

Add ServiceNow attachment.uploaded script action for Ivanti

Fluorine

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 Ivanti Service Manager.

Prerequisites

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

Procedure

To add a ServiceNow attachment.uploaded script action for Ivanti, 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 (Ivanti)** 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, "ivanti_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.ivanti");
        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, 'ivanti_sent');
        }
    }
}

```

Similar topics

- [Add ServiceNow attachment.uploaded script action for Ivanti](#)
- [Create a custom Correlation ID field for Ivanti](#)
- [Bond Ivanti with another app](#)
- [Get started with ServiceBond for Ivanti](#)
- [Create Ivanti integrations](#)

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