User guide

Version **0.3.13**

Tools for servicenow helps with everyday ServiceNow work: identify fields, open pages quickly, switch update sets and keep useful commands close at hand.

Our Specials

Feature	What it helps you do	Start here
User guide always at hand	Find instructions, highlights, release history and the Cheat Sheet even offline.	Extension icon → Help / User guide
ACL Analyzer	See readable access rules for a table, parents and wildcards together and open the originals.	/acl incident read
Impersonation favorites	Star frequent test users and find them again without repeating a search.	/imp → Favorites
Field usage	See field definitions and script mentions together.	/where assignment_group
Update-set switcher	Keep track of the current set and search scope names.	/su
Background Output	Search, copy and download output in a clear panel.	/bg, then view existing output
Command favorites	Remember infrequent commands with a personal note and launch them with a click.	Extension icon → Favorites
Right-hand class hierarchy	Switch classes in CI Class Manager without repeatedly reopening the tree.	Open the recognized classic CI Class Manager

What's new for users

0.3.13 - User guides included

- Open the German or English PDF under Help / User guide in the extension popup. Both guides are bundled with the extension and available offline. No domain permission is required.

0.3.11 - Public version scope

- The experimental Business Rule preview /brpreview remains internal and is not included.

0.3.10 - Inspect access rules

- /acl opens the read-only ACL Analyzer instead of navigating straight to the native list. Choose a table and operation, expand rules and open originals. The native list remains available.

- Optionally specify a field, such as /acl incident.short_description write. Notices identify incomplete results. The tool does not decide whether a user has access.

0.3.9 - End impersonation directly

- In /imp, End impersonation returns to the original user. Search and favorites are hidden during active impersonation.

- After a confirmed return, the home page opens. Reload other instance tabs; save open work everywhere first. If the return cannot be verified, use Refresh and the native user menu.

0.3.8 - Keep test users handy

- **Highlight: impersonation favorites.** Star users in /imp, find them under Favorites and remove them by clicking the star again. Only Impersonate switches the user.

- Favorites survive a browser restart and stay separate for each instance and signed-in user. They do not transfer automatically between browsers.

0.3.7 - Easier before/after comparison (internal test build only)

- In /brpreview, click Remember current state without an extra checkbox. The timestamp and remaining time show how long the snapshot is available. Only replacing a saved snapshot asks for confirmation.

0.3.6 - Spot Business Rule changes (internal test build only)

- Remember a saved state, make and save your own change, then compare the same rule. Differences only shows changed fields. The snapshot lasts 15 minutes.

0.3.5 - Business Rule at a glance (internal test build only)

- /brpreview displays six saved Business Rule fields, including the script. It does not modify the rule or execute scripts.

The entries for 0.3.5 through 0.3.7 document internal tests only. The user confirmed ACL and impersonation on their PDI in Chrome and Firefox, and also confirmed /pop. This does not validate other environments.

Getting started

Install the extension using the accompanying installation instructions. Open your ServiceNow instance, click the Freatix browser icon and choose “Enable this domain”. Confirm access and reload any ServiceNow pages already open.

The tools are intended for classic lists and forms. Available destinations and actions depend on your ServiceNow permissions. Save unfinished work before navigation, impersonation or update-set changes.

The slash menu

Press / outside an input field. Ctrl+/ or Cmd+/ also opens the menu while an input has focus. Type a command, select a result and press Enter. Use ↑/↓ to select, → to complete and Esc to close. For navigation commands, Ctrl/Cmd+Enter opens a new tab.

Examples: /u admin searches users; /br -a opens active Business Rules. /t cmdb searches tables by part of their name; select the appropriate result. /help lists available commands. The Cheat Sheet at the end contains all shortcuts.

Favorites and settings

Choose the language

After an extension reload, the / menu shows a notice if its context is invalid and does not execute commands. Save open work and manually reload the ServiceNow page, never Background results.

Settings → Language offers Automatic (browser language), Deutsch and English for this browser profile. Automatic uses German for a German browser UI, otherwise English. Save, reopen the popup and reload open ServiceNow pages for consistent labels. Never reload Background result pages; reopen that tool on its next use. Commands, favorites, notes and ServiceNow content stay unchanged. Native browser dialogs and extension metadata follow the browser language.

Keep useful commands handy

Expand “Add new favorite” in the popup. Enter a name, the complete command and an optional note, such as “Find mentions of the assignment field”. Save it, then click the favorite's name to run it.

The arrow beside a favorite reveals its command, note, Edit and Remove actions. Edit expands the form; Save applies your changes, while Cancel editing discards them. The first fixed row toggles technical names.

Store up to 20 personal favorites per instance and browser profile. Firefox and Chrome do not synchronize them automatically. Never put passwords or confidential values in commands or notes.

Transfer favorites

“Settings” opens a separate tab. Expand “Transfer favorites (JSON)” and choose JSON export. In the other browser, open the intended instance and its settings, then select the file. Check the destination and preview before choosing “Apply new favorites”.

Existing names are not overwritten; duplicates and name conflicts are skipped. Importing executes no commands. Only import trusted files: exports contain commands and notes in plain text.

Identify your instances

Expand instance labeling in Settings. Enable the label, choose a DEV/TEST/PROD preset or a custom name, select a color and choose where it appears: page, popup and slash menu. Save your changes.

The label is only a visual aid, not protection against changes on an instance. It is stored per instance/browser profile and is not included in favorite exports.

All settings sections start collapsed. A notice remains visible for unsaved changes. “Discard changes” restores saved values. The browser may warn when leaving with unsaved settings or an import preview; do not rely on automatic recovery. Keep the original ServiceNow tab open on the same instance.

Under domain access, deactivate access after confirmation. Favorites remain; the current label and technical names are disabled. Reload open instance pages afterwards.

Using our Specials

ACL Analyzer

/acl incident read finds active record ACLs for the table, readable parents and matching wildcards. Without arguments, /acl opens the input form. Operations are read, write, create, delete and execute. With incident.short_description, specific field rules are included; without a field name, only table rules and general field wildcards are shown.

Results start collapsed. Expand a rule to see its application, description and admin override, then choose Open ACL. Open native ACL list uses the same filter. No rules are changed, roles elevated or scripts executed. Required roles, conditions, scripts and other security mechanisms are not evaluated; this is neither an access decision nor a complete security audit.

Limited to ten hierarchy levels, 100 rules and 30 seconds for data queries. Read permissions may hide rules or fields. Missing hierarchy data and limits are reported; no matches does not mean unrestricted access. Table and field rules and original links were confirmed on the test instance, including Firefox.

Save test users as favorites

Search with /imp name or open Recent. An empty star saves a user; a filled star removes them. Favorites shows your saved users. Clicking a star never switches the session.

Only Impersonate rechecks the user and starts the switch if your ServiceNow permissions allow it. A favorite grants no additional permissions. End active impersonation with End impersonation in /imp first; search and favorites are hidden while it is active. The dialog identifies the original user. If the return identity cannot be determined reliably, the end button stays disabled; use the native user menu instead.

Only user ID, display name and username are saved in the local browser profile, separately for each instance and your non-impersonated user. No password, automatic synchronization or export through command favorites. Saved names can become outdated after a rename; remove and save the user again through search. Refresh reloads the current view.

Class hierarchy beside the details

In the recognized classic CI Class Manager, the original hierarchy stays visible to the right of the details. The class menu remains on the left. Search and class selection still use ServiceNow; the tree is not copied. Expanded branches survive normal class navigation as far as the native page preserves them.

Use “Collapse right-hand hierarchy”, the tree's close button or “Hierarchy” to collapse or reopen it. Drag the left edge to resize; when that edge has keyboard focus, the arrow keys work too. Width and collapsed state are stored per instance in this browser profile. Below 940 pixels of content width, the native hierarchy view is used instead. Unrecognized page structures are left unchanged.

Save changes before switching classes; native confirmation dialogs are not automatically accepted. Reloading the page may restore the tree's native initial position. This feature is not a separate class administration tool and does not modify CMDB data.

To disable it, open Settings → CI Class Manager, clear “Show right-hand hierarchy” and save. The original layout and Hierarchy button are restored immediately; other tools stay enabled. This preference is stored per instance/browser profile; the sidebar is enabled by default.

Find field usage

/where assignment_group shows field definitions and mentions in scripts. Matches are highlighted with line numbers; follow links to open the original records. Without a field name, /where opens a search form.

The search reads data without running scripts. Matches may include comments and are not a complete dependency analysis. No matches does not prove a field is unused. Limited or unreadable results are identified.

Switch or create update sets

Open /su to see the active scope and update set at the top. Search for a set, use favorites or recent entries, then click Switch. After a confirmed switch, the dialog closes and the page reloads. Recent history contains only switches confirmed through this tool.

To create a set, search for the desired scope using a term such as cmdb or workspace, enter a name and choose Create and activate. Selecting a scope alone changes nothing. Creating the set can switch scope and activates the new set.

Save open work first. Existing sets can only be switched within the current scope. If an error occurs, check whether creation or activation already happened; do not blindly create again. Use the offered recovery links or the native list to verify.

Read Background Output

/bg opens the Background editor without running a script. When native output is available, the extension displays it in a resizable panel with line numbers.

Enter a search term and move between matches with Enter/Shift+Enter or the arrow buttons. Script prefix shows or hides the leading prefix. Copy and Download .txt use the filtered view. To export the complete original output, clear the search and enable the prefix.

Drag the divider to resize, or minimize to free up the workspace. In narrow windows the areas stack vertically. Output files may contain confidential information. **Do not simply reload result pages:** this can execute a script again.

More useful tools

Technical names: toggle them in the popup, with /tn or Alt+Shift+N. Double-clicking empty space between form sections or below a list also toggles names. Double-clicking empty space in the light action bar reloads the current view; save work first.

List columns: in ServiceNow's Personalize List Columns dialog, double-click the title or choose the field-tools button. Left and right searches filter their own lists. Enter caller_id.email to add a reference column, or use + sys_id for the record ID.

Only native OK applies changes; Cancel discards them. Available fields and permissions determine whether a reference column has values.

Saved values: /vd provides searchable field values, hides empty values and copies individual raw values. Unsaved form input is not included. /xml and /xmlsrc open XML views. /list opens the current saved record as a filtered list; /versions opens its available Update Versions. Not every record has these versions.

Compare records: run /diff1 on the first record, then /diff2 on the second. Choose differences only for a shorter view. Comparison uses saved values and stays within the same instance and user.

Impersonation: /imp name searches users. Only the Impersonate button performs the switch. Save work in all instance tabs first; the change affects the session. Return using End impersonation in /imp. The home page opens only after the return is confirmed. If the outcome is unclear, do not repeatedly click: use Refresh or the native user menu first. The user confirmed the workflow on their PDI in Chrome and Firefox.

When something does not work as expected

Reload the extension and ServiceNow page, check domain access and open the tool from the intended classic list or form. If menus appear twice, temporarily disable other extensions using the same shortcuts.

Empty results may reflect data, permissions or the current view. Read any error message. When asking for help, include the browser, command and steps; remove confidential information from screenshots.

Cheat Sheet

Try our Specials first: /where assignment_group (field usage), /su (scope/update sets), Background Output and favorites with notes. See the guide for step-by-step instructions.

All implemented commands at a glance. Destinations require suitable roles/applications. State-changing actions are identified; unsupported switches are rejected.

Command / Shortcut	Effect / example
Popup: Settings	Dedicated tab, collapsed sections. Edit label/technical names, save or discard. Unsaved changes are indicated.
Popup: Favorites	Save/edit name, command and note; click name to start or remove favorite. Existing confirmations remain effective.
Popup: Favorites, first fixed row	Toggle technical names; not exported and does not count towards the favorite limit.
Settings: Favorite transfer	Export/import JSON, review preview and apply. Keep originating tab open. No automatic sync.
Settings: Domain access	Deactivation requires confirmation; favorites are retained.
/t rel_ci, /<tabelle>	Fuzzy table lookup; select a match.
/incident, /task	Lists; e.g. /incident short_descriptionLIKEvpn.
/br, /cs, /ua, /uis	Search by name, e.g. /uis Calendar.
/si, /up	Script Includes by API name; UI Policies by short description.
/p, /u, /app, /us, /tables	Properties, users, apps, update sets, table definitions; accept search text.
/su	Find/switch sets, favorites/history; filter scopes by name fragments, create and activate a named set.
/log error, /trans api/now	Today's logs (message/source) or transactions (URL).
/acl incident write	Read-only ACL Analyzer with parents/wildcards; optional table.field. Open original rules via links.
/code current, /where assignment_group	Bounded code search or definitions and text mentions.
/sysid <32-character ID>	Bounded record lookup using a 32-character ID; not exhaustive.
/status	Node snapshot and native diagnostics; not total CPU usage.
/bg, /bgm	Open Background editor; execute nothing.
Special: Background Output	Existing native output: search, prefix toggle, copy, TXT. Resize/minimize panel; no History/Records/JSON.
/bgc, /bgl	Read-only script template for form/list; review/copy manually.
/xml, /xmlsrc	Show saved record as XML or safe source text.
/vd	Search saved field values, hide empty values and copy individual raw values.
/list, /versions	Open current saved record in a filtered list or its Update Versions. Ctrl/Cmd+Enter: new tab.
/diff1, /diff2	Remember first record, compare second; same user/instance.
/tn, /pop	Toggle technical names or navigation frame.
/imp admin	Find and star users; Favorites opens saved users. Only Impersonate switches the session.
/cancel	Open warning; cancel own transactions only via explicit button.

Command / Shortcut	Effect / example
/st, /sns, /aes, /ide	Classic Studio, new Studio, App Engine Studio, IDE.
/fd, /ws, /wf	Flow Designer, Workflow Studio, classic Workflow Editor.
/uib, /va, /pad	UI Builder, Virtual Agent Designer, Process Automation Designer.
/sp, /ec, /sow, /db	Service Portal, Employee Center, Service Operations Workspace, dashboards.
/help	Show available Tools for servicenow commands.
/cmdbw	Open CMDB Workspace; /cmdb and /cmdb_ci remain tables.
-a, -ut, -ct	List filters: active, updated today, created today.
-ou, -oc, -f, -p	Sort by update/creation; filter-only; pin filter.
-n	New form, without search/other switches; saves nothing.
/, Ctrl+/ / Cmd+/	Open palette; plain / only outside inputs.
↑, ↓, →, Enter, Esc	Select, complete, open, close. Ctrl/Cmd+Enter: new tab for navigation.
Alt+Shift+N	Toggle technical names.