

# 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

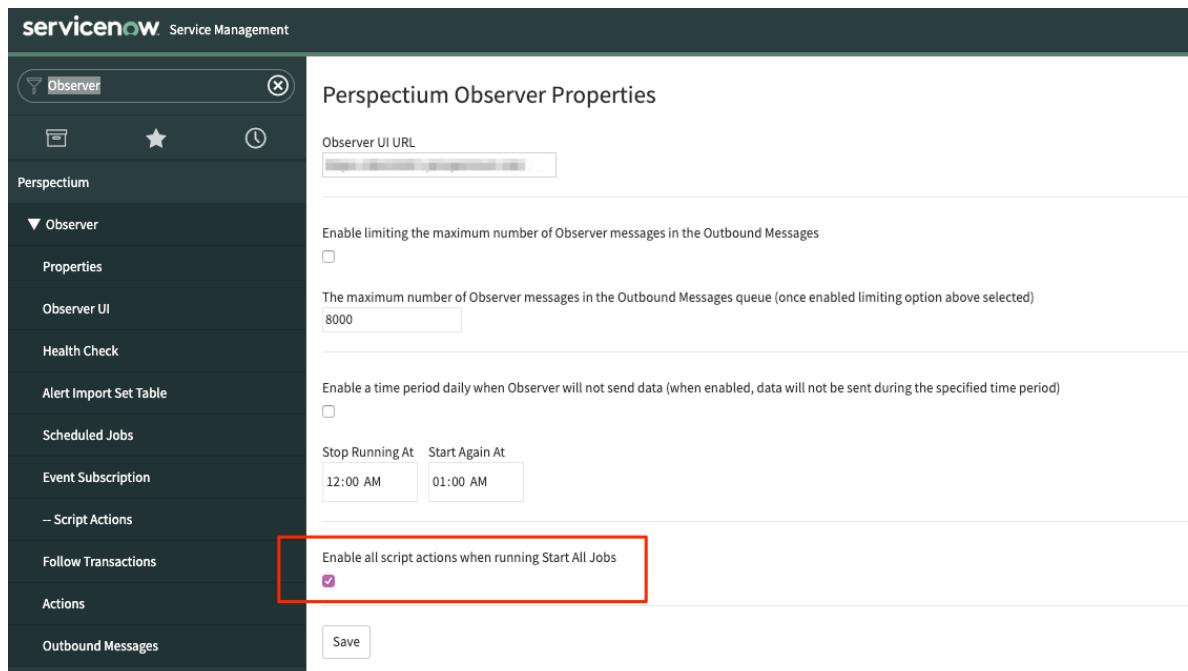
### Navigate to Perspectium Observer Properties

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.

The screenshot shows the ServiceNow interface for managing event subscriptions. On the left, the navigation bar includes 'Event subscription' and 'Perspectium'. The main panel is titled 'Perspectum Event Subscription X\_S'. It displays an 'Event' field set to 'login.failed', a 'Script Action' field set to 'psp event: login.failed', and a message 'Flags H, M, L are reserved'. Below these are 'Flag' and 'Value' fields. The 'Flag' field contains 'X\_S' and has a red arrow pointing to it with the text 'Prepend "X\_" so that this event subscription trigger the recreation of a script action'. The 'Value' field contains the script code: 'answer = event.parm1 + "|" + event.parm2'. Buttons for 'Update' and 'Delete' are at the bottom.

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.

## Similar topics

- Create a ServiceNow bulk/dynamic share for Splunk
- Open Splunk HTTP Event Collector port to the Perspectum Integration Mesh
- Generate a Splunk Event Collector token
- View your event collections in Splunk
- Create custom Freshservice ticket fields

## Contact Perspectum Support



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