

Update Set Collision Avoidance (USCA)

By The ServiceNow Guys | www.servicenowprotips.com

This pseudo-application will help prevent developers from accidentally creating conflicting update sets, “stealing” an object from another developer’s existing update set, and unintentionally saving updates to the default update set, by warning users with the admin role in your dev environment when they are about to accidentally perform one of these actions.

This is accomplished by monitoring all records which would be captured in an update set, checking the user’s currently selected update set, and checking which update set (if any) the selected record is in.

WARNING: This record is part of an active update set. Name: 'test update set', created by: admin, created: 3 days ago.

The tool only runs for admins (normal users will not see any change), and is only meant to be installed in your Dev environment. Again: **This is a developer tool; to be installed in Dev, not Prod.**

NOTE: Your instance **must be running Geneva or later**, and you must have the Security Admin role to continue. I am working on a Fuji version; it should be out soon. My priority however, is Geneva.

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Installation Instructions

Follow the steps below, to install the USCA tool update set.

1. Download the update set at [this link](#), to your computer.
2. In the Application Navigator, go to **System Update Sets -> Retrieved Update Sets**.
3. At the bottom-left, click the **Import Update Set from XML** UI action.

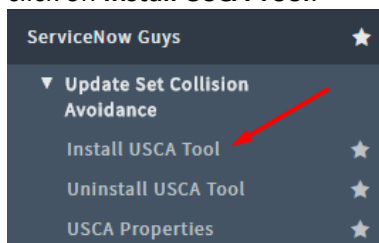
Related Links

[Import Update Set from XML](#)

4. Click on **Choose File**, select the XML file you downloaded in step 1, and click the blue **Upload** button.

Install Up...w Guys.xml

5. After being redirected back to the Retrieved Update Sets table, open the **Update Set Conflict Checker V2.0.1** update.
6. Click **Preview Update Set**. Address any errors that arise (if there are any, I recommend choosing “accept remote update”).
7. Click **Commit Update Set**.
8. Enable the **Security Admin** role, and you should see the **ServiceNow Guys** application menu in your application navigator.
9. Under the **Update Set Collision Avoidance** section of the **ServiceNow Guys** application menu, click on **Install USCA Tool**.



- a. **NOTE:** This process may take several minutes (~2-5 minutes in my testing), during which time you will not be able to load any other pages in ServiceNow in your current browser.

Configuration Instructions

We've built in a couple of properties, and a properties UI for you to configure so that the USCA tool suits your needs.

Navigate to the **ServiceNow Guys -> USCA Properties** module to see a properties configuration UI page.

Update Set Collision Avoidance Properties

Whether to display a warning if the current user is the one that created the potentially conflicting update set. true: yes, false: no, default: false.

☒ Yes | No

Whether to display a warning message when a user has the Default update set selected. true: yes, false: no, default: true.

☒ Yes | No

Currently, there are two properties that you can configure: **sncg.usca.warn_when_same_user**, and **sncg.usca.warn_on_default_update_set**.

The first property, when set to true, will make it so an admin will be alerted to a potential conflict, *even* when the conflict is with an update set that they themselves own/created.

The second property, when set to false, will prevent the system from warning an admin when they are on a record that is captured in update sets, and they have the default update set enabled.

Admins will then only see warnings when there is another reason to believe that saving the currently open record would result in a conflict.

NOTE: When the security admin role is disabled, the only application module that can be seen under the ServiceNow Guys application, is **USCA Properties**.

Would you like to see a configuration option that isn't here?
Please let me know by emailing Tim@ServiceNowProTips.com.

Usage Instructions

The Update Set Conflict Avoidance (USCA) tool runs quietly in the background whenever you load a record that would potentially be saved to an update set. It will only run if you are an admin, and is only meant to be used in your Dev instance (**not production**).

When an admin loads a record that would be stored in an update set, the USCA tool checks for a few things, including:

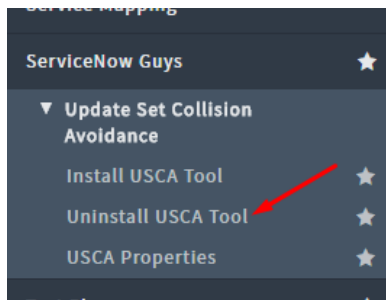
- Does the user have the Default update set selected?
 - This can be turned off through the configuration page.
- Is the user's currently selected update set different from the update set that the record is in, AND the one that the record is in is not yet set to closed or ignore, AND the update set that the record is in does not belong to the current user?
 - The "and the update set does not belong to the current user" part can be changed through the configuration page.

Warnings will show up as Glide Error Messages, and can be cleared or ignored easily enough:

WARNING: This record is part of an active update set. Name: 'test update set', created by: admin, created: 3 days ago.

Uninstallation Instructions

Uninstalling the USCA tool is as simple as elevating to the Security Admin role, and clicking on **ServiceNow Guys -> Uninstall USCA Tool**.



The uninstall process can take up to 5 minutes, during which time you will not be able to use ServiceNow through your current browser.

NOTE: The ServiceNow Guys application itself (as well as the install, uninstall, and properties modules) is not uninstalled, unless you back out the update set that created it.

Questions/Comments

If you have any questions or comments, please feel free to share them by emailing me at Tim@ServiceNowProTips.com.

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