IMPORTING UPDATE SET IN SERVICENOW:
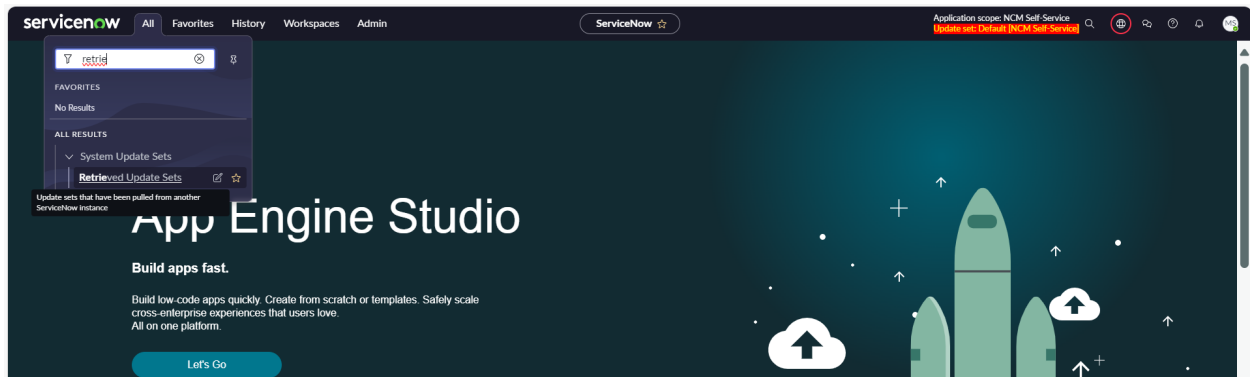
Download both "OOB Button Fix" and "Custom Button Fix" XML

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

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**

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

Update | Delete

Name	OOB Button Fix
Application	Global
Update source	
Parent	
State	Committed
Loaded	2024-10-25 06:18:12

Committed	2024-10-25 06:28:26
Inserted	0
Updated	1
Deleted	0
Collisions	1
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**

Retrieved Update Set
Custom Button Fix

Update | Delete | Run Preview Again

Type | Search

Actions on selected rows...

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

	Type	Remote update	Description	Available Actions
☑	● Error	sys_ui_action_4e9cb00e37c2a300fdfc097973...	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

Retrieved Update Set
Custom Button Fix

Update | Delete | Run Preview Again

Type | Search

Actions on selected rows...

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

	Type	Remote update	Description
☑	● Error	sys_ui_action_4e9cb00e37c2a300fdfc097973...	Found a local update that is newer than this one
☑	● Error	sys_ui_action_241b5d94db5623000462fe1b68...	Found a local update that is newer than this one
☑	● Error	sys_ui_action_066c1118db5623000462fe1b68...	Found a local update that is newer than this one
☑	● Error	sys_ui_action_4926e020db1e2300570c9b81ca...	Found a local update that is newer than this one

Actions on selected rows...
Delete
Delete with preview...
Accept remote update
   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

1 to 4 of 4

Retrieved Update Set
Custom Button Fix

Update | Delete | Run Preview Again | Commit 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	Custom Button Fix	Committed	
Application	NCM Self-Service ⓘ	Inserted	0
Update source		Updated	3
Parent	🔍	Deleted	0
State	Previewed	Collisions	4
Loaded	2024-10-25 06:18:30	Total	7
Description	Updated Action names for custom buttons to avoid visibility of Both OOB And Custom		
Application name	NCM Self-Service		

Update | Delete | Run Preview Again | Commit Update Set

Related Links
Show All Preview Records
[SN Utils] Versions (0)

Customer Updates (7) | Child Update Sets

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