



Phase 5: Deployment, Documentation & Final Presentation

Troubleshooting

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.

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.

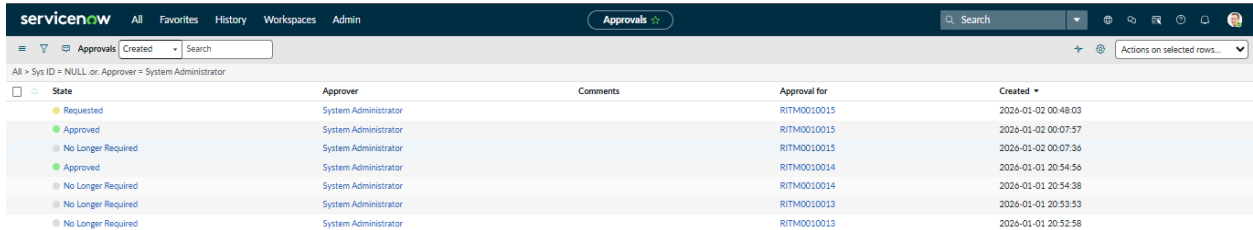
Outcome

Approval logic executed successfully and downstream actions were triggered.

Screenshot Evidence (Optional)

Insert screenshot showing approval record before and after approval.

Before :



The screenshot shows the ServiceNow Approvals list. The filter is set to 'Created'. The table contains six rows of approval records. The first row is 'Requested', and the second is 'Approved'. The others are 'No Longer Required'.

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

Workflow Studio

Software Request Workflow

Software Request Workflow

EXECUTION DETAILS

Software Request Workflow

Test Run - Waiting

Cancel flow

Open flow

Open context record

Show Action Details

FLOW STATISTICS

Run as: System Administrator

Open flow logs

Waiting

2026-01-02 00:48:02

224ms

TRIGGER

Catalog Item Requested

ACTIONS

1

Ask For Approval

Core Action

Waiting

2026-01-02 00:48:03

220ms

2

If Request Approved

Flow Logic

Not Run

3

Create Catalog Task

Core Action

Not Run

4

End

Flow Logic

Not Run

5

Else

Flow Logic

Not Run

6

Update Record

Core Action

Not Run

7

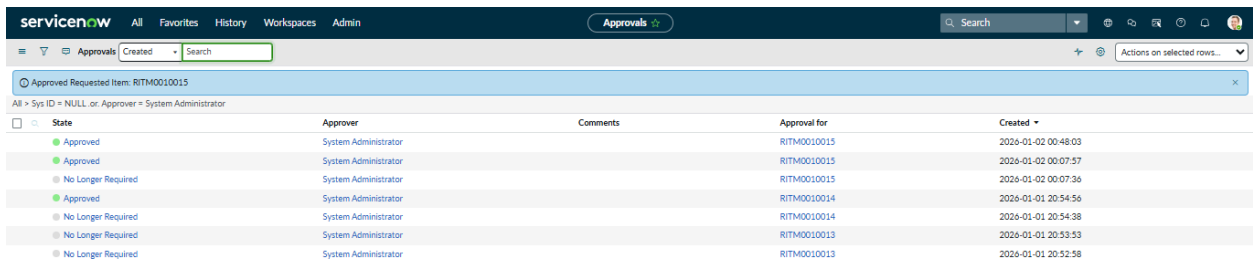
End

Flow Logic

Not Run

ERROR HANDLER

After :



The screenshot shows the ServiceNow Approvals list after the approval. The filter is still 'Created'. The first row is now 'Approved' (previously 'Requested'). The second row is still 'Approved'. The others are 'No Longer Required'.

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

Workflow Studio					
Software Request Workflow					
EXECUTION DETAILS					
Software Request Workflow					
<div> <div>Test Run - Waiting</div> <div>Cancel flow</div> <div>Open flow</div> <div>Open context record</div> </div>					
Show Action Details					
FLOW STATISTICS		Run as: System Administrator	Open flow logs	State	Start time
TRIGGER				Waiting	2026-01-02 00:48:02
					525ms
ACTIONS					
1	Ask For Approval	Core Action	Completed	2026-01-02 00:48:03	361ms
2	If Request Approved	Flow Logic	Evaluated - True	2026-01-02 00:49:30	160ms
3	Create Catalog Task	Core Action	Waiting	2026-01-02 00:49:30	160ms
4	End	Flow Logic	Not Run		
5	Else	Flow Logic	Not Run		
6	Update Record	Core Action	Not Run		
7	End	Flow Logic	Not Run		
ERROR HANDLER					

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.

Workflow Studio | Software Request Workflow | **EXECUTION DETAILS** | Software Request Workflow

Test Run - Waiting | Cancel flow | Open flow | Open context record

Hide Action Details		State	Start time	
1	Ask For Approval	Core Action	Completed	2026-01-02 00:48:03 361ms
2	If Request Approved	Flow Logic	Evaluated - True	2026-01-02 00:49:30 160ms
3	Create Catalog Task	Core Action	Waiting	2026-01-02 00:49:30 160ms

Configuration Details

VARIABLE NAME	RUNTIME VALUE	CONFIGURATION	TYPE
Table Name	sc_task		Table Name
Requested Item	RITM0010015	Trigger ... Requested Item ...	Reference
Short Description	Software installation task	Software installation task	String
Fields	assignment_group=31f2f16f83c63210a67095d0deaad3c9 description=Install the requested software as per ...	assignment_group={"display":"Software Support","value":"31f2f16f83c63210a67095d0deaad3c9","sys_id":"..."}	Template Value
Wait	true	1	True/False
Template Catalog Item			Reference
Catalog Variables			Slush Bucket

Output Data

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

No Logs

4 End

Flow Logic Not Run

Catalog Task | SCTASK0010027

Follow | Update | Close Task | Delete

Number: SCTASK0010027

Assigned to: [Search]

Assignment group: Software Support [Search]

Configuration item: [Search]

Active: ☒

Short description: Software installation task

Description: Install the requested software as per approved request.

Work notes: [Text Area]

Post

Approval: Not Yet Requested

Priority: 4 - Low

State: Open

Request item: Pending

Requested for: Open

Work in Progress

Closed Complete

Closed Incomplete

Closed Skipped

Activities: 1

System Administrator

Impact: 3 - Low

Opened by: System Administrator

Priority: 4 - Low

State: Open

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

Update | Close Task | Delete

Affected CIs | Approvers | Group approvals

Configuration Item Search

Task: SCTASK0010027

Configuration Item	Class	Support group	Owned by	Applied	Applied date	Manual proposed change	Updated
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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).

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

Update Approve Reject Delete

Approver System Administrator

Approving Requested Item: RITM0010016

State Requested

Approval Reason Not Yet Requested

Summary of Item being approved:

Request Installation

Price \$0.00

Quantity 1

Total \$0.00

Comments

Cancelled

No Longer Required

Post

Activities: 1

System Administrator

Field changes • 2026-01-02 00:55:21

Update Approve Reject Delete

servicenow

All Favorites History Workspaces Admin

Requested Item - RITM0010016

Search

Requested Item RITM0010016

Discuss Follow Update Delete

Number RITM0010016

Item Software Installation Request

Request REQ0010016

Requested for System Administrator

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

Configuration item

Watch list

Opened 2026-01-02 00:54:56

Opened by System Administrator

Stage Request Approved

State Closed Incomplete

Quantity 1

Estimated delivery

Backordered

Order Guide

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

Request rejected during approval.

Comments • 2026-01-02 00:57:35

System Administrator

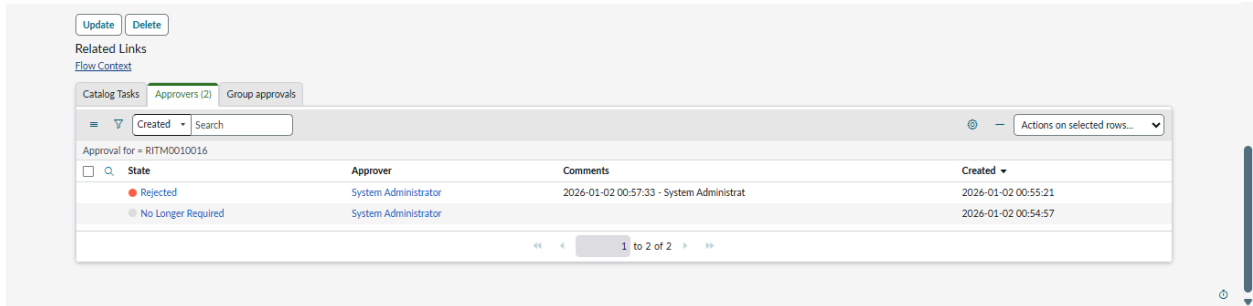
Request rejected during approval.

Comments • 2026-01-02 00:57:34

System Administrator

Field changes • 2026-01-02 00:57:34

State Closed Incomplete was Open



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.

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.