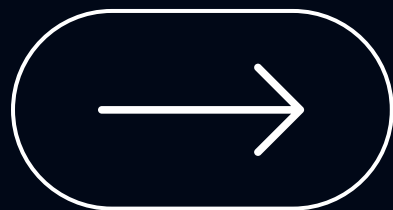


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Homework.



Exercícios.



Exercício **1**

**Atualizar Usuários
Inativos**



Exercício **2**

**Consultar
Incidentes**

Atualizar Usuários Inativos.

Exercício 1

Script Include

userUpdateIncInfo

Name

userUpdateIncInfo

API Name

global.userUpdateIncInfo

Client callable

☐

Description

Script

```
1 var userUpdateIncInfo = Class.create();
2 userUpdateIncInfo.prototype = {
3   initialize: function() {},
4
5
6   markUsersAsLockedOut: function() {
7     var inactiveUsers = new GlideRecord('sys_user');
8     //Todos usuários com status inativo devem ser atualizados.
9     inactiveUsers.addEncodedQuery('active=false^locked_out!=true');
10    inactiveUsers.query();
11
12    while (inactiveUsers.next()) {
13      //Todos usuários inativos deverão ter o campo Locked Out marcado como true.
14      inactiveUsers.setValue('locked_out', true);
15      inactiveUsers.update();
16    }
17    return;
18  },
19 }
```

Application

Global

Accessible from

This application scope only

Active

☒

```
markUsersAsLockedOut: function() {
  var inactiveUsers = new GlideRecord('sys_user');
  inactiveUsers.addEncodedQuery('active=false^locked_out!=true');
  inactiveUsers.query();

  while (inactiveUsers.next()) {
    inactiveUsers.setValue('locked_out', true);
    inactiveUsers.update();
  }
  return;
}
```

User ID	Name	Manager	Email	Active	Locked out	Created	Updated
zane.sulikowski	Zane Sulikowski	(empty)	zane.sulikowski@example.com	false	false	2012-02-17 19:04:51	2024-10-16 09:52:29
wilmer.constantineau	Wilmer Constantineau	(empty)	wilmer.constantineau@example.com	false	false	2012-02-17 19:04:50	2024-10-16 09:52:29
aqib.mushtaq	Aqib Mushtaq	(empty)	aqib.mushtaq@example.com	false	false	2024-05-14 09:35:36	2024-10-16 09:52:29
yvette.kokoska	Yvette Kokoska	(empty)	yvette.kokoska@example.com	false	false	2012-02-17 19:04:49	2024-10-16 09:52:29
william.mahmud	William Mahmud	(empty)	william.mahmud@example.com	false	false	2012-02-17 19:04:53	2024-10-16 09:52:29
zackary.mockus	Zackary Mockus	(empty)	zackary.mockus@example.com	false	false	2012-02-17 19:04:50	2024-10-16 09:52:29
willard.roughen	Willard Roughen	(empty)	willard.roughen@example.com	false	false	2012-02-17 19:04:49	2024-10-16 09:52:29
willa.dutt	Willa Dutt	(empty)	willa.dutt@example.com	false	false	2012-02-17 19:04:53	2024-10-16 09:52:29
winnie.reich	Winnie Reich	(empty)	winnie.reich@example.com	false	false	2012-02-17 19:04:53	2024-10-16 09:52:29

servicenow

All Favorites History Workspaces Admin

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

Run script (JavaScript executed on server)[Open in VS Code](#)

CTRL/CMD (SHIFT) Enter to Execute | (Shift) Command key to open this page | Editor and shortcut added by SN Units

```
1 var response = new userUpdateIncInfo();
2 var updatedUsers = response.markUsersAsLockedOut();
3 gs.print(updatedUsers);
```

[0:00:00.108] Script completed in scope global: script

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

Operation Table Row Count

update sys_user 9

*** Script: ExternalAuth: provider_user_map is de-activated for user:443193cd7011200f2d224837e61037d

*** Script: ExternalAuth: provider_user_map is de-activated for user:ba82abf03710200044e0bfc8bcb5d11

*** Script: ExternalAuth: provider_user_map is de-activated for user:b1826bf03710200044e0bfc8bcb5d37

*** Script: ExternalAuth: provider_user_map is de-activated for user:4f82abf03710200044e0bfc8bcb5d3b

*** Script: ExternalAuth: provider_user_map is de-activated for user:42826bf03710200044e0bfc8bcb5d7b

*** Script: ExternalAuth: provider_user_map is de-activated for user:f682abf03710200044e0bfc8bcb5d1d

*** Script: ExternalAuth: provider_user_map is de-activated for user:4e826bf03710200044e0bfc8bcb5d57

*** Script: ExternalAuth: provider_user_map is de-activated for user:ba826bf03710200044e0bfc8bcb5d69

*** Script: ExternalAuth: provider_user_map is de-activated for user:16826bf03710200044e0bfc8bcb5dbc

*** Script: undefined

User ID	Name	Manager	Email	Active	Locked out	Created	Updated
zane.sulikowski	Zane Sulikowski	(empty)	zane.sulikowski@example.com	false	true	2012-02-17 19:04:51	2024-10-21 09:06:58
wilmer.constantineau	Wilmer Constantineau	(empty)	wilmer.constantineau@example.com	false	true	2012-02-17 19:04:50	2024-10-21 09:06:58
aqib.mushtaq	Aqib Mushtaq	(empty)	aqib.mushtaq@example.com	false	true	2024-05-14 09:35:36	2024-10-21 09:06:58
yvette.kokoska	Yvette Kokoska	(empty)	yvette.kokoska@example.com	false	true	2012-02-17 19:04:49	2024-10-21 09:06:58
william.mahmud	William Mahmud	(empty)	william.mahmud@example.com	false	true	2012-02-17 19:04:53	2024-10-21 09:06:58
zackary.mockus	Zackary Mockus	(empty)	zackary.mockus@example.com	false	true	2012-02-17 19:04:50	2024-10-21 09:06:58
willard.roughen	Willard Roughen	(empty)	willard.roughen@example.com	false	true	2012-02-17 19:04:49	2024-10-21 09:06:58
willa.dutt	Willa Dutt	(empty)	willa.dutt@example.com	false	true	2012-02-17 19:04:53	2024-10-21 09:06:58
winnie.reich	Winnie Reich	(empty)	winnie.reich@example.com	false	true	2012-02-17 19:04:53	2024-10-21 09:06:58

Consultar Incidentes.

Exercício 2

```
Script
11
12 while (inactiveUsers.next()) {
13 //Todos usuários inativos deverão ter o campo Locked Out marcado como true.
14 inactiveUsers.setValue('locked_out', true);
15 inactiveUsers.update();
16 }
17 return;
18 },
19
20
21 getIncidentInfo: function() {
22
23 var activeIncidents = new GlideRecord('incident');
24 //Para obter os incidentes do mês corrente, utilize o método addEncodedQuery(),aplicando o filtro da tabela de incidentes.
25 activeIncidents.addEncodedQuery('active=true^sys_created_onONThis month@javascript:gs.beginningOfThisMonth()@javascript:gs.endOfThisMonth()');
26 activeIncidents.query();
27
28 var incidentArr = [];
29 while (activeIncidents.next()) {
30
31
32 incidentArr.push({
33 //Exibir Protocolo, Descrição Resumida, Aberto Por, Status e Prioridade
34 number: activeIncidents.getDisplayValue('number'),
35 shortDescription: activeIncidents.getDisplayValue('short_description'),
36 openedBy: activeIncidents.getDisplayValue('opened_by'),
37 status: activeIncidents.getDisplayValue('state'),
38 priority: activeIncidents.getDisplayValue('priority')
39
40 });
41
42
43
44
45 return incidentArr;
46
```



```
getIncidentInfo: function() {
var activeIncidents = new GlideRecord('incident');
activeIncidents.addEncodedQuery('active=true^sys_created_onONThis month@javascript:gs.beginningOfThisMonth()@javascript:gs.endOfThisMonth()');
activeIncidents.query();

var incidentArr = [];
while (activeIncidents.next()) {

incidentArr.push({
number: activeIncidents.getDisplayValue('number'),
shortDescription: activeIncidents.getDisplayValue('short_description'),
openedBy: activeIncidents.getDisplayValue('opened_by'),
status: activeIncidents.getDisplayValue('state'),
priority: activeIncidents.getDisplayValue('priority')

});

}
return incidentArr;
}
```

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

Run script (JavaScript executed on server)[\[Open in VS Code\]](#)
CTRL/CMD SHIFT Enter to Execute | Slashcommand /bg to open this page | Editor and shortcut added by SN Utils

```
1 var result = new updateInactiveUsers();
2 var incRecords = result.getIncidentInfo();
3
4 for(var i = 0; i < incRecords.length; i++){
5   var obj = incRecords[i];
6   gs.print("Number: " + obj.number +
7     " , Short Description: " + obj.shortDescription +
8     " , Opened By: " + obj.openedBy +
9     " , Status: " + obj.status +
10    " , Priority: " + obj.priority)
11 }
```

[0:00:00.057] Script completed in scope global: script
Script execution history and recovery [available here](#)

Click icon to toggle prefix or download / copy result

*** Script: Number: INC0010043, Short Description: Lorem lorem , Opened By: System Administrator, Status: New, Priority: 5 - Planning
*** Script: Number: INC0010042, Short Description: lorem , Opened By: System Administrator, Status: New, Priority: 5 - Planning

Incidents View: Self Service for text Search

All > Active = true > Created on This month

Number	Opened	Short description	State
Search	Search	Search	Search
INC0010043	2024-10-10 02:17:31	Lorem lorem	New
INC0010042	2024-10-10 02:12:08	lorem	New



Fim

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