

Add ServiceNow attachment.uploaded script action for Autotask

ServiceNow script actions are server-side scripts triggered by events that can modify configuration items in your instance. The script action that you will need to add will create a [ServiceNow outbound message](#) for any incident records that have attachment data included, thus ensuring that any attachments you have created in ServiceNow are successfully shared out to **Autotask**.

Prerequisites

- ⚠ First, you will need to [create a ServiceNow dynamic share for Autotask](#).
- ⚠ You will also need to [create a ServiceNow subscribed queue and subscribe for Autotask](#) and [edit ServiceNow outbound table map fields for Autotask](#).
- ⚠ Lastly, you will need to [add and edit ServiceNow transform map scripts for Autotask](#).

Procedure

To add a ServiceNow attachment.uploaded script action for Autotask, follow these steps:

1

Create a new script action

Log into your ServiceNow instance and navigate to **System Policy > Events > Script Actions** or simply type and then select **Script Actions** in the Filter Navigator on the upper left-hand side of the screen. Then, click **New** to create a new script action.

2

Add an attachment.uploaded script

In the resulting Script Action form, type **Perspectium Attachment (Autotask)** as the **Name**. Then, select **attachment.uploaded** from the **Event name** dropdown. Check the **Active** box. Then, add the script shown below in the scripting window and click **Submit** in the bottom left-hand corner of the form to save your script action.

```

pspShareUploaded();
function pspShareUploaded() {
    var pspRepl = new PerspectiumReplicator();
    var pspUtil = new PerspectiumUtil();
    var tableName = event.parm1;
    var tableSysId = event.parm2;
    var tgr = new GlideRecord(tableName);
    tgr.addQuery('sys_id', tableSysId);
    tgr.queryNoDomain();
    if (!tgr.next()) {
        return;
    }
    var op = "attach";
    var agr = new GlideRecord(event.table);
    agr.get(event.instance);
    if (pspUtil.recordHasTag(agr, "autotask_sent")) {
        return;
    }
    var qc = new GlideRecord('psp_replicate_conf');
    qc.addQuery('table_name', tableName);
    qc.addQuery('action_create', true);
    qc.addQuery("action_update", true);
    qc.addQuery("sync_direction", "share");
    qc.addQuery("active", "true");
    qc.addQuery("u_target_queue.u_name", "psp.in.meshlet.autotask");
    qc.query();
    while(qc.next()) {
        // reset the message set counter each time we do a new share configuration
        pspRepl.messageSetCounter = {};
        var startedDateTime = gs.nowDateTime();
        // share record, setting tag to mark attachments
        if (tgr.operation() == "insert" || (tgr.isValidField("correlation_id") && tgr.correlation_id.nil())) {
            op = "deferred";
        }
        // try changing name from update to attach
        pspRepl.shareOneRecord(tgr, qc, tableName, op, 'autotask_sent');
    }
}

```