

IMPORTING UPDATE SET IN SERVICENOW:

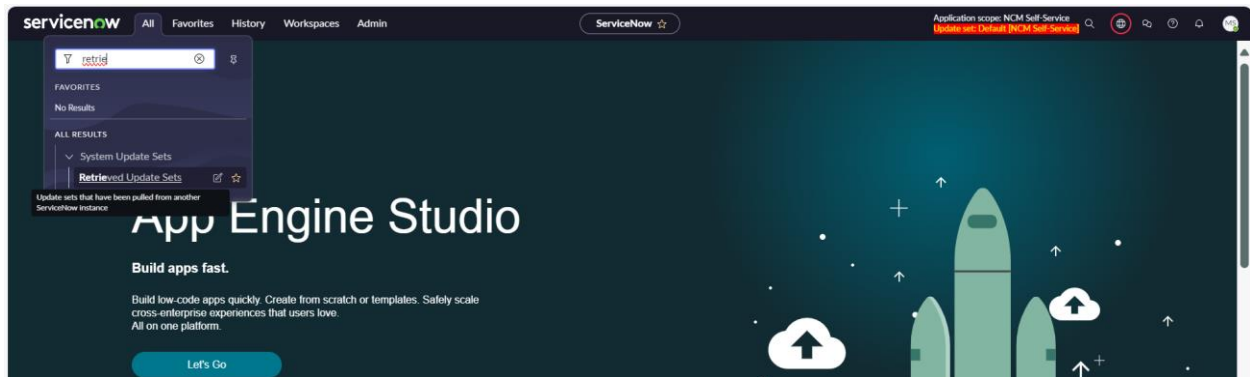
Download both “OOB Button Fix” and “Custom Button Fix” XML

Steps to Import OOB Button Fix update set in ServiceNow

Download the Update set XML “OOB Button Fix”

Change the scope into Global

In the application navigator, **System Update Sets > Retrieved Update Sets**.



Click on the **Import Update Set from XML** button

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch
1.7.0 Delta 30/7/24	NCM Self-Service	Previewed	(empty)		2024-07-30 03:23:48	(empty)	(empty)	(empty)
NCM Self-Service	NCM Self-Service	Committed	(empty)	Final update set for 1.7.0	2024-08-04 23:33:57	2024-08-04 23:38:37	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

Browse to select the XML file of the update set

< Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file No file chosen

Step 2: Upload the file

After selecting the file, click on **Upload**.

Once uploaded, the update set will appear in the list. Click on the name of the update set to open it.

click on the **Preview Update Set** button

Retrieved Update Set
OOB Button Fix

UpdateDeletePreview Update Set

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

NameOOB Button Fix

ApplicationGlobal

Update source

Parent

StateLoaded

Loaded2024-10-25 06:18:12

Descriptionselect the 'Activate' or 'Deactivate' UI Actions in the sc_cat_item table without selecting a record, you are prompted with the error message

Application nameGlobal

Committed

Inserted

Deleted

UpdateDeletePreview Update Set

Related Links
[Export to XML](#)
[\[SN Utils\] Versions \(0\)](#)

Update Set Preview

Failed at 100%

Preview problems for OOB Button Fix: 1 Errors | 0 Warnings. To commit this update set you must address all problems.

Close

NameOOB Button Fix

ApplicationGlobal

Update source

Parent

StatePreviewed

Loaded2024-10-25 06:18:12

Descriptionselect the 'Activate' or 'Deactivate' UI Actions in the sc_cat_item table without selecting a record, you are prompted with the error message

Application nameGlobal

Collisions1

Total2

Update Set

If you have fail message like the above picture, Scroll down to “Update Set Preview Problems”, With the record selected Choose **Accept Remote Update** otherwise just **click commit update set**

Retrieved Update Set
OOB Button Fix

Update Set Preview Problems (1) Customer Updates (2) Child Update Sets

Update Set = OOB Button Fix>Status = (empty)

Type	Remote update	Description	Available Actions
Error	sys_ui_action_e1360724c0a8016500a71c9ad2...	Found a local update that is newer than this one	Compare with local Show local record Show local update Accept remote update Skip remote update

1 to 1 of 1

Retrieved Update Set
OOB Button Fix

Update Set Preview Problems (1) Customer Updates (2) Child Update Sets

Update Set = OOB Button Fix>Status = (empty)

Type	Remote update	Description
Error	sys_ui_action_e1360724c0a8016500a71c9ad2...	Found a local update that is newer than this

1 to 1 of 1

Actions on selected rows...
Delete
Delete with preview...
Accept remote update
Create Application File
Assign Tag:
New tag
Target inactive
IT Service Management
IT Asset Management
Target active

Allow the remote update that reported this problem to be committed

Retrieved Update Set
OOB Button Fix

UpdateDeleteRun Preview AgainCommit Update Set

All problems have been addressed. Click Commit Update Set below to continue.

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name	OOB Button Fix	Committed	
Application	Global	Inserted	0
Update source		Updated	1
Parent		Deleted	0
State	Previewed	Collisions	1
Loaded	2024-10-25 06:18:12	Total	2
Description	select the 'Activate' or 'Deactivate' UI Actions in the sc_cat_item table without selecting a record, you are prompted with the error message		
Application name	Global		

UpdateDeleteRun Preview AgainCommit Update Set

Related Links

Show All Preview Records

SN Utils | Versions (0)

Customer Updates (2)

Child Update Sets

click **Commit Update Set** to apply the changes to your instance.

Retrieved Update Set
OOB Button Fix

UpdateDeleteRun Preview AgainCommit Update Set

All problems have been addressed. Click Commit Update Set below to continue.

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name	OOB Button Fix	Committed	
Application	Global	Inserted	0
Update source		Updated	1
Parent		Deleted	0
State	Committed	Collisions	1
Loaded	2024-10-25 06:18:12	Total	2
Description	select the 'Activate' or 'Deactivate' UI Actions in the sc_cat_item table without selecting a record, you are prompted with the error message		
Application name	Global		

UpdateDeleteRun Preview AgainCommit Update Set

Related Links

Show All Preview Records

SN Utils | Versions (0)

Customer Updates (2)

Child Update Sets

Update Set Commit

Succeeded 100%

Update set committed - Succeeded in 1 Second

Close

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Retrieved Update Set

OOB Button Fix

Update

Delete

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Name

OOB Button Fix

Committed

2024-10-25 06:28:26

Application

Global

①

Inserted

0

Update source

Updated

1

Parent

Deleted

0

State

Committed

Collisions

1

Loaded

2024-10-25 06:18:12

Total

2

Description

select the 'Activate' or 'Deactivate' UI Actions in the sc_cat_item table without selecting a record, you are prompted with the error message

Application name

Global

Update

Delete

Related Links

Show Commit Log

Show All Preview Records

[SN Utils] Versions (0)

Customer Updates (2)

Child Update Sets

≡

▽

Name

Search

Actions on selected rows...

Remote update set = OOB Button Fix

Steps to Import Custom Button Fix update set in ServiceNow

Download the Update set XML “Custom Button Fix”

Change the Scope into NCM Self Service

In the application navigator, **System Update Sets > Retrieved Update Sets**.

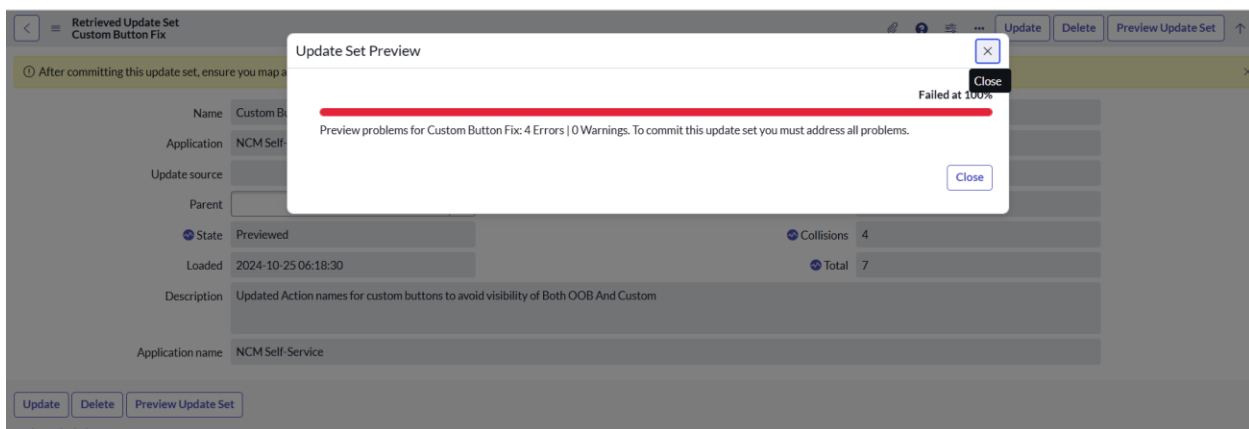
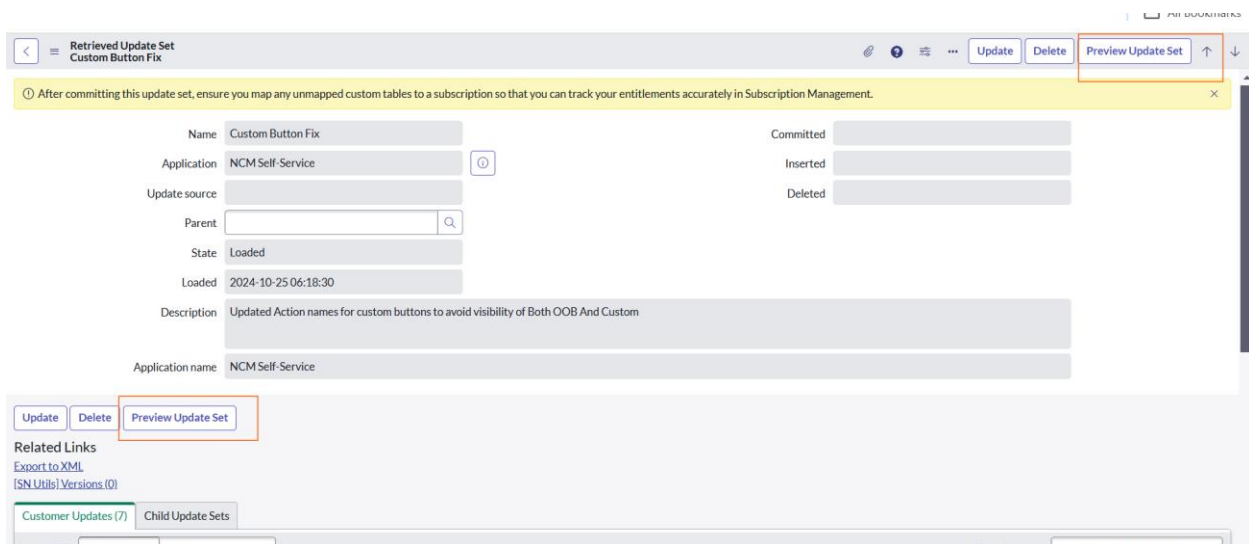
Click on the **Import Update Set from XML** button

Browse to select the XML file of the update set

After selecting the file, click on **Upload**.

Once uploaded, the update set will appear in the list. Click on the name of the update set to open it.

click on the **Preview Update Set** button



If you have fail message like the above picture, Scroll down to “Update Set Preview Problems”, With the record selected Choose **Accept Remote Update** otherwise just **click commit update set**

All Bookmarks

Retrieved Update Set
Custom Button Fix

UpdateDeleteRun Preview Again

TypeSearch

Update Set = Custom Button Fix>Status = (empty)

Type

Remote update

Description

Available Actions

Error

sys_ui_action_4e9cb00e37c2a300dfc097973...

Found a local update that is newer than this one

Compare with local

Show local record

Show local update

Accept remote update

Skip remote update

Error

sys_ui_action_241b5d94db5623000462fe1b68...

Found a local update that is newer than this one

Compare with local

Show local record

Show local update

Accept remote update

Skip remote update

Error

sys_ui_action_066c1118db5623000462fe1b68...

Found a local update that is newer than this one

Compare with local

Show local record

Show local update

Accept remote update

Skip remote update

Error

sys_ui_action_4926e020db1e2300570c9b81ca...

Found a local update that is newer than this one

Compare with local

Show local record

Show local update

Accept remote update

Skip remote update

<<1 to 4 of 4>>

All Bookmarks

Retrieved Update Set
Custom Button Fix

UpdateDeleteRun Preview Again

TypeSearch

Update Set = Custom Button Fix>Status = (empty)

Type

Remote update

Description

Available Actions

Error

sys_ui_action_4e9cb00e37c2a300dfc097973...

Found a local update that is newer than this one

Compare with local

Show local record

Show local update

Accept remote update

Skip remote update

Error

sys_ui_action_241b5d94db5623000462fe1b68...

Found a local update that is newer than this one

Compare with local

Show local record

Show local update

Accept remote update

Skip remote update

Error

sys_ui_action_066c1118db5623000462fe1b68...

Found a local update that is newer than this one

Compare with local

Show local record

Show local update

Accept remote update

Skip remote update

Error

sys_ui_action_4926e020db1e2300570c9b81ca...

Found a local update that is newer than this one

Compare with local

Show local record

Show local update

Accept remote update

Skip remote update

<<1 to 4 of 4>>

Actions on selected rows...

Allow the remote update that reported this problem to be committed

Create Application File

Assign Tag:

New tag

Now Platform

IT Service Management

Strategic Portfolio Management

Now Platform Security

Target active

Field Service Management

Automation Engine

Target active/inactive undetermined

More...

Remove Tag:

Now Platform

IT Service Management

All Bookmarks

Retrieved Update Set
Custom Button Fix

UpdateDeleteRun Preview AgainCommit Update Set

All problems have been addressed. Click Commit Update Set below to continue.

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

NameCustom Button Fix

ApplicationNCM Self-Service

Update source

Parent

StatePreviewed

Loaded2024-10-25 06:18:30

DescriptionUpdated Action names for custom buttons to avoid visibility of Both OOB And Custom

Application nameNCM Self-Service

Committed

Inserted0

Updated3

Deleted0

Collisions4

Total7

UpdateDeleteRun Preview AgainCommit Update Set

Related Links

Show All Preview Records

ISN Utils | Versions (0)

Customer | Instates (7) | Child | Instate Sets

click **Commit Update Set** to apply the changes to your instance.

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Retrieved Update Set
Custom Button Fix

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Update

Delete

Run Preview Again

Commit Update Set

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ⓘ All problems have been addressed. Click Commit Update Set below to continue.

ⓘ After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name

Custom Button Fix

Application

NCM Self-Service ⓘ

Update source

Parent

Q

State

Previewed

Loaded

2024-10-25 06:18:30

Description

Updated Action names for custom buttons to avoid visibility of Both OOB And Custom

Application name

NCM Self-Service

Committed

Inserted

0

Updated

3

Deleted

0

Collisions

4

Total

7

Update

Delete

Run Preview Again

Commit Update Set

Related Links

Show All Preview Records

ISN Utils | Versions (0)

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Retrieved Update Set
Custom Button Fix

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Update

Delete

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Name

Custom Button Fix

Application

NCM Self-Service ⓘ

Update source

Parent

State

Committed

Loaded

2024-10-25 06:18:30

Description

Updated Action names for custom buttons to avoid visibility of Both OOB And Custom

Application name

NCM Self-Service

Committed

2024-10-25 06:50:48

Inserted

0

Updated

3

Deleted

0

Collisions

4

Total

7

Update

Delete

Related Links

Show Commit Log

Show All Preview Records

ISN Utils | Versions (0)

Customer Updates (7)

Child Update Sets

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▽

Name

Search

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Actions on selected rows...

Remote update set - Custom Button Fix