

## Dashboard Components Glossary

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

The **Grid Canvas** table (*sys\_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.

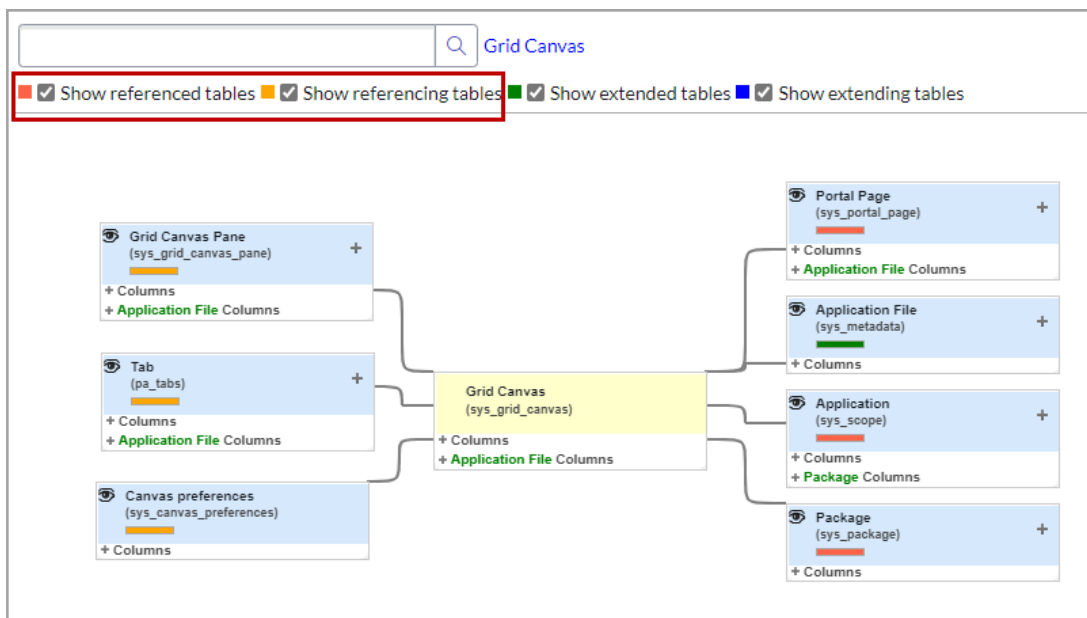


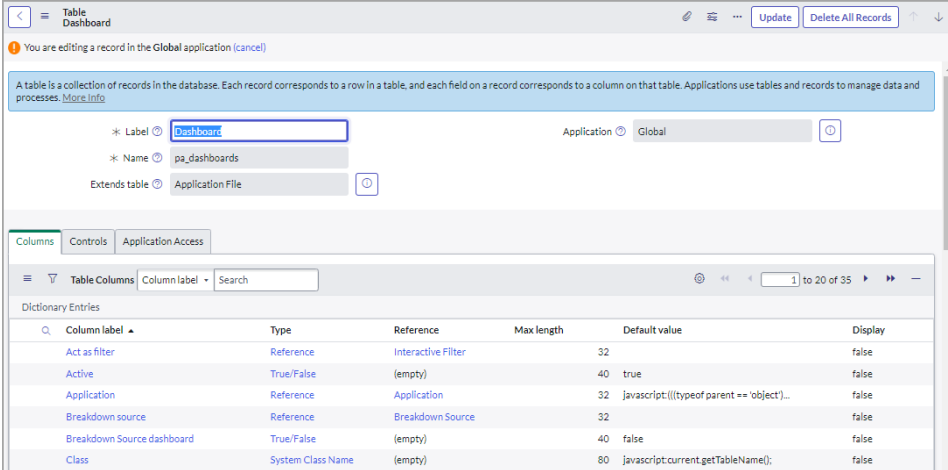
Figure 1: Grid Canvas Table (schema view)

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*).



The screenshot shows the 'Table Dashboard' interface. At the top, there are buttons for 'Update' and 'Delete All Records'. Below that, a message states 'You are editing a record in the Global application (cancel)'. A blue box contains a general description of tables. The form fields include:
 

- \* Label:
- \* Name:
- Extends table:
- Application:

 Below the form, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a search bar and a table of 'Dictionary Entries'.
 

Column label	Type	Reference	Max length	Default value	Display
Act as filter	Reference	Interactive Filter	32	false	false
Active	True/False	(empty)	40	true	false
Application	Reference	Application	32	javascript:(!(typeof parent == 'object'))...	false
Breakdown source	Reference	Breakdown Source	32	false	false
Breakdown Source dashboard	True/False	(empty)	40	false	false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false

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.

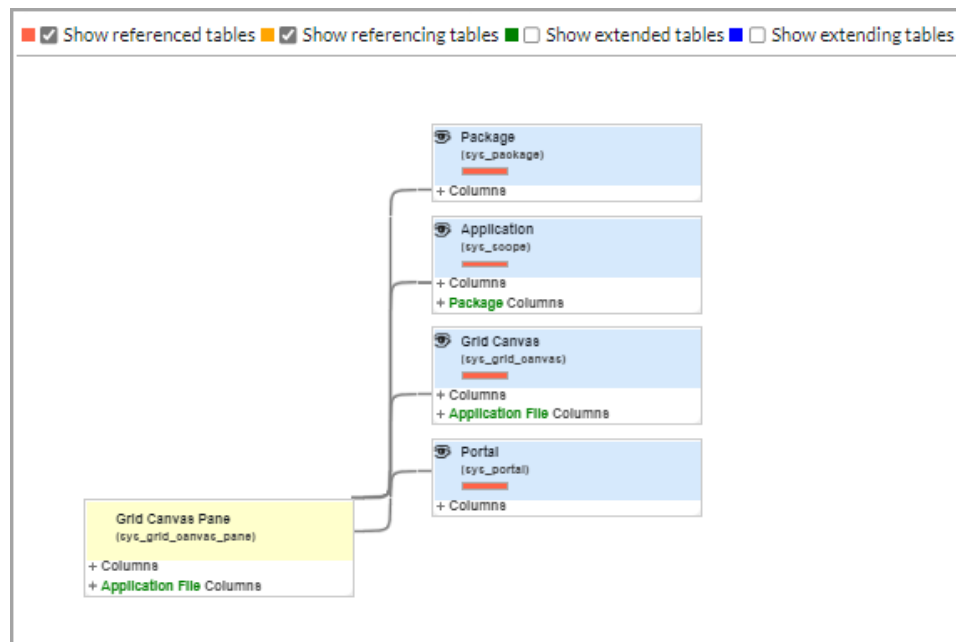


Figure 3: Grid Canvas Pane Table

- **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.

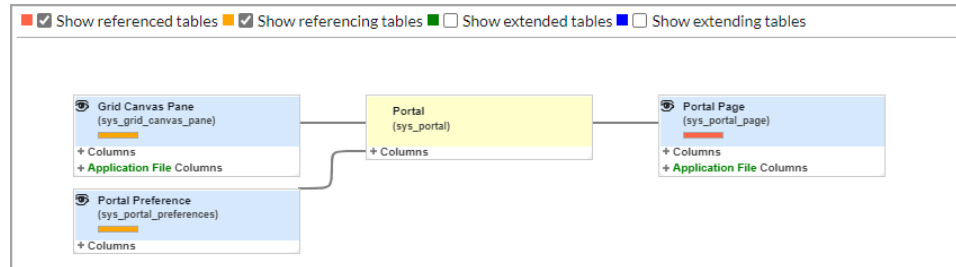


Figure 4: Portal Table

- **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.

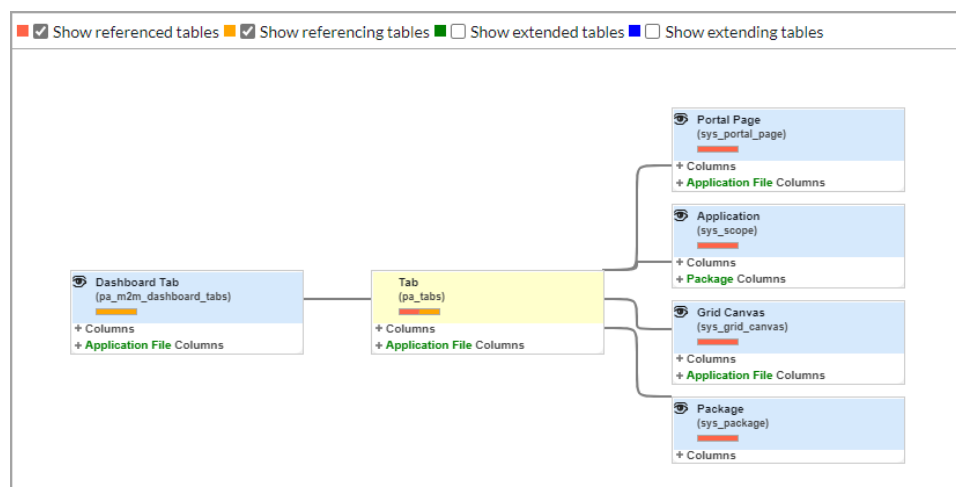


Figure 5: Tabs