



## Phase 5: Deployment, Documentation & Final Presentation

### Troubleshooting

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#### Description

The Troubleshooting phase focuses on identifying, analyzing, and resolving issues encountered during the deployment and execution of the Software Installation Request solution. This phase ensured workflow stability, accurate approvals, correct task creation, and reliable data handling across the Service Catalog lifecycle.

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#### Common Issues Identified & Resolutions

##### 1 Approval Flow Not Proceeding

###### Issue Identified

The workflow execution remained in a *Waiting* state after submission.

###### Root Cause Analysis

- Approval was pending in the **Approvals** related list.
- The approver had not acted on the request.

###### Resolution

- Navigated to **Self Service → My Approvals**.
- Approved the pending request.
- Workflow resumed automatically and progressed to the next step.

###### Outcome

Approval logic executed successfully and downstream actions were triggered.

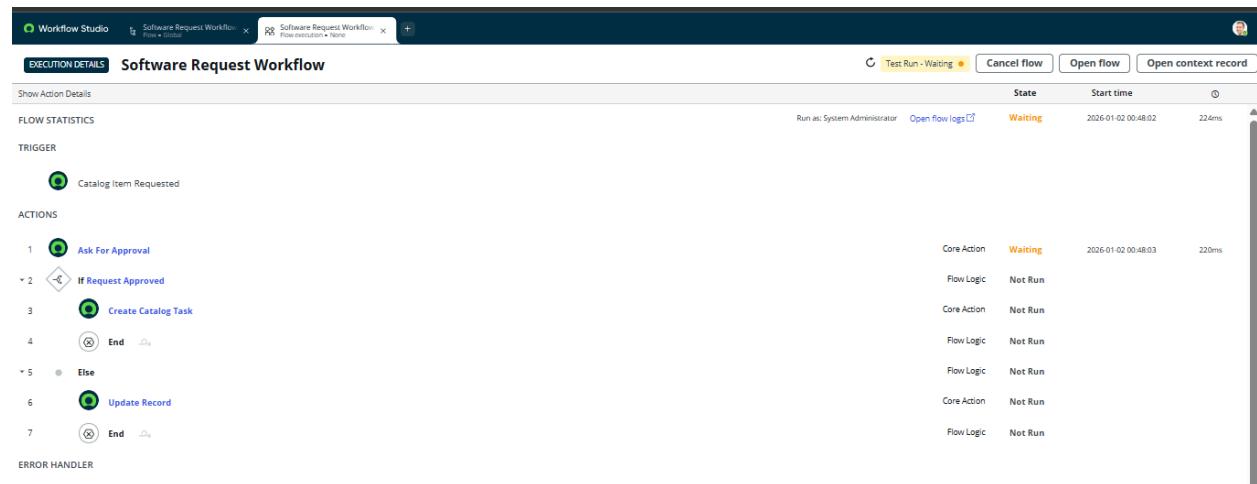
## Screenshot Evidence (Optional)

Insert screenshot showing approval record before and after approval.

Before :



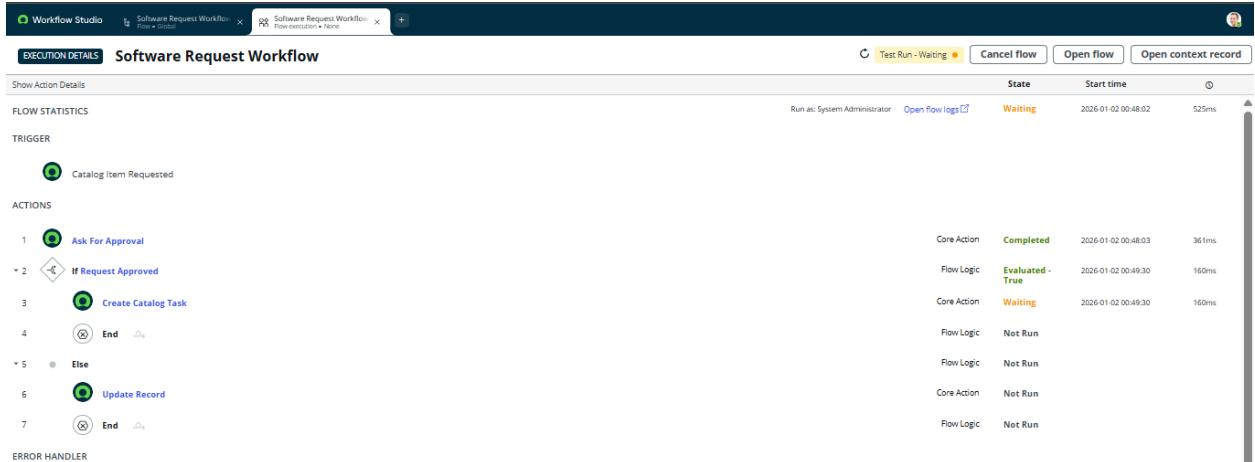
|   | State              | Approver             | Comments | Approval for | Created             |
|---|--------------------|----------------------|----------|--------------|---------------------|
| 1 | Requested          | System Administrator |          | RITM0010015  | 2026-01-02 00:48:03 |
| 2 | Approved           | System Administrator |          | RITM0010015  | 2026-01-02 00:07:57 |
| 3 | No Longer Required | System Administrator |          | RITM0010015  | 2026-01-02 00:07:36 |
| 4 | Approved           | System Administrator |          | RITM0010014  | 2026-01-01 20:54:56 |
| 5 | No Longer Required | System Administrator |          | RITM0010014  | 2026-01-01 20:54:38 |
| 6 | No Longer Required | System Administrator |          | RITM0010013  | 2026-01-01 20:53:53 |
| 7 | No Longer Required | System Administrator |          | RITM0010013  | 2026-01-01 20:52:58 |



After :



|   | State              | Approver             | Comments | Approval for | Created             |
|---|--------------------|----------------------|----------|--------------|---------------------|
| 1 | Approved           | System Administrator |          | RITM0010015  | 2026-01-02 00:48:03 |
| 2 | Approved           | System Administrator |          | RITM0010015  | 2026-01-02 00:07:57 |
| 3 | No Longer Required | System Administrator |          | RITM0010015  | 2026-01-02 00:07:36 |
| 4 | Approved           | System Administrator |          | RITM0010014  | 2026-01-01 20:54:56 |
| 5 | No Longer Required | System Administrator |          | RITM0010014  | 2026-01-01 20:54:38 |
| 6 | No Longer Required | System Administrator |          | RITM0010013  | 2026-01-01 20:53:53 |
| 7 | No Longer Required | System Administrator |          | RITM0010013  | 2026-01-01 20:52:58 |



## 2 Catalog Task Stuck in Waiting State

### Issue Identified

The **Create Catalog Task** action appeared in *Waiting* state within the Flow Execution.

### Root Cause Analysis

- The flow was configured to **wait until the catalog task was completed**.

### Resolution

- Opened the generated **Catalog Task (SCTASK)**.
- Updated the task state to **Closed Complete**.
- Saved the record.

### Outcome

The workflow completed successfully after task closure.

### Screenshot Evidence (Optional)

Insert screenshot showing SCTASK state change to Closed Complete.

**Software Request Workflow**

**Execution Details:**

- Step 1: Ask For Approval (Core Action: Completed, State: Completed, Start time: 2026-01-02 00:48:03, Duration: 36ms)
- Step 2: If Request Approved (Flow Logic: Evaluated - True, State: Evaluated - True, Start time: 2026-01-02 00:49:30, Duration: 160ms)
- Step 3: Create Catalog Task (Core Action: Waiting, State: Waiting, Start time: 2026-01-02 00:49:30, Duration: 160ms)
- Step 4: End (State: Completed, Start time: 2026-01-02 00:49:30, Duration: 0ms)

**Configuration Details for Step 3: Create Catalog Task**

| VARIABLE NAME         | RUNTIME VALUE   | CONFIGURATION  | TYPE           |
|-----------------------|---|--|----------------|
| Table Name            | sc_task   | sc_task  | Table Name     |
| Requested Item        | RTIM0010015   | Trigger ... > Requested Item ...   | Reference      |
| Short Description     | Software installation task  | Software installation task   | String         |
| Fields                | assignment_group=31f2f16fb3cd3210a67095d0deaaad3c9<br>description=Install the requested software as per ... | assignment_group=<"display": "Software Support", "value": "31f2f16fb3cd3210a67095d0deaaad3c9">;<"sys_id": ...> | Template Value |
| Wait                  | true  | 1  | True/False     |
| Template Catalog Item |   |  | Reference      |
| Catalog Variables     |   |  | Slush Bucket   |

**Output Data for Step 3: Create Catalog Task**

| VARIABLE NAME        | RUNTIME VALUE | CONFIGURATION | TYPE        |
|----------------------|---------------|---------------|-------------|
| Action Status        | SCTASK0010027 | task          | Object      |
| Catalog Task         | SCTASK0010027 | task          | Document ID |
| Don't Treat as Error | false         |               | True/False  |

**No Logs**

**Catalog Task Detail View (SCTASK0010027):**

Number: SCTASK0010027  
Assigned to:   
Assignment group: Software Support  
Configuration item:   
Active:   
Short description: Software installation task  
Description: Install the requested software as per approved request.  
Work notes: Work notes  
Request item: Not Yet Requested  
Priority: 4 - Low  
State: Open  
Requested for: Pending, Open, Work in Progress, Closed Complete, Closed Incomplete, Closed Skipped  
Post button

Activities: 1  
System Administrator  
Impact: 3 - Low  
Opened by: System Administrator  
Priority: 4 - Low  
State: Open

Field changes: 2026-01-02 00:49:30

Affected CIs: Approvers: Group approvals: Configuration item: Search: Task = SCTASK0010027

## 3 Missing or Incomplete Catalog Variables

### Issue Identified

Some catalog variables were not visible in the backend record.

### Root Cause Analysis

- Variable configuration or order was incorrect.
- Variables were not properly mapped to the catalog item.

## **Resolution**

- Verified variable configuration under the **Catalog Item**.
- Ensured variables were active, mandatory where required, and correctly ordered.
- Re-tested the request submission.

## **Outcome**

All catalog variables were stored correctly and visible in the Requested Item (RITM).

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## **4 Rejected Approval Handling**

### **Issue Identified**

Rejected requests were not closing correctly.

### **Root Cause Analysis**

- Rejection path in the flow required explicit record update.

## **Resolution**

- Configured the **Else** condition in the flow to:
  - Set Approval = Rejected
  - Update RITM State = Closed Incomplete
  - Add rejection comments

## **Outcome**

Rejected requests were handled cleanly and did not proceed to task creation.

### **Screenshot Evidence (Optional)**

*Insert screenshot showing RITM updated to Closed Incomplete after rejection.*

Approval Requested Item: RITM0010016

Approver: System Administrator

Approving: Requested Item: RITM0010016

State: Requested

Approval Reason:

- Not Yet Requested
- Requested
- Approved
- Rejected
- Cancelled
- No Longer Required

Summary of item being approved:

| Description          | Price  | Quantity | Total  |
|----------------------|--------|----------|--------|
| Request Installation | \$0.00 | 1        | \$0.00 |

Comments:

Post

Activities: 1

System Administrator

Approver: System Administrator

State: Requested

Field changes • 2026-01-02 00:55:21

Update Approve Reject Delete

servicenow All Favorites History Workspaces Admin Requested Item - RITM0010016 ★

Requested Item RITM0010016

Number: **RITM0010016**

Item: Software Installation Request Search

Request: REQ0010016 Search

Requested for: System Administrator Search

Due date: 2026-01-02 00:54:56 Edit

Configuration item: Search

Watch list:

Opened: 2026-01-02 00:54:56 Edit

Opened by: System Administrator Search

Stage: Request Approved

State: Closed Incomplete

Quantity: 1

Estimated delivery: Edit

Backordered:

Order Guide: Search

Variables

\* What software do you need?  
Brain

Specify version (if required)  
2021

\* Why do you need this software?  
Software

\* Select urgency level.  
 Normal

Activities: 7

|   |                                     |   |
|---|-------------------------------------|---|
| System<br>Request rejected during approval.               | Comments • 2026-01-02 00:57:35      | <span style="border: 1px solid #ccc; border-radius: 50%; width: 1em; height: 1em; display: inline-block;"></span> |
| System Administrator<br>Request rejected during approval. | Comments • 2026-01-02 00:57:34      | <span style="border: 1px solid #ccc; border-radius: 50%; width: 1em; height: 1em; display: inline-block;"></span> |
| System Administrator<br>State: Closed Incomplete was Open | Field changes • 2026-01-02 00:57:34 | <span style="border: 1px solid #ccc; border-radius: 50%; width: 1em; height: 1em; display: inline-block;"></span> |

## 5 Update Set Validation Issues

### Issue Identified

Not all components were captured in the Update Set initially.

### Root Cause Analysis

- Update Set was not set as *Current* during configuration.
- Some changes were made before selecting the correct Update Set.

### Resolution

- Verified Customer Updates list.
- Confirmed inclusion of:
  - Catalog Item
  - Variables & Choices
  - Flow Designer workflow
- Re-tested and validated the Update Set before export.

### Outcome

The Update Set successfully captured all required components.

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## **Outcome**

The troubleshooting phase ensured the solution was stable, reliable, and production-ready. All identified issues were resolved through systematic analysis, testing, and configuration validation. This process improved workflow resilience, ensured accurate data handling, and enhanced overall user experience.