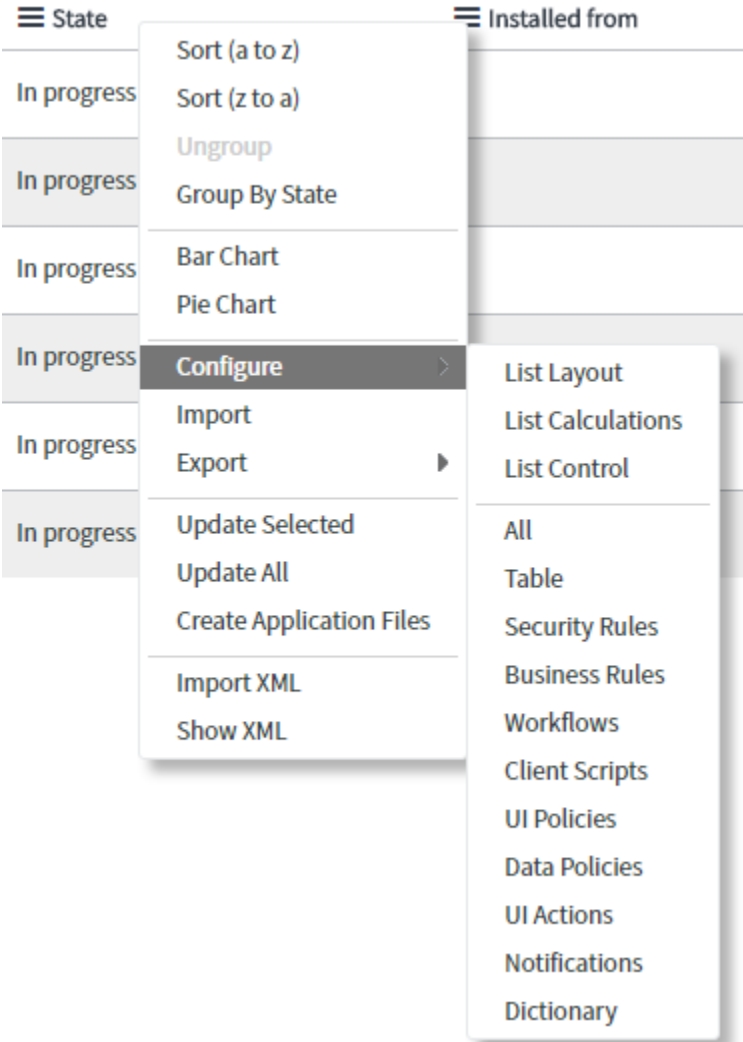
Incidents (Open) **New** f

- Personalize List Columns 
- Change View

---

- List Layout
- List Calculations
- List Control

# Chapter 2: Lists and Forms



☰ System Plugins (Plugins)

- Personalize List Columns
- Change View
- List Layout
- List Calculations
- List Control
- Configure**
- Import
- Export
- Create Favorite
- Update All
- Update Selected
- Create Application Files
- Import XML

Authorization

## Configure



All

Business Rules

Client Scripts

Data Policies

Dictionary

Notifications

Security Rules

Table

UI Actions

UI Policies

Workflows

Show update set picker in header



## Personalize List Columns



### Available

- Completed by
- Completed on
- Default set
- Description
- Install date
- Merged to
- Origin sys ID
- Release date
- Remote Sys Id
- Tags
- Updated
- Updated by
- Updates
- State**



1

### Selected

- Name
- Application
- Installed from
- Created
- Created by



- Wrap column text
- Compact rows
- Active row highlighting
- Modern cell coloring
- Enable list edit
- Double click to edit

Cancel

OK

3

🔍 **Name** ▲ **Application** **State** **Installed from**

**i** Chapter 1 Global **In progress** ▼

Table Columns New Search for text Search 1 to 20 of 66

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
	<u>Active</u>	<u>True/False</u>		40	true	false
	<u>Activity due</u>	<u>Due Date</u>		40		false
	<u>Additional assignee list</u>	<u>List</u>	<u>User</u>	4,000		false
	<u>Approval</u>	<u>String</u>		40	not requested	false
	<u>Approval history</u>	<u>Journal</u>		4,000		false
	<u>Approval set</u>	<u>Date/Time</u>		40		false
	<u>Assigned to</u>	<u>Reference</u>	<u>User</u>	32		false
	<u>Assignment group</u>	<u>Reference</u>	<u>Group</u>	32		false

	<u>Contact type</u>	<u>String</u>
	<u>Correlation display</u>	<u>String</u>
+	<i>Insert a new row...</i>	

\* Table  Application    
\* Type   Read only   
Column name

Default Value  
Default value

Related Links  
[Advanced view](#)

Reference Specification | Choice List Specification | Default Value

\* Reference   
Reference qual condition

Showing 1 through 3 of 3

Incident	incident
Incident Fact Table	incident_fact_table
Incident Task	incident_task

\* Reference

Reference qual condition

All of these conditions must be met

<input type="text" value="Priority"/>	<input type="text" value="is"/>	<input type="text" value="1 - Critical"/>	<input type="button" value="AND"/>	<input type="button" value="OR"/>	<input type="button" value="X"/>
<input type="text" value="Impact"/>	<input type="text" value="is"/>	<input type="text" value="1 - High"/>	<input type="button" value="AND"/>	<input type="button" value="OR"/>	<input type="button" value="X"/>

Dictionary Entry  
Major Incident

Application: Learning ServiceNow

Table: Virtual War Room [u\_virtual\_war...]

Type: Reference

Column label: Major incident

Column name: u\_major\_incident

Active:

Read only:

Mandatory:

Display:

Reference Specification

Reference: Incident

Reference qual condition

All of these conditions must be met

Priority is 1 - Critical

Impact is 1 - High

Update Delete Column

All

Load Filter Save Filter Sort Filter Clear All Run

All of these conditions must be met

Keywords are

or

New Criteria

All of these conditions must be met

Assigned to is (dynamic) Me

Load Filter Save Filter Sort Filter Clear All Run

All of these conditions must be met

Assigned to is (dynamic) Me

State is not one of

On Hold  
Resolved  
Closed  
Canceled

AND OR AND

or

New Criteria

Search

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Approval
- Approval set
- Assigned to
- Assignment group
- Business duration
- Business resolve time



Virtual War Room [u\_virtual\_war\_room] 2 ▾ + ×

Number



State

Assigned to

Major incident

Configuration item

1 ▾ + ×

Work notes  








Activities (filtered) (Formatter)

- Save
- Add to Visual Task Board
- Create Request
- Create Normal Change
- Create Emergency Change
- Metrics Timeline
- Follow on Live Feed
- Show Live Feed
- Configure**
- Export
- View
- Create Favorite
- Copy URL
- Copy sys\_id
- Show XML
- History
- Reload form

- Form Design
- Form Layout
- Related Lists**
- All
- Table
- Security Rules
- Business Rules
- Client Scripts
- UI Policies
- Data Policies
- UI Actions
- Dictionary

Update   Resolve   Delete

## Chapter 3: UI Customization

	 Name ▲	 Version	 Status	 ID
	<u>UI 15</u>	2.0.0	<span style="color: green;">●</span> Active	com.glide.ui.doctype
	<u>UI 16</u>	1.0.0	<span style="color: green;">●</span> Active	com.glide.ui.ui16

- Show Matching
- Filter Out
- Copy URL
- Copy sys\_id

---

- Edit Tags

---


- Activate/Upgrade






Column   




Change Layout



System Administrator | Logout Search 



Service Portal Designer   [Edit](#) [Preview](#) [Edit Portal Properties](#) [Edit Page Properties](#) 



Widgets Pages Container   



Filter Widget

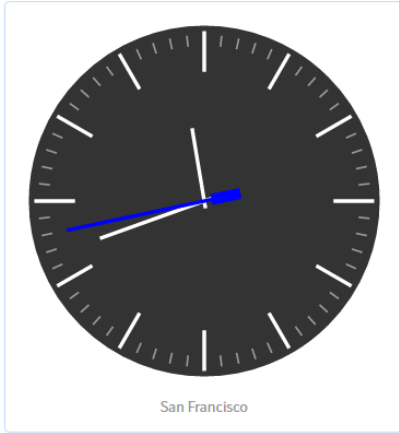
Layouts

- Container
- 12
- 6 6
- 3 9
- 9 3
- 3 6 3
- 4 4 4
- 3 3 3 3
- 2 2 2 2 2 2

Drag and drop a set of columns from the Left pane or use the plus [+] button - then drag and drop widgets inside

Service Portal Designer  



San Francisco



Boston



London

# How can we help today?

Search the Service Catalog and Knowledge Base for assistance

≡ home



**Title**

**Public**

**Internal**

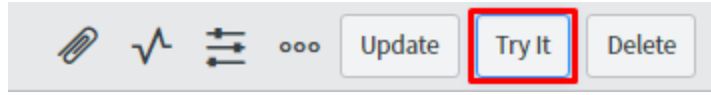
**\* ID**

**Roles**

**Short description**

**Page Specific CSS**

```
1 .clock_row {
2   text-align: center;
3 }
4
5 .clock_column {
6   margin: auto;
7   padding: 10px;
8   display: inline-block;
9   float: none;
10 }
11
```



Service Portal Designer sp Home Edit Preview Edit Portal Properties Edit Page Properties

Widgets Pages Container Container + 🗑️ ✎️

cool

Widgets

- Cool Clock

A container holding three identical clock widgets. The rightmost clock is enclosed in a dashed blue border, indicating it is the selected widget. The interface includes a search bar with the text "cool" and a sidebar with a "Widgets" section containing a "Cool Clock" widget.

System Settings Switch to UI15 ✕


- General
- Theme**
- Lists
- Forms
- Notifications
- Developer






System <input checked="" type="radio"/>	Blimey <input type="radio"/>	Blues <input type="radio"/>	Clean <input type="radio"/>
Contrast UI <input type="radio"/>	DarkNOW <input type="radio"/>	My Custom The... <input type="radio"/>	Rose <input type="radio"/>
Terminal <input type="radio"/>			


A red arrow points to the radio button for the "My Custom The..." theme.

# Service Portal

Create rich, engaging and modern experiences to help your business run better  
Select one of the options below to continue



- **Branding Editor**  
Customize your portal's title, logo and theme colors. Preview changes as you make them
- **Designer** ↗  
Create and layout pages with drag-and-drop functionality. Preview pages as you make changes
- **Page Editor**  
Configure the properties of pages, containers and widgets from a map view
- **Widget Editor**  
Create widgets from scratch or customize an existing one. Write HTML, CSS, and Javascript with real-time preview
- **Get Help** ↗  
Browse guides, tutorials and videos to learn how to set up, configure and customize your portals

Switch to UI15 



## Chapter 4: Understanding Data and Relationships

Script

```
1 (function executeRule(current, previous /*null when async*/) {
2
3     var newWarRoom = current.u_war_room.getRefRecord();
4     var oldWarRoom = previous.u_war_room.getRefRecord();
5     newWarRoom.setValue('u_major_incident', current.getValue('sys_id'));
6     oldWarRoom.setValue('u_major_incident', '');
7     newWarRoom.update();
8     oldWarRoom.update();
9
10 })(current, previous);
```

Script

```
1 (function executeRule(current, previous /*null when async*/) {
2
3     var newIncident = current.u_major_incident.getRefRecord();
4     var oldIncident = previous.u_major_incident.getRefRecord();
5     newIncident.setValue('u_war_room', current.getValue('sys_id'));
6     oldIncident.setValue('u_war_room', '');
7     newIncident.update();
8     oldIncident.update();
9
10 })(current, previous);
```

Condition

Script

```
1 (function executeRule(current, previous /*null when async*/) {
2
3     // Add your code here
4
5 })(current, previous);
```

Editors



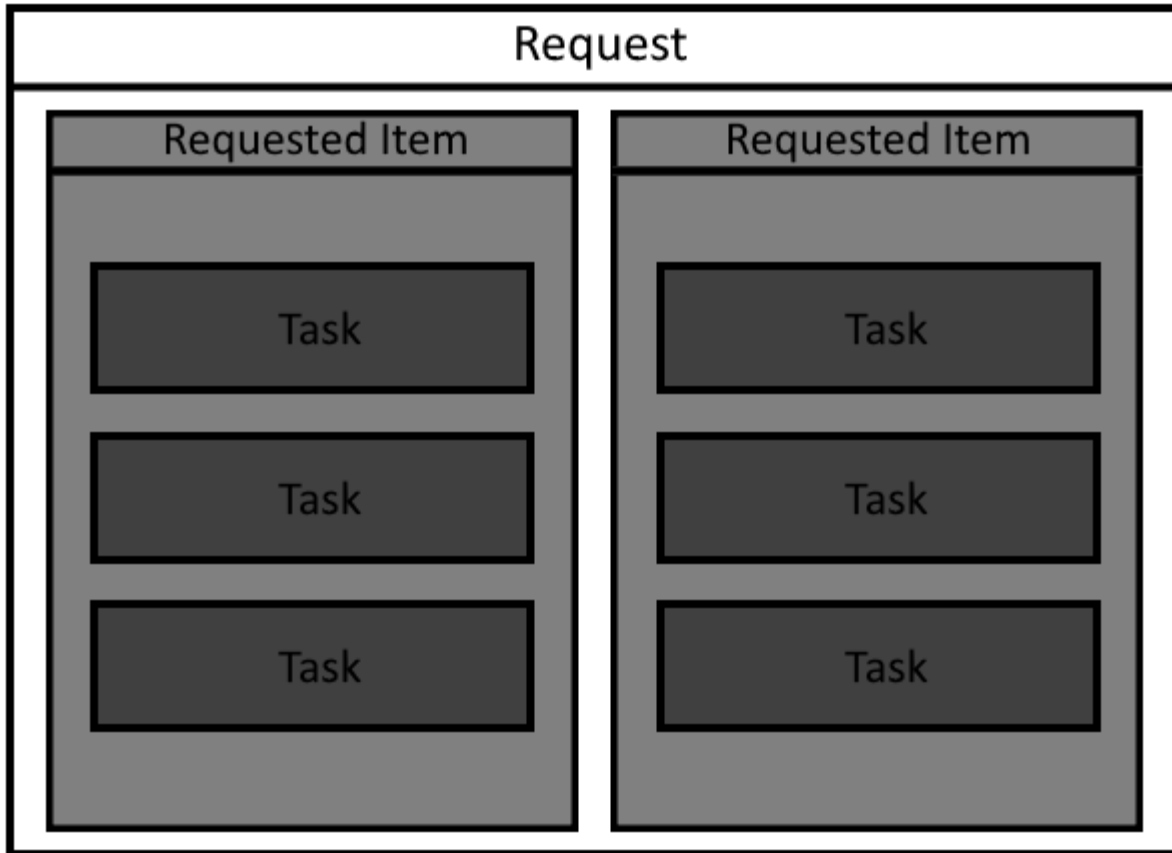


Set field values

Add message

Abort action **Virtual war room ⇒ Virtual War Room fields**

- Save
- Add to Visual Task Board
- Close Incidents
- Create Normal Change
- Create Emergency Change
- Metrics Timeline
- Follow on Live Feed
- Show Live Feed
- Configure**
  - Form Design
  - Form Layout
  - Related Lists**
    - All
    - Table
    - Security Rules
    - Business Rules
    - Client Scripts
    - UI Policies
    - Data Policies
    - UI Actions
    - Dictionary
- Export
- View
- Create Favorite
- Copy URL
- Copy sys\_id
- Show XML
- History
- Reload form



\* Reference

Reference qual condition

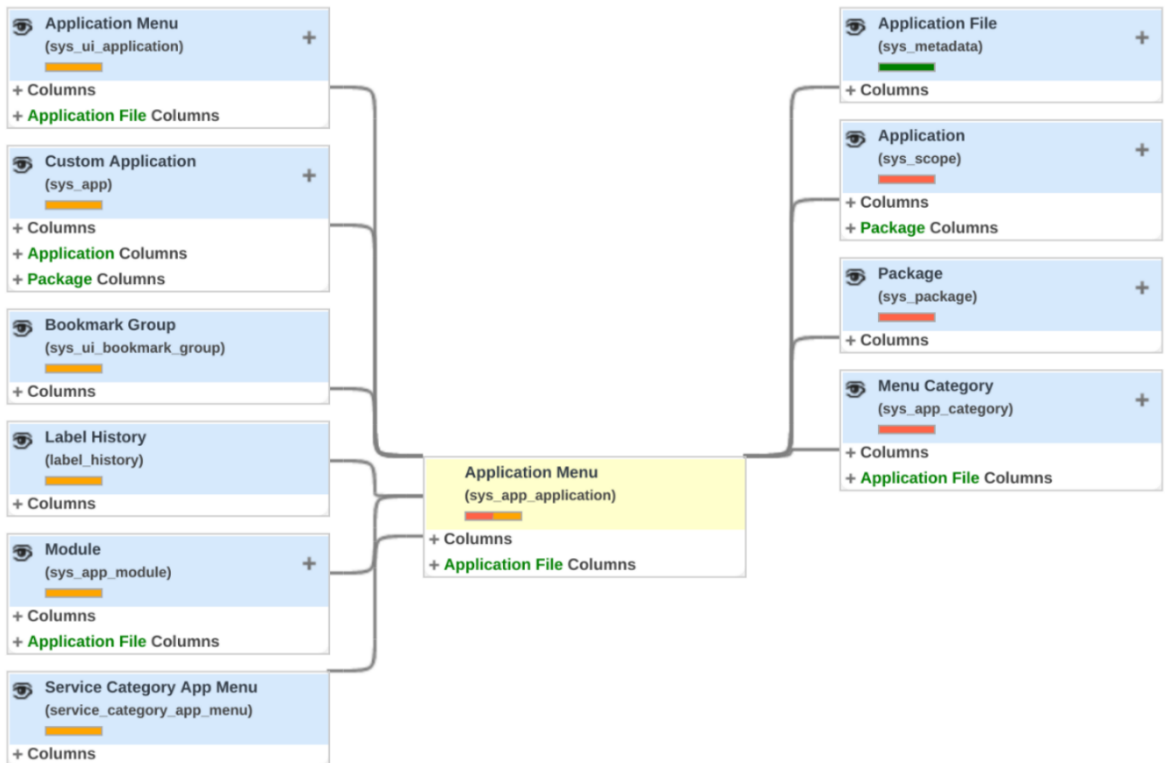
user	
Showing 1 through 15 of 15	
User	imp_user
<b>User</b>	<b>sys_user</b>
User Criteria	user_criteria
User Entitlement	alm_entitlement_user
User Subscription	sys_user_has_license
User Preference	sys_user_preference
User Presence	sys_user_presence
User Role	sys_user_has_role
User Session	sys_user_session
User Sets for subscriptions	license_has_user_set
User Subscription Source	sys_user_license_source
User Tag	label_user_m2m
User Token	sys_user_token
User Token Network	sys_user_token_network
Users Covered	clm_m2m_contract_user

System Administrator

- Profile
- Impersonate User
- Elevate Roles
- Logout

Application Menu

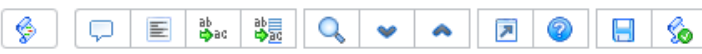
Show referenced tables
  Show referencing tables
  Show extended tables
  Show extending tables



Name  Application

Advanced  Applies to table

Queries from table

Query with 

```

1 (function refineQuery(current, parent) {
2
3     var parentSid = parent.getValue('sys_id');
4     current.addQuery('request.requested_for', parentSid);
5
6 })(current, parent);

```

**Available**

- Requested Item->Parent
- Required Field Remediation->Parent
- Service Task->Parent
- SLA Repair Log Entry->Parent task
- Stale CI Remediation->Parent
- Standard Change Proposal->Parent
- Successor of
- Task SLA->Task
- Task Survey->Task
- Task->Parent
- Ticket->Parent
- Time Worked->Task
- Variables->Task
- Virtual War Room->Parent
- Virtual War Rooms**
- Visual Task Board Card->Task

**Selected**

- Incident->Problem
- Problem Task->Problem

>
<
^
v

When to run **Actions**

Insert

Update

Filter Conditions

Role conditions

\* Reference

Reference qual condition

virtual war room|

Showing 1 through 1 of 1

Virtual War Room u\_virtual\_war\_room|



Condition

Script

```

1 (function executeRule(current, previous /*null when async*/) {
2
3   // Add your code here
4
5 })(current, previous);

```

Major Incident

INC0000006



Task SLAs Virtual War Rooms (1)

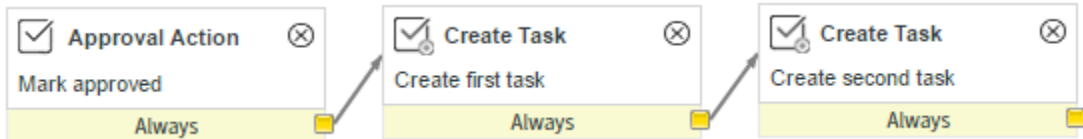
Virtual War Rooms  Go to Number Search  <<< 1 to 1 of 1 >>>

Virtual War Rooms

<input type="checkbox"/>	<input type="button" value="Info"/>	Number ▲	Priority	State	Assigned to	Short description	Task type
<input type="checkbox"/>	<input type="button" value="Info"/>	VWR0001003	4 - Low	Open			Virtual War Room

Actions on selected rows... <<< 1 to 1 of 1 >>>

## Chapter 5: Tasks and Workflows



Notes

Related Records    Closure Information

Watch list

Work notes list

Additional comments (Customer visible)

Work notes

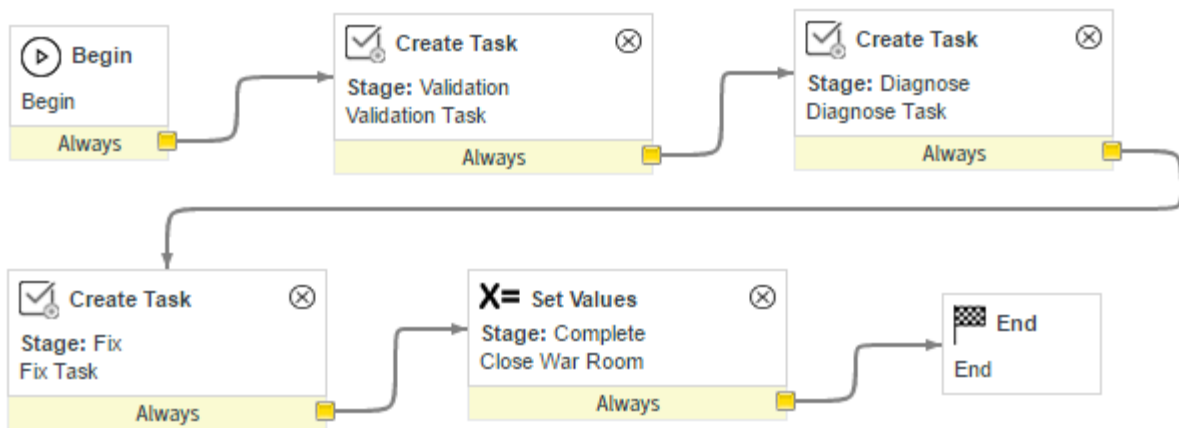
### Approvers

Users

Groups

Advanced

☰ War Room - Checked out by me



Activity

System Administrator  
Additional comments

System seems to be lagging and can't login

---

System Administrator

Caller	Bud Richman
Configuration item	Sales Force Automation
Impact	1 - High
Incident state	New
Opened by	Bud Richman
Priority	3 - Moderate

- Assigned to
- Attachments
- Caller
- Configuration item
- Impact
- Incident state
- Opened by
- Priority
- Relationship Changes
- Sent/Received Emails
- Work notes

[Configure available fields](#)

Resolve Delete



Workflow Activity [Diagrammer view] Update

Task values from: Values

Set values: Short description: Hello World!

Schedule: >

Script: >

Advanced

Advanced Script

```

1 // Set values for the task in this script. Use the variable 'task' when setting
2 // additional values.
3 // Note: This script is run after the task values are set using the Fields, Template or
4 // Values you have specified.
5 // For example:
6 // task.short_description = current.short_description;
```

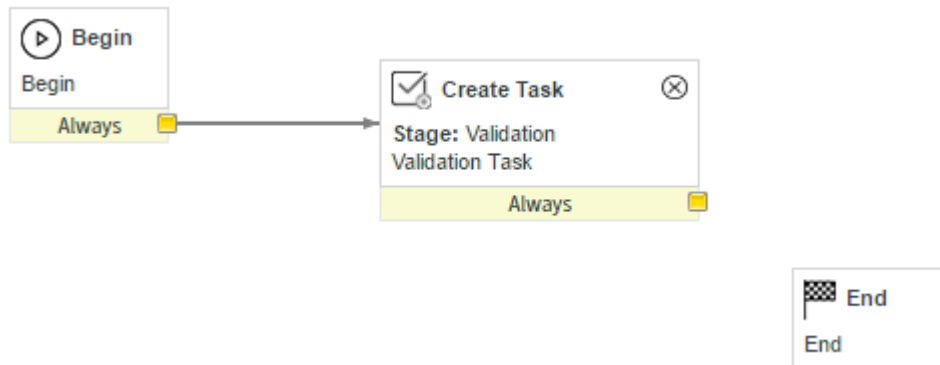
\* Task type

Change Request [change\_request]

Priority

4 - Low

Wait for completion



Workflows Core

example



\* Name

\* Table

Description

Extends table

Permission Access

Search for text

Column label

Start a new row...

Tables **New** for text task

All > Keywords = task

Label	Name
Service Task	service_task
<b>Task</b>	<b>task</b>
Execution Plan Task	sc_cat_item_delivery_task
Request	sc_request
Change Request	change_request

5 records

Wait for

- An approval from each group
- An approval from each group**
- An approval from any group
- An approval from everyone in all groups
- The first response from each group
- The first response from any group
- Condition based on script

**If** ✕

If priority is 1 or 2

Yes	☑
No	☑

Name

Stage  🔍

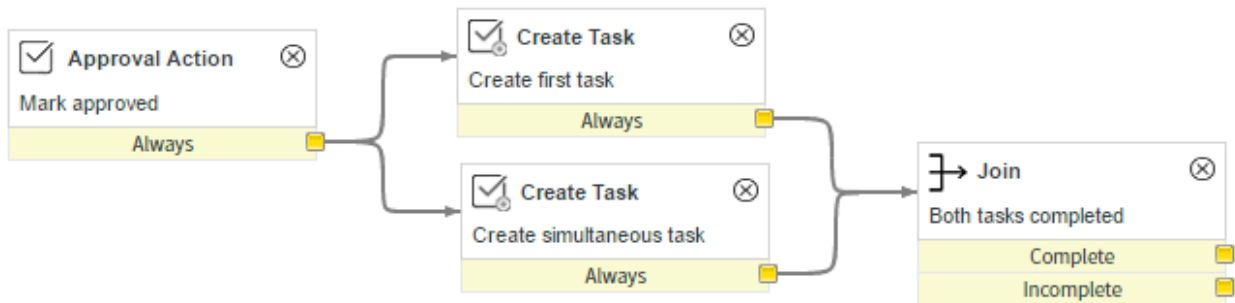
**Conditions** ▾

Condition Add Filter Condition Add "OR" Clause

Priority ▼ is ▼ 1 - Critical ▼ AND OR

or Priority ▼ is ▼ 2 - High ✕

Advanced



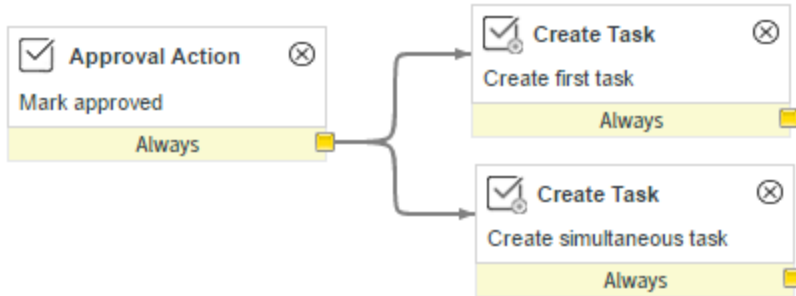
\* Type  🔍

umn name

Journal

Journal Input

Journal List



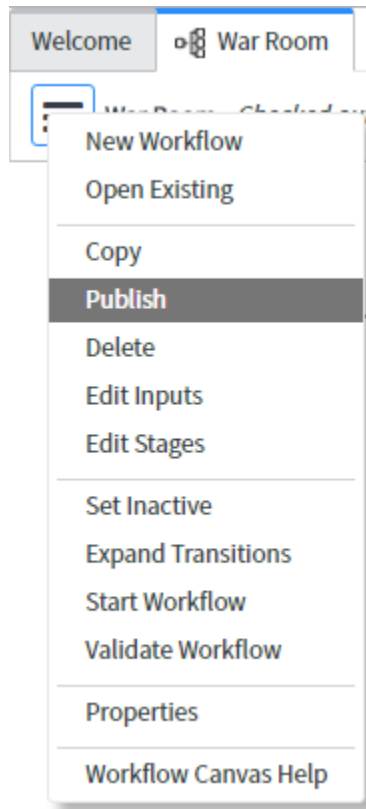
Condition

Add Filter Condition    Add "OR" Clause

Active    is    true

Condition script

```
1 answer = false; //This condition will never be fulfilled! Muahaha!
```



🔍	☰ Name	☰ Table	☰ Published
📘	<u>War Room</u>	Virtual War Room [u_virtual_war_room]	false

Available

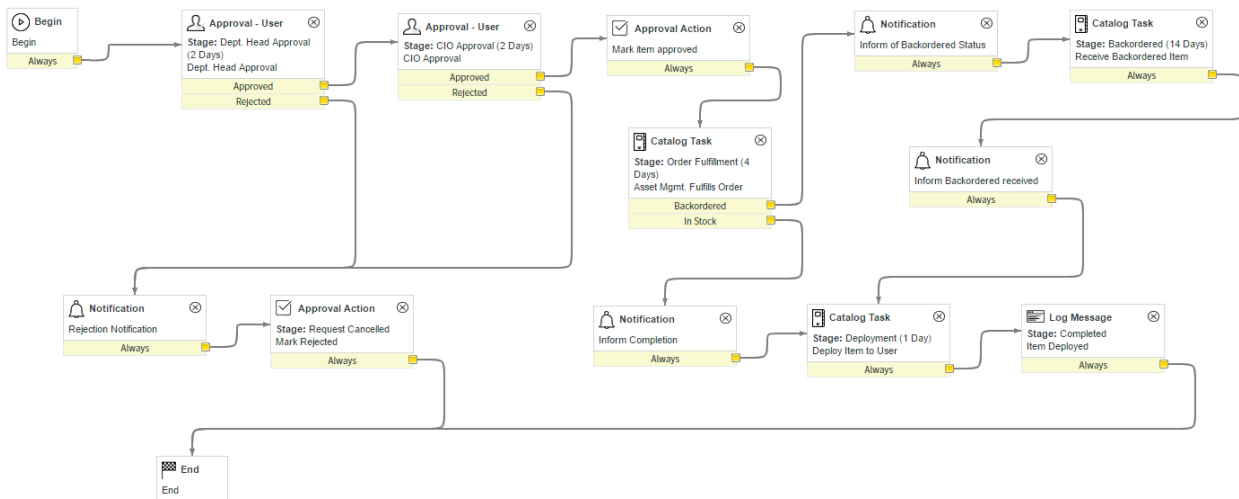
- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Approval
- Approval history
- Approval set
- Assignment group
- Business duration
- Business resolve time
- Business service
- Category
- Caused by Change
- Change Request
- Child Incidents

Selected

- Assigned to
- Configuration item
- Incident state
- Impact
- Priority
- Opened by
- Work notes
- Additional comments
- Sent/Received Emails
- Relationship Changes
- Attachments
- Caller

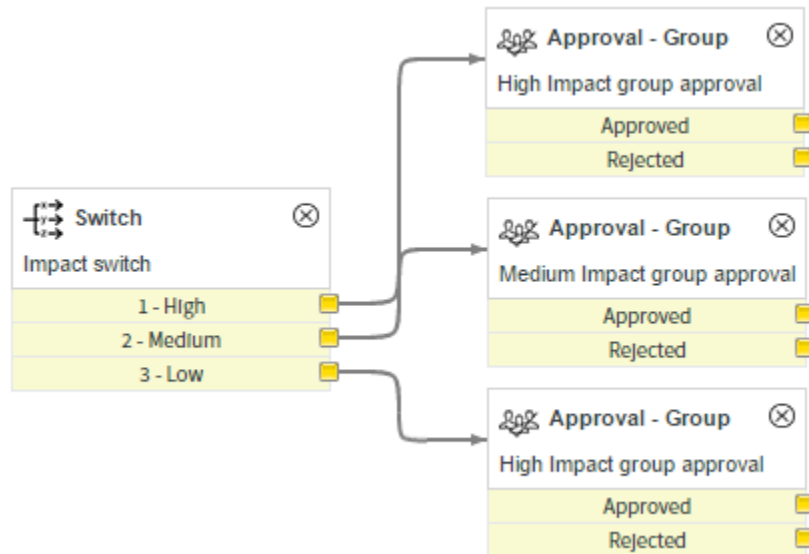
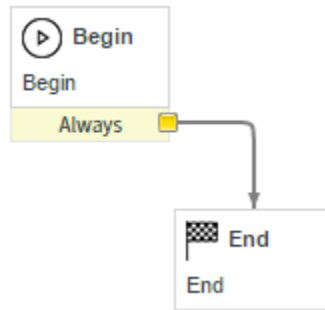


Cancel Save



Set these values

State	▼	Closed Complete	▼	✕
Actual end	▼	javascript:gs.getNowDateTime();		✕
-- choose field --	▼	-- value --		





## Task

What type of Task would you like to create?

- Catalog Task
- Change Request
- Change\_request
- Chat\_queue\_entry
- Follow On Task
- Group approval
- IMAC
- Incident
- KB Submission
- Orphan CI Remediation
- Private Task
- Problem
- Reclassification Task
- Recommended Field Remediation
- Reconcile Duplicate Task
- Request
- Request new Knowledge Base
- Requested Item
- Required Field Remediation
- Service\_task
- Stale CI Remediation
- Standard Change Proposal
- Ticket

Dependent Field	Calculated Value
-----------------	------------------

Use dependent field

Dependent on field Journal field 2 ▼

- ▼ Core Activities
  - ▼ Approvals
    - Approval - Group
    - Approval - User

Activity Properties: Create Task ?



Workflow Activity  
Validation Task [Diagrammer view]

Validation Task

Stage Validation

### Basics

\* Task type War Room Task [u\_war\_room\_task]

Priority 1 - Critical

Wait for completion

### Populate task variables

Task values from Values

Set values

Short description	Validate Major Incident Priority and Impact	X
-- choose field --	-- value --	



Advanced

Script

```
//1This script needs to set answer to 'yes' or 'no' to indicate the state of the activity.
//2
//3For example,
//4
//5 answer = ifScript();
//6
//7 function ifScript() {
//8     if (condition is true) {
//9         return 'yes';
//10    }
//11    return 'no';
//12 }
//13
```

Workflow Stages [Auto-ordered stages view] New Go to

1 to

All > Workflow version = Example Workflow

<input type="checkbox"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	<a href="#">Request Approved</a>	0 Seconds	request_approved
<input type="checkbox"/>	<a href="#">Waiting for Approval</a>	1 Day	waiting_for_approval
<input type="checkbox"/>	<a href="#">Fulfillment</a>	1 Day	fulfillment
<input type="checkbox"/>	<a href="#">Delivery</a>	2 Days	delivery
<input type="checkbox"/>	<a href="#">Request Cancelled</a>	0 Seconds	Request Cancelled
<input type="checkbox"/>	<a href="#">Completed</a>	0 Seconds	complete

Workflow

Contract Approval

Always



Condition

Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

Condition script



```
1 // Set the variable 'answer' to true or false to indicate if the condition has been met or not.  
2 if (someCheck()) {  
3     answer = true;  
4 } else {  
5     answer = false;  
6 }  
7
```

Workflow Contract Approval

Stage

Map return value to returnedApproval

# Chapter 6: UI and Data Policies

**Catalog UI Policy**  
New record

Applies to: A Catalog Item  Active

\* Catalog item

\* Short description

**Data Policy**  
Major incident field read-only when populated

\* Table: Virtual War Room [u\_virtual...]

Application: Global

Inherit

Apply to import sets

Reverse if false

Apply to SOAP

Active

Use as UI Policy on client

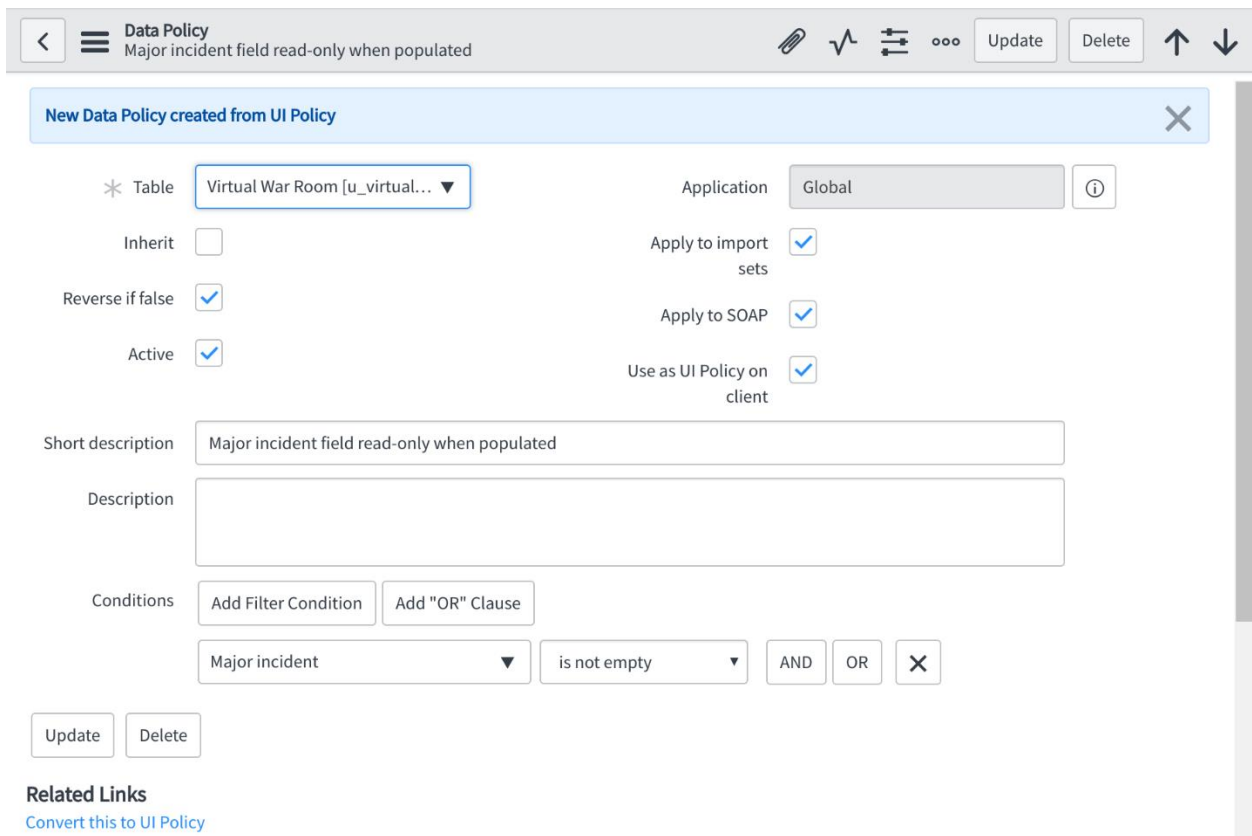
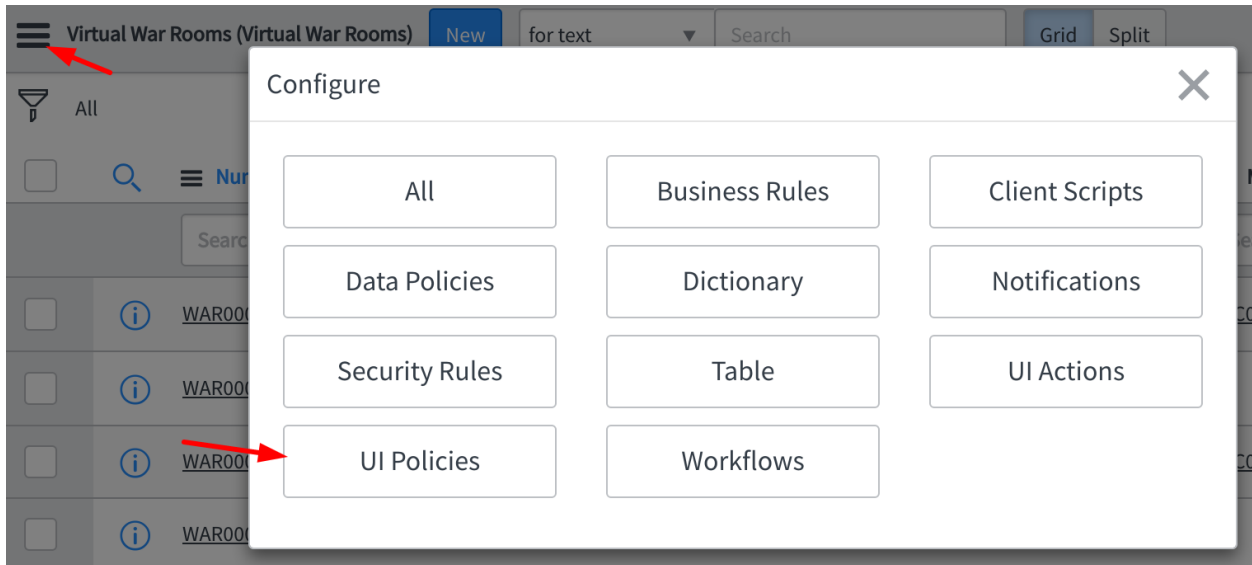
Short description: Major incident field read-only when populated

Description:




Conditions: Add Filter Condition Add "OR" Clause

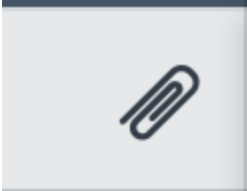
Major incident is not empty AND OR X

Update Delete



There are multiple UI Policies with the same Order for this field - their run order is not predictable: [Example UI Policy 2](#), [Example UI Policy 1](#)

 System Administrator  



- Profile
- Impersonate User
- Elevate Roles
- Logout

tion

Le

Global

View

☰ State ▲

☰ Blocked

☰ Parent

☰ Pr

Sort (a to z)

Sort (z to a)

Show Visual Task Board

Ungroup

Group By Short description

Bar Chart

Pie Chart

Configure ▶

Import

Export ▶

Update Selected

Update All

Create Application Files

Import XML

Show XML

List Layout

List Calculations

List Control

All

Table

Security Rules

Business Rules

Workflows

Client Scripts

UI Policies

Data Policies

UI Actions

Notifications

Dictionary

Personalize List Columns

Change View

List Layout

List Calculations

List Control

Configure

Import

Export

Create Favorite








Update All




Update Selected








Create Application Files

Import XML



	 Field name	 Mandatory	 Visible	 Read only
	 <u>assigned_to</u>	True	Leave alone	Leave alone

 UI Policy Actions
 [New](#)
Search  
 

 UI policy = test policy
   
 
 Field name
 Mandatory
 Visible
 Read only

No records to display








 UI Policy [Advanced view\*]
  

Table 
Application 


Active

\* Short description

Order

When to Apply **Script**

Conditions

Global 
On load

Reverse if false 
Inherit

**Related Links**  
[Default view](#)



\* Type  Application  ⓘ

\* Operation  ⓘ




Active

Admin overrides  Advanced

\* Name ▶

Description

Definition ▼

Requires role <span style="float: right;">◀◀ 1 to 1 of 1 ▶▶ ☰</span>	
	≡ Role
	 admin
	<i>Insert a new row...</i>

Condition [2 records match condition](#) 

**Related Links**

[Convert this to Data Policy](#) 

[Advanced view](#)

UI Policy Actions

# Chapter 7: User Administration and Security

\* Name

Definition



Requires role	
	Role
	admin
	<i>Insert a new row...</i>

Condition **2 records match condition**

- Pending
- Open
- Work in Progress
- Closed Complete**

Script

1	
---	--

Add Filter Run filter ?

-- choose field -- -- oper -- -- value --

Collection

Q

- activity\_admin
- activity\_creator
- admin
- agent\_admin
- api\_analytics\_read
- approval\_admin
- approver\_user
- assessment\_admin
- asset
- assignment\_rule\_admin
- bsm\_legacy
- bsm\_legacy\_admin
- business\_rule\_admin
- catalog
- catalog\_admin
- catalog\_editor
- catalog\_item\_designer
- catalog\_lookup\_admin

Roles List

CAB Approval

- change\_manager



Cancel

Save

Notification [Advanced view] Update Preview Notification Delete

Name: Alert assignee on notes update      Type: EMAIL

Table: Virtual War Room [u\_virtual\_war\_ro...      Active:

Description:

When to send | Who will receive | What it will contain

Send when: Record inserted or updated      Weight: 0

Inserted:       Updated:

Conditions: Add Filter Condition    Add "OR" Clause

-- choose field --    -- oper --    -- value --







Advanced condition +



1	
---	--

Update Preview Notification Delete

## System Settings

Switch to UI15 ✕

-  **General**
-  Theme
-  Lists
-  Forms
-  Notifications
-  Developer

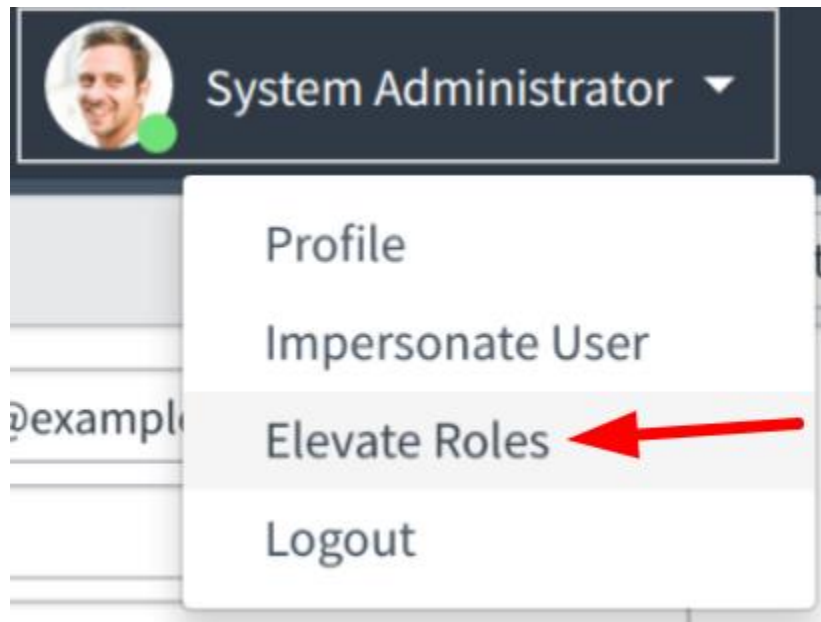
- Accessibility enabled
- Compact the user interface  
- Compact list date/time
- Home
  - Homepages
  - Dashboards
- Date/Time
  - Calendar
  - Time Ago
  - Both
- Time zone: America/Los\_Angeles ↻
- Printer friendly version 

Condition

```
!current.source.isNil() && gs.hasRole('admin')
```

Available

- Virtual War Room fields
- .Assigned to-->User fields
- Active
- Building [+]
- Business phone
- Calendar integration
- City
- Class
- Company [+]



Roles (1) | Group Members (5) | Groups | Skills | Locations Covered | Covered by Dispatch Groups | Assignment Groups Covered

Roles Edit... Go to Created Search

Group = CAB Approval

Created	Role	Granted by	Inherits
2016-11-12 22:24:54 <small>just now</small>	change_manager		true

Actions on selected rows...

1 to 1 of 1

System Plugins (Plugins) <span>for text</span> <input type="text" value="Search"/> <span>Grid Split</span> <span>↻</span>				
All > Name starts with high security				
<input type="checkbox"/>	<input type="text" value="high security"/> <input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	<a href="#">High Security Settings</a>	1.0.0	<span style="color: green;">●</span> Active	com.glide.high_security

## Impersonate User ✕

### Recent Impersonations

- Abel Tuter
- Adela Cervantsz
- test user

## Impersonate User



Search for user



### Recent Impersonations

System Administrator



Abel Tuter

Adela Cervantsz

test user



### Related Links


[Show Notification Scripts](#)

[Advanced view](#)




Descendants

Versions (2)

Type  

Address

- Email
- Push
- SMS
- Voice

Send when  

Weight

Inserted






Updated

### Users

~~Beth Anglin~~

excluded recipients because user's "Notification" setting is disabled

## Requires role

Requires role	
	 Role
	 <u>admin</u>
	<i>Insert a new row...</i>





Carol Coughlin

User ID: carol.coughlin | Email: carol.coughlin@example.com

First name: Carol | Notification: Disable

Last name: Coughlin | Calendar integration: -- None --

Title: | Time zone: System (America/Los\_Angeles)

Department: Sales | Business phone: | Mobile phone: | Photo: Click to add...

Password: | Geolocation tracked: | Location: 322 West 52nd Street, New York, NY

Active:  | Date format: System (yyyy-MM-dd)

Update | Delete

**Related Links**

[Notification Preferences](#)

[View Subscriptions](#)

Roles (14) | Groups (1) | Delegates | Subscriptions

Roles Edit... Go to Role Search 1 to 14 of 14

Role	State	Inherited	Inheritance Count
<input type="checkbox"/> <a href="#">task_activity_writer</a>	Active	true	3
<input type="checkbox"/> <a href="#">wm_basic</a>	Active	true	2



Notification Preferences Create New Device

Notifications Subscriptions

Notification

primary\_email

Inresnoia

Transform History

Virtual War Room

Visual Task Board Card

Work Order

Work Order Task

X.509 Certificate

Alert assignee on notes update (Virtual War Room) [Edit](#)



### Preview records for this breakdown source

Event Creator

Preview Record

System Administrator	🔍	ℹ️
----------------------	---	----

WAR0001004	🔍	ℹ️
------------	---	----

### Users

**Beth Anglin**

### Subject

Work notes updated on Virtual War Room WAR0001004

### Body

Virtual War Room [WAR0001004](#) has received new Work notes.

Work notes:

2016-11-17 01:17:17 PST - System Administrator Work notes  
example work note

2016-11-17 01:17:10 PST - System Administrator Work notes  
test2

2016-09-13 21:49:21 PDT - System Administrator Work notes  
test

### Users

**Beth Anglin**

excluded recipients because user's "Notification" setting is disabled

# Chapter 8: Introduction to Scripting

Script

```
1 var answer;  
2 if (gs.hasRole('itil') || gs.hasRole('admin')) {  
3   answer = true;  
4 } else {  
5   answer = false;  
6 }  
7  
8 return answer;
```

Business Rule  
Maintain 1:1 relationship with Incident

Name: Maintain 1:1 relationship with Incident  
Table: Virtual War Room [u\_virtual\_war\_r...]

Application: Global  
Active:   
Advanced:

When to run | Actions | **Advanced**

Condition

Script

```
1 (function executeRule(current, previous /*null when async*/) {  
2  
3   var newIncident = current.u_major_incident.getRefRecord();  
4   var oldIncident = previous.u_major_incident.getRefRecord();  
5   newIncident.setValue('u_war_room', current.getValue('sys_id'));  
6   oldIncident.setValue('u_war_room', '');  
7   newIncident.update();  
8   oldIncident.update();  
9  
10 })(current, previous);
```

Update Delete

Client Script (BP) Hide Choice - Closed

Name: (BP) Hide Choice - Closed      Application: Global

Table: Incident [Incident]      Active:

UI Type: Both      Inherited:

Type: **onLoad**      Global:

Description:

Messages:

```

1 // Hide "Closed" Incident state and State from everyone but itil_admin
2
3 function onLoad() {
4   if (g_user.hasRole('itil_admin'))
5     return;
6
7   if (g_form.getValue('incident_state') != '7')
8     g_form.removeOption('incident_state', 7);
9   if (g_form.getValue('state') != '7')
10    g_form.removeOption('state', 7);
11 }
12

```

Incidents **New** Go to Updated Search

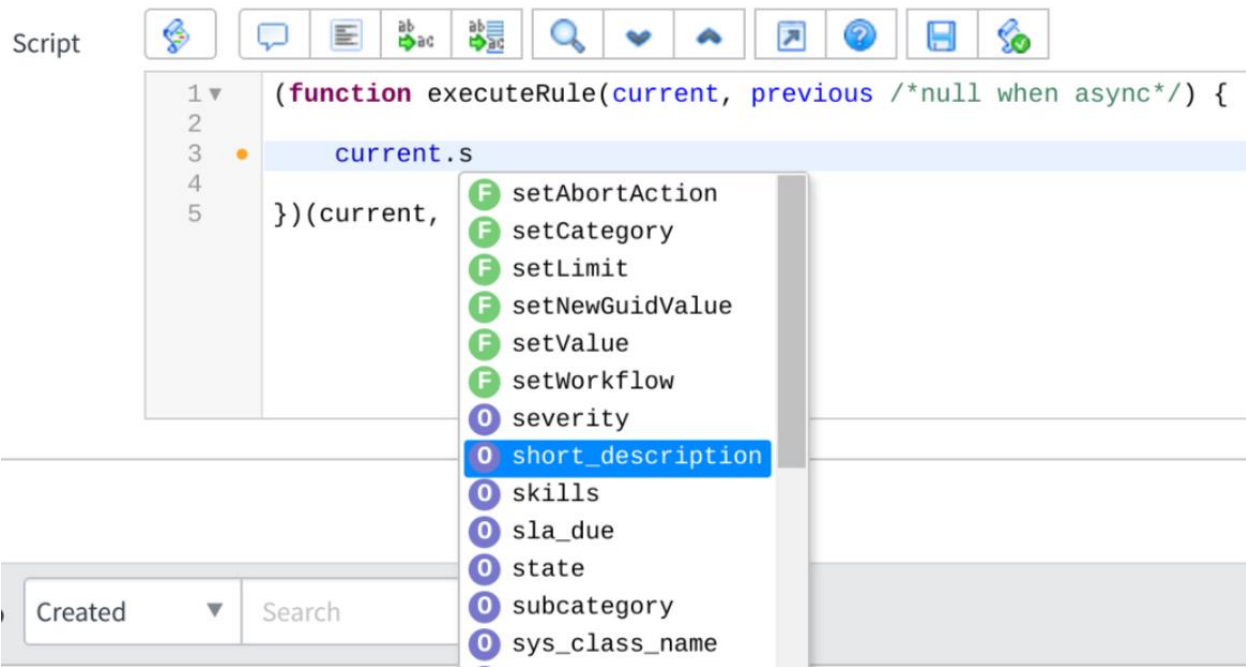
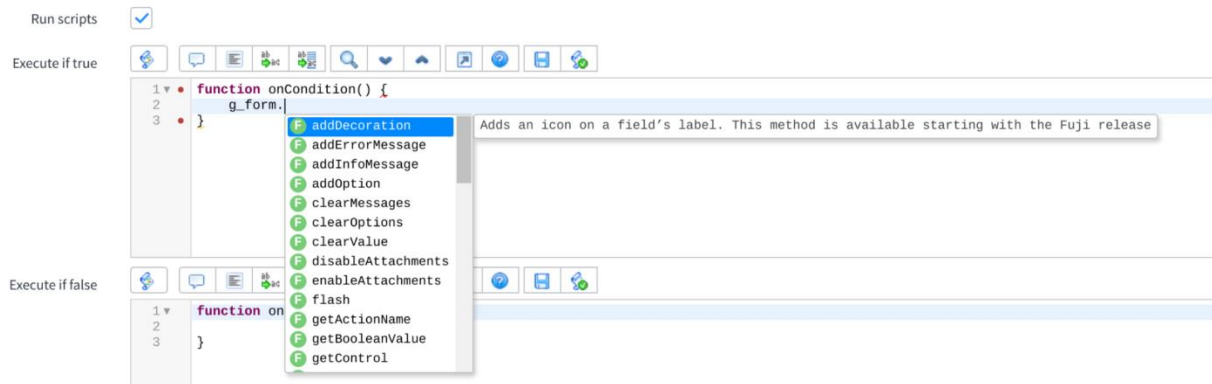
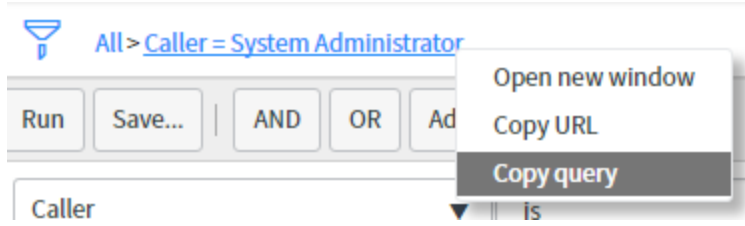
**All > Caller = System Administrator**

Run Save... AND OR Add Sort

Caller is javascript:gs.getUserID();

Run

	Number	Opened	Short description	Caller	Priority	Assigned to
<input type="checkbox"/>	<a href="#">INC0000031</a>	2016-05-14 17:18:03 7mo ago	When can we get off Remedy? UI is killing us	<b>System Administrator</b>	1 - Critical	David Loo
<input type="checkbox"/>	<a href="#">INC0000039</a>	2016-06-11 17:41:01 6mo ago	Trouble getting to Oregon mail server	<b>System Administrator</b>	5 - Planning	



Script

```

1 (function executeRule(current, previous /*null when async*/) {
2
3   current.setValue('short_description', 'shortDescVal');
4
5 })(current, previous);

```

Could not save record because of a compile error: JavaScript parse error at line (3) column (55) problem = unterminated string literal (<refname>; line 3)

Script

```

1 (function executeRule(current, previous /*null when async*/) {
2
3   var a = beginningOfYesterday();
4
5 })(current, previous);
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22

```

- Fields
- GlideRecord
- GlideElement
- System
- System Date/Time
- System Logging
  - debug
  - error
  - info
  - isDebugging
  - log
  - logError
  - logWarning
  - warn
- GlideAggregate

Script

```

1 (function executeRule(current, previous /*null when async*/) {
2
3   var gr = new GlideRecord('incident');
4   gr.
5
6 })(current, previous);
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21

```

- Fields
- GlideRecord
- GlideElement
- System
  - System Date/Time
  - System Logging
    - debug
    - error
    - info
    - isDebugging
    - log
    - logError
    - logWarning
    - warn
- GlideAggregate

addActiveQuery  
 addEncodedQuery  
 addJoinQuery  
 addNotNullQuery  
 addNullQuery  
 addQuery  
 autoSysFields  
 canCreate  
 canDelete  
 canRead  
 canWrite  
 chooseWindow  
 deleteMultiple

Adds an encoded query to the other queries that may have been set

When to run | Actions | **Advanced**

Condition

Script

```

1 (function executeRule(current, previous /*null when async*/) {
2
3   var gr = new Glide
4
5 })(current, previ
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20

```

- GlideAggregate
- GlideDate**
- GlideDateTime
- GlideDuration
- GlideElement
- GlideElementDescriptor
- GlideFilter
- GlideLocale
- GlidePluginManager
- GlideQueryCondition
- GlideRecord
- GlideRecordSecure
- GlideSchedule

The scoped GlideDate class provides methods for performing operations on GlideDate objects, such as instantiating GlideDate objects or working with GlideDate fields

```
var gr = new GlideRecord()
```

GlideRecord(tableName: string)

Script

```

1 /**
2
3  * Description:
4
5  * Parameters:
6
7  * Returns:
8  */
9

```

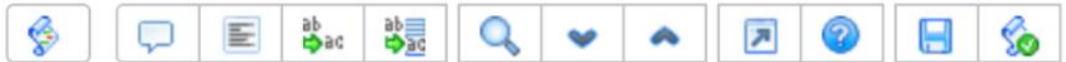


Script



```
1 var EditorMacroDemo = Class.create();
2 EditorMacroDemo.prototype = {
3   initialize: function() {
4     },
5
6   /*
7    * Description:
8    * Parameters:
9    * Returns:
10  */
11  : function() {
12
13  },
14
15
16  type: 'EditorMacroDemo'
17  };
```




Script



```
1 for (var i=0; i< myArray.length; i++) {
2   //myArray[i];
3
4 }
5
```

## Script

```
1 //vargr:
2 var gr = new GlideRecord("");
3 gr.addQuery("name", "value");
4 gr.query();
5 ▼ if (gr.next()) {
6
7 }
8
9 //vargror:
10 var gr = new GlideRecord('');
11
12 var qc = gr.addQuery('field', 'value1');
13
14 qc.addOrCondition('field', 'value2');
15 gr.query();
16
17 ▼ while (gr.next()) {
18
19
20 }
```

< Editor Macro  
dowhile    Update Delete

Name

Comments

Text

Update Delete

The image shows a software interface with a context menu open. The menu items are:

- Save
- Cancel Change
- Add to Visual Task Board
- Create Work Order
- Propose a Standard Change Template
- Refresh Impacted Services
- Metrics Timeline
- Follow on Live Feed
- Show Live Feed
- Edit Risk Conditions
- Configure
- Export
- View
- Create Favorite
- Copy URL
- Copy sys\_id
- Show XML
- History
- Reload form

Red arrows indicate the following mappings:

- From 'Cancel Change' to the 'Cancel Change' button in the top toolbar.
- From 'Request Approval' to the 'Request Approval' button in the top toolbar.
- From 'Update' to the 'Update' button in the top toolbar.
- From 'Copy Change' to the 'Copy Change' button in the top toolbar.

The background interface includes a top toolbar with buttons for 'Request Approval', 'Update', 'Copy Change', and 'Delete'. Below this is a status bar with 'Closed' and 'Canceled' labels. The main area contains several greyed-out panels and search boxes.

# Chapter 9: The Server-side Glide API

Incidents [Example\_view view] **New** Go to Updated Search

All > Assigned to Active = true > Active = true .or. State in (New, In Progress, On Hold)

Run Save... AND OR Add Sort

All of these conditions must be met

Assigned to.Active is true

Active is true

or State is one of

- New
- In Progress
- On Hold
- Resolved

Run

Incidents [Example\_view view] **New** Go to Updated Search

All > Assigned to Active = true > Active = true .or. State in (New, In Progress, On Hold)

Number	Opened	Short description
<a href="#">INC0000025</a>	2016-05-19 16:53:46	I need more memory

Open new window  
Copy URL  
Copy query

This is an error message. X

Incidents [Example\_view view] New Go to Updated Search

All > Assigned to Active = true > Active = true .or. State in (New, In Progress, On Hold)

Run Save... AND OR Add Sort

All of these conditions must be met

Assigned to.Active is true

Active is true

or State is one of

- New
- In Progress
- On Hold
- Resolved

Run

Incidents [Example\_view view] New Go to Updated Search

All > Assigned to Active = true > Active = true .or. State in (New, In Progress, On Hold)

Number	Opened	Short description
INC0000025	2016-05-19 16:53:46	I need more memory

- Open new window
- Copy URL
- Copy query

Condition

This is an error message. ✕

Incident INC0000020

Number: INC0000020

Contact type: Phone

Caller: Fred Luddy

Category: Inquiry / Help

Subcategory:

JavaScript Executor

```
var incNumber = g_form.getValue('number');
console.log('The current Incident's Number is: ' + incNumber);
```

Run my code

Execute code Close

The current Incident's Number is: INC0000020 VM1553:2

**Script Include**  
New record

Name:  Application:

API Name:  Accessible from:

Client callable:  Active:

Description:

Script: 

```
1 var GetPropertyAjax = Class.create();
2 GetPropertyAjax.prototype =
3   Object.extend(Object.prototype, {
4     type: 'GetPropertyAjax'
5   });
```

Protection policy:

Global System Administrator

JavaScript Executor

```
function ajaxCallback(answer) {
  console.log('The callback has finished running.');
```

Run my code

```
var ga = new GlideAjax('GetPropertyAjax');
ga.addParam('sysparm_name', 'getProp');
ga.addParam('sysparm_prop_name', 'glide.servlet.uri');
ga.getXMLAnswer(ajaxCallback);
console.log('The last line of code has run.');
```

Execute code

Close

Console

```
The last line of code has run. VM3104:8
The callback has finished running. VM3104:2
```

Closed

2022-12-09 22:08:29



**Are you a time traveler?**

Closed

2022-12-09 22:08:29



**Are you a time traveler?**

**Are you a time traveler?**

**Are you a time traveler?**

# Chapter 10: The Client-side Glide API

Incident INC0000020

Number: INC0000020

Contact type: Phone

Caller: Fred Luddy

JavaScript Executor

```
var incNumber = g_form.getValue('number');
console.log('The current Incident's Number is: ' + incNumber);
```

Buttons: Run my code, Execute code, Close

Right sidebar: The current Incident's Number is: INC0000020 VM1553:2

Script Include New record

Name: GetPropertyAjax

Application: Global

API Name: global.GetPropertyAjax

Accessible from: This application scope on

Client callable:

Active:

Description:

Script:

```
1 var GetPropertyAjax = Class.create();
2 GetPropertyAjax.prototype =
3   Object.extend(Object.prototype, {
4     type: 'GetPropertyAjax'
5   });
```

Protection policy: -- None --

Submit



Global System Administrator

**JavaScript Executor**

```
function ajaxCallback(answer) {
  console.log('The callback has finished running.');
```

Run my code

```

}
var ga = new GlideAjax('GetPropertyAjax');
ga.addParam('sysparm_name', 'getProp');
ga.addParam('sysparm_prop_name', 'glide.servlet.uri');
ga.getXMLAnswer(ajaxCallback);
console.log('The last line of code has run.');
```

Execute code Close

Elements Console Sources Network Timeline

Preserve log

The last line of code has run. VM3104:8

The callback has finished running. VM3104:2

Closed

2022-12-09 22:08:29



Are you a time traveler?

Are you a time traveler?

Are you a time traveler?

State

In Progress



Impact

New

In Progress

On Hold

urgency

Resolved

Closed

Priority

Canceled

	Table	Element	Language	Value	Label	Inactive	Sequence
	=incident	=state	Search	Search	Search	Search	Search
	incident	state	en	1	New	false	0
	incident	state	en	2	In Progress	false	1
	incident	state	en	3	On Hold	false	2
	incident	state	en	6	Resolved	false	3
	incident	state	en	7	Closed	false	4
	incident	state	en	8	Canceled	false	5

Impact

3 - Low ▼

---

1 - High

2 - Medium

3 - Low

Impact

2 - Medium ▼

JavaScript Executor ✕

Run my code

```
g_form.removeOption('impact', '1');
g_form.addOption('impact', '1', 'CRITICAL', 0);
```

Execute code ▼
Close

Impact

2 - Medium ▼

---

CRITICAL

2 - Medium

3 - Low

Business service



Configuration item



Parent Incident



Business service



Parent Incident



Closed



**Are you a time traveler?**

Business service



Parent Incident



## Chapter 11: Server-side Scripting



Show Related Fields ▼



Business resolve time

Business service

Business service  $\Rightarrow$  Business Service fields

Caller

Caller  $\Rightarrow$  User fields

Category

Caused by Change

Reference Fields



All

Load Filter Save Filter Sort Filter Clear All Run

All of these conditions must be met

Keywords are

Search

Short description	Caller	Priority	Assigned to	Assignment group	State	Category	Updated
can't access Exchange server - is it down?	JB Jerrod Bennett	1 - Critical	Beth Anglin	Hardware	In Progress	Hardware	2016-09-09 12:49:40 5mo ago
can't launch my VPN client since the last software update	FL Fred Luddy	1 - Critical	Don Goodliffe	Software	In Progress	Software	2016-09-09 12:50:33 5mo ago
can't get my weather report	CW Charlie Whitherspoon	5 - Planning	Don Goodliffe	Service Desk	In Progress	Inquiry / Help	2016-09-09 12:50:57 5mo ago

Assigned to . Active is

Assigned to → Active

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Approval
- Approval set
- Assigned to
- Assignment group
- Business duration
- Business resolve time
- Building
- Business phone
- Calendar integration
- City
- Class
- Company
- Cost center
- Country code
- Created
- Created by

 All

Load Filter Save Filter Sort Filter Clear All Run Close

All of these conditions must be met

Assigned to . Sys ID is javascript:gs.getUserID() Minus OR AND


























or

New Criteria



## Chapter 12: Client-side Scripting

```
if (isLoading || newValue === '') {  
    return;  
}
```

 <a href="#">INC0000015</a>	2016-05-26 16:38:46 8mo ago	I can't launch my VPN client since the last software update	 <a href="#">Fred Luddy</a>	 1 - Critical	 <a href="#">Don Goodliffe</a>
 <a href="#">INC0000029</a>	2016-06-09 17:00:44 8mo ago	I can't get my weather report	 <a href="#">Charlie Whitherspoon</a>	5 - Planning	 <a href="#">Don Goodliffe</a>
 <a href="#">INC0000016</a>	2016-05-21 16:40:23 9mo ago	Rain is leaking on main DNS Server	 <a href="#">Bow Ruggeri</a>	 1 - Critical	 <a href="#">ITIL User</a>
 <a href="#">INC0000037</a>	2016-06-11 17:34:56 8mo ago	Request for a new service	 <a href="#">Sam Sorokin</a>	3 - Moderate	 <a href="#">Howard Johnson</a>
 <a href="#">INC0000044</a>	2016-06-11 17:47:08 8mo ago	Can't log into SAP from my laptop today	 <a href="#">Joe Employee</a>	 2 - High	 <a href="#">Fred Luddy</a>
 <a href="#">INC0000041</a>	2016-06-11 17:44:53 8mo ago	My desk phone does not work	 <a href="#">Bow Ruggeri</a>	3 - Moderate	 <a href="#">ITIL User</a>
 <a href="#">INC0000027</a>	2016-06-07 16:55:55 8mo ago	Please remove the latest hotfix from my PC	 <a href="#">Fred Luddy</a>	 2 - High	 <a href="#">ITIL User</a>



Assigned to

Save

4 records will be updated.



Assigned to

david |



Recent selections

David Loo david.loo@example.com

Macro say\_hello

Name  Application  Active

Description

XML 

```
1 <?xml version="1.0" encoding="utf-8" ?>
2 <j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide" xmlns:j2="null"
  xmlns:g2="null">
3 <g:requires name="say_hello.jsdbx" />
4 </j:jelly>
```

Protection policy -- None --

Update Delete



**UI Formatter**  
Say Hello Formatter

Application: Global

Name: Say Hello Formatter

Formatter: say\_hello

Table: Incident [incident]

Active:

Type: Formatter

Update Delete

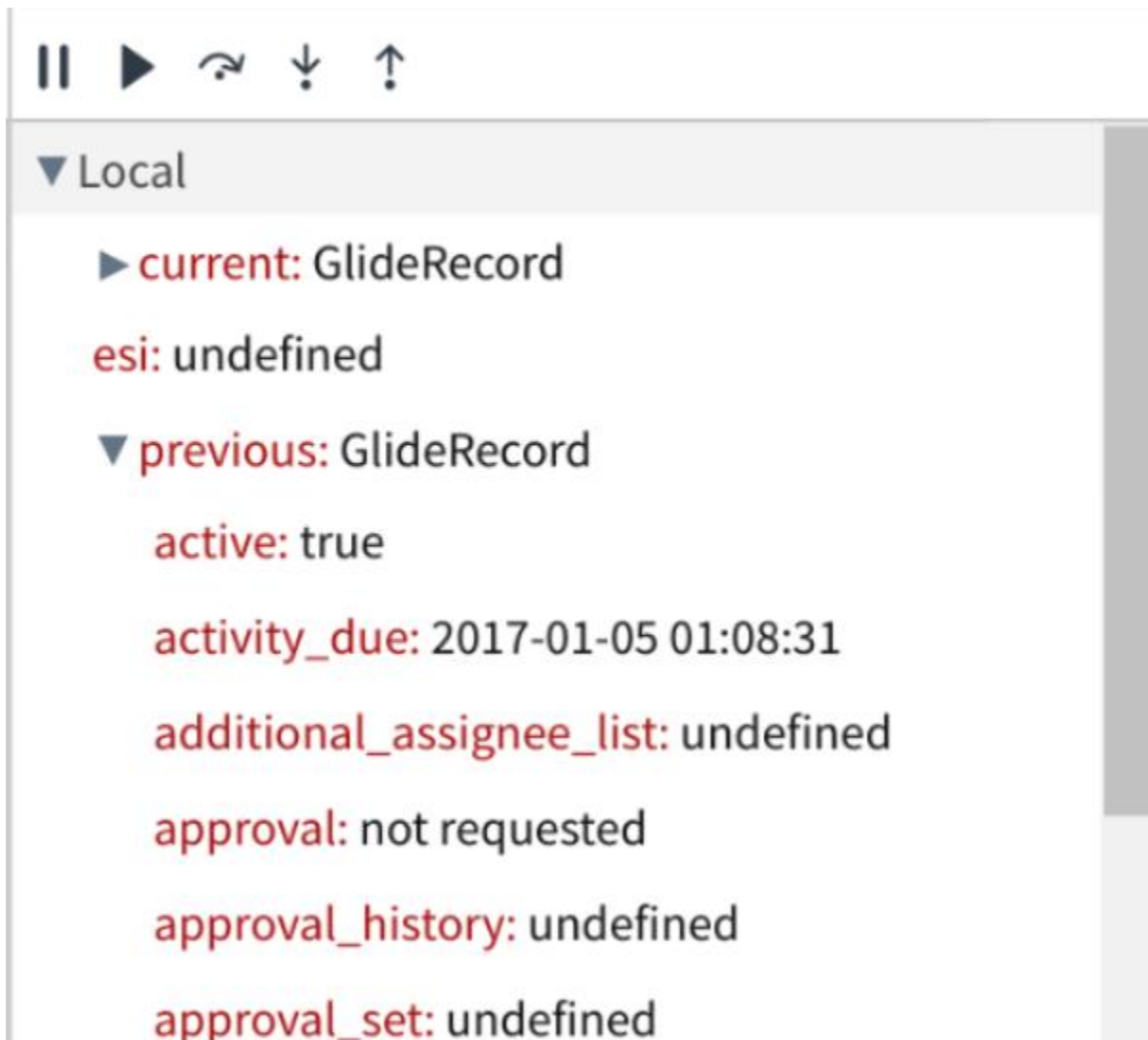
**Related Links**  
[View UI Macro for this Formatter](#)

- ### Formatters
- Checklist
  - Incident Variable Editor
  - Parent Breadcrumbs
  - Ratings
  - Say Hello Formatter**

Assignment group: Network

Group manager: Bow Ruggeri

## Chapter 13: Debugging



## ▼ Global

**answer:** global.IncidentReasonSNC

▶ **browser:** Object

**cp:** undefined

▶ **current:** GlideRecord

**gFormSecurityReadOnlyFields:** undefined

**g\_max\_table\_length:** 80

▶ **g\_scratchpad:** GlideFormScratchpad

**g\_tz\_offset:** -28800000

**g\_warn\_time:** 100.0

**glide.security.is.admin:** true

▶ **gr:** GlideRecord

▶ **gs:** GlideSystem

**isBrowserSupported:** allow

**isCmsPage:** false

**names:** undefined

**qc:** undefined

**...** undefined

# Script Debugger

Breakpoints   **Call Stack**

**(Anonymous Function)**

Line 6, Script Include, rhino.global

**(Anonymous Function)**

Line 8, Script Include, rhino.global

**executeRule**

Line 3, Business Rule, rhino.global

**(Anonymous Function)**

Line 1, Business Rule, rhino.global

## ▼ Transaction Detail

### ▼ Request Parameters

**sysparm\_record\_rows:** 31

**sys\_id:**

d71f7935c0a8016700802b64c67c11c6

**sysparm\_record\_target:** incident

**sysparm\_record\_list:**

active=true^ORDERBYDESCnumber

**sysparm\_nostack:** true

**sysparm\_record\_row:** 4

**instance:** dev12567

**address:** 10.249.132.116

**session:**

8DA92D0D4FC53600993533718110C7DF

**forward:** 71.63.214.220

**query count:** 20

**thread:** Default-thread-125

**transactionId:**

01d537e94f497600993533718110c7d0

**token:**

8DA92D0D4FC53600993533718110C7DF


**name:** #45240 /incident.do

**startTime:** 2017-02-20 00:50:24

**page:** incident

**user:** admin

Script



```
1 (function e:  
2   var esi  
3   esi.sho  
4   gs.addI  
5 })(current,
```

# Script Debugger

Breakpoints    Call Stack

- ▼ Script Include
  - ▼ ExampleSITwo
    - Line 6 : ExampleSITwo (script)
  - ▼ ExampleSI
    - Line 8 : ExampleSI (script)
- ▼ Business Rule
  - ▼ test br
    - Line 2 : test br (script)
    - Line 4 : test br (script)

Business Rule > test br		▶ ⌂ ↓ ↑
1 ▼	(function executeRule(current, previous /*null when async*/) {	▼ Local
2	var esi = new ExampleSI('This is the test message.');	▶ current: GlideRecord
3	esi.showMsg();	esi: undefined
4	gs.addInfoMessage('Done!');	▶ previous: GlideRecord
5	})(current, previous);	▼ Closures
		▶ executeRule: Scope
		▼ Global

Script Include > ExampleSITwo

```

1  var ExampleSITwo = Class.create();
2  ExampleSITwo.prototype = {
3  initialize: function() {
4  },
5  showProvidedMessage: function(msg) {
6  gs.addInfoMessage(msg);
7  return true;
8  },
9  type: 'ExampleSITwo'
10 };

```

Local

- msg: This is the test message.
- this: Object

Closures

- function: Scope

Global

- answer: global.ExampleSITwo
- browser: Object

- 01:45:30.921: Execute before query business rules on incident:
- 01:45:30.921: Global ==> 'incident query' on incident:
- 01:45:30.922: Global <== 'incident query' on incident:
- 01:45:30.922: Finished executing before query business rules on incident:
- 01:45:30.925: Execute before\_display before business rules on incident:INC0000055
- 01:45:30.925: Global ==> 'Build scratchpad for task' on incident:INC0000055
- 01:45:30.925: Global <== 'Build scratchpad for task' on incident:INC0000055
- 01:45:30.925: Global ==> 'Calc SLAs on Display' on incident:INC0000055
- 01:45:30.926: Global <== 'Calc SLAs on Display' on incident:INC0000055
- 01:45:30.926: Global ==> 'Load incident models into scratchpad' on incident:INC0000055
- 01:45:30.928: Global <== 'Load incident models into scratchpad' on incident:INC0000055
- 01:45:30.928: Global 🧠 ==> 'test br' on incident:INC0000055
- 01:45:30.928: Global 🧠 <== 'test br' on incident:INC0000055

Application Files New Search for text Couldn't find the record

Elements Console Sources Network Timeline Profiles Application Security Audits ADBlock

top  Preserve log  Show all messages

```

> console.info('Info');
   console.warn('Warn');
   console.error('Error');

```

- Info VM528:1
- Warn VM528:2
- Error VM528:3



System Settings Switch to UI15 ✕

- General
- Theme
- Lists
- Forms
- Notifications
- Developer

Application: Global i ☰ ↻

Show application picker in header:

Update Set: Default [Global] i ☰ ↻

Show update set picker in header:

JavaScript Log and Field Watcher:

JavaScript Log	Field Watcher	Small	Medium	Large	🔍	🔄
Table: Incident	<input checked="" type="checkbox"/> All					
Element: Priority	Reference: <input checked="" type="checkbox"/> ACL	<input checked="" type="checkbox"/> Business rule	<input checked="" type="checkbox"/> Client script	<input checked="" type="checkbox"/> Data lookup	<input checked="" type="checkbox"/> Data policy	<input checked="" type="checkbox"/> UI policy
Type: integer	Reference Qual: <input checked="" type="checkbox"/> Workflow activity	<input checked="" type="checkbox"/> Reference qualifier				<input checked="" type="checkbox"/> UI action
Dependent:	Attributes:					
<div style="border: 1px solid #ccc; padding: 5px;"> <p>🕒 22:43:57 (836) DATA LOOKUP - on-change of incident.impact <span style="float: right;">4 -- 3</span></p> <p>🕒 22:44:22 (521) ACL - record/incident.priority/read <span style="float: right;">true</span></p> <p>🕒 22:46:01 (712) UI POLICY - "Priority is managed by Data Lookup - set as read-only" <span style="float: right;">ReadOnly set to true</span> ←</p> <p>🕒 22:46:01 (713) UI POLICY - "Priority is managed by Data Lookup - set as read-only" <span style="float: right;">Setting "disabled" to "true" on "priority" field</span> ←</p> </div>						

Script Debugger is OFF. Press F2 to turn it ON

🔌 ▶️ ↺ ⬇️ ⬆️

▶️ Local

```
JavaScript Log | Field Watcher | Small Medium Large [Close] [Refresh]
00:46:15 (241) incident.do GlideFieldPolicy: Setting "disabled" to "false" on "close_notes" field
00:46:15 (242) incident.do GlideFieldPolicy: Setting "disabled" to "false" on "close_code" field
00:46:15 (244) incident.do GlideFieldPolicy: Setting "disabled" to "false" on "comments" field
00:46:15 (244) incident.do GlideFieldPolicy: Setting "disabled" to "false" on "knowledge" field
00:46:15 (246) incident.do GlideFieldPolicy: Setting "disabled" to "false" on "work_notes" field
00:46:15 (247) incident.do GlideFieldPolicy: Running "When state is On Hold the On hold reason field is visible and mandatory" UI Policy on "incident" table
00:46:15 (247) incident.do GlideFieldPolicy: >>> evaluating conditions:
00:46:15 (247) incident.do GlideFieldPolicy: > state's value of "1" with the condition( = 3) evaluates to FALSE
00:46:15 (248) incident.do GlideFieldPolicy: <<< condition exited with: FALSE
00:46:15 (248) incident.do GlideFieldPolicy: Setting "mandatory" to "false" on "hold_reason" field
00:46:15 (249) incident.do GlideFieldPolicy: Setting "visible" to "false" on "hold_reason" field
00:46:15 (249) incident.do GlideFieldPolicy: Setting "mandatory" to "false" on "hold_reason" field
00:46:15 (249) incident.do GlideFieldPolicy: Setting "mandatory" to "false" on "hold_reason" field
00:46:15 (249) incident.do GlideFieldPolicy: Running "Make close info mandatory when resolved or closed" UI Policy on "incident" table
```

Priority: 4 - Low

Assignment group: [Search] [Info]

Assigned to: [Search] [Lightbulb]

- Configure Label
- Configure Dictionary
- Configure Styles
- Configure Choices
- Show Choice List
- Show - 'priority'
- Watch - 'priority'

- ✘ 07:51:41.524: Global TIME = 0:00:00.000 PATH = ui\_action/a315c1539f0120007aaa207c7f4bccff/execute CONTEXT = INC0020003 RC = false Rule = ui\_action/a315c1539f0120007aaa207c7f4bccff/execute
- ✘ 07:51:41.524: Global TIME = 0:00:00.000 PATH = ui\_action/0efdf94d9f2120007aaa207c7f4bcc79/execute CONTEXT = INC0020003 RC = false Rule = ui\_action/0efdf94d9f2120007aaa207c7f4bcc79/execute
- ✘ 07:51:41.525: Global TIME = 0:00:00.000 PATH = ui\_action/622945139f0120007aaa207c7f4bcc54/execute CONTEXT = INC0020003 RC = false Rule = ui\_action/622945139f0120007aaa207c7f4bcc54/execute
- ✔ 07:51:41.548: TIME = 0:00:00.000 PATH = record/incident/write CONTEXT = INC0020003 RC = true RULE = Evaluated from cache
  - ✔ record/incident/write Global
  - ✔ record/incident/write Global
- ✔ 07:51:41.552: TIME = 0:00:00.000 PATH = record/incident.comments/read CONTEXT = INC0020003 RC = true RULE = Evaluated from cache
  - ✔ record/incident/read Global
  - ✔ record/incident/read Global
  - ✔ record/incident/read Global
- ✔ 07:51:41.552: TIME = 0:00:00.000 PATH = record/incident.comments/read CONTEXT = INC0020003 RC = true RULE = Evaluated from cache
  - ✔ record/incident/read Global
  - ✔ record/incident/read Global
  - ✔ record/incident/read Global
- ✔ 07:51:41.554: TIME = 0:00:00.001 PATH = record/incident/create CONTEXT = INC0020003 RC = true RULE = record/incident/create Global

Condition

Script



```
1  /**
2  * Logs a message, ONLY in sub-prod instances (instances with dev, test, stage, or qa in their name).
3  * DEPENDS ON stringContains() SCRIPT INCLUDE
4  * @param logMsg {string} The message to be logged in sub-prod instances.
```

09:43:21.42: Execute before query business rules on sys\_user:

09:43:21.42: Global === Skipping 'user query' on sys\_user;; condition not satisfied: Condition: gs.getSession().isInteractive() && !gs.hasRole("admin")

09:43:21.42: Finished executing before query business rules on sys\_user:

## Chapter 14: Pro Tips



### Dictionary Info: incident.assignment\_group ✕

<b>Table</b>	task
<b>Field</b>	assignment_group
<b>Type</b>	reference
<b>Reference</b>	sys_user_group
<b>Reference Qual</b>	type=null^ORtype=1cb8ab9bff500200158bffffffff62^E Q
<b>Max Length</b>	32
<b>Attributes</b>	all_tables.text_index_translations=true, tree_picker=true,iterativeDelete=true

Incidents **New** Go to Number Search

All > Priority in (1 - Critical, 2 - High) > State != On Hold > Active = true **Assigned to = System Administrator**

Run Save... | AND OR Add Sort

All of these conditions must be met

Priority	is one of	1 - Critical 2 - High 3 - Moderate 4 - Low	AND OR X
State	is not	On Hold	AND OR X
Active	is	true	AND OR X
Assigned to	is	javascript:gs.getUserID()	Q AND OR X

Run

Open new window  
Copy URL  
Copy query