

# Known issues

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## Summary

Lists of the current known issues with implementing, configuring and using the 1E Service Catalog Connect app.

## 1E Service Catalog Connect app known issues

Issue	Description	Workaround
When clicking on the <b>Retrieve Instructions</b> button, 1E Service Catalog Connect might display a <b>Not allowing update of property: x_1e_core.instruction_sets</b> error.	This error will appear if the ServiceNow user with the <b>x_1e_core.connect.admin</b> role is also a ServiceNow <b>admin</b> and they are in the global ServiceNow scope. 1E Service Catalog Connect expects that user is in the scope of the 1E Service Catalog Connect application.	Change the scope for the ServiceNow admin user from <b>Global</b> to <b>1E Service Catalog Connect</b> .
Guided tour is not starting with correct step order for fix your computer order in Madrid instance.	In this issue if guide tour is configured for Windows 10 upgrade as well then for Fix My Computer same set of steps are getting displayed. The issue is specific to Madrid Instance.	ServiceNow support confirmed that this issue is with Madrid instance and have been fixed in NewYork instance. It is suggested that upgrade to New York for the fix of this issue.
Duplicate results are displayed as the output of a question.	In rare scenarios, when we execute a Tachyon instruction, the results are displayed as duplicated. For example, if there are 2 rows to be displayed, 4 rows are actually displayed.	Re-executing the instruction should clear the duplicates.
Guided tour: While opening 'Fix my Computer' item on ServicePortal it is showing guided tour for Windows 10 in Madrid instance.	When we Order the "Fix My Computer"item, the Guided Tour for "Windows 10" launches only in the MADRID release of ServiceNow	This is a known issue in Madrid release. Fixed in New York and beyond releases
Guided Tour : Guided tour is not starting with correct step order in Madrid instance. At times, the tour itself launches from unintended start points in Madrid instance.	In some cases, the Order of the steps in Guided Tours is incorrect in the Madrid version of ServiceNow	This is a known issue in Madrid release. Fixed in New York and beyond releases