

Article State: Published

Contextual search on record producers does not work in Service Portal

★★★★★ 2761 views

Number: [KB0610534 \(https://hi.service-now.com/kb_view.do?sysparm_article=KB0610534\)](https://hi.service-now.com/kb_view.do?sysparm_article=KB0610534)

Description

Contextual search on record producers does not work in Service Portal because UI Macros are not supported in Service Portal.

Note: If you are unable to see the screenshots in this article, please view the attached PDF.

Steps to Reproduce

1. Navigate to Service Catalog > Record Producers and click New.

For more information, see the product documentation topic [Create a record producer](#).

2. Create a record producer for the incident table and associate it with a Service Catalog and Category.
3. Add a variable to the record producer that maps to the short_description field.
4. Create a contextual search configuration for the record producer that points to the variable and searches knowledge (Knowledge Base Search).

For more information, see the product documentation topic [Define contextual search for record producer \(https://docs.servicenow.com/bundle/istanbul-servicenow-platform/page/administer/contextual-search/task/t_CntxtSearchRP.html\)](https://docs.servicenow.com/bundle/istanbul-servicenow-platform/page/administer/contextual-search/task/t_CntxtSearchRP.html).

5. From the record producer definition, click Try It.
6. In Service Portal, open the base system Service Catalog page.
7. Navigate to the associated category and load the record producer.

Note that the contextual search does not work.

Create Incident

Create an Incident record to report and request assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and progress will be tracked.

*** Urgency**

-- None --

Measure of the business criticality based on the impact and on the business needs of the Customer. Together with Priority, they determine the Incident's priority.

Please describe your issue below

email

The more information you can provide here, the easier time the support organization will have in diagnosing and resolving your issue.

?

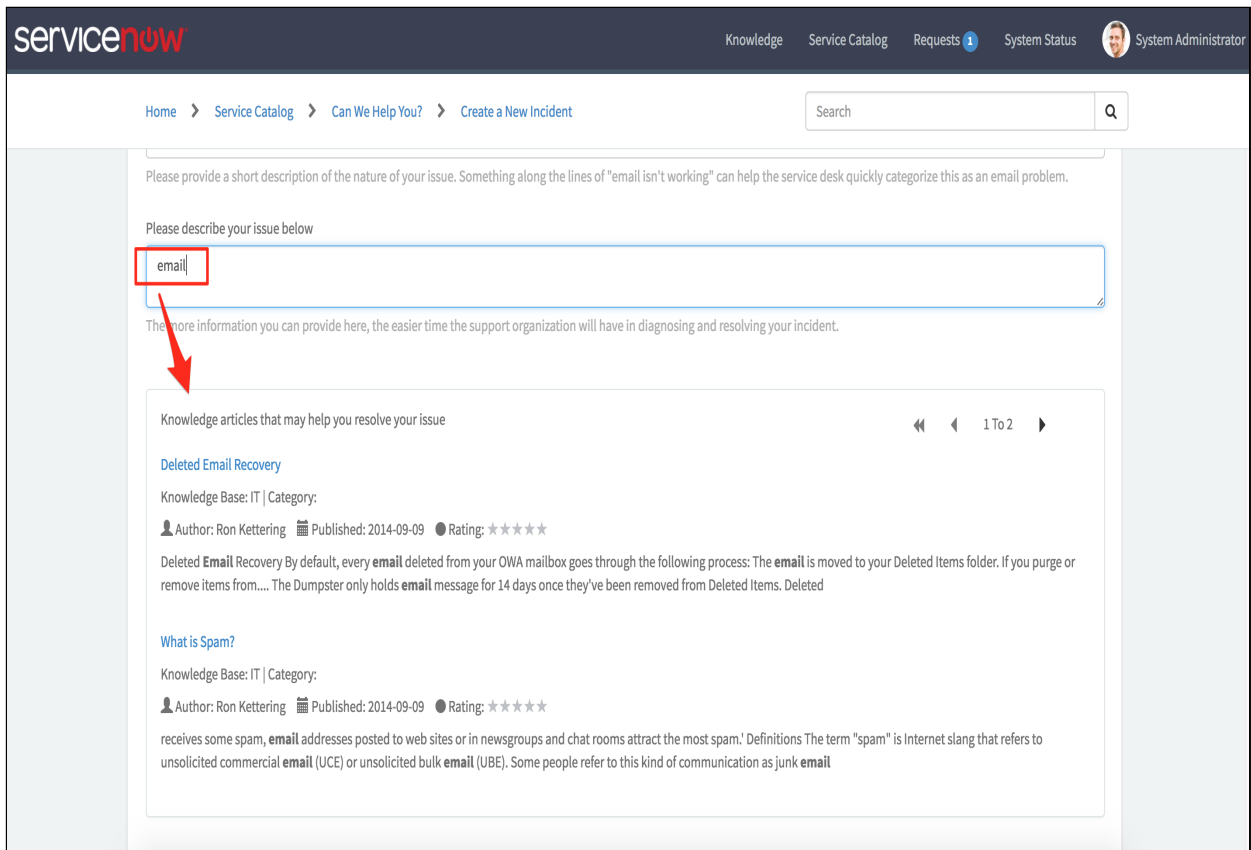
Submit

Workaround

The workaround provides a contextual search widget named: PRB692368 Workaround (id: "prb692368-workaround").

1. Open any list.
2. Right-click in the header and select Import XML.
3. Select and upload the XML file named [prb692368-workaround-sp-widget.xml \(sys_attachment.do?sys_id=de94f0ebdb300bc04837f3231f961954\)](#) attached to this article.
4. Open the record for the record producer to which you want to attach the Service Portal Contextual search.
5. Select the Contextual Search Macro variable.
6. In the Default Value tab or section, set the widget to PRB692368 Workaround.

7. To verify that the contextual search works properly, navigate to the Create Incident page.



Related Problem: PRB692368

Seen In

- Geneva Patch 5
- Helsinki Patch 0 Hot Fix 1
- Helsinki Patch 0 Hot Fix 3
- Helsinki Patch 1
- Helsinki Patch 2
- Helsinki Patch 3
- Helsinki Patch 3 Hot Fix 2

Fixed In

- Jakarta

Safe Harbor Statement

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Associated Community Threads

There is no data to report.