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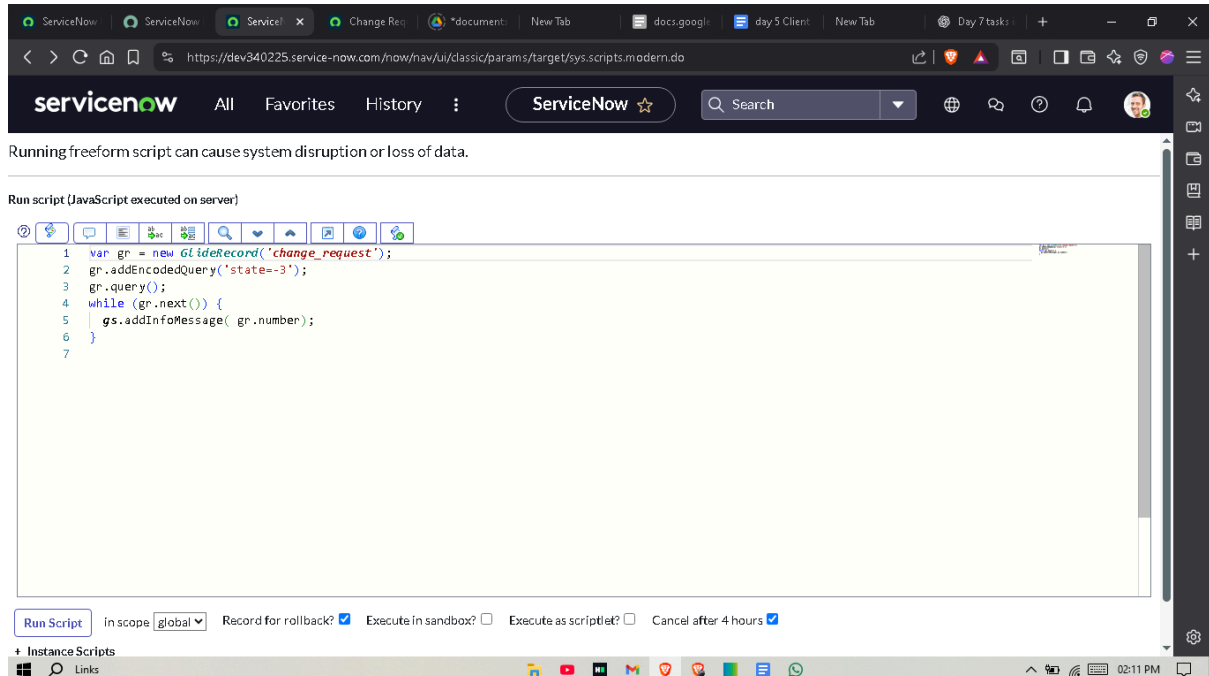
Branch : ECE

Problem Management Tasks:

Change Request Table

Get all records where state = 4 (Authorized).

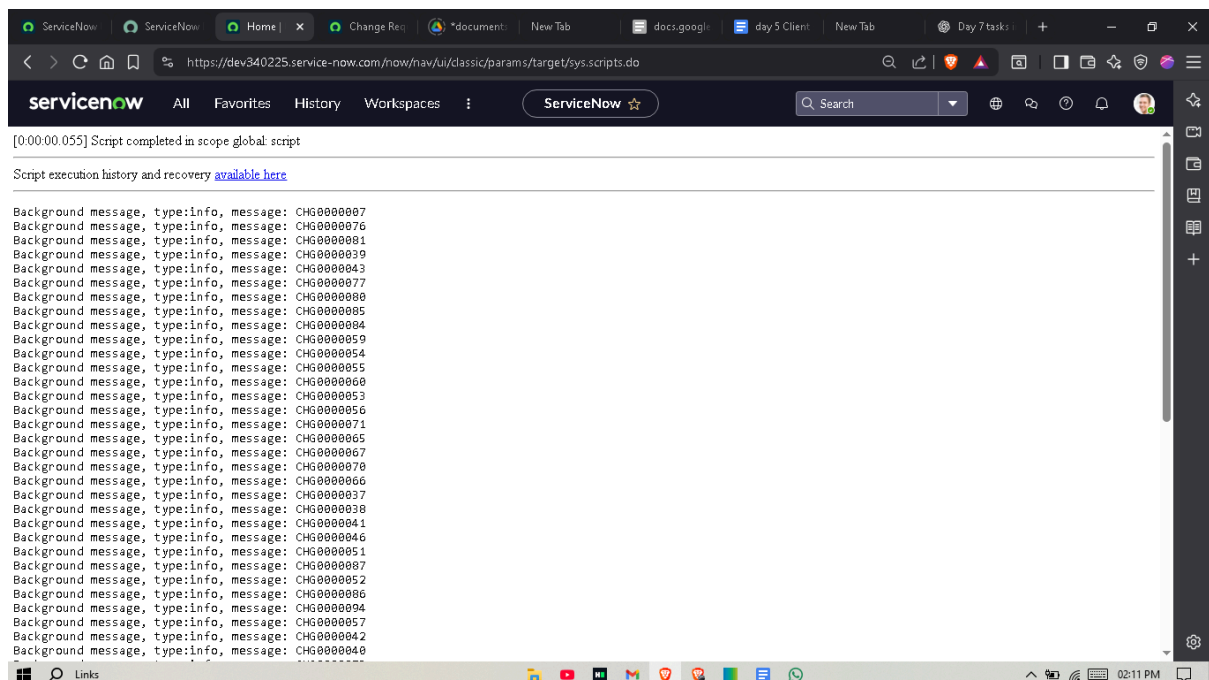
→ Use this to print all matching record numbers.



The screenshot shows the ServiceNow 'Run script' interface. The browser address bar displays 'https://dev340225.service-now.com/now/nav/ui/classic/params/target/sys.scripts.modern.do'. The page title is 'servicenow'. Below the navigation bar, a warning message states: 'Running freeform script can cause system disruption or loss of data.' The main area is titled 'Run script (JavaScript executed on server)' and contains a code editor with the following JavaScript code:

```
1 var gr = new GlideRecord('change_request');
2 gr.addEncodedQuery('state=3');
3 gr.query();
4 while (gr.next()) {
5   gs.addInfoMessage( gr.number);
6 }
7
```

Below the code editor, there are execution options: 'Run Script' (button), 'In scope' (dropdown menu set to 'global'), 'Record for rollback?' (checked checkbox), 'Execute in sandbox?' (unchecked checkbox), 'Execute as scriptlet?' (unchecked checkbox), and 'Cancel after 4 hours' (checked checkbox). At the bottom, there is a section for 'Instance Scripts' with a 'Links' button.



The screenshot shows the ServiceNow 'Script execution history and recovery' page. The browser address bar displays 'https://dev340225.service-now.com/now/nav/ui/classic/params/target/sys.scripts.do'. The page title is 'servicenow'. Below the navigation bar, a message states: '[0:00:00.055] Script completed in scope global: script'. The main area displays a list of background messages, each with a type of 'Info' and a message ID starting with 'CHG00000007'. The messages are as follows:

- Background message, type:Info, message: CHG00000007
- Background message, type:Info, message: CHG00000076
- Background message, type:Info, message: CHG00000081
- Background message, type:Info, message: CHG00000039
- Background message, type:Info, message: CHG00000043
- Background message, type:Info, message: CHG00000077
- Background message, type:Info, message: CHG00000080
- Background message, type:Info, message: CHG00000085
- Background message, type:Info, message: CHG00000084
- Background message, type:Info, message: CHG00000059
- Background message, type:Info, message: CHG00000054
- Background message, type:Info, message: CHG00000055
- Background message, type:Info, message: CHG00000060
- Background message, type:Info, message: CHG00000053
- Background message, type:Info, message: CHG00000056
- Background message, type:Info, message: CHG00000071
- Background message, type:Info, message: CHG00000065
- Background message, type:Info, message: CHG00000067
- Background message, type:Info, message: CHG00000070
- Background message, type:Info, message: CHG00000066
- Background message, type:Info, message: CHG00000037
- Background message, type:Info, message: CHG00000038
- Background message, type:Info, message: CHG00000041
- Background message, type:Info, message: CHG00000046
- Background message, type:Info, message: CHG00000051
- Background message, type:Info, message: CHG00000087
- Background message, type:Info, message: CHG00000052
- Background message, type:Info, message: CHG00000086
- Background message, type:Info, message: CHG00000094
- Background message, type:Info, message: CHG00000057
- Background message, type:Info, message: CHG00000042
- Background message, type:Info, message: CHG00000040

Incident Table - Caller ID Name

Print the caller name for each incident.

→ Basically, retrieve the caller_id.name.

ServiceNow

Running freeform script can cause system disruption or loss of data.

Run script (JavaScript executed on server)

```
1 var inc = new GlideRecord("incident");
2 inc.addEncodedQuery("caller_id=");
3 inc.query();
4 while (inc.next()) {
5   gs.addInfoMessage("Incident: " + inc.number + " | caller: " + inc.caller_id.name);
6 }
7
```

Run Script in scope: global Record for rollback: Execute in sandbox: Execute as scriptlet: Cancel after 4 hours:

+ Instance Scripts

ServiceNow

[0:00:00.075] Script completed in scope global: script

Script execution history and recovery [available here](#)

Background message, type:info, message: Incident: INC0000060	Caller: Joe Employee
Background message, type:info, message: Incident: INC0000062	Caller: David Miller
Background message, type:info, message: Incident: INC0000069	Caller: Rick Berzle
Background message, type:info, message: Incident: INC0000010	Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000011	Caller: Don Goodliffe
Background message, type:info, message: Incident: INC0000012	Caller: Don Goodliffe
Background message, type:info, message: Incident: INC0000013	Caller: Joe Employee
Background message, type:info, message: Incident: INC0000014	Caller: Bow Ruggeri
Background message, type:info, message: Incident: INC0000021	Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000024	Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000026	Caller: Rick Berzle
Background message, type:info, message: Incident: INC0000028	Caller: Rick Berzle
Background message, type:info, message: Incident: INC0000030	Caller: Rick Berzle
Background message, type:info, message: Incident: INC0000032	Caller: Joe Employee
Background message, type:info, message: Incident: INC0000033	Caller: David Loo
Background message, type:info, message: Incident: INC0000034	Caller: Rick Berzle
Background message, type:info, message: Incident: INC0000035	Caller: Natasha Ingram
Background message, type:info, message: Incident: INC0000036	Caller: Carol Coughlin
Background message, type:info, message: Incident: INC0000038	Caller: Bow Ruggeri
Background message, type:info, message: Incident: INC0000066	Caller: Joe Employee
Background message, type:info, message: Incident: INC0000068	Caller: Joe Employee
Background message, type:info, message: Incident: INC0000061	Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000064	Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000061	Caller: Beth Anglin
Background message, type:info, message: Incident: INC0000063	Caller: David Miller
Background message, type:info, message: Incident: INC0000064	Caller: David Miller
Background message, type:info, message: Incident: INC0000065	Caller: Alejandro Wascall
Background message, type:info, message: Incident: INC0000061	Caller: survey user
Background message, type:info, message: Incident: INC0000015	Caller: Fred Luddy
Background message, type:info, message: Incident: INC0000016	Caller: Bow Ruggeri
Background message, type:info, message: Incident: INC0000017	Caller: Joe Employee
Background message, type:info, message: Incident: INC0000018	Caller: Taylor Vreeland

Change Table - Type is Emergency

Get all records where type = emergency and print them.

Running freeform script can cause system disruption or loss of data.

Run script (JavaScript executed on server)

```
1 var gr = new GlideRecord('change_request');
2 gr.addEncodedQuery('*type=emergency');
3 gr.query();
4 while (gr.next()) {
5   gs.addInfoMessage("Emergency Change Request: " + gr.number);
6 }
7
```

Run Script in scope: global Record for rollback? ☒ Execute in sandbox? ☐ Execute as scriptlet? ☐ Cancel after 4 hours ☒

+ Instance Scripts

[0:00:00.204] Script completed in scope global: script

Script execution history and recovery [available here](#)

Background message, type:info, message: Emergency Change Request: CHG00040003
Background message, type:info, message: Emergency Change Request: CHG00020001
Background message, type:info, message: Emergency Change Request: CHG00040004
Background message, type:info, message: Emergency Change Request: CHG00040007
Background message, type:info, message: Emergency Change Request: CHG00020000

5. Get User sys_id from Email & Print Their Incidents (already encoded query)

Running freeform script can cause system disruption or loss of data.

Run script (JavaScript executed on server)

```
1 var user = new GlideRecord('sys_user');
2 user.addEncodedQuery('email=abel.tuter@example.com');
3 user.query();
4 if (user.next()) {
5   var userSysId = user.sys_id;
6   gs.addInfoMessage("User sys_id: " + userSysId);
7
8   var inc = new GlideRecord('incident');
9   inc.addEncodedQuery('caller_id=' + userSysId);
10  inc.query();
11  while (inc.next()) {
12    gs.addInfoMessage("Incident by Email User: " + inc.number);
13  }
14 }
15
```

[Run Script](#) in scope: [global](#) Record for rollback? ☒ Execute in sandbox? ☐ Execute as scriptlet? ☐ Cancel after 4 hours ☒

+ Instance Scripts

[0:00:00.041] Script completed in scope global: script

Script execution history and recovery [available here](#)

Background message, type:info, message: User sys_id: 62826bf03710200044e0bfc8bcbe5df1
Background message, type:info, message: Incident by Email User: INC0010012
Background message, type:info, message: Incident by Email User: INC0010003
Background message, type:info, message: Incident by Email User: INC0010001
Background message, type:info, message: Incident by Email User: INC0010002

Incident Table - Caller is Abraham Linkan

Get all records assigned where caller = Abraham Linkan.

Running freeform script can cause system disruption or loss of data.

Run script (JavaScript executed on server)

```
1 var user = new GlideRecord('incident');
2 user.addEncodedQuery('caller_id=a8f9ebb0eb32010045e1a5115206fe3a');
3 user.query();
4 while (user.next()) {
5   gs.addInfoMessage("Incident for Abraham Linkan: " + user.number);
6 }
7
```

[Run Script](#) in scope [global](#) Record for rollback? ☒ Execute in sandbox? ☐ Execute as scriptlet? ☐ Cancel after 4 hours ☒

+ Instance Scripts

[0:00:00.076] Script completed in scope global: script

Script execution history and recovery [available here](#)

Background message,	type:info,	message: Incident for Abraham Linkan: INC0010005
Background message,	type:info,	message: Incident for Abraham Linkan: INC0010009
Background message,	type:info,	message: Incident for Abraham Linkan: INC0010007
Background message,	type:info,	message: Incident for Abraham Linkan: INC0010004
Background message,	type:info,	message: Incident for Abraham Linkan: INC0010010
Background message,	type:info,	message: Incident for Abraham Linkan: INC0010006
Background message,	type:info,	message: Incident for Abraham Linkan: INC0010011
Background message,	type:info,	message: Incident for Abraham Linkan: INC0010008