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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

```

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 (JavaScript executed on server)

In scope [global] Record for rollback? Execute in sandbox? Execute as scriptlet? Cancel after 4 hours

+ Instance Scripts

[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

The screenshot shows a ServiceNow browser window with the URL <https://dev273907.service-now.com/nav/ui/classic/params/target/sys.scripts.modern.do>. The page title is "ServiceNow". A warning message at the top reads: "Running freeform script can cause system disruption or loss of data." Below this, a section titled "Run script (JavaScript executed on server)" contains the following code:

```
1 var csm = new GlideRecord('u_case_management_system');
2 csm.addQuery('u_number','CHS0001066');
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 }
```

Below the code, there are several execution options: "Run Script" (selected), "In scope [global]", "Record for rollback?", "Execute in sandbox?", "Execute as scriptlet?", and "Cancel after 4 hours".

The screenshot shows a ServiceNow browser window with the URL <https://dev273907.service-now.com/nav/ui/classic/params/target/sys.scripts.do>. The page title is "ServiceNow". The output area displays the following messages:

[0:00:00.037] Script completed in scope global: script
Script execution history and recovery [available here](#)

Background message, type:info, message: Eswar hr 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**

The screenshot shows a ServiceNow browser window with the URL <https://dev273907.service-now.com/nav/ui/classic/params/target/sys.scripts.modern.do>. The page title is "Run script (JavaScript executed on server)". A code editor window contains the following JavaScript code:

```
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 }
```

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

+ Instance Scripts

The screenshot shows a ServiceNow browser window with the URL <https://dev273907.service-now.com/nav/ui/classic/params/target/sys.scripts.do>. The page title is "Script completed in scope global: script". It displays the message "[0:00:00.220] Script completed in scope global: script" and a link "Script execution history and recovery [available here](#)". Below the message, there are three background messages listed:

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

dev273907.service-now.com says

Hi.. Eswar

OK

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

number : CMS0001066

OK

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 Case management system CMS0001066

dev273907.service-now.com says not working properly

OK

Number	CMS0001066
* Caller	hr support group1
Category	Database
Subcategory	Ms SQL server
Service	example
Service offering	
Configuration item	
* Sort description	not working properly
description	CMS0001066 - 4

Update Delete

Links

Client Scripts

Search

All > Table = u_case_management_system.or.Table in 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
cmsonchange	true	Case management system [u_case_management_system]	Global		onChange	2025-07-17 02:25:29

1 to 4 of 4

Client Script - cms on submit

Name: cms on submit
 Table: Case management system [u_case...]
 UI Type: All
 Type: onSubmit

Description:

Messages:

```

 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 }
```

Client Script - cms on cell edit

Name: cms on cell edit
 Table: Case management system [u_case...]
 UI Type: All
 Type: onCellEdit
 Field name: Category

Description:

Messages:

```

 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 }
```

Client Script - cms onload

Name: cms onload
Table: Case management system [u_case_...]
UI Type: All
Type: onLoad

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 }
```

Client Script - cmsonchange

Name: cmsonchange
Table: Case management system [u_case_...]
UI Type: Desktop
Type: onChange
Field name: State

Description:

Messages:

Script:

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

ServiceNow All Favorites

Case management system CMS0001066

dev273907.service-now.com says In progress

Number CMS0001066

* Caller hr support group1

Category Database

Subcategory Ms SQL server

Service example

Service offering

Configuration item

* Sort description not working properly

description CMS0001066 - 4

OK

Search ... Update Delete

Priority 4-Low

Impact 2-Moderate

Urgency 3 - Low

Assignment group prabhas

Assigned to Eswar hr support

Update Delete

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 properly

description CMS0001066 - 4

OK

Search ... Update Delete

Priority 4-Low

Impact 2-Moderate

Urgency 3 - Low

Assignment group prabhas

Assigned to Eswar hr support

Update Delete

ServiceNow CMS0001066

Submitting the form

OK

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

Insert and Stay Analyze Access

State: New

Impact: 1-High

Urgency: 3 - Low

Priority: 3-Moderate

Assignment group: prabhas

Assigned to: Eswar hr support

Update Delete

dev273907.service-now.com says

cannot submit : State is empty !

OK

Insert and Stay Analyze Access

Configure >

Export >

View >

Create Favorite

Copy URL

Copy sys_id

Show XML

History >

Reload form

Assignment group: prabhas

Assigned to: Eswar hr support

Update Delete

