User Interface

13 Posts authored by: Kim Purcell

Retrieve My Reports in Fuji after updating user login info

Posted by **Kim Purcell** Jan 8, 2016

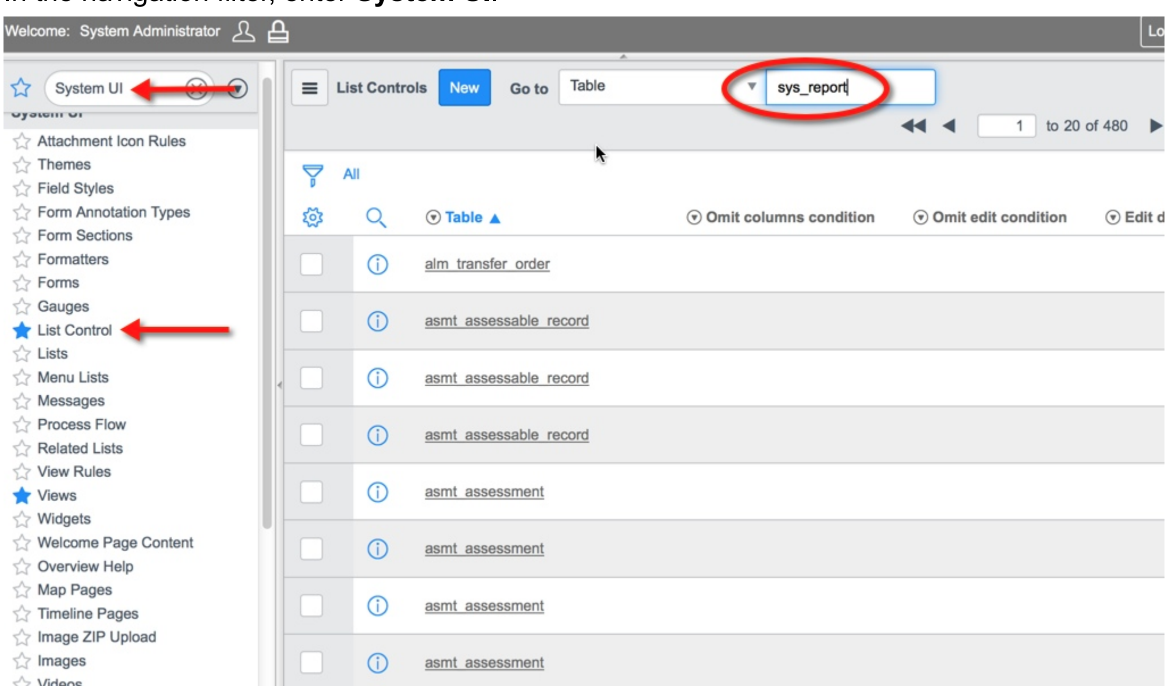
If your reports are not displaying correctly under the My Reports section , this may due to a recent change to your login information. If your user info has been changed in Fuji since you initially created the report, for example, you have a new primary email address and new username/login, these reports will not show up if you try to view **My Reports.**

For example, if your username was once "Bridget" and you change it to "BridgetB," then the reports you created as Bridget do not show up. They appear missing when you log in with your new credentials and go to the report_home section to view your reports. The reason for this it that there is no longer a match between the [sys_user] and [sys_report] tables.

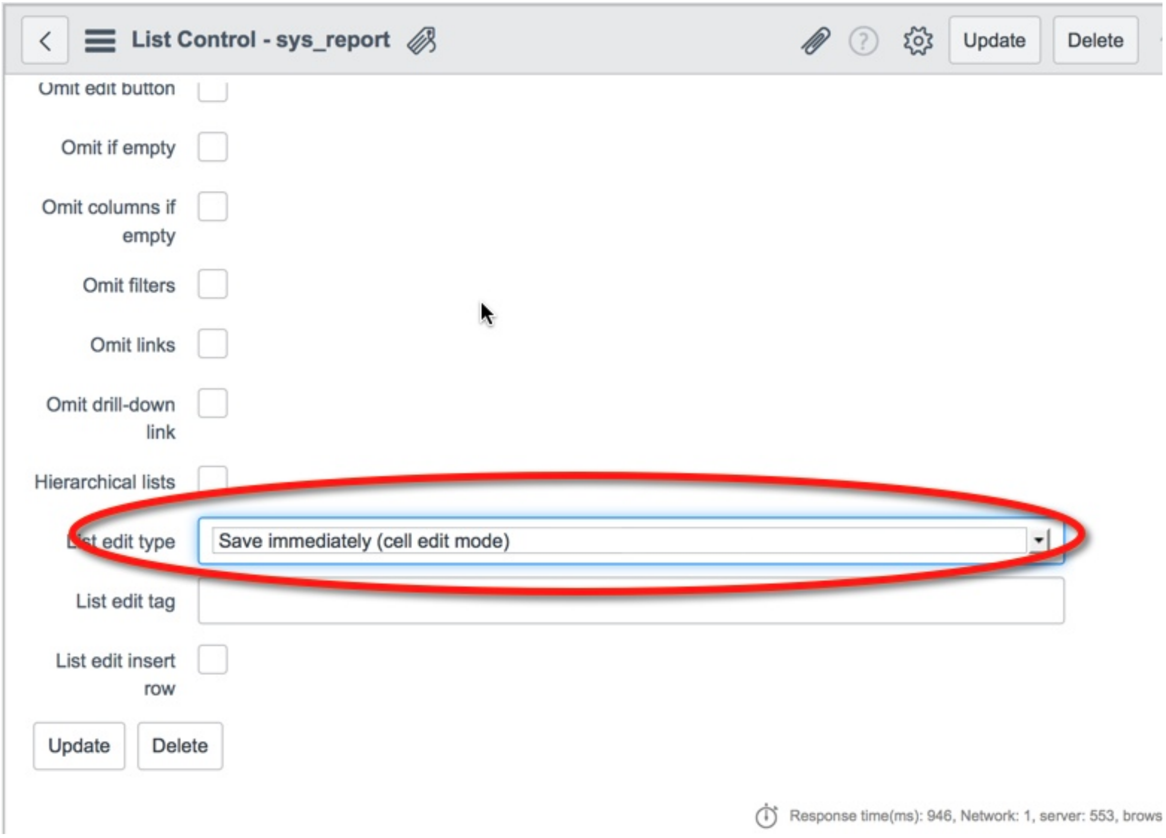
To view the reports you created from your previous username, you can have an admin manually edit the **Created By** field in the [sys_report] table with the new value of the username. You'll need an admin since this update requires a temporary change to the base system, which should then be reverted back once the update is complete. Here are the easy steps to do this:

To enable list editing on the [sys_report] table:

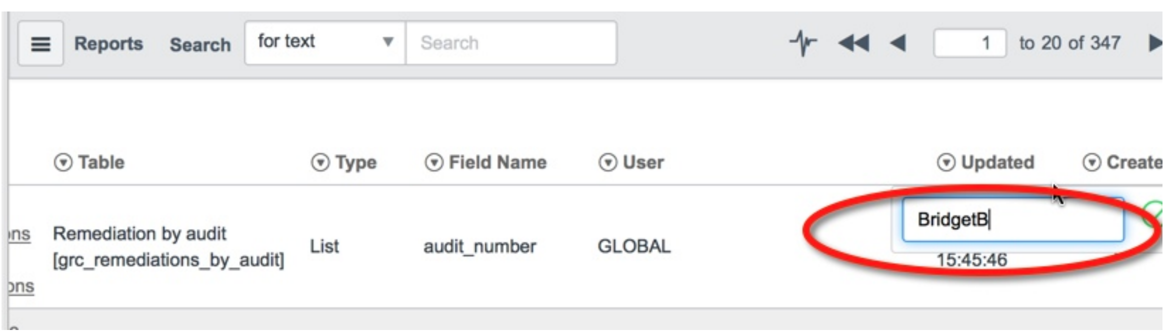
1. In the navigation filter, enter **System UI**.



2. Go to **List Control**, and search for **sys_report**.
3. Open record and change the List edit type from **Disable list editing** to **Save immediately (cell edit mode)**.



4. Navigate to the list view of the [sys_report] table and sort or filter by the **Created By** field. Replace the old username value with the new username value.



5. Go back to List Controls and set the List edit type value back to **Disable list editing** for the [sys_report] table.

Although this works well for selected usernames, keep in mind that if you have thousands of records in the [sys_report] table where the username has been changed, then this workaround is probably not the best fit for a large volume of updates.

Having other issues with reporting ? Check out these KB articles:

- Reports are not displaying correctly under the My Reports section
- Database views do not appear in name choice list in ACLs or in table choice list in reports (KB0553711)
- Issue with "group by" when dot-walking fields selected (KB0562136)
- When export a record to PDF using a Europe/London timezone the header on the report is wrong (KB0553578)

266 Views Comments: 0 Permalink
Tags: reporting, ui, sys_user, users, user interface, missing reports, my reports, sys_report

It's Geneva Time! Are You Ready to Get Started?

Posted by **Kim Purcell** Dec 8, 2015

If you want to learn more about this release and what we're excited about, we have some great resources for Geneva. Our Geneva resource page and overview page include new release information about enhancements and changes, including videos, community links, and other valuable resources.

Looking for something specific? Check out our new Knowledge Base articles for product enhancements and notable changes in Geneva:

Learn More About Geneva

- Business Management
- IT Service Management
- IT Operations Management
- Security Operations Management
- Platform
- Service Management for the Enterprise
- Custom Application Development
- Performance Analytics and Reporting

Some of our new product enhancements include:

- **Security Operations Management** – The Security Operations Management Suite (OMS) delivers security incident response and vulnerability response capabilities for the security practitioner. We have Security Incident Response (SIR) and Vulnerability Response.
- **IT Service Management** - Service 360 is an extension of Service Portfolio Management in the Geneva release. This enables monitoring of Business Service Performance, consolidates

data, identifies areas for remediation, and more.

- **IT Operations Management -** Service Mapping is a new application in the Geneva release. In the Fuji release, ServiceWatch version 3.6 was a stand-alone product with its own infrastructure including a database, a collector component, the credentials store, and a user interface. In the Geneva release, Service Mapping is a native ServiceNow application.
- **Platform -** The Edge Encryption application plug-in provides customers with an end-to-end native solution to manage the encryption of their ServiceNow data that helps them solve challenges tied to sovereignty concerns, data loss prevention, and regulatory compliance.
- **Business Management** - Teamspaces enable functional and data separation between Project Portfolio Suite (PPS) applications. You can assign teamspace-specific roles to allow divisions in your organization, such as Marketing, Finance, and Facilities, to access a dedicated teamspace.
- **Service Management for the Enterprise** - The Service Management Core installs the core Service Management items used to allow other-related plugins to work, such as Field Service, Facilities, HR, Legal, Finance, Marketing, and other Service Management applications created using a template.
- **User Interface** - The UI16 interface is available in supported browsers and is enabled by default for new instances. UI16 provides usability improvements and design changes, including an enhanced application navigator, new themes, and updated icons. For upgraded instances, administrators may need to activate UI16.

Ready to Upgrade to Geneva?

Check out Upgrading Resources .

For the Geneva release and beyond, we now have a new product documentation site Move over wiki, the new product documentation site is live!. The information available on the wiki will still be available for users who are on releases prior to Geneva.

1159 Views Comments: 8 Permalink Tags: geneva, ui16, geneva release

How to fix UI actions causing blank windows or pages in CMS

Posted by **Kim Purcell** Nov 27, 2015

The Content Management System (CMS) is a ServiceNow application that enables your company to create a custom interface of ServiceNow platform and applications. Active by default, CMS allows systems administrators or web developers to dive into projects ranging from customizing login pages to designing a complete website. In addition, non-technical users can take advantage of the application as an easy-to-use website maintenance tool. See CMS Planning for more information.

When using CMS, you may have encountered URLs or popups causing a blank window or page to appear on your screen. This can happen when you are attempt certain UI actions, such as:

- Using the shift+click popup of a form
- Launching a CMS page with an iFrame containing the URL of an external site
- Using the Show Workflow UI action

If you are having these issues, here a some quick tips to fix your CMS pages:

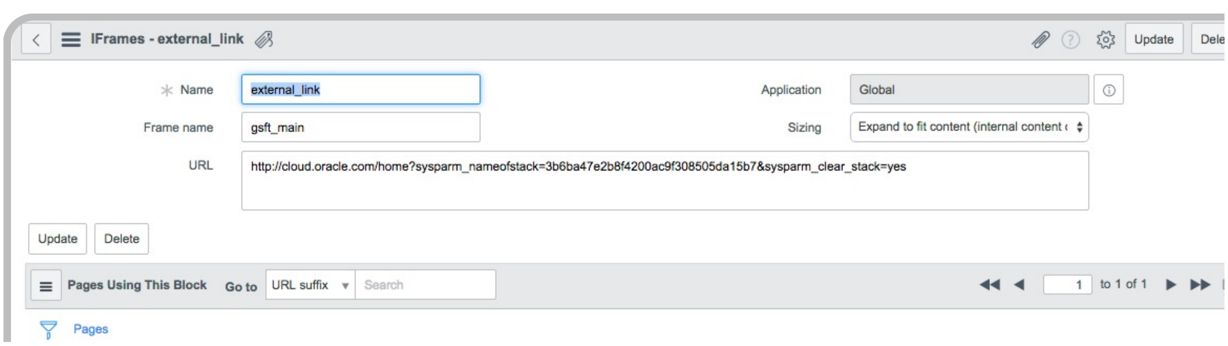
Fix shift+click popup form and blank window

In CMS, when in the shift+click popup form, clicking a UI action causes the popup to become a blank window and remain open . For example, when you launch CMS and go to Service Catalog to review Open Orders, you can do a **shift+click** on the RITM number to open the popup form. The problem is, when you enter text into a field and update the form, the popup window goes white and remains open.

You'll see that if you do this in the standard UI, the issues does not occur and the popup closes as expected. Simply click the "X" to close out the popup. Your update will still be saved as expected.

Correct iFrame with external website URL causing blank CMS page

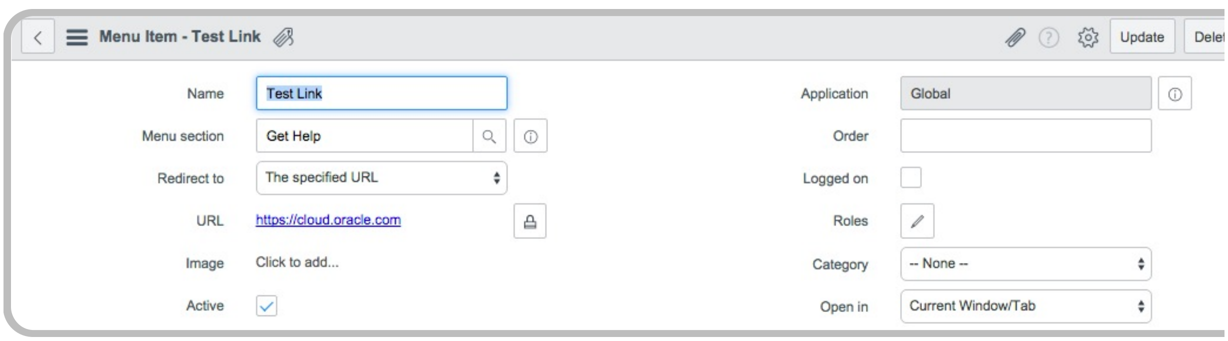
When launching a CMS page with an iFrame that contains the URL of an external site , you'll get a blank page as well as a console error message. For example, you may have a page containing an iFrame that specifies the URL of an external website:



When the CMS page is launched, a blank page will appear. In the Chrome Developer Tools Console, you'll also get an error message: *Refused to display '<url specified within IFrame>' in a frame because it set 'X-Frame-Options' to 'SAMEORIGIN'*

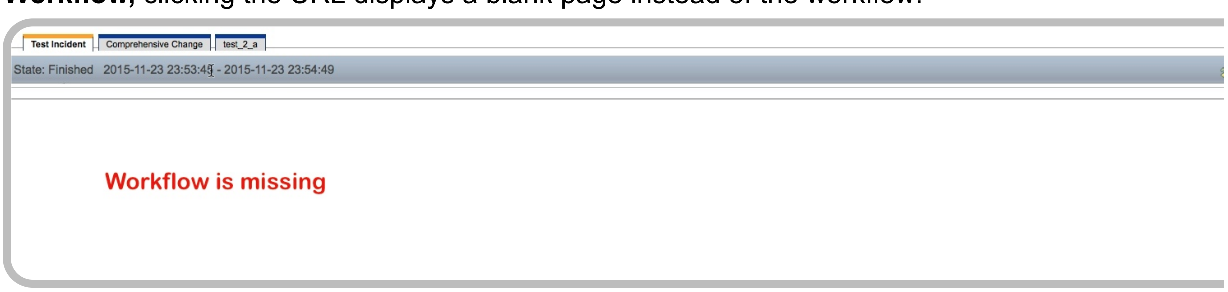
This is caused by a security feature that blocks mixed content in browsers . In this case, displaying this type of content within an iFrame is not supported by the target domain/server (https://cloud.oracle.com in the above example) and browser security. **Do not use an iFrame to add external links to the CMS page.**

Here's an example where a link is added to the Get Help section on the ESS homepage that successfully opens in a new page:



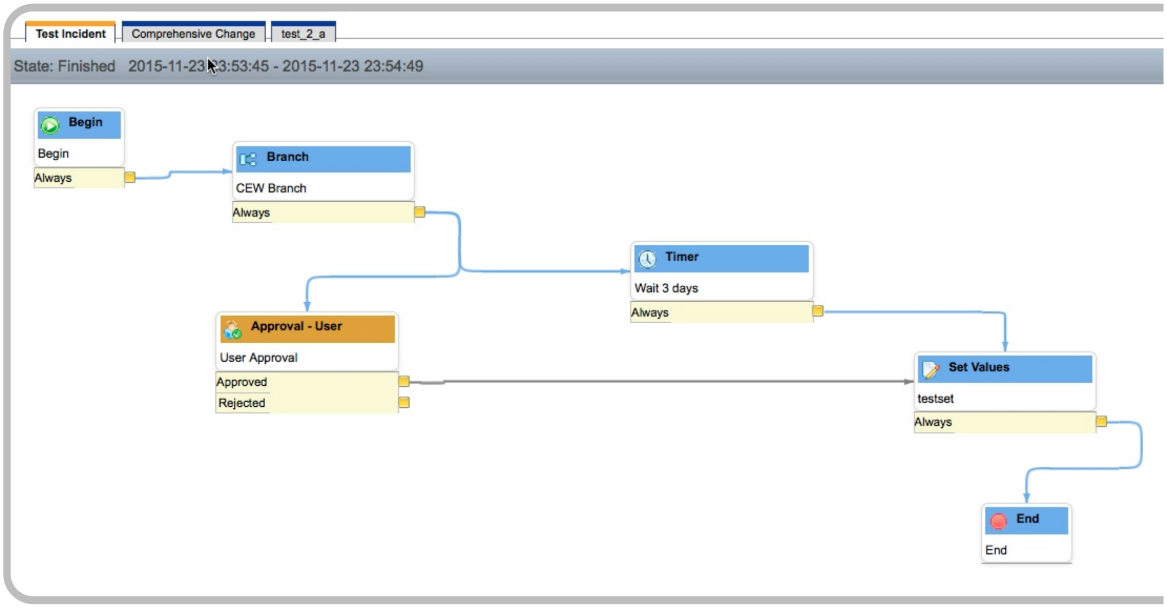
Fix Show Workflow UI action that generates wrong URL link

When you use the Show Workflow UI action in CMS, you'll end up with a blank page instead of the workflow . This is because the Show Workflow UI action is actually generating the wrong URL link with the CMS site prefix. For example, if you are in a change request associated with a workflow in ESS (*https:// <Eureka instance>.service-now.com/ess /change_request_list.do?sysparm_query=active%3Dtrue*), and go to **Related Links > Show Workflow,** clicking the URL displays a blank page instead of the workflow:



Solution:

1. After clicking the **Show Workflow** link, remove the part of the URL that references the CMS site name. For example: **/ess**
2. Reload the page to show the correct workflow.



Have more questions related to CMS?

ServiceNow KB: CMS Resources (KB0552847)

- 12 Questions to ask yourself when Troubleshooting CMS
- Use a style property to correct overlapping scrollbars on an iFrame in IE11
- Associate CMS to Service Catalog and UI buttons

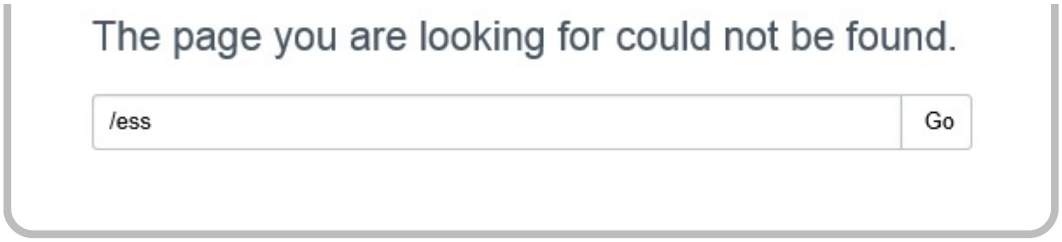
367 Views Comments: 0 Permalink

Tags: workflow, iframes, ui_actions, popup, cms;, blank_content, cms_page, blank_windows, blank_pages

Associate CMS to Service Catalog and UI buttons

Posted by **Kim Purcell** Oct 28, 2015

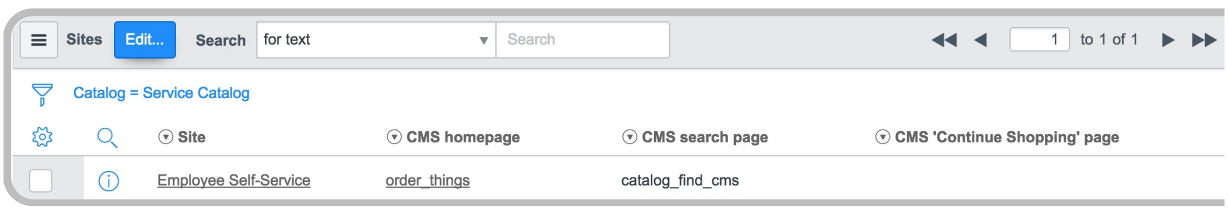
Upgrading to Eureka or later versions, can give you some interesting messages and behavior thanks to the added ability to have more than one Service Catalog. In Eureka, Fuji and beyond, you may encounter a **Page not found** error message when you attempt to use the Continue Shopping and Back to Catalog buttons in your Service Catalog. You'll see a message that looks something like this:



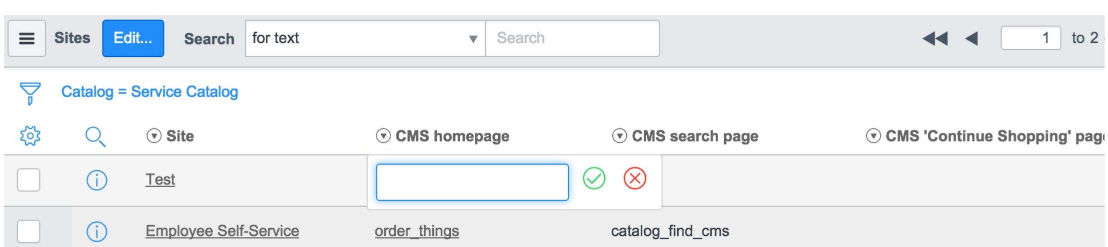
This broken link error message is likely caused by the new functionality in Eureka, which introduced multiple service catalogs . The Catalog Site table associates the catalogs with the CMS websites. These catalog site records appear in the Sites related list on the Catalog form. Several service catalog system properties have actually been replaced with fields on the catalog site record. This allows you to specify values for different sites used by different catalogs. To correct this issue, you'll need to **associate the CMS site with the Service Catalog to fix your UI buttons.**

How to associate the CMS to the Service Catalog:

1. Navigate to **Service Catalog > Catalog Definitions > Maintain Catalogs.**
2. Click the Service Catalog record in use.
3. Click the **Sites** related tab.



1. Click **Edit** to open the slushbucket.
2. Double-click your custom site on the left to add it to the right.
3. Add this information in the Site record:
   - CMS homepage: the url suffix of the content page that is the top of your catalog
   - CMS search page: catalog_find_cms
   - CMS 'Continue Shopping' page: the url suffix of the content page that you want users redirected to. If nothing is specified, the default behavior is to redirect the user to the previous CMS page



You should now be redirected to the correct CMS content page without receiving an error message.

Having other Service Catalog UI button issues? See:
Redirecting the Back to Catalog button
Get the Continue Shopping button working in your Service Catalog
The Continue Shopping button in the shopping cart redirects to incorrect an URL (KB0535421)
"Back to catalog" button redirects to the incorrect catalog (KB0547169)

Need more Service Catalog tips? See:
Creating Catalog Client Scripts
Defining Catalog Items
Adding Content Items to Service Catalog

415 Views Comments: 0 Permalink
Tags: cms, ui, back_to_catalog_button, continue_shopping_button_not_working, continue_shopping_button, catalog_site, back_to_catalog, content management, ui button, service catalog

Controlling access to the mobile UI '+' button

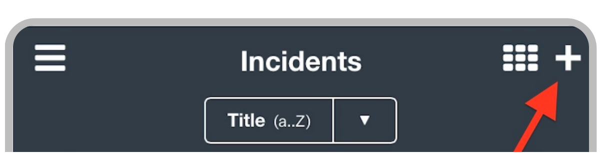
Posted by **Kim Purcell** Oct 16, 2015

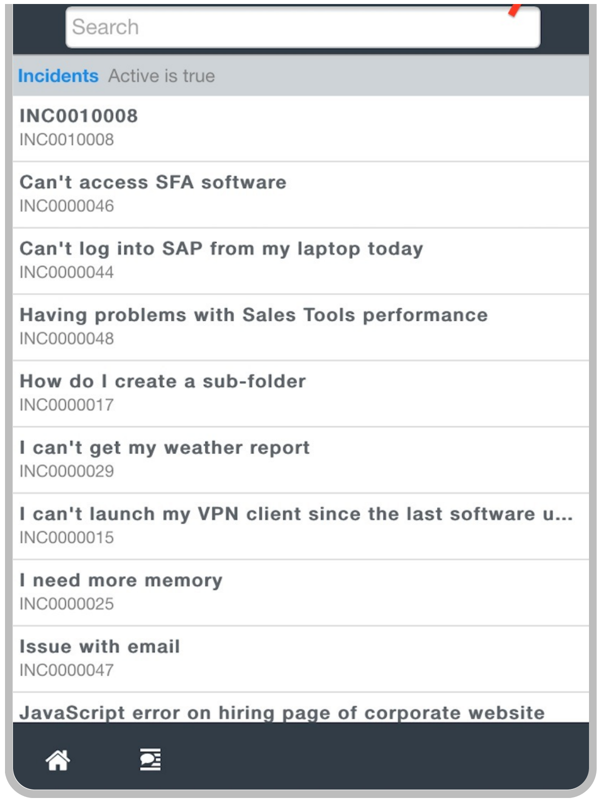
ServiceNow's mobile UI gives you convenient remote access to your instances with some standard functionality that let's you perform common tasks while on the go. We support two types of smartphone interfaces:

- Smartphone interface – This is active by default on new instances starting with the Dublin release. (For existing instances that are upgraded to Dublin or later, admin can activate the smartphone interface .)
- Legacy mobile UI - These are devices, browsers, and features supported in versions prior to the Dublin release. For more information, see Configuring the Legacy Mobile UI .

In addition, administrators can define what users can access on smartphones through the smartphone interface. For example, users can be given access to specific application menus and modules, default home page favorites, UI policies, and online help.

In the Incident module, for example, the **+** button appears on the top-right corner of the screen in a list on the mobile UI. Pressing this button creates a new record in the list.



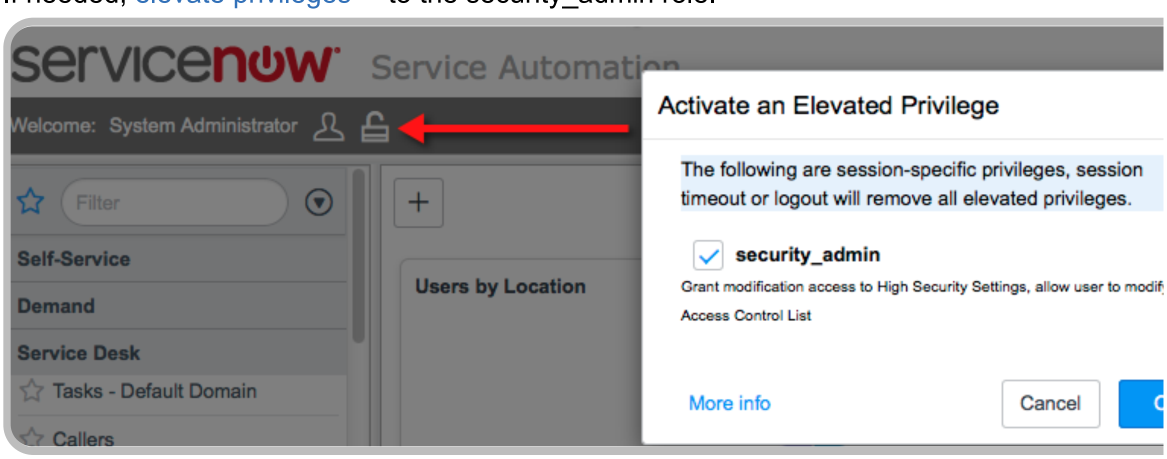


In some cases, you may want to restrict certain users from creating new incident (or other types of records) from the mobile UI but still allow them to create new records from the desktop UI.

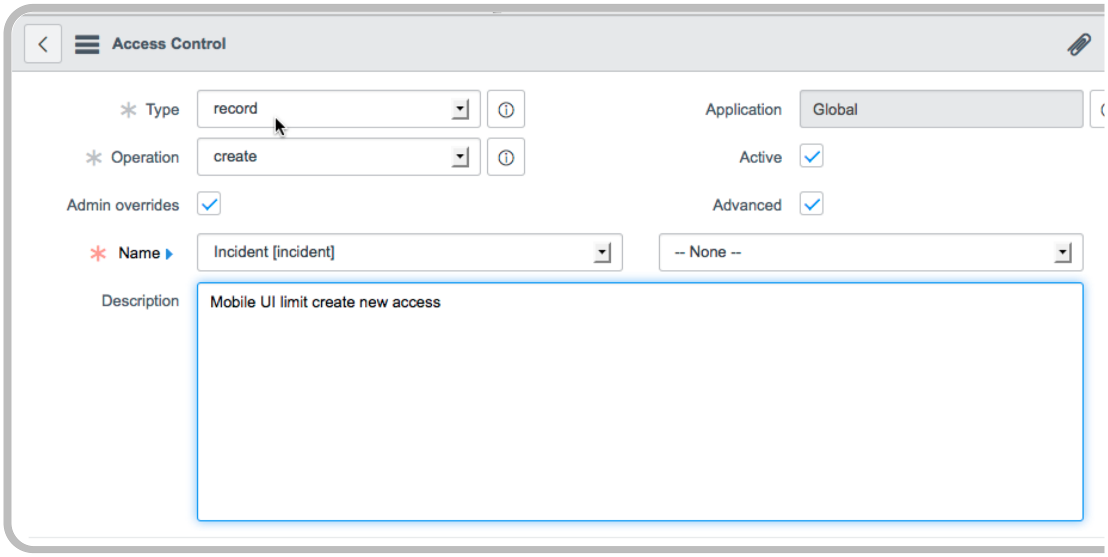
The "**+**" on the mobile UI essentially means, "create a new record from the type of the list you are in". Because this button is hard-coded in the UI and not one of the UI actions, you're not able to create conditions directly on the button. Instead, you'll need to create an ACL to restrict the mobile UI.

To control the + button and create an ACL to restrict the mobile UI:

1. If needed, elevate privileges to the security_admin role.



2. Navigate to **System Security > Access Control (ACL)**.
3. Create an access control using the following information:
    - **Type**: Record
    - **Operation**: Create
    - **Name**: Use the name of the table you want to restrict, for example, **Incident**.
    - **Active**: Checked
    - **Advanced**: Checked



4. Enter the following code in the **Script** field: `GlideTransaction.get().getPageName() != "angular”;`
5. Click **Submit**.

The script in step 4 obtains the name of the page and checks to see if it's "angular" (name of the page in the mobile UI). When it checks the name, one of the following occurs:

- If it's not angular, then it's not mobile, and the ACL passes.
- If it's angular, then it's in mobile, and the ACL restricts access so the **+** button does not appear.

Note: While this does function, it is not an official solution. **The name used for the mobile page may change in future versions.** If this fix is implemented, be sure to test after upgrades to ensure you are seeing the expected behavior.

Looking for more tips and solutions for mobile UI?

We have an entire resource page for this! See Mobile User Interface Resources for more information.

243 Views Comments: 1 Permalink Tags: mobile, mobile_ui, mobile_user_interface

Understanding mobile vs. desktop UI actions

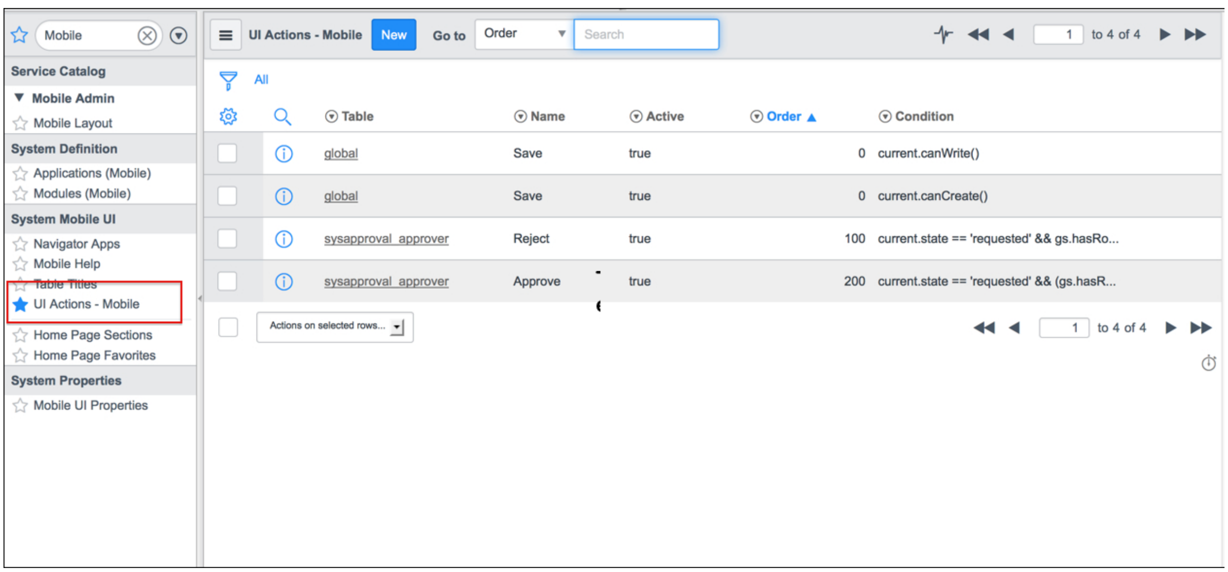
Posted by **Kim Purcell** Sep 14, 2015

Mobile UI actions and desktop UI actions are two different entities; the key to using mobile UI actions is to first understand the differences between the two interfaces. When using UI actions, here are a couple of things to note:

- The UI actions on your mobile are *not* the same as what you see on your desktop.
- The UI actions you've created in the desktop UI will *not be visible* in the mobile UI, and vice versa.

Here's where you can find them:

- Desktop UI actions are stored on the [sys_ui_action] table and can be seen by navigating to **System UI > UI Actions**.
- Mobile UI actions are stored on the [sys_ui_ng_action] table and are accessible by navigating to **System Mobile UI > UI Actions - Mobile**.



Mobile UI Action Visibility & Locations

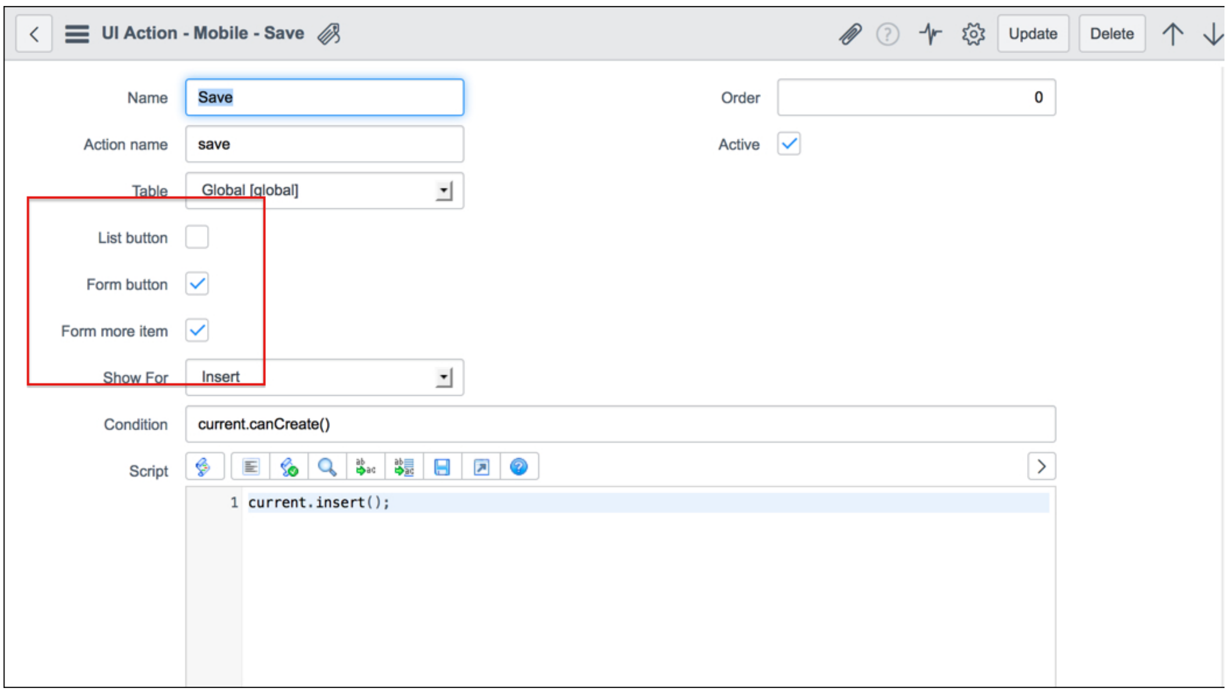
In the desktop UI, there's a related list on the UI action form called **UI Action Visibility** that's used to restrict specific views. When using Mobile UI Actions, keep in mind:

- Showing a desktop UI action on the mobile view will *not* give a desktop UI action visibility in the mobile UI.
- There is *no equivalent related list* for the **Mobile UI Action** form. This is because the mobile

UI does not support multiple views. It will only use the **Mobile view**, and all mobile UI actions will automatically use this.

As with the desktop UI, **Mobile UI Actions** buttons can appear in different spots when you select the check boxes on the UI Action form. These mobile locations include:

- **List** button: The UI Action appears on record lists for the table specified in the **Table** field.
- **Form** button: The UI Action appears on forms for records on the table specified in the **Table** field.
- **Form more** item: The UI Action appears in the **More** button, which appears as an ellipsis in the lower right corner of the mobile form.



Mobile UI Actions & Scripting

Again, as with desktop UI Actions, mobile UI actions can contain scripts in both the condition and script fields; however, there are some differences and limitations for client-side scripting for the mobile UI. One change in particular is the difference between Mobile and Desktop URL structure, which you'll need to know when using actions like `action.setRedirect`.

You can find out more about scripting and mobile UI actions here: Mobile Client GlideForm (gfrom) Scripting .

Need more help with mobile UI issues?

KB0551387 - The action.setRedirectURL method is not working for Mobile UI actions. (Fixed as

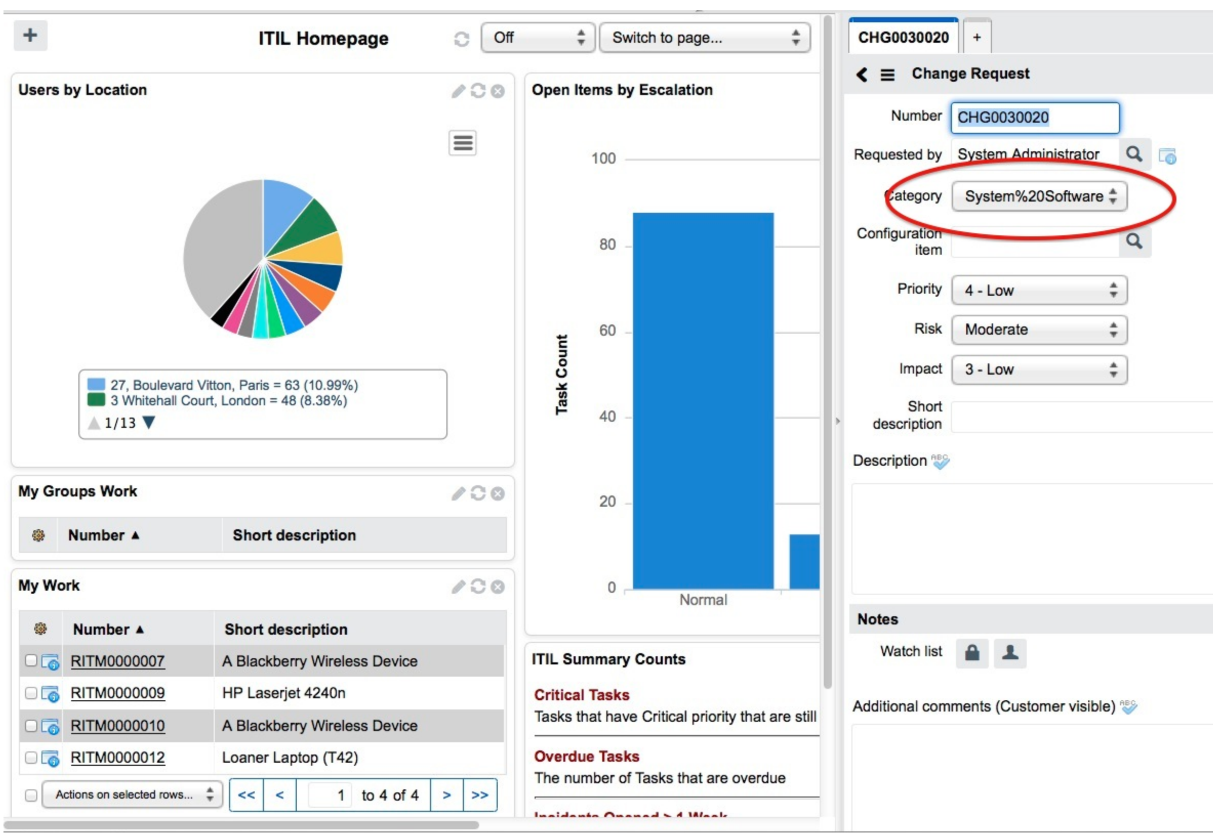
of Eureka Patch 10, Fuji Patch 3.)
KB0535114 - Mobile UI Actions appear on new records when condition has *current*. (Fixed as of Eureka.)

504 Views Comments: 0 Permalink
Tags: mobile, mobile_ui, mobile_interface, mobile_ui_actions, desktop_ui

Choice list spacing in split-screen view

Posted by **Kim Purcell** Jul 16, 2015

If you are working in a split layout and have a choice list value that uses more than one word in an URL argument (for example, category is System Software as opposed to Software) you can oddly end up with a **%20** between words in Chrome and Firefox. Here's what you'll see:

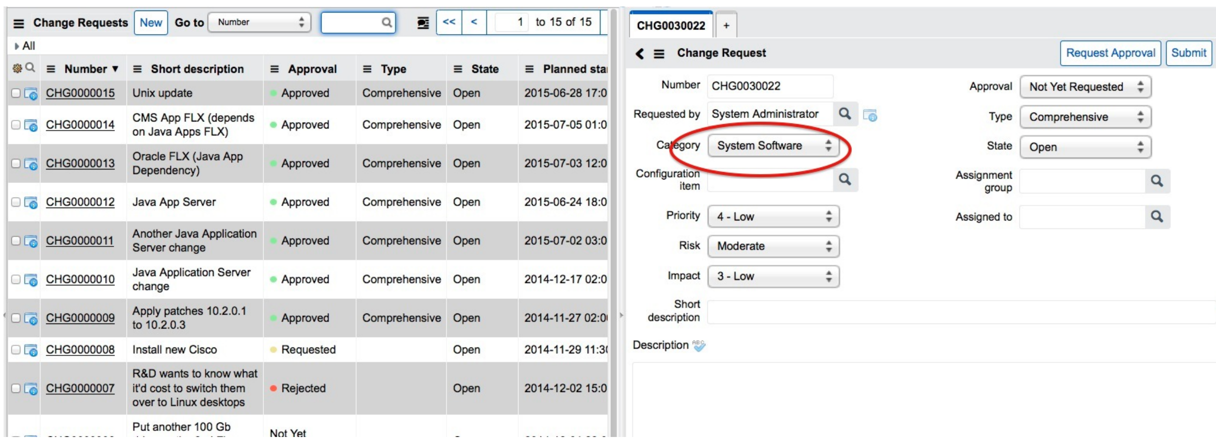


To resolve this issue, you can use one word, or better yet, create an onLoad client script on the table using the script value below:

1. Right-click on the table header, and select **Personalize**.
2. Select **Client Scripts**.
3. Create **New**.
4. Select **OnLoad** for **Type**.
5. In the **Script** field, enter the script:

```
if (g_form.getValue('FIELD_NAME') == 'WORD1%20WORD2') {
g_form.setValue('FIELD_NAME','WORD1 WORD2');
}
```

Just replace the FIELD_NAME, WORD1, and WORD2 values with the appropriate field name and multi-word values, and you'll be off and running at 100%.



Have other quirks with layout or spacing? Here are some other articles to help you out:

- Setting multi-word choice list value (KB0541716)
- Variable sets are not displaying in the intended order (KB0547042)
- When personalizing the variable form via the variables related list, it loses the form sections (KB0542226)
- Recent selections box for a reference field displays even when field is hidden on form (KB0542553)
- [Mobile UI] Long content overlaps with other rows in the list (KB0542009)
- Mobile interface showing duplicate icons for [sys_ui_home_favorite],
- Mobile interface showing duplicate icons for [sys_ui_home_favorite], [sys_ui_home_section] and [label] records (KB0546754)

515 Views Comments: 0 Permalink

Tags: choice_list, split_pane_view, choice_list_values, choice_list_word_spacing_off, multi-word_values_spacing_off., choice_list_category

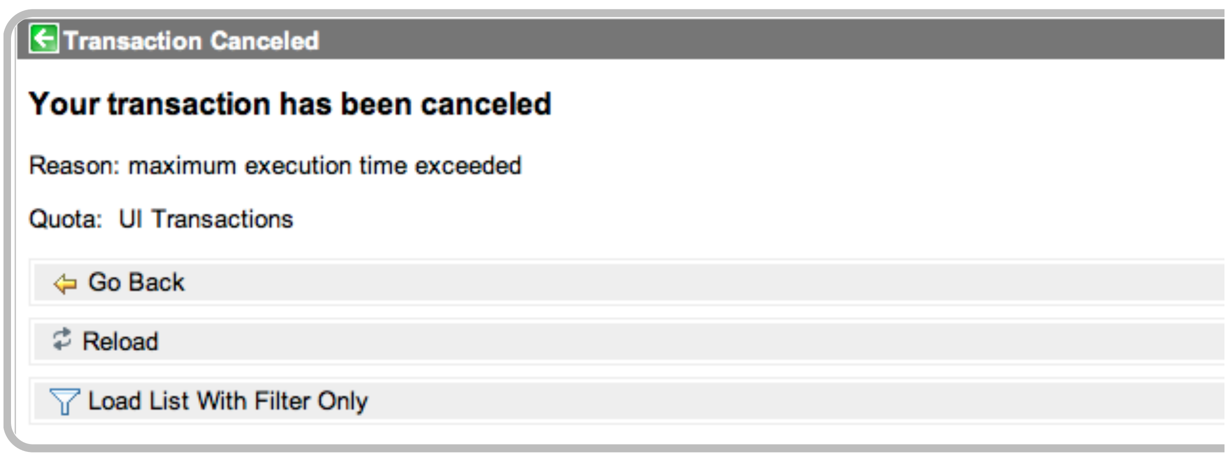
2 ways to avoid canceled transactions with large tables

Posted by **Kim Purcell** Jun 26, 2015

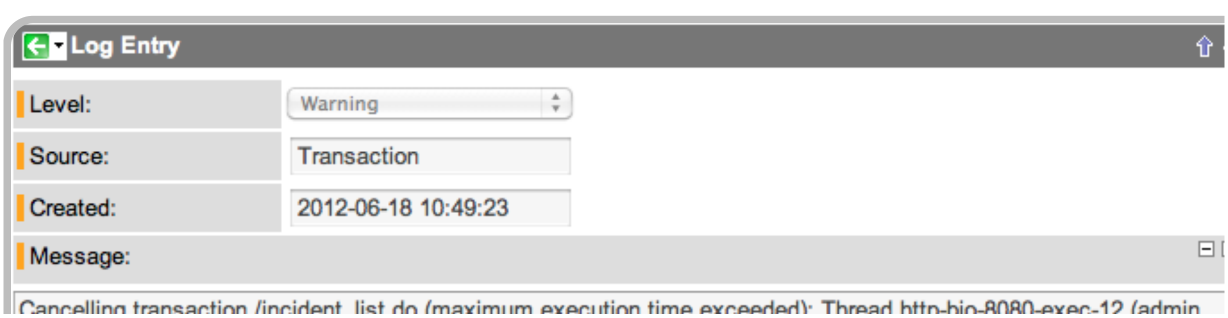
If you are trying to add a field to a large table, such as a Task , you may encounter a couple of issues on your instance. If you are trying to add a field to the Task table and it is taking much longer than the default UI transaction quote rule of 5 minutes, you may experience a blank screen and the change will not show up on the update set. Although the field has been created in the table, it may impact your instance in two ways:

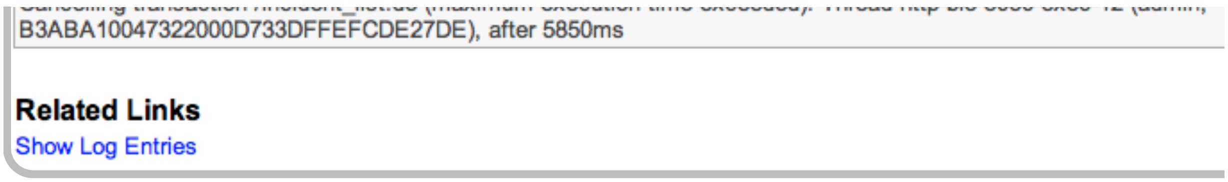
1. You'll have no record of it in the current update set.
2. The field is created on the database, but the Dictionary record is missing.

This is likely occurring because your transaction is being timed out and canceled by a UI transactions quota rule. Transaction quotas allow administrators to define a quota policy for different types of transactions. Once defined, the quota rule can cancel any transaction that doesn't follow the policy and notifies you that it has been canceled. Typically, you'll get cancellation message like this:



The log also shows that this was canceled by the UI transactions quota rule (see also Viewing Cancelled Transactions):





Administrators set transaction quotas to prevent poorly performing queries from using up system resources and preventing other transactions from running. To avoid this issue, you can reduce the size of the affected table or adjust the quota rules to allow the system modules to wait for the transaction to complete.

Clean up the affected table

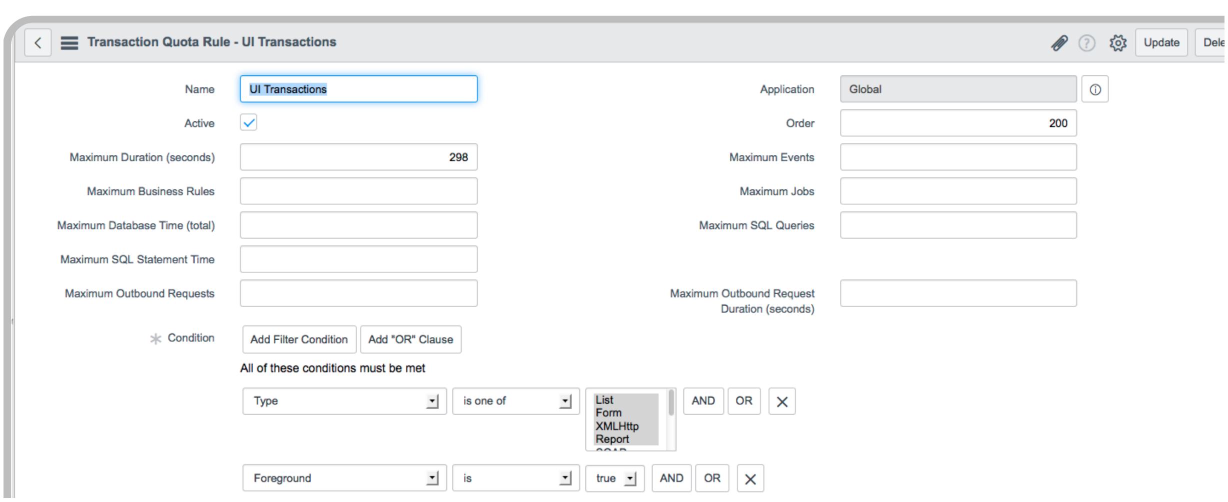
To reduce the size of the table, you can delete unused records and/or columns to decrease the time required for the database transaction. By default, *background script*s are exempt from UI transactions quota. Importing an update set to an instance where a table size is not reduced will *not* have the same issue as transactions from the update set import that will not time out.

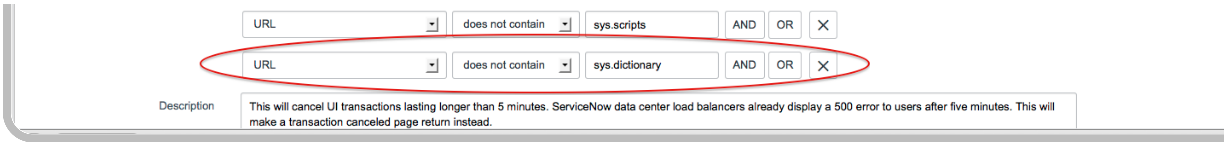
Adjust the quota rules

This will allow the system modules to wait for the transaction to complete.

1. Navigate to **System Definition > Quota Rules**.
2. Select the **UI Transactions** rule.
3. Add these conditions:
   - [URL] [does not contain] [sys_dictionary] – This allows deletion from the dictionary.
   - [URL] [does not contain] [sys_db_object] – This allows creation from the table.
   - [URL] [does not contain] [slushbucket.do] – This allows creation from the form.
   - [URL] [does not contain] [sys_remote_update_set.do] – This allows creation from an remote update set.
   - [URL] [does not contain] [sys_update_set.do] – This allows creation from an update set.

The example below shows the **[URL] [does not contain] [sys_dictionary]** condition added to the transaction quota rule:





This issue has been seen in quite a few patches and hot fixes in Calgary, Dublin and Eureka. You can subscribe to KB0547328: Adding a field to a large table such as Task is canceled by the "UI Transactions" Quota Rule, failing to add the change to an update set to be notified when the workaround, fixed in or description has been updated.

673 Views Comments: 0 Permalink
Tags: large_tables, ui_transactions_quota_rule, ui_transactions, quota_rules, transactions, transactions_timed_out, canceled_transactions, canceled_transactions_large_tables

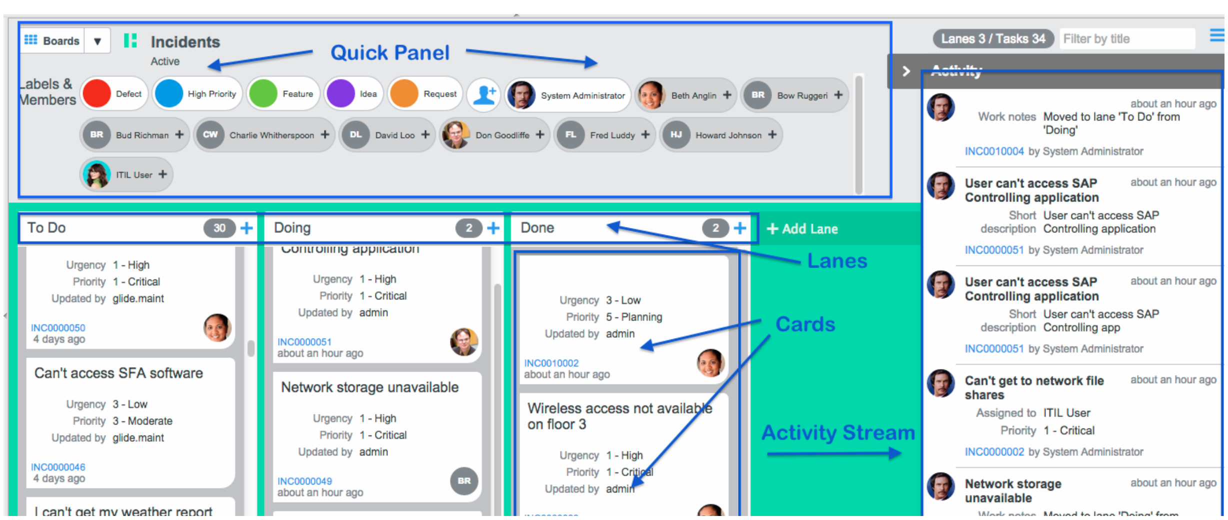
Edit the Visual Task Board short description in Eureka

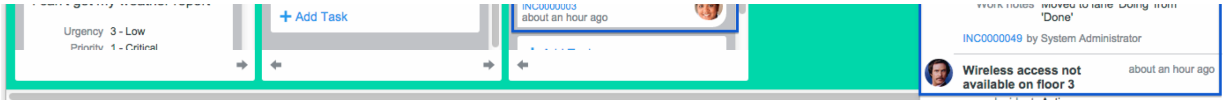
Posted by **Kim Purcell** Jun 19, 2015

The visual task board (VTB) is a interactive tool that allows you and your team to collaborate on multiple task records in real time. Any user can create, view, and edit visual task boards, and share these boards for other users to view and edit.

Your task board consists of a quick panel, lanes, cards and activity stream. You can add task cards, edit card details, add labels to cards, and access the task record, depending on the type of board you've created. In addition, you can move the cards between lanes and keep track of recent activity using the activity stream in the top right.

For tips on using VTBs, check out 6 tips for using Visual Task Boards by chuck.warner and this knowledge15 session Visual Task Boards: Interact with Work More Efficiently.





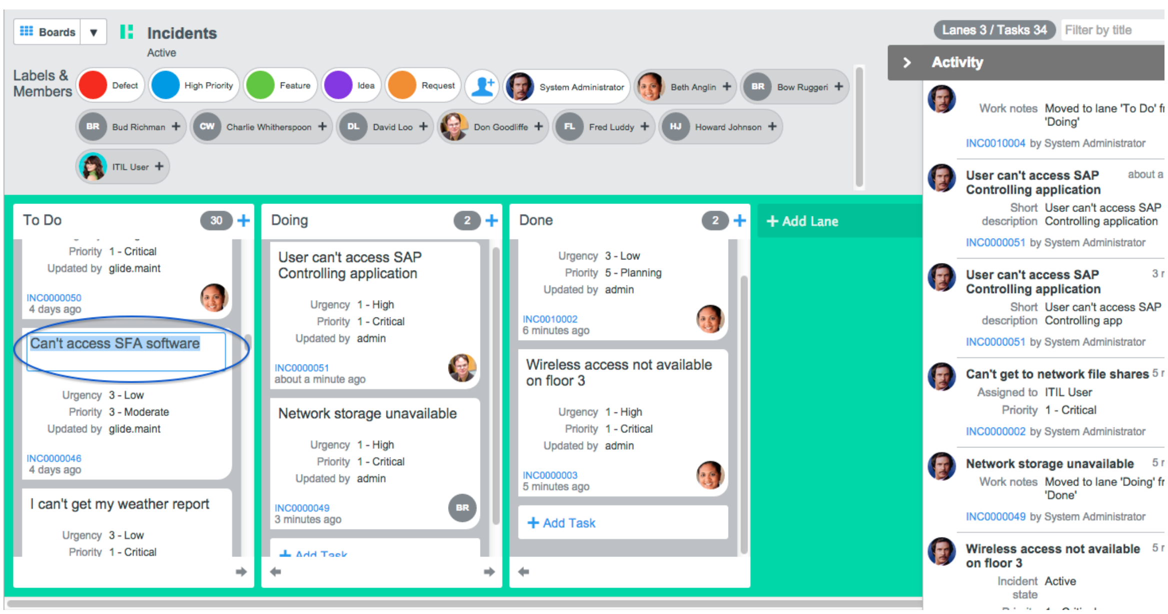
If you need to edit your short description in Eureka, you may encounter an error message when you double-click the card that opens in a pop-up: *An error occurred saving your change. Please verify you have permission to make this change.*

Don't fret. Chances are, you do have permission, just not access to edit from here. There are many options for quickly editing the short description for your task.

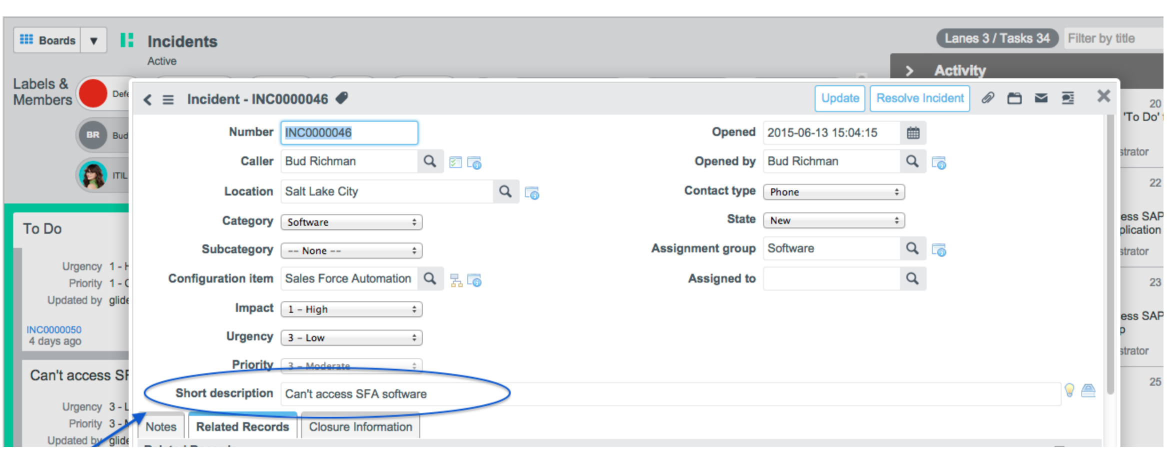
How to edit the short description on your visual task board:

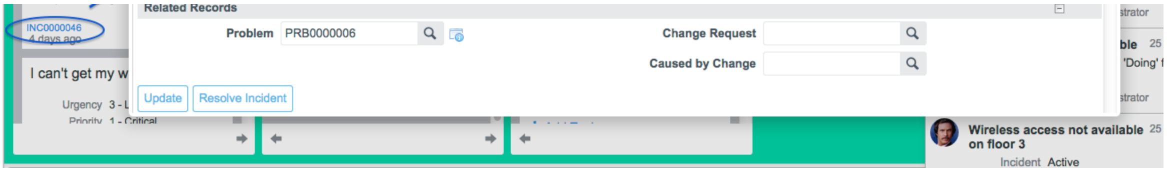
Choose from the following options:

- Edit the text directly from the card in the lane on the Visual Task Board (click on the short description to open the field to edit):



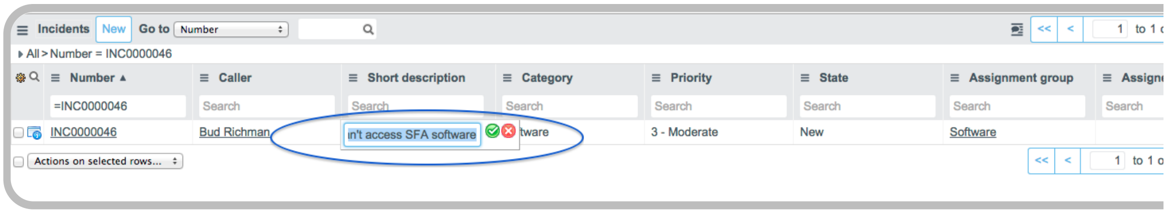
- Navigate to the pop-up form of the record to edit:



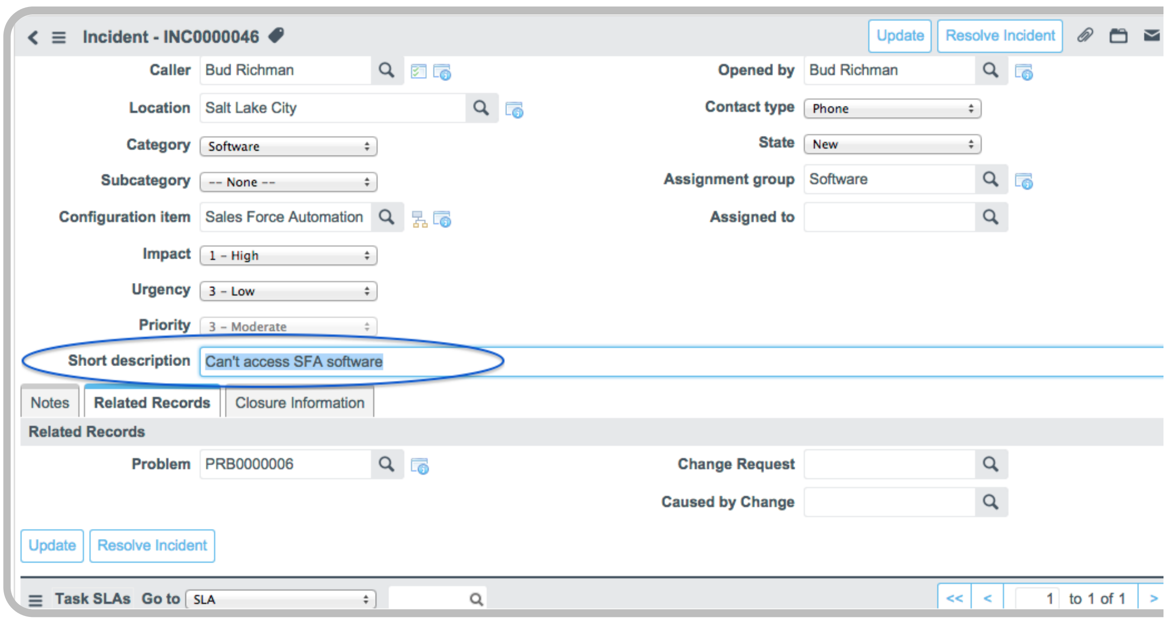


You can also:

- Edit the short description from the list view:



- Edit the short description from the form view:



(**Note:** You may receive this message if you attempt a move that you don't have permission for, like a lane change, because of ACLs. In that case, it is an expected result, and **not an error**. So double-check your ACLs before submitting an incident or reporting an issue.)

If you are on Eureka Patch 6, Eureka Patch 6 Hot Fix2, Eureka Patch 6 Hot Fix 4 or Eureka Patch 7, you could run into this problem. This issue is fixed in Eureka Patch 9. You can get more information about this issue in ServiceNow KB: Visual Task Board permission error when editing Short Description from the pop-up card (KB0547013).

554 Views Comments: 2 Permalink

Tags: short_description, vtb, visual_task_boards, editing_short_description

Enabling UI14 in Eureka on Internet Explorer

Posted by **Kim Purcell** Jun 12, 2015

If you are using Internet Explorer, you may find that your UI14 interface is not working in Eureka. The reason for this could be that the Internet Explorer developer mode is set incorrectly or the Compatibility View is on.

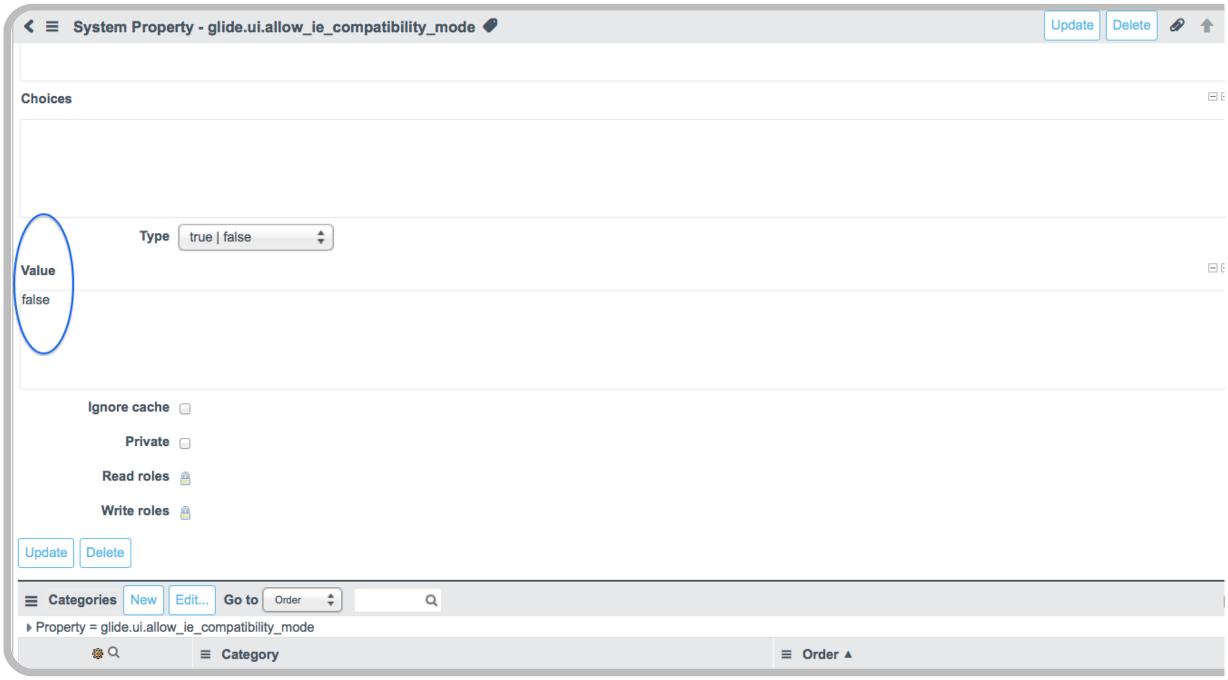
What does this mean? If a local machine has a policy that defines ServiceNow as an intranet site, IE displays these sites in Compatibility Mode by default, which disables UI14. Another reason could be that the document mode and user-agent string in the IE F12 Developer Tools, which are designed for building and debugging your web page, are set incorrectly. The Developer Tools are set to 7 by default on IE 9, 10, and 11 when the ServiceNow website is treated like an intranet site. If set less than 9, this causes the UI to fail when accessing the Eureka instance.

To correct this, we recommended that you upgrade to an newer version of Internet Explorer to avoid performance issues. If that's not an option, you can also disable the Compatibility View on your instance or IE, or reset the Developer Tools.

How to disable Compatibility View on your instance:

Setting the `glide.ui.allow_ie_compatibility_mode` property to **false** overrides the browser's compatibility settings and forces the application out of Compatibility View. This allows UI14 to run on Internet Explorer on versions prior to IE9 without breaking the interface. To disable:

1. In the navigation filter, enter **sys_properties.list**.
2. Go to **glide.ui.allow_ie_compatibility_mode**.
3. Set the value to **False**.
4. Click **Update**.



How to disable Compatibility View in IE:

1. From the **Tools** menu, open the **Compatibility View** settings.
2. Uncheck the **Display intranet sites**.

How to set F12 Developer Tools in IE:

1. Log in to your instance.
2. Open **F12 Developer Tools** in Internet Explorer (you can click **F12** or go to the tools icon and select **F12 tools**).
3. Go to **Emulation**.
4. Change the document mode to **9** and user-agent string to **Internet Explorer 9**.
5. Log out and back in.

We strongly advise that you upgrade to a new version of IE to prevent performance issues. Otherwise, use the workarounds above until you are able to upgrade.

Having more issues using Internet Explorer and your ServiceNow instance? See:

- ServiceNow and Internet Explorer Support
- Performance degradation when using UI15 in IE9
- When using Internet Explorer, the UI14 interface does not work in Eureka
- Re: Upgraded to Eureka and one user (thus far) does not have the new UI

449 Views Comments: 0 Permalink Tags: eureka, ui14, ie, ie9, enabling_ui14, internet_explorer

Searching for ServiceNow icons

Posted by **Kim Purcell** Mar 27, 2015

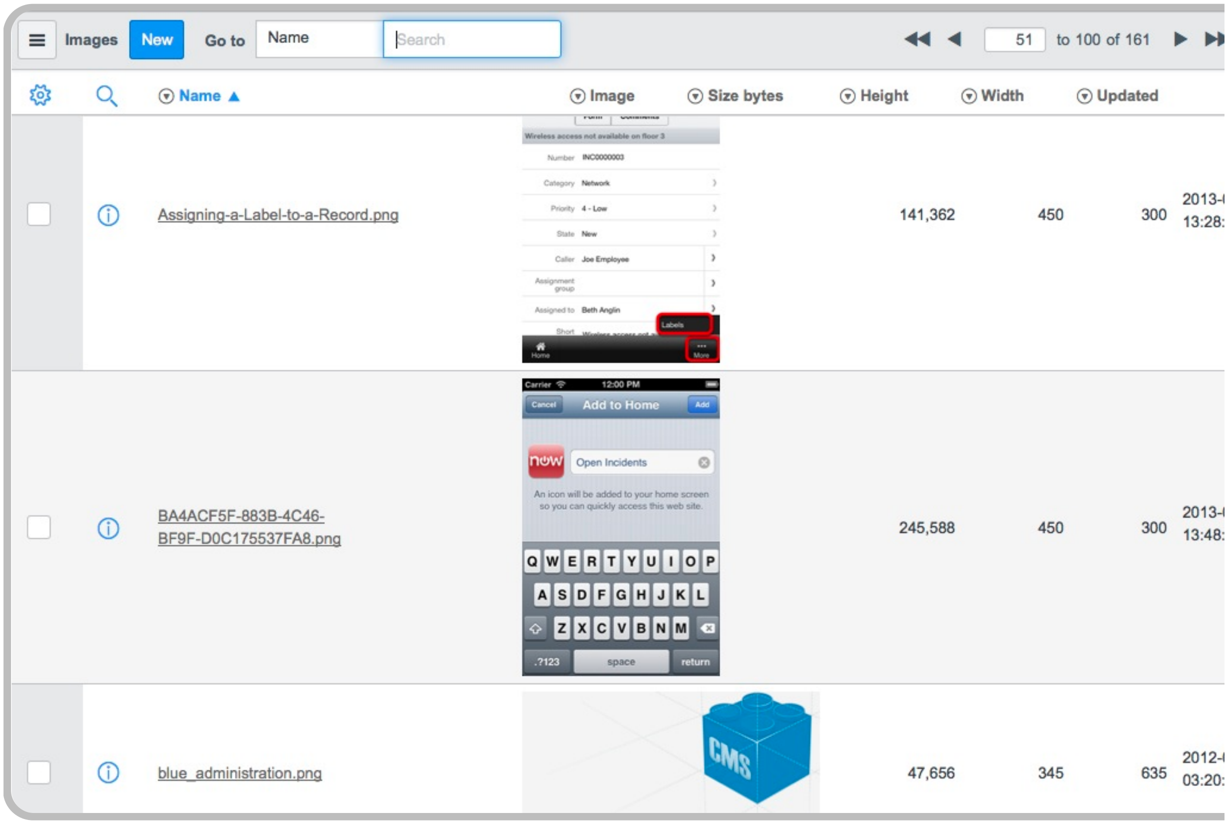
Administrators have the ability to change the base system icons on their instance. When you are customizing your instance, you may be wondering where to find icons that you see in existing categories, especially top-level ones that appear in your self-service portal, such as your Service Catalog. These can quickly be found in your System UI. As an admin, you can easily modify and manage module icons and images to create a customized user experience unique to your company.

Modifying module icons in your instance:

1. Navigate to **System Definition > Modules.**
2. Select the module.
3. Click the reference lookup icon.
4. Select the desired image file from the existing images. To use a custom icon, see Creating a New Icon.
5. Click **Update**.

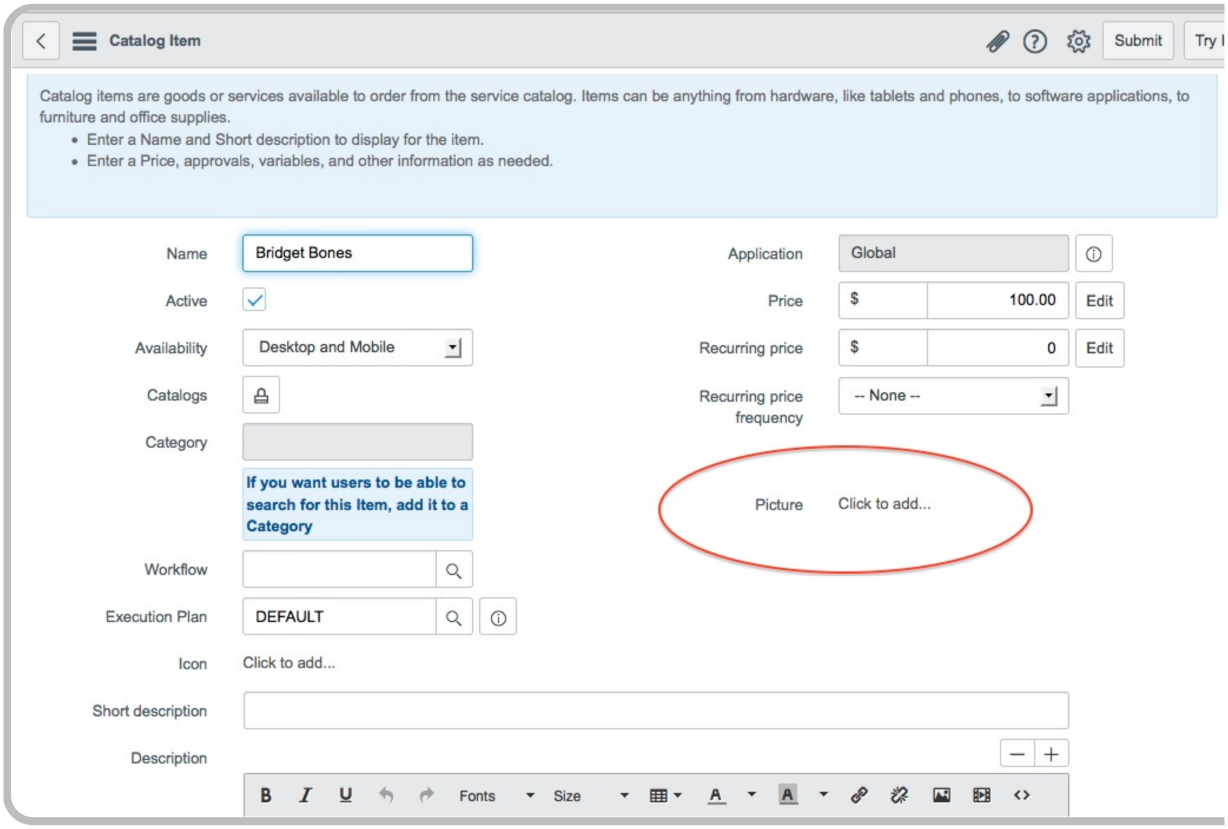
Locating ServiceNow images in your instance:

1. In the navigation filter, enter **System UI > Images**. Here you'll find a table of images that are stored as attachments, which come in handy if you need to upload an image to a service catalog item, for example.

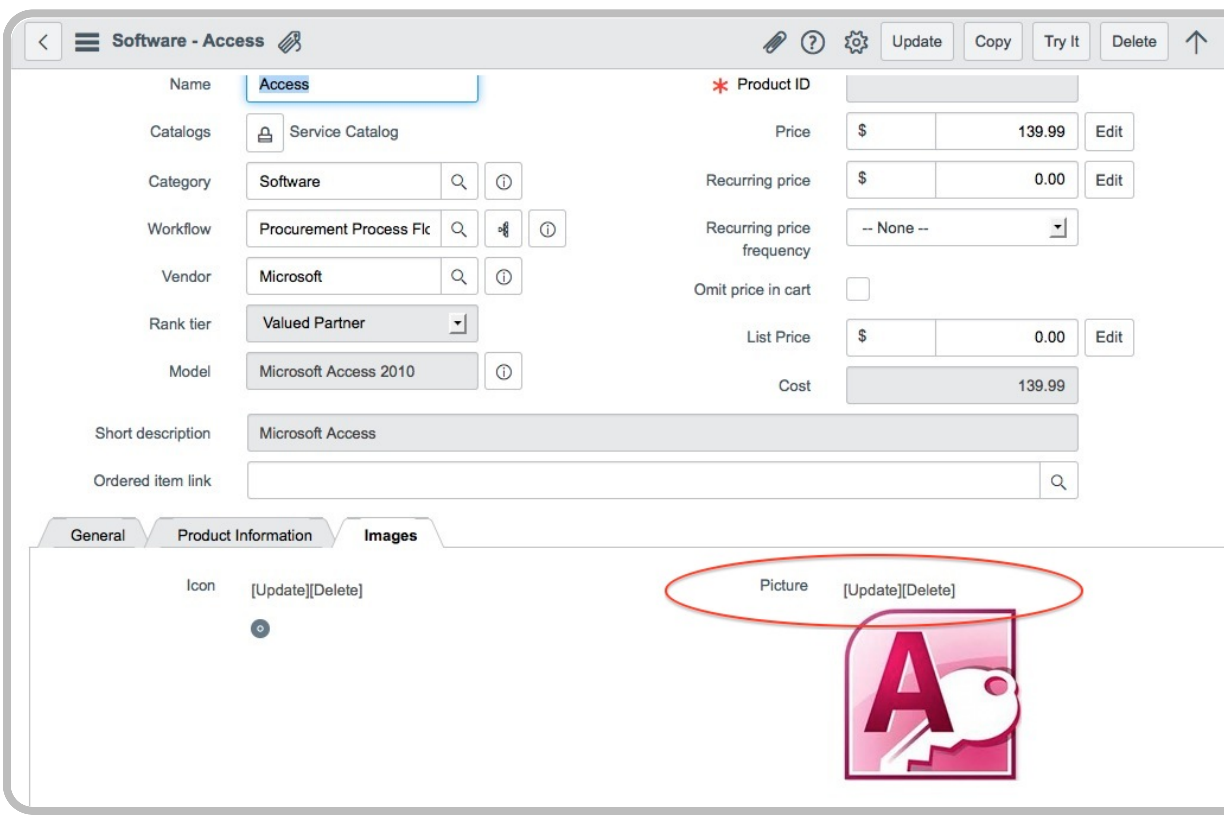


You can create or update service catalog items using the existing icons, or upload your own:

1. Navigate to **Service Catalog > Catalog Definition > Maintain Items.**
2. Click **New.**
3. Enter the catalog item details, and select **Click to add** in the **Picture** field to upload your icon.
4. Click **Submit**.



Or you can go into an existing item to select the **Image** tab to update or delete an image:



If you're uploading your own, use a **16x16 pixel** image so it appears as an icon beside the item name in the catalog. If you use your own default icon to overwrite an image, this is stored in *images/service_catalog/generic_small.gif.* If you *don't* upload an image, the default icon appears beside this item.

So what happens if you're not seeing your icons at all?

If this is the case, you may try to do a cache flush to see the images:

- instancename.service-now.com/cache.do

Make sure that you do not run a cache flush during business hours. Scheduled cache flushes, using cache.do, can affect overall performance and degrade system response times. Cache flushes are intended to prevent *older* data from interfering with changes and updates.

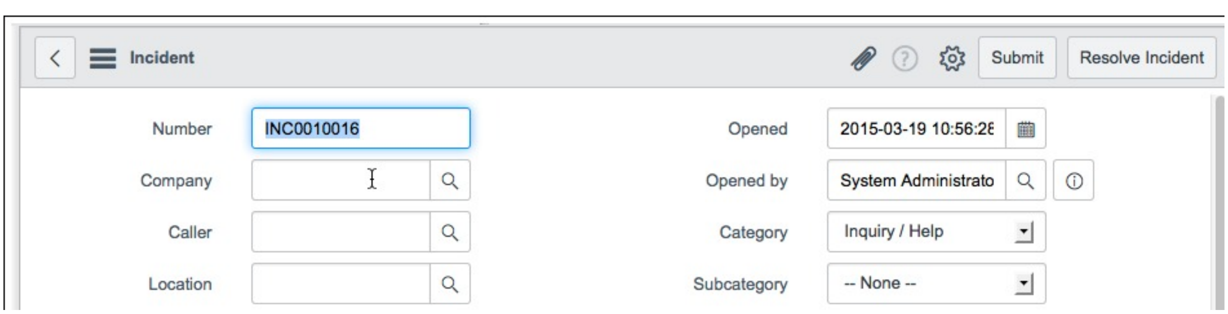
For related links, see:
Where are icons for Service Catalog Items stored in SN?
change service catalog icons
Icons are not visible
Defining Catalog Items

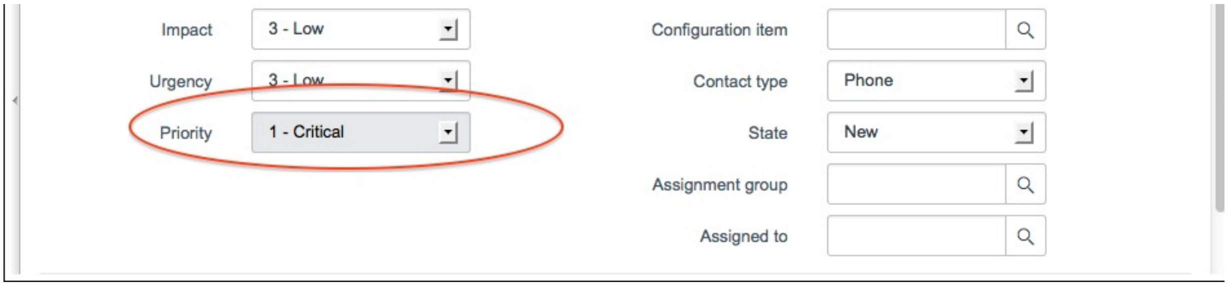
1534 Views Comments: 0 Permalink
Tags: service_catalog, icons, images, catalog_items, service_catalog_icons

Using filter conditions when creating new records

Posted by **Kim Purcell** Mar 20, 2015

If you are creating a record from a filtered list, you'll notice that some fields on the record automatically populate based on the filter conditions. For example, if the filter on the Incident list is **[Priority] [is] [1 - Critical]** and you click **New**, the **Priority** field automatically updates. Here's what your new incident will look like:



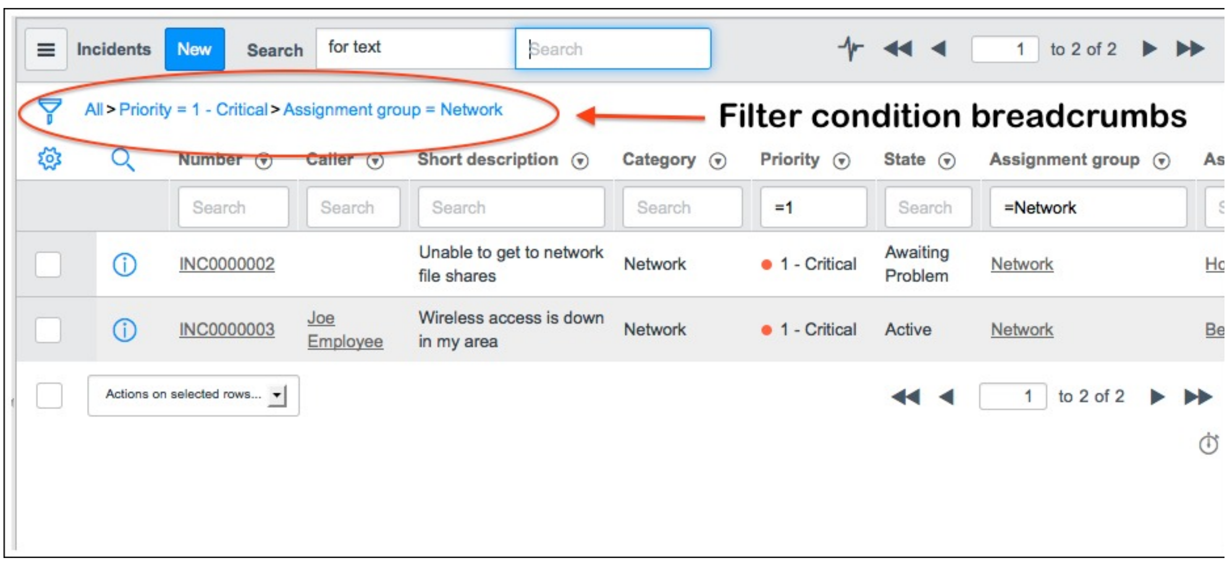


If you are using filter conditions with the **= operator**, all of your values with the **=** are taken by default when you click on the **New** button. This is an enhanced feature and designed to behave this way. If you remove the **=**, this will prevent these value from populating.

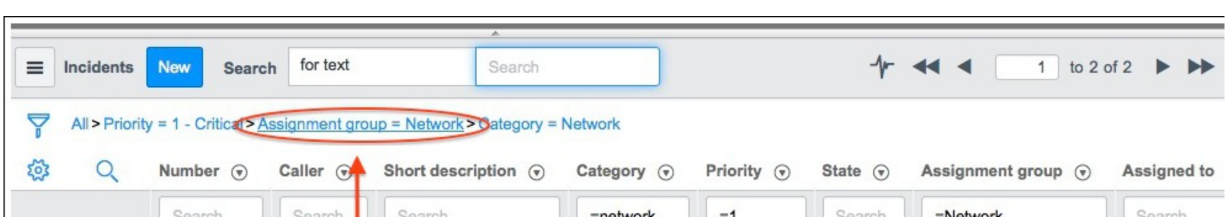
Knowing how to add or remove the right filter conditions can help you set the correct default values when creating a new record. To keep in check the different ways to set your conditions, follow the guidelines below.

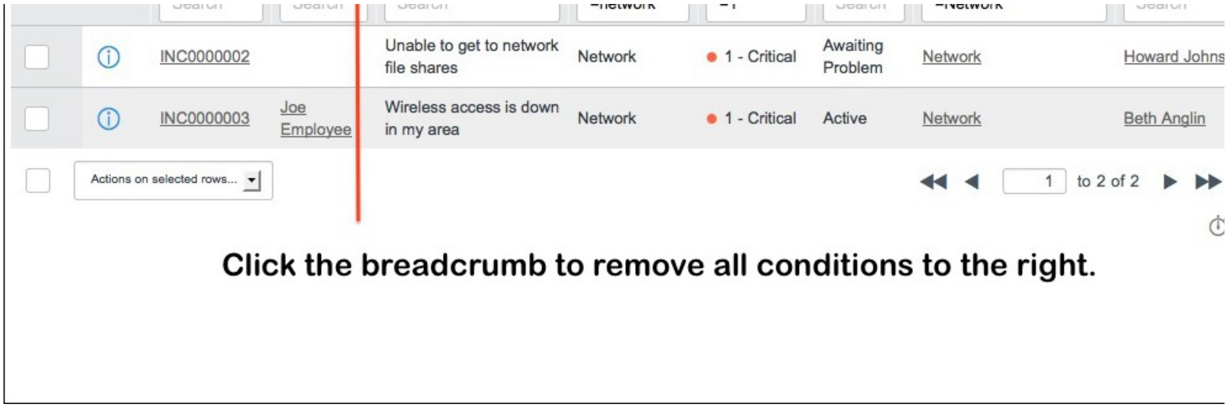
How to set filter conditions:

- The current filter is a hierarchical list of conditions, also know as breadcrumbs, at the top of your table.

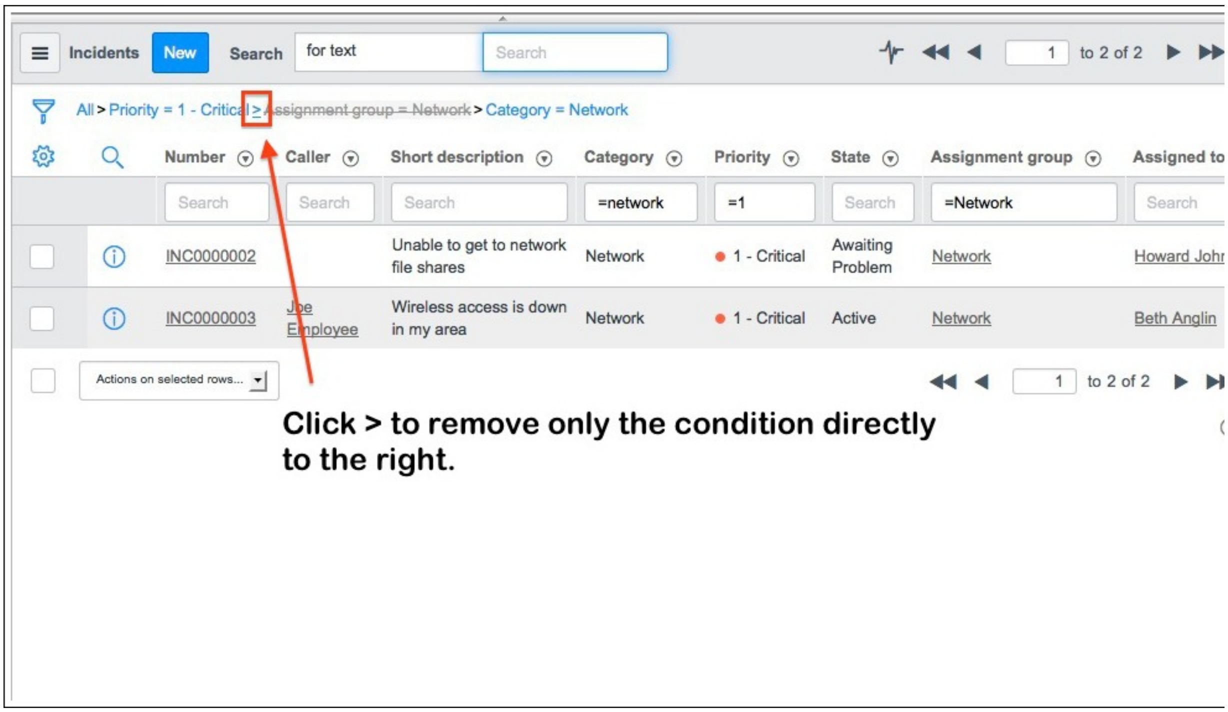


- Breadcrumbs are ordered from **left to right**, with the far left condition being the most general and the far right condition being the most specific.
- Clicking a breadcrumb removes all of the conditions to the right.





- Clicking the condition separator **(>)** *before* a condition removes only that condition.



Finally, clicking, **ALL** on a table the table above, for example, removes all conditions and returns all incidents in the system. Use this to ensure certain fields are not auto-populated when creating a new record.

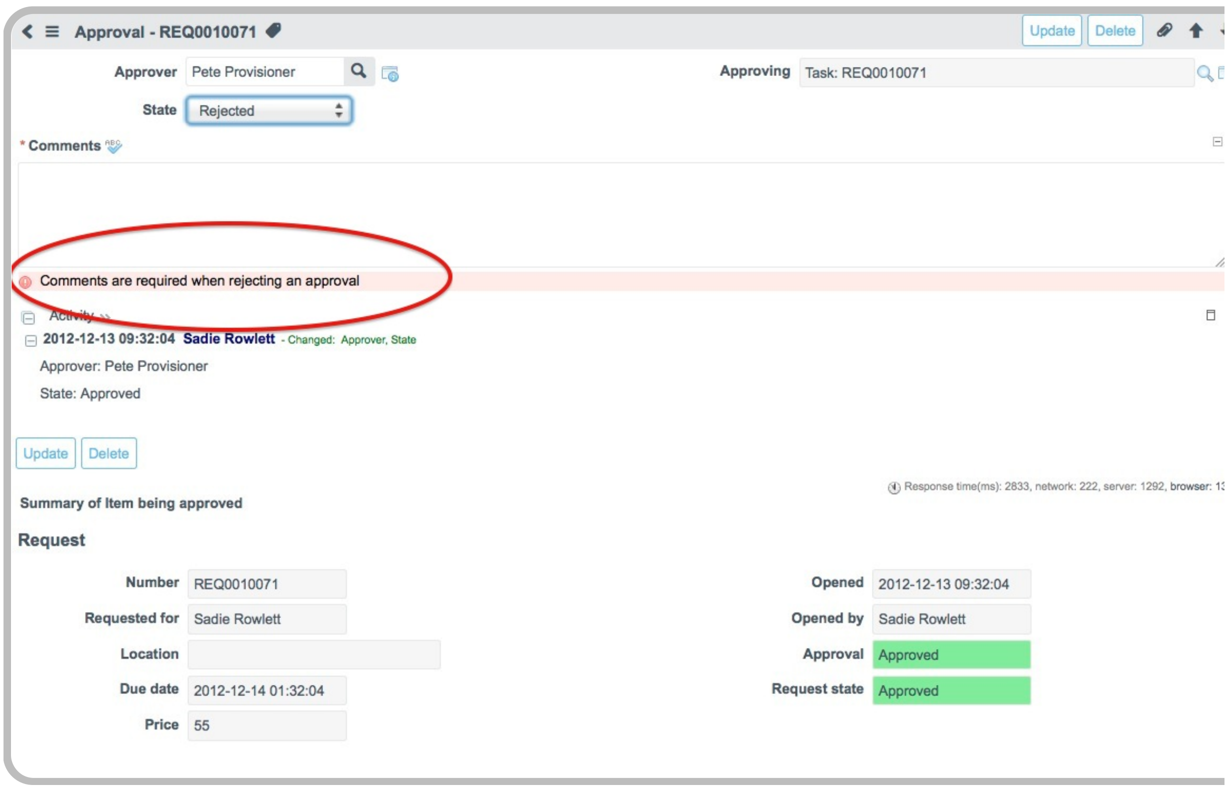
For related links, see:
Using Filter and Breadcrumbs
New button takes default value

364 Views Comments: 0 Permalink
Tags: filter_conditions, setting_filter_conditions, removing_filter_conditions, adding_filter_conditions, filter_conditions_new_record, creating_new_records

Setting approval comments to mandatory in Eureka

Posted by **Kim Purcell** Feb 6, 2015

If your requests are leaving you rejected without a reason, this is probably because the UI Policy Comment mandatory is not working properly in Eureka. This policy requires the approver to provide a reason for rejecting a request. When the state is changed to **Rejected**, a warning sign should immediately pop up alerting the user to fill out the **Comments** field:



If the UI is able to bypass this and still reject your request, this may be because the Comments mandatory UI Policy script is not up to date.

To update the Comments mandatory UI Policy script:

1. In the navigation filter, enter **UI Policy**.
2. Open **Comments mandatory**, and click the **Scripts** tab.
3. Replace these lines in the script:

In **Execute if true**, replace the line:

```
$("status.sysapproval_approver.comments").addClassName("mandatory");
```

Change to:

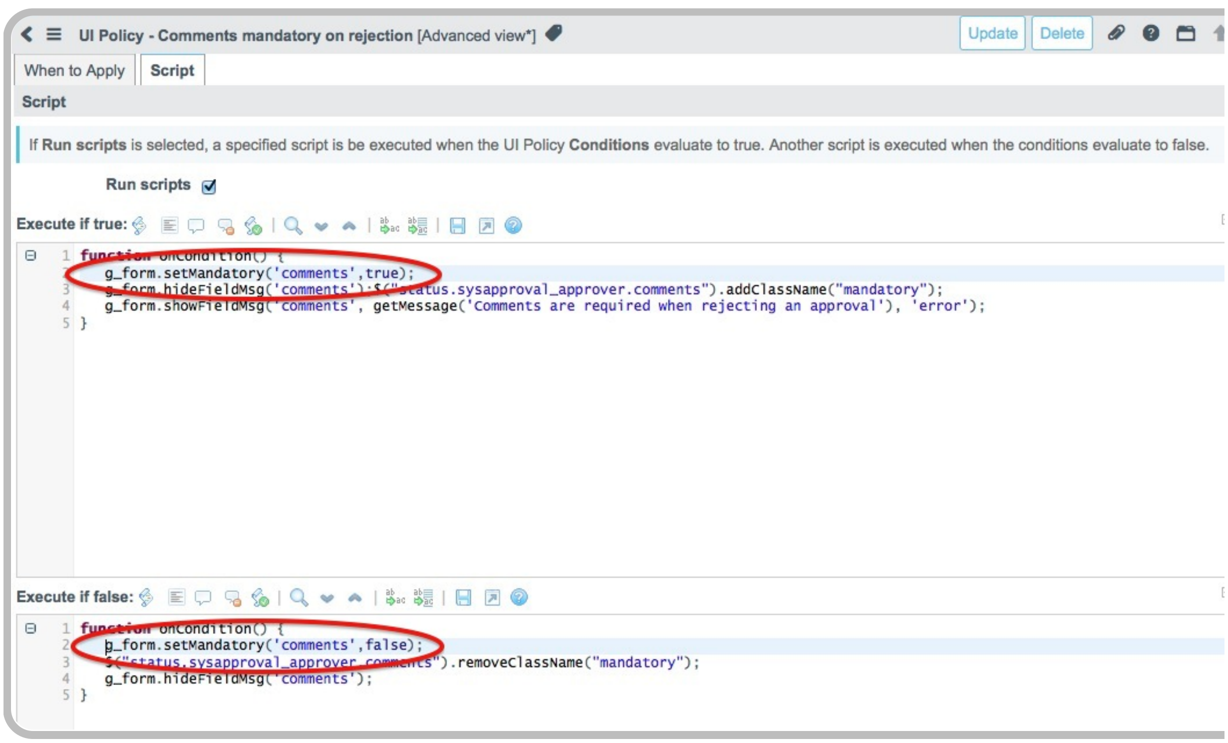
```
g_form.setMandatory('comments',true);
```

In **Execute if false**, replace the line:

```
$("status.sysapproval_approver.comments").removeClassName("mandatory");
```

Change to:

```
g_form.setMandatory('comments',false);
```



You should now be able to view exactly why you have not been approved for your request.

For more information, see:
Approvals: Comments are not set to mandatory on rejection
Creating a UI Policy

507 Views Comments: 0 Permalink

Tags: ui_policy, approvals, comments_mandatory_ui_policy, approval_form, mandatory_comments_field, comments_field