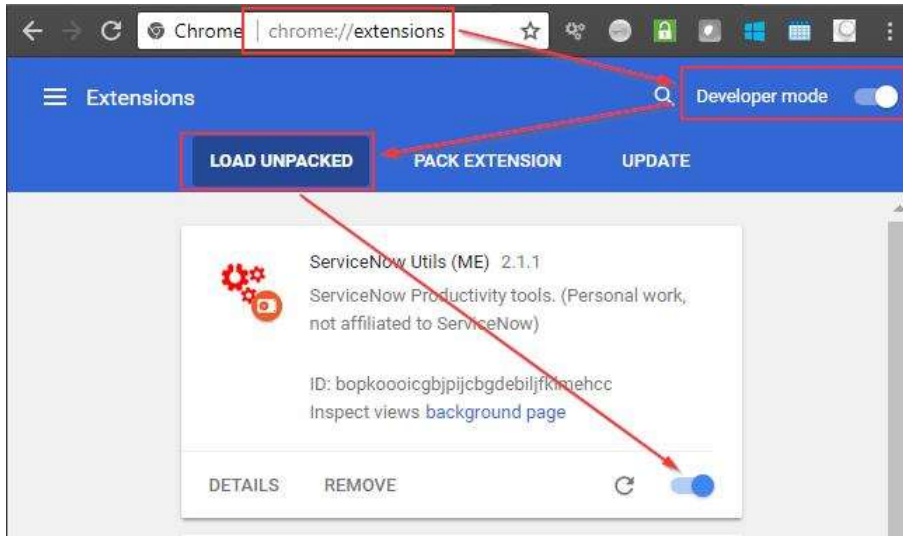


1. Installation

Download <https://github.com/meinzeugde/ServiceNow-Utils>, unzip and activate in Chrome:



Current Version is 2.7.0.

If the original ServiceNow Utils is still activated, disable or deinstall it.

If you have ServiceNow still open, reload the page to have the extension initialize properly.

2. INITIAL FEATURES

In Application Navigator press Ctrl+Space for auto-completion:



When adding a . (dot) after the table name and press Ctrl+Space again, a list of available functions appear:



".list" is now replaced with ".li". Sorting is set to "sys_updated_on DESC" (Exception: "[syslog.li](#)" filters additionally on "sys_created_on TODAY").

Try not to use ".list" anymore

".mine" is like ".li", with additional Filter "sys_updated_by BY current user" or "sys_created_by BY current user"

".struct" leads to Sys Dictionary

".config" shows Business Rules, UI Actions, etc. (OOTB)

".do" opens new record form (OOTB)

2.1. Updates 2018-06-08

- Features:
 - Extended Global Search: Add search for sys_id, see <https://github.com/arnoudkooi/ServiceNow-Utills/issues/4>

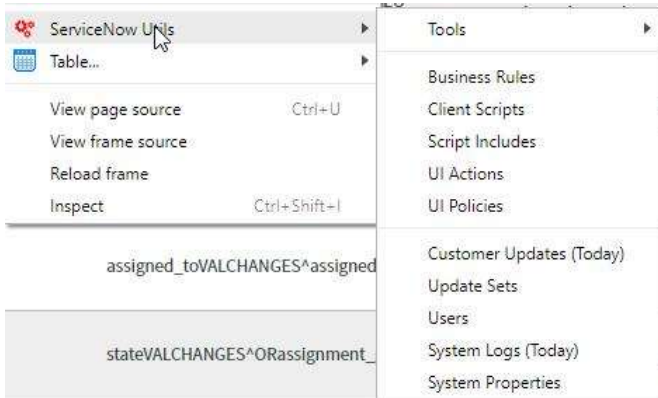


2.1.1. Fixes:

- Ctrl+Shift+F for was not properly working in Navigator
CTRL+Left Click should not open List from within Related Lists

2.2. Updates 2018-06-20

- I changed the structure for the context menu and added some often used tables



- Hotkeys for context menu actions, see here: <https://github.com/arnoudkooi/ServiceNow-Utills/issues/7>
- Show Select field values, see here: <https://github.com/arnoudkooi/ServiceNow-Utills/issues/8>

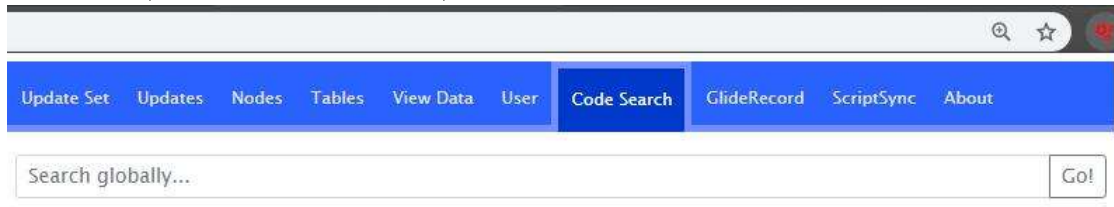


- **Experimental (and pre-London only):** Click on info icon with Ctrl held opens the record in a new tab (although this works not as usual: The reference will open in current tab, and the current form will be reopened in another tab)

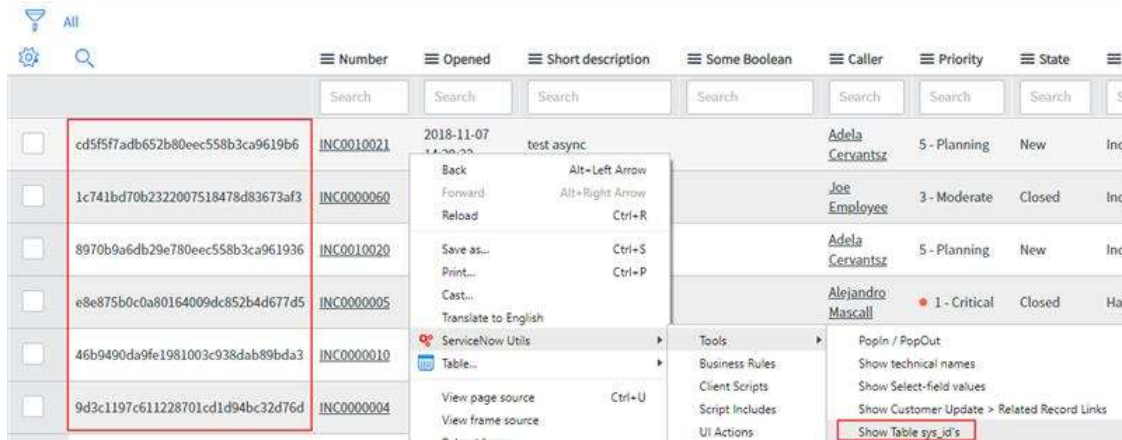


2.3. Updates 2018-11-08

- Code Search (uses OOTB CodeSearch API)

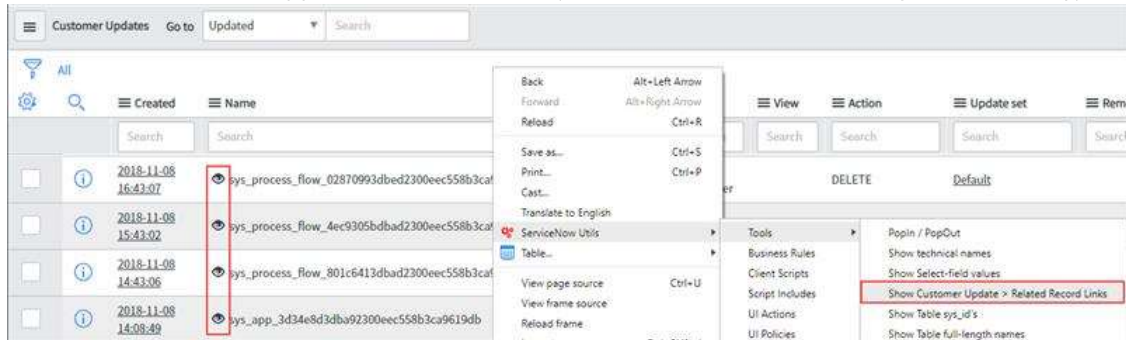


- Extended Shorthands for Auto-Completion in Application Navigator
 - EncodedQuery with ">": e.g. **"incident.li>numberLIKE123"** -> will open incident list with Numbers containing a 123
 - Direct jump to Form by Query: e.g. **"incident.do>number=INC0010123"** -> will open Record (if existing)
 - Direct jump to Form by SysId: e.g. **"incident>1c741bd70b2322007518478d83673af3"** -> will open Record (if existing)
 - List shorthand: e.g. **"incident">** -> will jump to List (like "incident.li")
- Show SysId in a List -> will replace the Info icon with SysId's



- Related Record Links in Customer Updates

- will add a little Icon to directly jump to a related Record (useful when combined with holding down CTRL key)



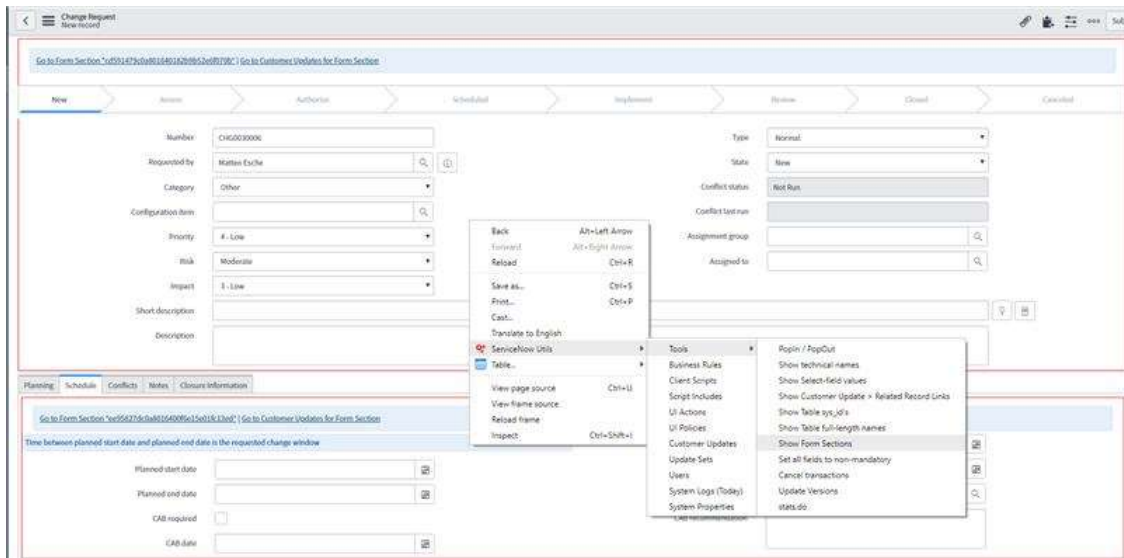
- Show full-length of truncated fields in Lists

- Normally oversized fields will get cut in Lists after ~50 characters. This option shows the full text for those fields

The screenshot shows the ServiceNow Incidents interface. A table lists incidents with columns for Number, Opened, Description, and other details. A context menu is open over the row with incident number INC00000059. The menu includes options like 'Back', 'Forward', 'Reload', 'Save as...', 'Print...', 'Cast...', 'Translate to English', 'ServiceNow Tools', 'Table...', 'View page source', 'View frame source', 'Reload frame', and 'Inspect'. The 'Tools' submenu is also open, showing options like 'Business Rules', 'Client Scripts', 'Script Includes', 'UI Actions', 'UI Policies', 'Customer Updates', 'Update Sets', 'Users', 'System Logs (Today)', and 'System Properties'. The 'Show Table full-length names' option is highlighted in the 'Tools' submenu.

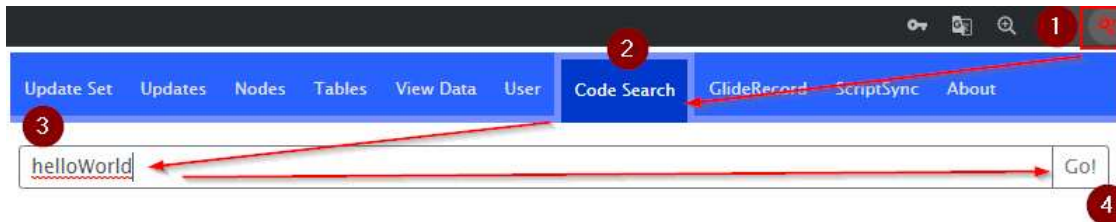
Number	Opened	Description	Short description	State	Category	Assignment group
INC0010021	2018-11-07 14:29:22	I am unable to connect to the email server. It appears to be down.	Unable to connect to email 1			
INC00000060	2016-12-12 16:19:57	I am unable to connect to the email serv...				
INC0010020	2018-11-06 11:46:28	test 123456	My delayed Worknote: Test			
INC00000005	2018-02-17 00:06:52	Watcher daemon detected that the CPU was 100% busy for more than 10 minutes	CPU load high for over ten minutes			
INC00000010	2018-02-21 23:53:02	Currently running 10GR1 and need to upgr...	Currently running 10GR1 and need to upgrade to 10GR2.			
INC00000004	2018-02-27 23:49:22	User forgot their email password.	User forgot their email password.			
INC00000014	2018-01-27 00:37:35	Logged in and didn't see my home directo...	Logged in and didn't see my home directory. Logged out and back in			
INC00000035	2018-03-03 01:32:47	Forgot password and unable to log in. Ca...	Missing my home directory			
INC00000059	2016-08-10 18:14:29	I can access my personal folder but can't...	Forgot password			

- Show Form Sections
 - marks all Sections on a form with a red border and adds a Link to the corresponding Customer Update



2.4. Updates 2019-09-24

- Code Search (uses OOTB CodeSearch API)
 - modified Layout
 - Access regularly via the ServiceNow-Utils Popup



- This will open a new tab. Depending on the amount of search results, it may take a while, until results appear

Code Search results for "helloWorld"

2 Table(s) / 2 Record(s) / 11 Line(s) of Code - Time: Tue, 24 Sep 2019 13:35:03 GMT

Instance: service-now.com

[Client Script \[sys_script_client\] \(1\)](#)

[Script Include \[sys_script_include\] \(1\)](#)

HelloWorld (4) [\[Open\]](#)

Name

Line: 1 HelloWorld

Script

```
Line: 1 var HelloWorld = Class.create();  
Line: 2 HelloWorld.prototype = Object.extend(Object.prototype, {  
Line: 8     type: 'HelloWorld'
```

Display name

Line: 1 HelloWorld

API Name

Line: 1 global.HelloWorld

- **Experimental** Show Customer Update > Related Record Links
 - when accessing Update Sets, there will be some Links added to each Customer Update, that allows for direct access to the record itself
 - in case the Customer Updates List gets updated somehow (Sorting, Filtering, ...), this needs to be applied manually via the ServiceNow-Utils Context Menu

Update Set
Default

Merge With Another Update Set

Customer Updates (90)

Update Set Logs

Child Update Sets



Customer Updates

Search

Created



Search



1

to 20 of 90



Update set = Default



Created

Type

View

Target r



2019-09-23

02:33:53



2019-09-23

02:33:33



2019-09-23

02:33:33



2019-09-23

PopIn / PopOut

Show technical names

Show Select-field values

Show Customer Update > Related Record Links

Show Table sys_id's

Show Table full-length names

Show Form Sections

Set all fields to non-mandatory

Cancel transactions

Update Versions

stats.do

Tools

Business Rules

Client Scripts

Script Includes

UI Actions

UI Policies

Customer Updates

Update Sets

Users

System Logs (Today)



01:00:50

System Properties