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GlideRecord and Dot Walking in ServiceNow

Glide:

This is the basic mechanism used to search or retrieve any data from a table, such as the user or incident table.

go to: System Definition > Scripts - Background

Example code:

```
var inc = new GlideRecord('incident');  
inc.addQuery('number', 'INC000001');  
inc.query();  
if (inc.next()) {  
    gs.addInfoMessage(inc.description);  
}
```

Dotwalking example:

Edit

```
gs.addInfoMessage(inc.caller_id.name);
```

To access choice fields like category or state:

```
gs.addInfoMessage(inc.category);  
gs.addInfoMessage(inc.state);
```

For COVID Table:

Use GlideRecord to display:

Vaccination Status

Date of Admitted

Date of Discharged

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https://dev273907.service-now.com/now/nav/ui/classic/params/target/sys.scripts.modern.do

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

Run script (JavaScript executed on server)

```
1 var cov = new GlideRecord('u_covid_19');
2 cov.addQuery('u_number','COV0001045');
3 cov.query();
4 if(cov.next()){
5     gs.addInfoMessage(cov.u_vaccination_status);
6     gs.addInfoMessage(cov.u_admission_date);
7     gs.addInfoMessage(cov.u_date_of_discharge);
8 }
```

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

+ Instance Scripts

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https://dev273907.service-now.com/now/nav/ui/classic/params/target/sys.scripts.do

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[0:00:00.037] Script completed in scope global: script

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

Background message, type:info, message: Vaccinated dose 1
Background message, type:info, message: 2025-07-10 18:14:40
Background message, type:info, message: 2025-07-17 17:15:48

For CMS Table (Case Management System):
Use GlideRecord to display:
Assigned To
Short Description
Sub Category

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

Run script (JavaScript executed on server)

```
1 var csm = new GlideRecord("u_case_management_system");
2 csm.addQuery('u_number','CNS0001066');
3 csm.query();
4 if(csm.next()){
5     gs.addInfoMessage(csm.u_assigned_to.name);
6     gs.addInfoMessage(csm.u_sort_description);
7     gs.addInfoMessage(csm.u_subcategory);
8 }
9
```

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

+ Instance Scripts

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https://dev273907.service-now.com/now/nav/ui/classic/params/target/sys.scripts.do

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[0:00:00.037] Script completed in scope global: script

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

Background message, type:info, message: Eswar hn support
Background message, type:info, message: not working pproperly
Background message, type:info, message: Ms SQL server

For Problem Management:
Use GlideRecord to display all records where state = 103

ServiceNow

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

Run script (JavaScript executed on server)

```
1
2
3 var prob = new GlideRecord("problem");
4 prob.addQuery("state",103);
5 prob.query();
6 while(prob.next()){
7     gs.addInfoMessage(prob.number );
8 }
9
```

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

+ Instance Scripts

ServiceNow

[0:00:00.220] Script completed in scope global: script

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

Background message, type:info, message: PRB0000032
Background message, type:info, message: PRB0000011
Background message, type:info, message: PRB0000106

Apply Client Scripts for Case Management System:

Use all 4 types of client scripts:

onLoad

onChange

onSubmit

onCellEdit

ServiceNow Case management system CMS0001066

Number CMS0001066

* Caller hr support group1

Category Database

Subcategory Ms SQL server

Service example

Service offering

Configuration Item

* Sort description not working pproperly

description CMS0001066 - 4

State New

Impact 2-Moderate

Urgency 3 - Low

Priority 4-Low

Assignment group prabhas

Assigned to Eswar hr support

Update Delete

dev273907.service-now.com says
Hi.. Eswar

ServiceNow Case management system CMS0001066

Number CMS0001066

* Caller hr support group1

Category Database

Subcategory Ms SQL server

Service example

Service offering

Configuration Item

* Sort description not working pproperly

description CMS0001066 - 4

State New

Impact 2-Moderate

Urgency 3 - Low

Priority 4-Low

Assignment group prabhas

Assigned to Eswar hr support

Update Delete

dev273907.service-now.com says
number : CMS0001066

ServiceNow

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Case management system
CMS0001066

Number: CMS0001066

* Caller: hr support group1

Category: Database

Subcategory: Ms SQL server

Service: example

Service offering:

Configuration Item:

* Sort description: not working pproperly

Description: CMS0001066 - 4

State: New

Impact: 2-Moderate

Urgency: 3 - Low

Priority: 4-Low

Assignment group: prabhas

Assigned to: Eswar hr support

Update Delete

dev273907.service-now.com says
not working pproperly

OK

Links

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ServiceNow

Client Scripts

Table: u_case_management_system

Name	Active	Table	Application	View	Type	Updated
cms on submit	true	Case management system [u_case_management_system]	Global		onSubmit	2025-07-17 02:35:30
cms on cell edit	true	Case management system [u_case_management_system]	Global		onCellEdit	2025-07-17 02:29:30
cms onload	true	Case management system [u_case_management_system]	Global		onLoad	2025-07-17 02:13:44
cms on change	true	Case management system [u_case_management_system]	Global		onChange	2025-07-17 02:25:29

1 to 4 of 4

Links

03:42 PM

ServiceNow Client Script - cms on submit

Name: cms on submit Application: Global

Table: Case management system [u_case_...] Active: ☒

UI Type: All Inherited: ☐

Type: onSubmit Global: ☒

Description:

Messages:

Script

```
1 function onSubmit() {  
2   //Type appropriate comment here, and begin script below  
3   alert('Submitting the form');  
4   var status = g_form.getValue('u_state');  
5   if (!status){  
6     alert('cannot submit : State is empty !');  
7     return false;  
8   }  
9   return true;  
10 }
```

Isolate script: ☒

ServiceNow Client Script - cms on cell edit

Name: cms on cell edit Application: Global

Table: Case management system [u_case_...] Active: ☒

UI Type: All Inherited: ☐

Type: onCellEdit Global: ☒

Field name: Category

Description:

Messages:

Script

```
1 function onCellEdit(sysIDs, table, oldValues, newValue, callback) {  
2   var saveAndClose = true;  
3   //Type appropriate comment here, and begin script below  
4   alert('A cell was edited');  
5   alert('oldvalue : ' +oldValues + '\nnew value : ' +newValue);  
6   callback(saveAndClose);  
7 }
```

ServiceNow Client Script - cms onload

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client_globals" to false.

Name: cms onload Application: Global

Table: Case management system [u_case_...] Active: ☒

UI Type: All Inherited: ☐

Type: onLoad Global: ☒

Description:

Messages:

Script

```
1 function onload() {
2   //Type appropriate comment here, and begin script below
3   alert('HI.. Eswar');
4   var number = g_form.getValue('u_number');
5   alert('number : ' + number);
6   var vaccin = g_form.getValue('u_sort_description');
7   alert(vaccin);
8 }
9
```

ServiceNow Client Script - cms onchange

Name: cms onchange Application: Global

Table: Case management system [u_case_...] Active: ☒

UI Type: Desktop Inherited: ☐

Type: onChange Global: ☒

Field name: State

Description:

Messages:

Script

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === oldValue) {
3     return;
4   }
5   //Type appropriate comment here, and begin script below
6   alert(newValue);
7   var number = g_form.getValue('u_number');
8   var status = g_form.getValue('u_priority');
9   alert(status + " - " + number);
10  var b = number + " - " + status;
11  g_form.setValue('u_description',b);
12 }
13
14
```


ServiceNow CMS0001066

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In progress

Number CMS0001066

* Caller hr support group1

Category Database

Subcategory Ms SQL server

Service example

Service offering

Configuration Item

* Sort description not working pproperly

description CMS0001066 - 4

State New

Impact 2-Moderate

Urgency 3 - Low

Priority 4-Low

Assignment group prabhas

Assigned to Eswar hr support

Update Delete

ServiceNow CMS0001066

dev273907.service-now.com says
4 - CMS0001066

Number CMS0001066

* Caller hr support group1

Category Database

Subcategory Ms SQL server

Service example

Service offering

Configuration Item

* Sort description not working pproperly

description CMS0001066 - 4

State New

Impact 2-Moderate

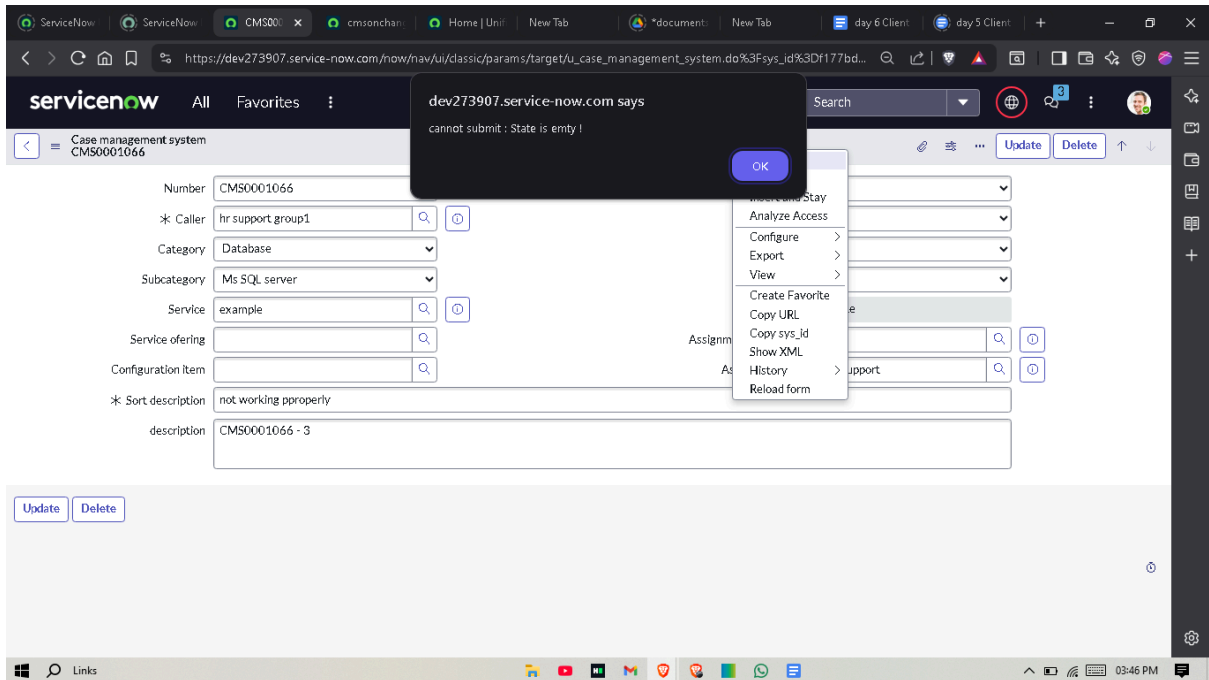
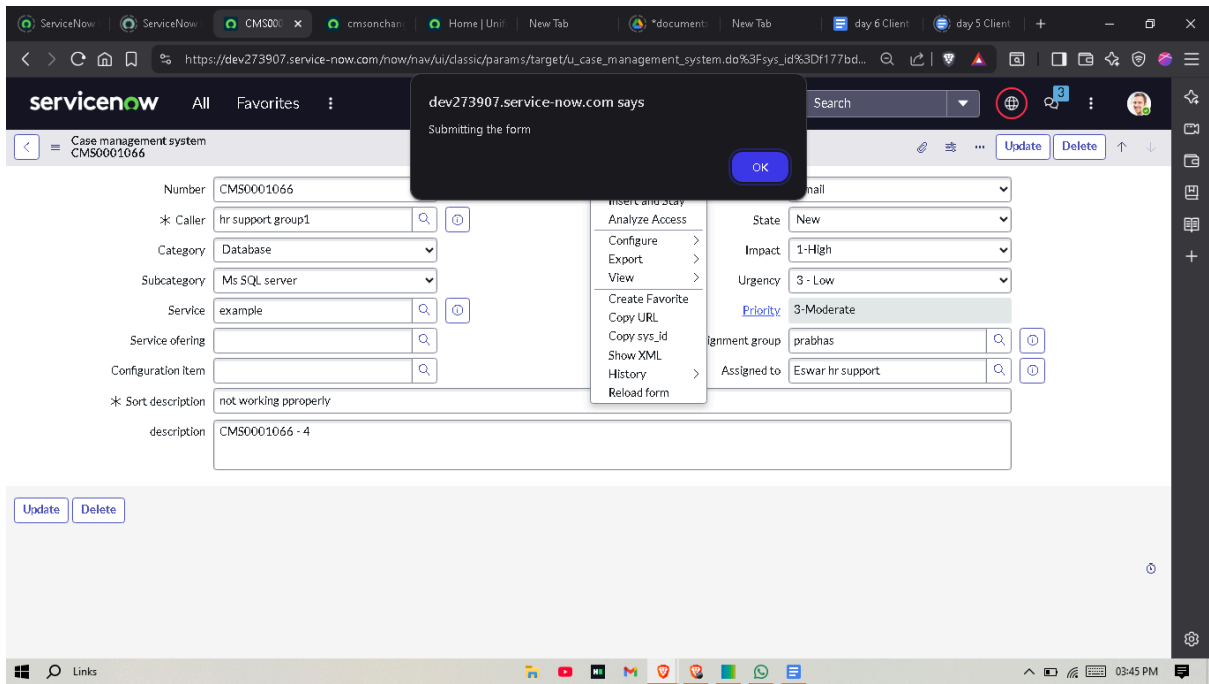
Urgency 3 - Low

Priority 4-Low

Assignment group prabhas

Assigned to Eswar hr support

Update Delete



ServiceNow | ServiceNow | Case m... | cmsonchan... | Home | Unit | New Tab | *document | New Tab | day 6 Client | day 5 Client | +

dev273907.service-now.com says
A cell was edited

OK

Case management systems Number Search

	Number	Sort description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
<input type="checkbox"/>	CMS0001028	test	hr support group1	2-High		Hardware		(empty)	2025-07-17 02:30:31	admin
<input type="checkbox"/>	CMS0001040	tes	group 2 servie desk	4-Low		Hardware		(empty)	2025-07-16 01:53:01	admin
<input type="checkbox"/>	CMS0001029	test	hr support group1	5-Planning		Hardware		(empty)	2025-07-16 01:54:11	admin
<input type="checkbox"/>	CMS0001066	not working pproperly	hr support group1	3-Moderate	New	-- None --		Eswar hr support	2025-07-17 03:15:32	admin

Save (Enter)

Category: Hardware

Subcategory: -- None --

1 to 4 of 4

Links

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ServiceNow | ServiceNow | Case m... | cmsonchan... | Home | Unit | New Tab | *document | New Tab | day 6 Client | day 5 Client | +

dev273907.service-now.com says
oldvalue : Password Reset
new value : Hardware

OK

Case management systems Number Search

	Number	Sort description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
<input type="checkbox"/>	CMS0001028	test	hr support group1	2-High		Hardware		(empty)	2025-07-17 02:30:31	admin
<input type="checkbox"/>	CMS0001040	tes	group 2 servie desk	4-Low		Hardware		(empty)	2025-07-16 01:53:01	admin
<input type="checkbox"/>	CMS0001029	test	hr support group1	5-Planning		Hardware		(empty)	2025-07-16 01:54:11	admin
<input type="checkbox"/>	CMS0001066	not working pproperly	hr support group1	3-Moderate	New	-- None --		Eswar hr support	2025-07-17 03:15:32	admin

Save (Enter)

Category: Hardware

Subcategory: -- None --

1 to 4 of 4

Links

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