



GlideAjax Example Cheat Sheet

by Shawn Dowler Forum Level 1

created about a year ago (edited about a year ago) in **Developer Community**

It can be hard to remember all of the Client and Server elements of a GlideAjax call. I created a simple example with color coding to help make sure I don't miss any of the details when I'm making a new call from scratch. I hope this helps. I attached a Word doc as well as the image and text below for convenience.

Note: Client callable must be checked in the Script Include for this to work

Yellow:

This is the name of the class you create. This is usually the same as the name of the Script Include.

Magenta:

This is the name of the function to use in the script include. You can have a single script include with multiple functions that accept and return different parameters. For example, you could create a single Script Include for getting data related to users and keep adding functions to it as needed.

Green:

This is a parameter that is passed through the URL of the AJAX call. You can add more than one parameter. usually this is information you will use to make a GlideRecord call in the Script Include.

Red:

This is the function that asynchronously waits for a response. Any code that you need to wait for a response needs to go in the function referred to in the getXML(). Code that doesn't need to wait goes directly after the getXML() call inside the main Client Script function and won't wait for a response before executing.

Cyan:

These are the pieces of data you need from the Server. They are added to an object in the Script Include and passed back to the Client Script. You can do anything with these when they are returned. In this example they are used to set a value on the form.

Client Side (Client Script):

```
function onChange(control, oldValue, newValue, isLoading) {  
    if (isLoading || newValue == '') {  
        return;  
    }  
  
    var ga = new GlideAjax('asu_GetLocationData');  
    ga.addParam('sysparm_name', 'getCampus');  
    ga.addParam('sysparm_buildingid', g_form.getValue("u_building"));  
    ga.getXML(updateCampus);  
}  
  
function updateCampus(response) {  
    var answer = response.responseXML.documentElement.getAttribute("answer");  
    var clearvalue; // Stays Undefined  
    if (answer) {  
        var returneddata = answer.evalJSON(true);  
        g_form.setValue("campus", returneddata.sys_id, returneddata.name);  
    } else {  
        g_form.setValue("campus", clearvalue);  
    }  
}
```

Server Side (Script Include):

```
var asu_GetLocationData = Class.create();  
asu_GetLocationData.prototype = Object.extend(Object.prototype, {  
    getCampus: function () {  
        var buildingid = this.getParameter('sysparm_buildingid');  
        var loc = new GlideRecord('cmn_location');
```

```
if (loc.get(buildingid)) {  
    var campus = new GlideRecord('cmn_location');  
    if (campus.get(loc.parent)){  
        var json = new JSON();  
        var results = {  
            "sys_id": campus.getValue("sys_id"),  
            "name": campus.getValue("name")  
        };  
        return json.encode(results);  
    }  
} else {  
    return null;  
}  
}  
});
```

GlideAjax.docx
63.07K



Screen Shot 2017-10-27 at 10...
360.45K



Topics:

Best Practices

Scripting and Coding

 Helpful (10)

16089 Views

7 Comments (Latest comment 2mo ago by edula)

Show All Comments

sndangibbard Forum Level 1 • about a
year ago

getXMLAnswer will return the answer element from the XML response removing the need for the very clunky line:

```
var answer = response.responseXML.documentElement.getAttribute("answer");
```

No idea why people don't use this method more!

https://developer.servicenow.com/app.do#!/api_doc?v=jakarta&id=r_GLAX-getXMLAnswer_F

 Helpful (0)

Chuck Tomasi Forum Level 5 • about a year ago

Hi Shawn,

Very nicely done. I recall when I learning GlideAjax, the color coding really helped on the example I used. Thanks

I also recommend using `JSON.stringify()` instead `json.encode()` to do you encoding, and `JSON.parse()` instead of `json.decode()` as they is ECMAScript5 compliant and not a SN "version" of the same things. ES5 has been in place since Helsinki. If you're not there yet, here's another good reason to get up to date.

 Helpful (3)

 Show comments

H **heathers.** • 12mo ago

Hi, we are upgrading from Helsinki to Jakarta and are running into an issue with the GlideAjax script include. Similar to your example, we are looking for the campus based off the building. The campus keeps clearing which leads me to believe that the sys_id is not pulling correct. I'm not sure what changed from Helsinki to Jakarta that would cause issues.

Catalog Client Script

```
function onChange(control, oldValue, newValue, isLoading) {  
  
    if(isLoading)  
        return;  
  
    g_form.clearValue('room');  
  
    var ga = new GlideAjax('DataHelperAJAX');  
    ga.addParam('sysparm_name','singleSysid');  
    ga.addParam('sysparm_table','alm_building');  
    ga.addParam('building', g_form.getValue('building'));  
    ga.getXML(populateCampus);  
  
    function populateCampus(response) {  
        var answer = response.responseXML.documentElement.getAttribute("answer");  
        g_form.setValue('campus',answer);  
    }  
}
```

Script Include

```
var DataHelperAJAX = Class.create();
DataHelperAJAX.prototype = Object.extend(Object.prototype, {

    singleSysid: function(){
        var table = this.getParameter('table');
        var building = this.getParameter('building');

        var gr = new GlideRecord('alm_building');
        gr.addQuery('sys_id', building);
        gr.setLimit(1);
        gr.setWorkflow(false);
        gr.query();
        if(gr.next()){
            return gr.campus;
        } else {
            return '';
        }
    },

    type: 'DataHelperAJAX'
});
```

 Helpful (0)

 Show comments

J jhelebrant2112 • 5mo ago

Thanks Shawn. This is really good info.

 Helpful (0)

E edula • 2mo ago

Hi ,

I have requirement like

1. form table is different and section table is different.
2. I have section in that section i have around 20 feilds.
3. when I change any of the field in that section pop should display with yes or no option.

4. current and previous value are also required.

5. when click on yes one specific catalog item should create with the old and new values updates in the section.

6. Catalog Item request item has to get created for validating old and new values. and workflow should trigger for approval.

7. After approving new value should update in the fields.






 Helpful (0)

Related Content

- ✓ Ajax and JSON to fill fields
- ✓ Script to Alert if Caller has active incidentes
- ✓ Need g_user and g_form tips
- ✓ Advanced Script for User Criteria
- ✓ Create an alert in Service Catalog

[View All](#)

Related Knowledge Base Articles and Documentation

-  List of plugins (Madrid)
-  Service Portal throws "Unhandled exception in GlideAjax" error in the console when a client script uses evalJSON()
-  Additional Time card Project/Project Task created in Time Sheet and it has a blank hour value on the day when it is submitted.
-  Time Sheet (Worker) Portal no longer shows the "Quick Add" link on the tasks
-  'Copy from previous Time sheet' doesn't work on clicking on it in time card portal

[View All](#)

Knowledge 2019
May 5-9, Las Vegas

Get Ready!
Build your agenda today.

[Register Today](#)




Knowledge 2019

Take work to the next level

May 5-9, 2019, Las Vegas


[Register Now](#)



Now Platform Madrid release broadcast on-demand

[Watch Now](#)

Find Expert Events on the Community



Browse, watch, and post questions!

No registration required.

[BROWSE THE EVENTS](#)

[Contact Us](#)



[Help](#)

[Terms of Use](#)

[Privacy Policy](#)

[Cookie Preferences](#)

[Trademark and Branding](#)

© 2019 ServiceNow. All rights reserved.