



**General Administration**

# **General Administration Part-2**



# **System Administration Part 2**

- **System diagnostics**
- **Troubleshooting**
- **Response time**
- **Security**

# System Diagnostics

- stats.do
- Build information
- Memory allocation
- Semaphore information
- Response times
- Active sessions

Statistics for: Demo Server @ [dev42934.service-now.com:80](http://dev42934.service-now.com:80) at: Tue Apr 17 20:50:08 PDT 2018 ([Refresh](#))  
Connected to cluster node: app128051.sin1.service-now.com:dev42934001  
Build name: Helsinki  
Build date: 08-21-2017\_1152  
Build tag: glide-helsinki-03-16-2016\_\_patch12-08-08-2017  
Instance name: dev42934  
Instance ID: bc1c91f2db2807c8b2e05d00cf96193a  
Node ID: 81967ec5d974f7cbb9558f1bf9d8a546  
IP address: 10.132.128.51  
MID buildstamp: helsinki-03-16-2016\_\_patch12-08-08-2017\_08-21-2017\_1152  
Load-balancer status: Singleton:Online  
Database latency: 4  
Offering: enterprise  
[Open Source software](#)

## Servlet Memory

Max memory: 1980.0  
Allocated: 520.0  
In use: 306.0  
Free percentage: 41.0

## Servlet Statistics

Started: Tue Apr 17 09:01:31 PDT 2018  
Transactions: 23346  
Errors handled: 2  
Processor transactions: 1957  
Logged in sessions: 1 (1 active)  
Maximum session concurrency: 38  
Session timeout: 30 minutes  
CometD sessions: 1  
Java security manager policy: Enabled

# Troubleshooting

- System logs
- Debugger
- Wiki
- Community

System Logs	☆
Transactions	☆
Transactions (All user)	☆
Transactions (Background)	☆
Client Transactions	☆
Emails	☆
Push Notifications	☆
Events	☆
Imports	☆
Table Changes	☆
▼ System Log	
All	☆
Warnings	☆
Errors	☆
Script Log Statements	☆

System Diagnostics	☆
▼ Session Debug	
Enable All	☆
Disable All	☆
Debug Business Rule	☆
Debug Business Rule (Details)	☆
Debug Log	☆
Debug SQL	☆
Debug SQL (Detailed)	☆
Debug Security	☆
Debug Escalations	☆
Debug Text Search	☆
Debug UI Policies	☆
Disable UI Policies Debug	☆

Debug Output ☒ SQL ☒ Log ☒ Business Rules ☒ Engines ☒ Security Rules ☒ Others

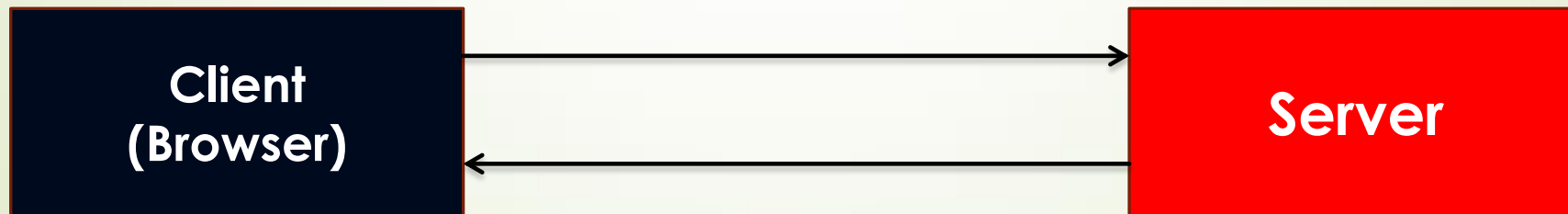
```
19:57:08.777: *** End #1,990, path: /incident_list.do, user: admin, total transaction time: 0:00:01.107, transaction processing time: 0:00:01.107, network: 0:00:00.000, chars: 77,823, uncompressed chars: 2,103,598, SQL time: 119 (count: 159), business rule: 1 (count: 1), phase 1 form length: 204,937, largest chunk written: 77,823, request parms size: 320, largest input read: 0
19:57:08.779: Time: 0:00:00.001 for: dev42934_1[glide.0] /*...*/ DELETE FROM sys_user_preference WHERE sys_user_preference.`user` = '6816f79cc0a8016401c5a33be04be441' AND sys_user_preference.`name` = 'module'
19:57:08.782: Time: 0:00:00.000 for: dev42934_1[glide.2] /*...*/ SELECT ... FROM sys_user_preference sys_user_preference0 WHERE sys_user_preference0.`system` = 1 AND sys_user_preference0.`name` = 'module'
19:57:08.783: Execute before insert business rules on sys_user_preference:module before engines (order <1000)
19:57:08.783: Global ==> 'Set System Flag' on sys_user_preference:module
19:57:08.783: Global <== 'Set System Flag' on sys_user_preference:module
19:57:08.783: Finished executing before insert business rules on sys_user_preference:module before engines (order <1000)
19:57:08.783: About to execute engine 'com.glide.data_lookup.DataLookupScriptEngine' on table sys_user_preference
```

# Response Time

- **Server**
  - Process data
- **Client**
  - Render data
- **Network**
  - Transfer data



Response time(ms): 3561, Network: 15, server: 1230, browser: 2316



# Security

- High security plugin
- Security properties
- IP Address Access Controls

### High Security Properties

Please edit your changes and press Save

#### High Security Settings - Default Enabled

The following properties are recommended to be enabled during a High Security deployment

Require basic authentication for incoming SCHEMA requests.

☒ Yes | No

Forces all scripts injected in Jelly to be escaped by default. Use noesc: to preserve special characters.

☐ Yes | No

Escape XML values at the parser level for the user interface. This will prevent reflected and stored cross site scripting attacks

☒ Yes | No

# Events

- Caused by
  - User actions
  - Scripts
- Event queue
- Event registry
- Parameters

## Event Queue

The screenshot shows a web-based form for registering an event. The title bar indicates 'Event Registration' and 'approval.inserted'. The form contains several input fields: 'Suffix' (empty), 'Event name' (filled with 'approval.inserted'), 'Table' (a dropdown menu showing 'Approval [sysapproval\_appro...]' with a downward arrow), 'Fired by' (filled with 'approver changes business rule'), and 'Description' (filled with 'An approval request has been inserted asking for an approval of a task'). On the right side, there are fields for 'Application' (filled with 'Global') and 'Queue' (empty). At the top right of the form are icons for a document, a list, and a menu, along with 'Update' and 'Delete' buttons.

User Saves  
Record

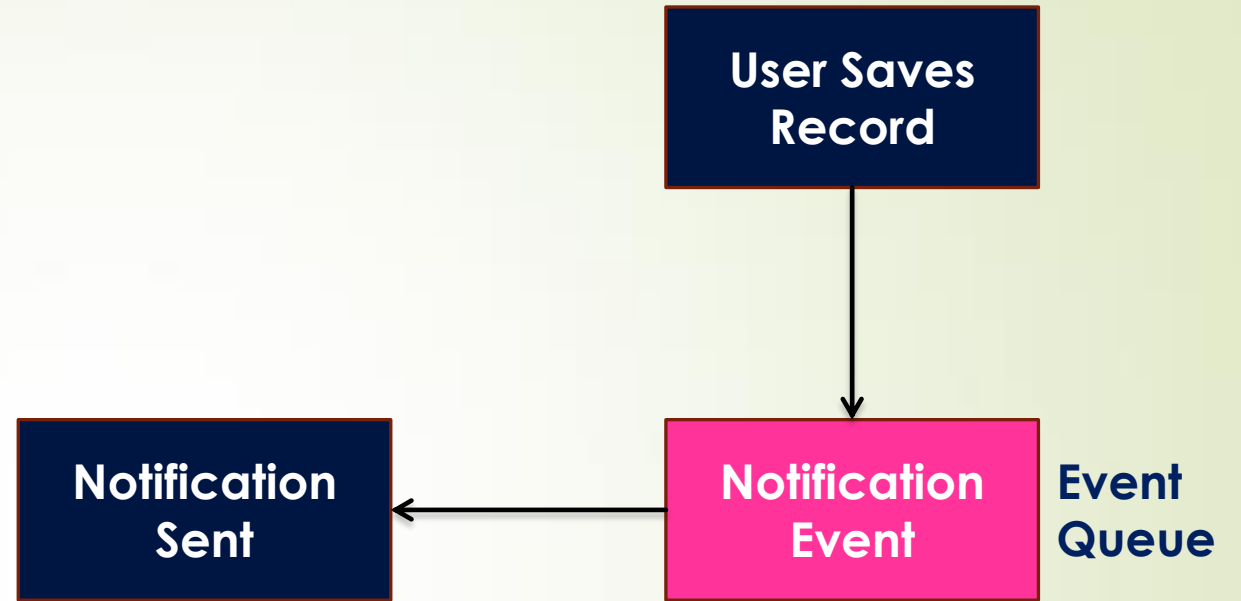
Save record  
Event

Create  
Record Event

Login Event

# Notifications

- Email notifications
- SMS notifications
- Templates
- Triggered by events



- Use Notifications to notify users about specific activities in Service Now, such as updates to incidents or change requests. Notifications allow administrators to specify
  - When to send the notification
  - Who receives the notification
  - What content is in the notification