

SERVICENOW

**HOW TO ROLLBACK
SCRIPT WHEN
SOMETHING GOES WRONG ?**



@Lukasz Szumilas



INTRODUCTION

It's sometimes necessary to **reverse changes made by scripts** that did not perform as **expected**.

Or maybe we wanted to just **try the script**, but we want **state of records before the execution**.



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HOW TO PERFORM A FIX SCRIPT ROLLBACK ?

Okay, so lets say we “by accident” **created** a script that **deletes** all **records** from instance:

Customizations you make to the fix script will apply only when you manually run the script. Instance upgrades use the out of box fix script.

Name | name **Delete All Incident by accident**

Application | sys_scope Global

Unloadable | unloadable

Before | before

Description | description

Script | script

```
1 var deleteIncidentsGR = new GlideRecord('incident');
2
3 deleteIncidentsGR.deleteMultiple();
4
```

Record for rollback | record_for_rollback

Links

? Delete Run Fix Script ?

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RECORD ROLLBACK FLAG

Notice there is checkbox “Record for rollback”

Customizations you make to the fix script will apply only when you manually run the script. Instance upgrades use the out of box fix script.

Name | name

Application | sys_scope Global

Unloadable | unloadable

Before | before

Description | description

Record for rollback | record_for_rollback

Script | script

```
1 var deleteIncidentsGR = new GlideRecord('incident');
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3 deleteIncidentsGR.deleteMultiple();
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```

Links

Delete Run Fix Script

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SHOW PROGRESS WORKERS

Lets execute our script that **deletes all incidents on the instance**.

Execution completion can be checked in **Related Links -> “Show Progress Workers”:**

All > Name contains Fix Script: Delete All Incident by accident

Created	Name	State
2024-04-27 02:04:03	*Fix Script: Delete All Incident by accident	Completed

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WE CHECK INCIDENTS TABLE

Indeed all incidents got deleted:

A screenshot of a web browser displaying a ServiceNow incident list. The URL in the address bar is `dev220683.service-now.com/incident_list.do?sysparm_view=&sysparm_userpref.incident_list.view=&sysparm_userpref.incident.view=&sysparm_query=`. The page title is "Incidents | incident". The search bar contains "Number | number" and "Search". The main table has the following columns: Number (number), Opened (opened_at), Short description (short_description), Caller (caller_id), Priority (priority), State (state), and Category (cate). A large, stylized graphic of a satellite dish and a planet with a red 'X' is overlaid on the right side of the table. Below the table, the text "No records to display" is visible.

Lets rollback it...

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GO TO ROLLBACK CONTEXT

We got to “Rollback Contexts”:

The screenshot shows the ServiceNow search interface. At the top, there is a navigation bar with the ServiceNow logo, followed by tabs for "All", "Favorites", "History", and "Work". Below the navigation bar is a search bar containing the text "Rollback Contexts". To the right of the search bar are two icons: a magnifying glass and a refresh symbol. The main content area is divided into two sections: "FAVORITES" and "ALL RESULTS". The "FAVORITES" section displays the message "No Results". The "ALL RESULTS" section contains a single item under the heading "Rollback & Recovery", which is labeled "Rollback Contexts".

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ROLLBACK CONTEXTS LIST

We sort by “**Created**” and **go** to our executed Fix Script:

<input type="checkbox"/>	Number	Created	Type	State	From Version
	BAK0001177	2024-04-27 02:04:03	Scripts - Background	Finished recording	Fix Script:Delete All Incident by accident
	BAK0001176	2024-04-27 00:38:44	Plugin Activation/Upgrade	Finished recording	2024-04-27 00:38:44
	BAK0001175	2024-04-27 00:00:04	Deleted Record(s)	Finished recording	Delete Recovery: admin (2024-04-27 07:00:00)
	BAK0001174	2024-04-26 17:00:00	Deleted Record(s)	Finished recording	Delete Recovery: system (2024-04-27 00:00:00)
	BAK0001171	2024-04-25 04:23:58	Deleted Record(s)	Finished recording	Delete Recovery: system (2024-04-25 11:23:58)
	BAK0001170	2024-04-25 04:23:56	Deleted Record(s)	Finished recording	Delete Recovery: admin (2024-04-25 11:23:56)
	BAK0001160	2024-04-09 10:04:21	Deleted Record(s)	Expired	Delete Recovery: securitycenter.user (2024-04-09 10:04:21)
	BAK0001159	2024-04-09 07:04:21	Deleted Record(s)	Expired	Delete Recovery: securitycenter.user (2024-04-09 07:04:21)
	BAK0001158	2024-04-09 02:28:21	App Installation	Expired	App Template_2024-04-09 02:28:21
	BAK0001157	2024-04-09 02:18:37	App Installation	Expired	App Template_2024-04-09 02:18:37
	BAK0001156	2024-04-09 02:11:08	App Installation	Expired	App Template_2024-04-09 02:11:08
	BAK0001155	2024-04-09 02:06:08	App Installation	Expired	App Template_2024-04-09 02:06:08

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ROLLBACK

Here we create **Related Links** -> “Rollback” and type “yes” like this:

Rollback Context | sys_rollback_context [scratchpad][table fields][toggle label]
BAK0001177

Number number	BAK0001177	Type type	Scripts - Back
From Version from_version	Fix Script:Delete All Incident by accident	Created sys_created_on	2024-04-27 0
To Version to_version	Fix Script:Delete All Incident by accident	State state	Finished reco

[Update](#) ?

Related Links

[Rollback](#)

Rollback Records (768) Incremental Data Changes (127) Denied Rollback Operations Recorded Schema Changes Execution Histories

≡ ⚡ Rollback Records | sys_rollback_sequence Number | number Search

Context = BAK0001177

<input type="checkbox"/> Number ▲ number	Target class name target_class_name	Details
162794	incident	(deleted) sh\$task_sla: sys_created_on 2017-04-07 08:16:00
162795	task_sla	(deleted) sh\$task_sla: sys_created_on 2017-04-07 08:16:02
162796	task_sla	(deleted) sh\$task_sla: sys_created_on 2017-04-07 08:16:04
162797	task_sla	(deleted) sh\$task_sla: sys_created_on 2017-04-07 08:16:06
162798	task_sla	(deleted) sh\$task_sla: sys_created_on 2017-04-07 08:16:08
162799	task_sla	(deleted) sh\$task_sla: sys_created_on 2017-04-07 08:16:10
162800	sys_journal_field	(deleted) sh\$sys_journal_field: incident
162801	sys_journal_field	(deleted) sh\$sys_journal_field: incident
162802	sys_journal_field	(deleted) sh\$sys_journal_field: incident

Execute Rollback?
Are you sure you want to execute this rollback? (yes|no)

[Cancel](#) [OK](#)

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INCIDENTS ARE BACK !

Voila ! Our **incidents** are back !

All

<input type="checkbox"/>	<input type="checkbox"/> Q Number ▾ number	Opened opened_at	Short description short_description	Caller caller_id	Pr
	INC0010001	2024-04-09 04:24:19	asdadasd	Abel Tuter	5 -
	INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 -
	INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	●
	INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 -
	INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 -
	INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 -
	INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	David Miller	3 -
	INC0008112	2019-07-29 11:48:43	Assessment : ATF Assessor	survey user	5 -
	INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 -
	INC0008001	2021-01-15 13:04:14	ATF:TEST2	survey user	5 -
	INC0007002	2018-10-16 22:47:51	Need access to the common drive.	David Miller	4 -
	INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	●

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TIPS

1. Rollback expire date:

It's important to note that only scripts executed within the **last seven days** are possible to rollback.



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TIPS

2. Ensure “Record for Rollback” checked:

Always enable the 'Record for Rollback' option when executing scripts that might need to be **rolled back**.

This ensures that you have the option available **if something goes wrong**.



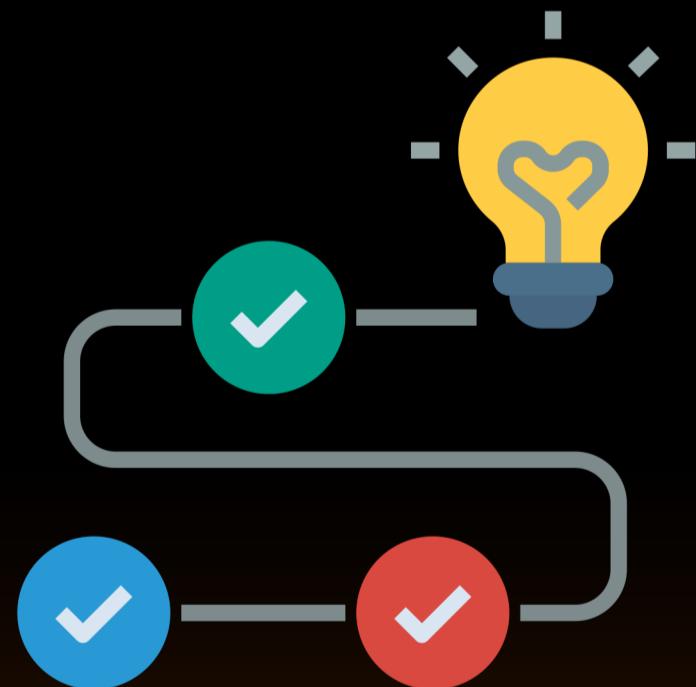
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CONCLUSION

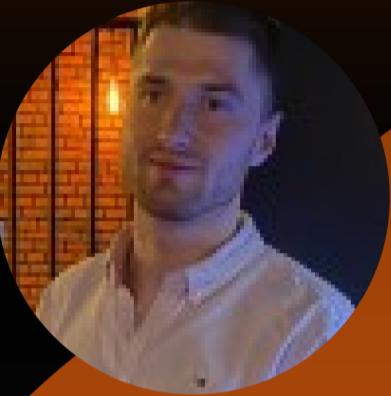
Rolling back a script in ServiceNow is a **useful** feature that **helps** when something **goes wrong** or we just want to **try a script** and then go back to **initial record state**.

Always **make sure to check “Record for Rollback”** just in case it is needed.



@Lukasz Szumilas





Lukasz Szumilas
@szumilas_lukasz

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