Configure your Observer properties in ServiceNow

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**

perspectium

Perspectium Observer Properties

Observer UI URL

[REDACTED]

Enable limiting the maximum number of Observer messages in the Outbound Messages

☐

The maximum number of Observer messages in the Outbound Messages queue (once enabled limiting option above selected)

8000

Enable a time period daily when Observer will not send data (when enabled, data will not be sent during the specified time period)

☐

Stop Running At   Start Again At

12:00 AM   01:00 AM

Enable all script actions when running Start All Jobs

☑

Include usernames/email addresses in top ten health check results

☐

Save

If not selected, then any script actions that are disabled will not be automatically restarted when Start All Jobs is ran.
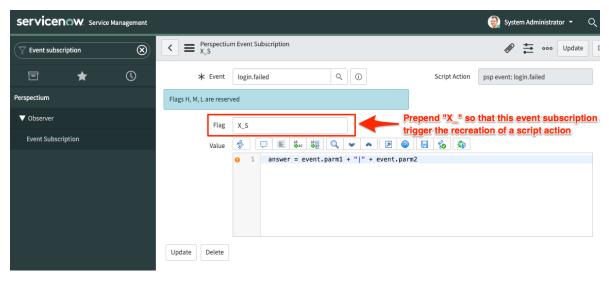
3 **Enable / Disable other properties**

Property	Description
Enable limiting the maximum number of Observer messages in the Outbound Messages	Limit the number of Observer messages in your outbound message with a specified number.
Enable a time period daily when Observer will not send data	Only allows data to be sent over to your Observer at a specified time.
Include usernames/email addresses in top ten health check results	Allow user names and email addresses to be included in data sent to the Integration Mesh for displaying in the Observer Health Check. Since the Health Check queries for metrics from your instance like top ten SQL queries ran, these queries can include your username or email address in there and will be sent to the Mesh if you select this feature. Otherwise these metrics will be sent with a generic metric name such as **Slow SQL query 3** if this feature is not selected.

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

If you want certain script action to not be recreated when running Start All Jobs, you can prepend "X_" to the tag of the corresponding Event Subscription

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- Modify an existing group share
- Reorder bulk shares in a group share
- Create a copy of a group share
- Delete a group share

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