

# Configuration Issues

## Summary

Troubleshooting common issues that you may be having with configuration.

## Instruction retrieval issues

The 1E ITSM Connect app is reliant on its connection to Tachyon to fetch information on the Tachyon instructions that can be run from ServiceNow. For more details on retrieving instructions please refer to [1 E ITSM Connect post-installation tasks: API Configuration Page](#).

## Using 1E ITSM Connect as a ServiceNow admin

1E ITSM Connect expects that the user is in the **1E ITSM Connect** application scope. If the user is a ServiceNow **admin**, by default they are in the ServiceNow **Global** scope. In this case, when they try to fetch instructions from Tachyon, by clicking on the **Retrieve Instructions** button on the **App Configuration** page, 1E ITSM Connect displays a **Not allowing update of property: x\_1e\_connect.instruction\_sets** error. To resolve this issue you will need to set the scope of the ServiceNow **admin** user to 1E ITSM Connect, as described in the following steps:

1. Click on the Settings button  at the top-right of the ServiceNow console.

2. This displays the **System Settings** screen.

3. Select **Developer** from the navigation menu on the left.

4. Click on the **Application** drop down and change the application scope from **Global** to **1E ITSM Connect**.

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