Dashboard Components Glossary

This glossary provides definitions for dashboard components referred to in this article.

The **Grid Canvas** table (s*ys_grid_canvas* – see picture below) is a good starting point for troubleshooting Dashboard deployment issues. From the schema view, you have easy access to the key tables used in troubleshooting, including **Grid Canvas Pane** (*sys_grid_canvas_pane*), **Portal Page** (*sys_portal_page*), and **Tab** (*pa_tabs*). See below for definitions on these and other dashboard tables.
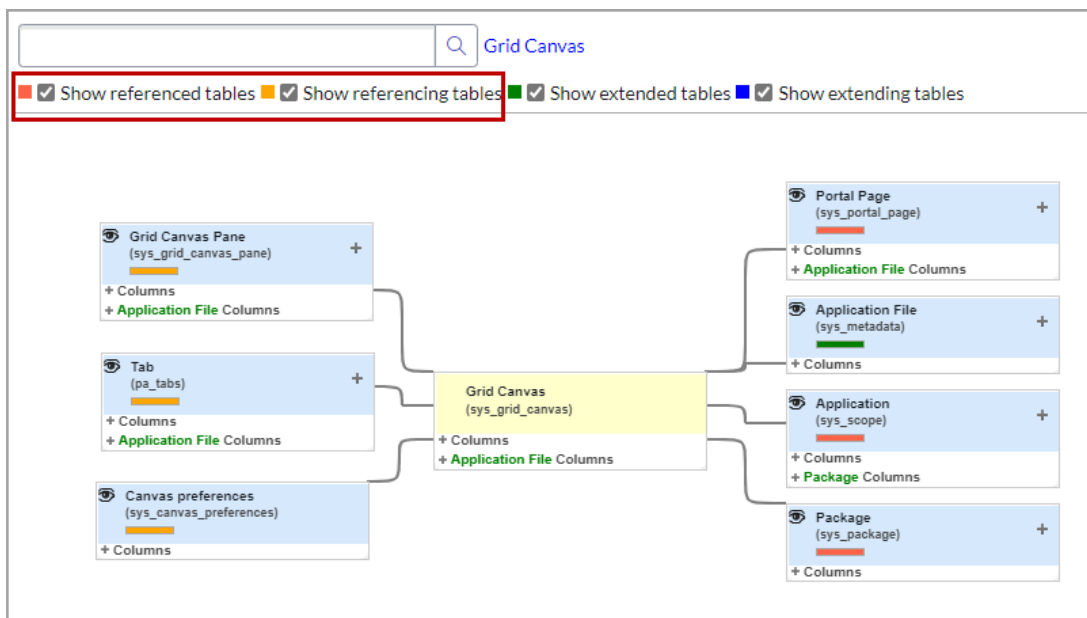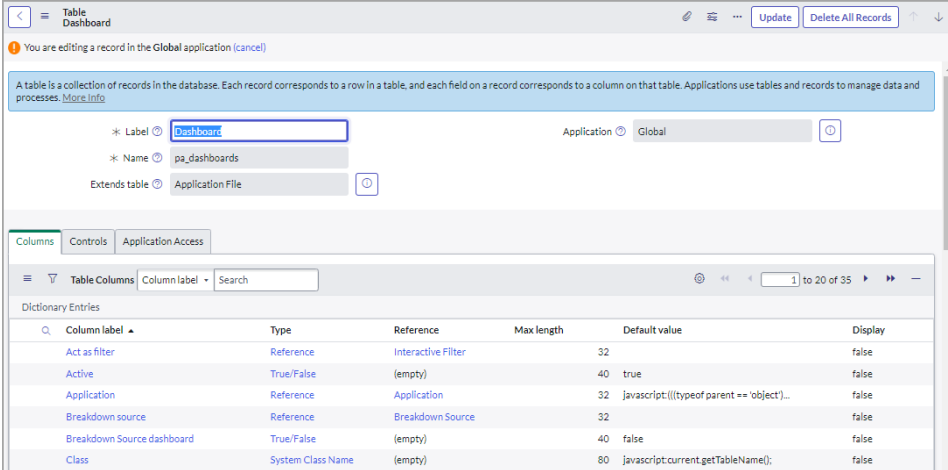

Figure 1: Grid Canvas Table (schema view)

For more background on ServiceNow dashboards, refer to:

- [ServiceNow Developer Documentation for Dashboards](#)
- [Product Documentation for Dashboards](#)

Definitions

- **Dashboard:** Each dashboard has a row in the Dashboard table (*pa_dashboards*).

Figure 2: Dashboard Table

- **Dashboard Tab List:** The Dashboard Tabs table (*pa_m2m_dashboard_tabs*) is for defining the relationship between dashboards and tabs. Dashboards and tabs are both foreign key references for tying a tab to the dashboard.

- **Grid Canvas Pane:** The Grid Canvas Pane table (*sys_grid_canvas_pane*) relates to the Portal Page (*sys_portal*) and determines the location of widgets on the canvas. When widgets, counts, or interactive filters are out of order or do not display as expected, compare the *Grid Canvas Pane* table for both systems. Copy from the source to target system to make sure the tables in both instances match.
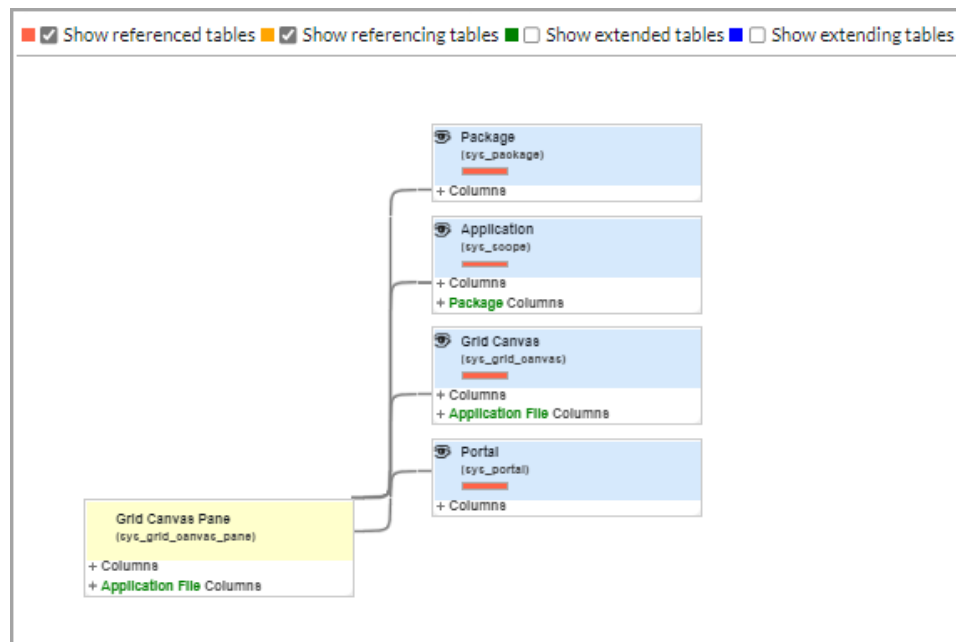

Figure 3: Grid Canvas Pane Table

- **Portal:** The "Portal" represents an item or widget on the Portal Page or tab:
  - o The Portal table (*sys_portal*) has a foreign key reference to the Portal Page (*sys_portal_page*) to relate the Portal Page to each "Portal".

  - o The Portal is a foreign key reference into Portal Preferences (*sys_portal_preferences*). Portal Preferences contain the properties for each widget (portal) on the page / tab.
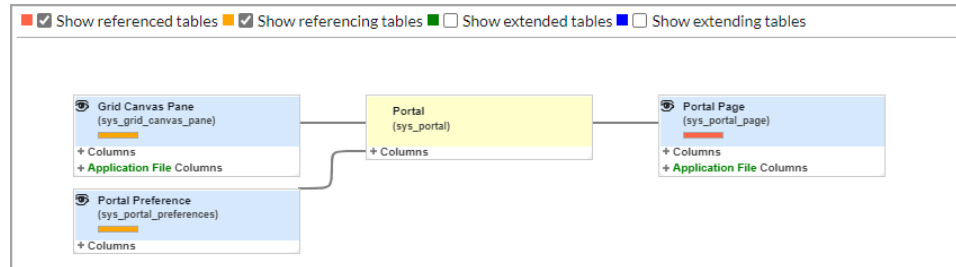

Figure 4: Portal Table

- **Portal Page:** This is the key dashboard component. The Portal table (*sys_portal*) has a foreign key reference to the Portal Page (*sys_portal_page*) to relate each "Portal" or widget to a page. The Canvas (*sys_grid_canvas*) table also has a foreign key reference to the Portal Page to relate the Canvas to the Tab page. The Canvas ties to locations of Portals or widgets in the Canvas Pane table.

- **Portal Preferences:** Portal Preferences contain the properties for each widget (portal) on the page / tab. Each Portal Preference record has a foreign key reference to the Portal or widget for the property.

- **Tab:** A dashboard can have one-to-many Tabs. Each Tab (*pa_tabs*) contains a foreign key reference to the Portal Page (*sys_portal_page*). The Portal Page contains the relationships to the other parts of the dashboard.
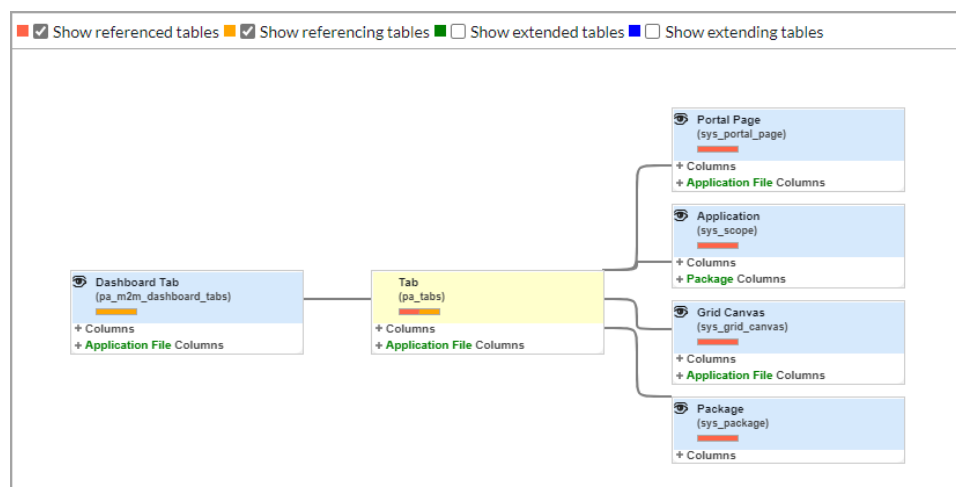

Figure 5: Tabs