Configure your Observer properties in ServiceNow

Fluorine+

Prerequisites

⚠️ First, install Observer for ServiceNow.

Procedure

To make changes to the Observer properties, follow these steps:

1

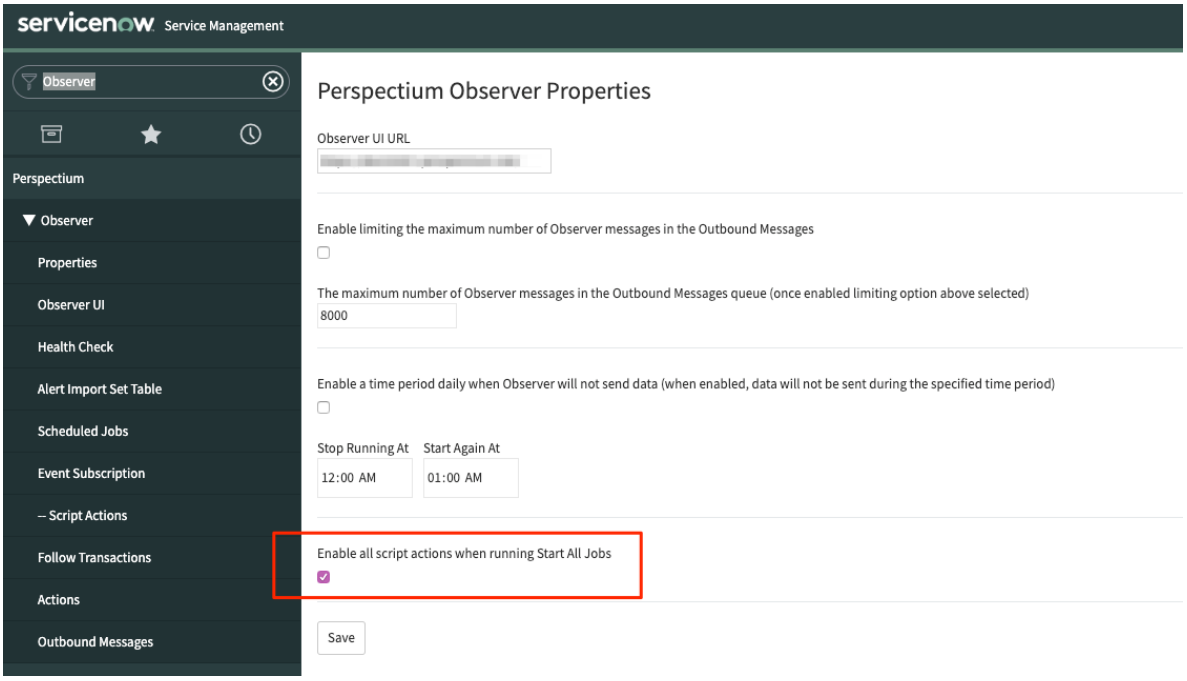
Navigate to Perspectium Observer Properties

Log into your ServiceNow instance and navigate to **Perspectium** > **Observer** > **Properties**.

2

Enable all script actions

To enable all script actions when running Start All Jobs for Observer, select **Enable all script actions when running Start All Jobs**

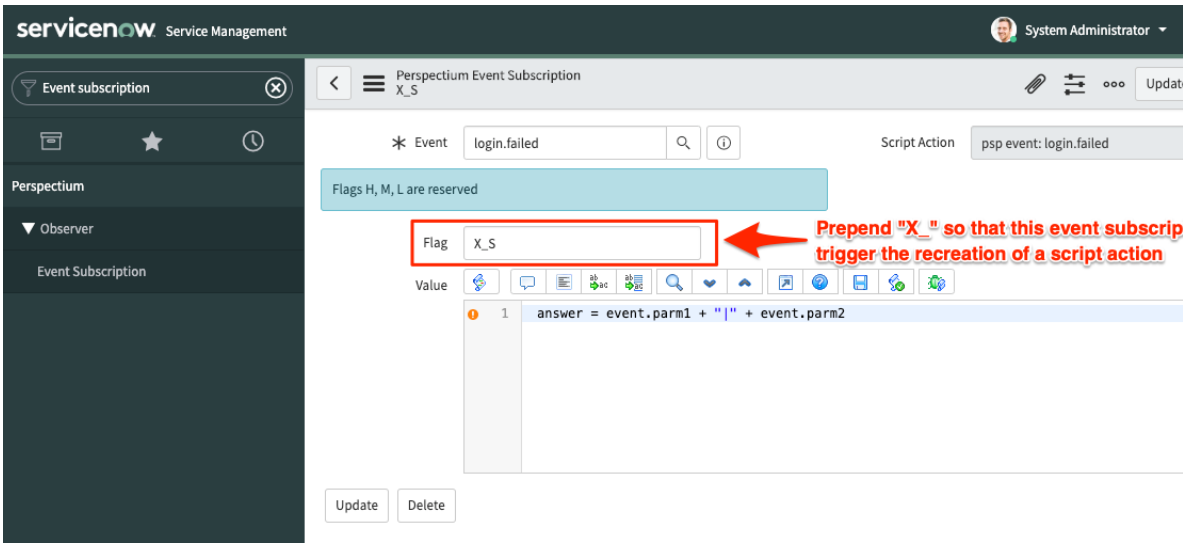


If not selected, then any script actions that are disabled will not be automatically restarted when Start All Jobs is ran.

3

Prevent script actions from being re-enabled (Optional step)

Because script actions are based on Event Subscription records, if you want certain script actions to not be recreated and re-enabled when running **Start All Jobs**, you can prepend **X_** to the flag of the script action's corresponding Event Subscription.



For example, if you don't want the **psp event: login.failed** script action to be re-enabled each time **Start All Jobs** is ran, you would put **X_** in the **Flag** field for the **login.failed** Event Subscription.

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