

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**

The screenshot shows the 'Perspectium Observer Properties' page in ServiceNow. The left sidebar contains a navigation menu with the following items: Perspectium, Observer (selected), Properties, Observer UI, Health Check, Alert Import Set Table, Scheduled Jobs, Event Subscription, -- Script Actions, Follow Transactions, Actions, and Outbound Messages. The main content area displays several settings: 'Observer UI URL' (a text field), 'Enable limiting the maximum number of Observer messages in the Outbound Messages' (an unchecked checkbox), 'The maximum number of Observer messages in the Outbound Messages queue (once enabled limiting option above selected)' (a text field with the value '8000'), 'Enable a time period daily when Observer will not send data (when enabled, data will not be sent during the specified time period)' (an unchecked checkbox), and a section for 'Stop Running At' and 'Start Again At' with time pickers set to '12:00 AM' and '01:00 AM' respectively. At the bottom, there is a checkbox labeled 'Enable all script actions when running Start All Jobs' which is checked, and a 'Save' button.

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.

ServiceNow Service Management

System Administrator

Event subscription

Perspective

Observer

Event Subscription

Event login.failed

Script Action psp event: login.failed

Flags H, M, L are reserved

Flag X_S

Value

1 answer = event.parm1 + "|" + event.parm2

Update Delete

Prepend "X_" so that this event subscrip trigger the recreation of a script action

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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