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San Diego

You enable the geolocation feature using the appropriate entries from a Google Maps API for Business license, or a Google Maps JavaScript API Key.

Before you begin

Role required: admin

About this task

You can generate maps using basic JavaScript, and they are flexible enough to display even the most complicated of queries. These maps use standard Google Maps API for Business or Google Maps JavaScript API Key mapping features, including various link types to records in your instance. Use of this feature requires installation of the Google Maps plugin.

Map page



Procedure

1. Google Maps APIs for Business licenses are no longer available from Google, so, depending on whether have an existing license, use one of the following procedures.

> **Note:** You are required to use your own Google Maps JavaScript API Key from Google and not use any Now Platform® generated key.

Existing Google Maps API for Business license available?

Tasks

Existing license available

a. In the System Properties >Google Maps property form:

• In the google.maps.client field,enter the Client ID for your organization.

This ID is from Google and starts with gme-, such as gme-mycompanyname.

• In the

google.maps.private.key
field, enter the private
key for Google Maps API
for Business. An example
of an encoded key is
vNIXE0xscrmjlyV12Nj_BvUPaw= . The
Now Platform® requires
this key to retrieve
accurate driving time
estimates from Google
for some Geolocation
features.

- Fill out the remaining values on the form.
- b. Configure your maps using the property definitions from the table.

Note: See the Getting
Started Guide ≥ on the
Google website for details
on obtaining a key, using
the API, and relevant
terms of service.

No license available

- a. Obtain a Google Maps
 JavaScript API Key from Google.
- b. In the System Properties >
 Google Maps property form,
 enter the API key into the
 google.maps.key field.
 Geolocation in the Now
 Platform® uses the API Key,
 which Google Maps also uses
 for Geolocation and map view
 billings.
- c. Fill out the remaining values

- on the form.
- d. Configure your maps using the property definitions from the table.

To learn more about Google Maps API for Business, and Google Maps JavaScript API Key, see https://developers.google.com/maps/gmpget-started ☑.

After you complete and save the configuration, create Map pages, or use the default pages included with the plugin.
 Map pages define what data appears on the map, and the appearance of the links. For a tutorial on how to view all of the markers that link to your records, see the Display Map Markers on Google Maps blog post on the ServiceNow Community.

Property	Description
google.maps.auto_close	If true, automatically closes a map information window before opening a new one.
	Type: true/falseDefault value: true
	Location: SystemProperties > Google Maps
google.maps.client	Client ID for Google Maps API for Business.
	 Type: string Default value: gme- servicenow
	Location: SystemProperties > Google Maps
google.maps.private.key	Private key for Google Maps API for Business. This key activates the geolocation feature, which locates users in the system precisely, using data from their mobile devices.
	• Type: string
	 Default value: empty
	Location: SystemProperties > Google Maps
google.maps.version	Version number of the current installation of Google Maps API for Business.

	 Type: string Default value: current version number Location: System Properties > Google Maps
google.maps.key	Google Maps API for Business or Google Maps JavaScript API Key that ties to the URL of the server. This key authorizes development use of Google Maps API.
	Type: string
	Default value: empty
	Location: SystemProperties > Google Maps
google.maps.latitude	Starting latitude of the map. This value determines the starting position displayed in Google Maps. Type: string Default value: 36.008522 Location: System Properties > Google Maps
google.maps.longitude	Starting longitude of the map. This value determines the starting position displayed in Google Maps pages.
	Type: string
	 Default value: -95.221764
	Location: SystemProperties > Google Maps
google.maps.max_items	Maximum number of items to display on the map.
	Type: integer
	• Default value: 500
	Location: SystemProperties > Google Maps
google.maps.table	Table used by the map. The table needs the following fields: name, longitude, latitude.
	 Type: string

- Default value: cmn_location
- Location: SystemProperties > Google Maps

google.maps.zoom Starting zoom level of the map

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System 2

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Properties > Google Maps

- 3. Perform these configurations:
 - a. Navigate to System Properties > All.
 - b. Set values for these system properties:

System property	Description
google.maps.refresh.latlong. duration	Number of days after which the location details are updated.
	Note: The maximum value is 30.
google.maps.refresh.latlong.r ecord_count_per_table	Maximum number of records in a table that can be processed using the scheduled job in one refresh.

- c. Specify the tables that store the location details in the Map Coordinates Refresh Configuration [cmn_coordinate_refresh_config] table.
- d. If there are no fields to track when the coordinates are last retrieved in your tables:
 - i. Create the coordinates_retrieved_on field of the type
 Date/Time in your tables.
 - ii. Ensure that the value of the field that tracks time when the coordinates are last retrieved, is populated correctly in the Map Coordinates Refresh Configuration [cmn_coordinate_refresh_config] table. Refer to the sample fix script Update coordinates updated on field to update values in the coordinates_retrieved_on field.
- e. Navigate to System Definition > Scheduled Jobs.
- f. Open the record, Refresh Latitude Longitude info of Records.
- g. Select the **Active** check box.

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> h. Specify the frequency at which the location details should be refreshed by providing frequency details in Run and Repeat Interval.

> > **Note:** Ensure that you refresh the location details at least once every 30 days.

- 4. (Optional) To access Google Maps from the ServiceNow instance based on your region, perform these configurations.
 - a. Navigate to User Administration > Users.
 - b. Select and assign the relevant Country Code for the required user.

Note: If the required Country Code isn't available, add the dictionary entry. Ensure that you use the ISO 3166-1 country codes. For example, the country code of Morocco is MA.

- c. Navigate to **System Properties > Google Maps**.
- d. Select the Yes check box for Enable this property only when you want to alter the Google map's behavior based on a region. The region is populated from the current User's 'Country code' field value in sys_user record. The Country code value on the sys_user record should be consistent with the expectations from the Google Map's region code. Most Unicode region identifiers are identical to ISO 3166-1 codes, with some notable exceptions. Check the codes properly before making any changes.
- e. Click Save.

Last updated: February 3, 2022

Tags: San Diego, Integrations

Feedback 🖒 🧖

