

About this guide

This is the installation guide for the SnowMirror Drive product. For complete documentation, please refer to the Admin and User Guide. - [Admin Guide](#) - [User Manual](#)

Manual Installation through Update Sets guide

Each release has 2 different version PATCH and FRESH INSTALL

Fresh Install:

- Should be used when the application is not yet installed on the instance
- Contains all the changes for the specific version, contains all system properties, but some have empty values that needs to be filled as part of the installation
- Ensures that the application can be installed on a brand new instance, contains everything

Installation Steps

Go to "Retrieved Update Sets" > Click on "Import Update Set from XML" > Select the XML file that contains the version you want to upload and upload it

The screenshot shows the ServiceNow interface. On the left, the navigation menu has 'Retrieved Update Sets' selected. The main content area shows a table with columns: Name, Application, State, and Up. Below the table, there is a 'Related Links' section with a link 'Import Update Set from XML' highlighted by a red box.

1 - Import the XML file - If the XML has been imported successfully, open the record with it's name that is on state "Loaded"

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch
Data Offloader (Global) 2.0.3	Global	Loaded	(empty)	Data Offloader (Global) Application	2026-04-27 07:37:00	(empty)	(empty)	Data Offloader 2.0.3
Data offloader (Scoped) 2.0.3	(empty)	Loaded (In Batch)	(empty)	Scoped Data Offloader application	2026-04-27 07:37:00	(empty)	Data Offloader (Global) 2.0.3	Data Offloader 2.0.3

- Click "Preview Update Set Batch"

Retrieved Update Set
Data Offloader (Global) 2.0.3

Name: Data Offloader (Global) 2.0.3
Application: Global
Update source:
Parent:
State: Loaded
Loaded: 2026-04-27 07:37:00
Description: Data Offloader (Global) Application
Application name: Global

Update Delete Preview Update Set Batch

- If there are any conflicts, just click on "Accept remote update" for each

Retrieved Update Set
Data Offloader (Global) 2.0.3

Update Delete Run Preview Again for Batch

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

Customer Updates (52) **Preview Problems for Batch (26)** Customer Updates in Batch (915) Child Update Sets (1)

2 Update Set Preview Problems

Type	Remote update	Update Set	Description
✓ Error	sys_embedded_tour_step_2f4d07082b5266102...	Data offloader (Scoped) 2.0.3	Could not find a record in sys_embedded_tour_guide for column guide referenced in this update
✓ Error	sys_embedded_tour_step_f026bca53b837610f...	Data offloader (Scoped) 2.0.3	Could not find a record in sys_embedded_tour_element for column action_target_ref referenced in this update

3 Accept remote update

Allow the remote update that reported this problem to be committed

- Once there are no conflicts click "Commit Update Set Batch"

Retrieved Update Set
Data Offloader (Global) 2.0.3

Update Delete Run Preview Again for Batch **Commit Update Set Batch**

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: Data Offloader (Global) 2.0.3
Application: Global
Update source:
Parent:
State: Previewed
Loaded: 2026-04-27 07:37:00
Description: Data Offloader (Global) Application
Application name: Global

Committed:
Inserted: 52
Updated: 0
Deleted: 0
Collisions: 0
Total: 52

Update Delete Run Preview Again for Batch **Commit Update Set Batch**

Retrieved Update Sets

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Data Offloader (Global) 2.0.3	Global	Committed	(empty)	Data Offloader (Global) Application	2026-04-27 07:37:00	2026-05-25 03:56:52	(empty)	Data Offloader (Global) 2.0.3
Data offloader (Scoped) 2.0.3	Data offloader	Committed	(empty)	Scoped Data Offloader application	2026-04-27 07:37:00	2026-05-25 03:57:26	Data Offloader (Global) 2.0.3	Data Offloader (Global) 2.0.3

2 - The fix script called GVS_OFFLOAD Setup Application needs to be executed as it initializes some of the parts of the application - Use the option "Proceed in Background" while running it - This script can take up to a few minutes to finish

servicenow

Fix Scripts

Application scope: Global

Fix Scripts

Name

Search

All > Name starts with GVS_OFFLOAD Setup

Name	Before	Description	Updated
GVS_OFFLOAD Setup	Search	Search	Search
GVS_OFFLOAD Setup Application	false	Runs when the application is first installed...	2026-04-27 07:23:28

Fix Script

GVS_OFFLOAD Setup Application

Update Delete **Run Fix Script**

Any customizations you make to the fix script will apply only when you manually run the script. Instance upgrades use the out of box fix script.

Name: GVS_OFFLOAD Setup Application
Application: Data Offloader (Global)
Unloadable: ☐
Before: ☐
Record for rollback: ☒

Description: Runs when the application is first installed, creates everything needed for the SnowMirror Drive application to work

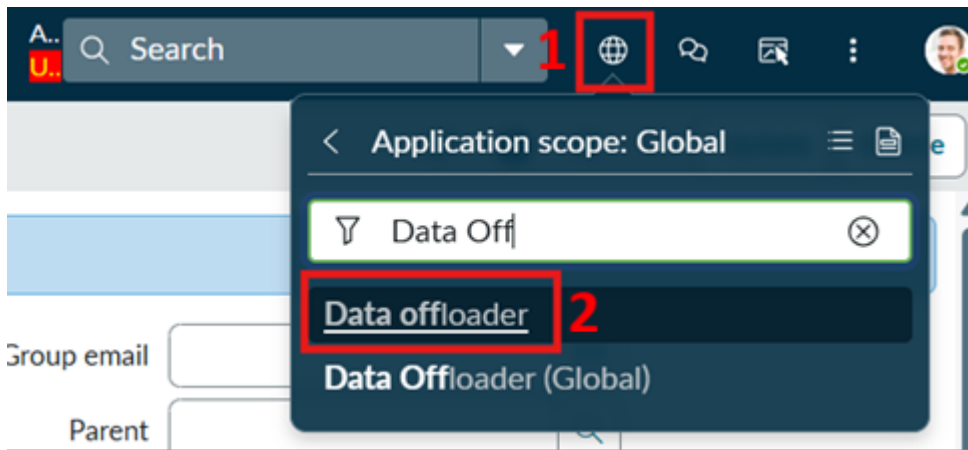
Script: Turn on ECMAScript 2021 (ES12) mode

```

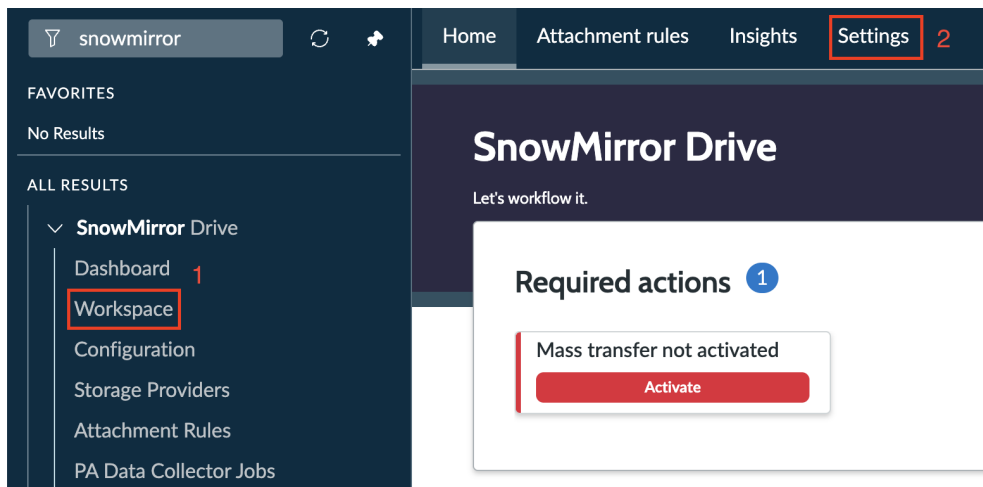
1 (function() {
2   var userName = 'offloader_admin';
3   var adminGroupName = 'SM_Drive_Admin';
4   var userID = '';
5
6   // 1. Create integration user
7   var userGR = new GlideRecord('sys_user');
8   if (!userGR.get('user name', userName)) {

```

3 - Swap to "Data offloader" scoped application, needed to edit properties in the configuration and to run the fix script without any issue

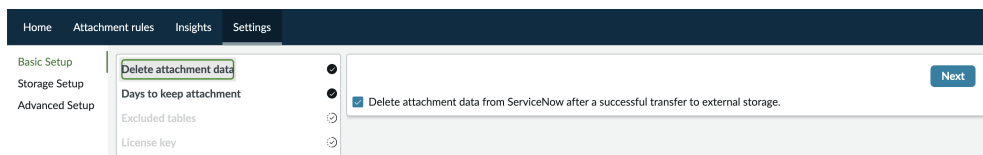


4 - Go to "SnowMirror Drive > Workspace > Settings"

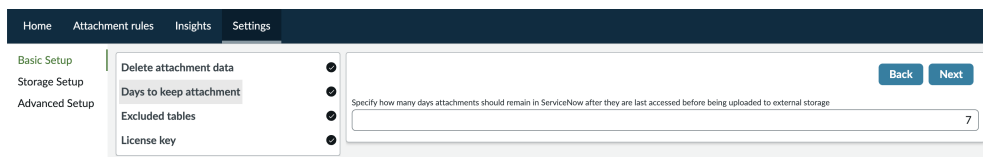


5 - In the "Basic Setup" menu go through each section:

- The first is "Delete attachment data". Check the checkbox if you want to delete them after the upload (checked by default).



- Then specify how many days attachments should remain in ServiceNow (7 days by default).



- In the next section define the tables you want to exclude from the upload (only entitlement_data by default).

Home Attachment rules Insights **Settings**

Basic Setup
Storage Setup
Advanced Setup

Delete attachment data
Days to keep attachment
Excluded tables
License key

Provide the names of tables to exclude from attachment transfer, separated by commas.
entitlement_data

Back Next

- The last setting is to enter the SnowMirror Drive application license key. Please reach out to SnowMirror Drive support to acquire a license key.

Home Attachment rules Insights **Settings**

Basic Setup
Storage Setup
Advanced Setup

Delete attachment data
Days to keep attachment
Excluded tables
License key

Enter the SnowMirror Drive application license key.
3017142c242636070c5f382f7a42135a69007b5c41621476556d6d6824083959027a5a0238660d0d746e63512e4307216a7570170c5f3431280a581b3c1136

Back

6 - In the "Storage Setup" menu click on "New" and set up at least 1 Azure or AWS remote storage for the application by going through the steps. You can find detailed scenarios under [Configuration of Storages] in the User Guide.

Home Attachment rules Insights **Settings**

Basic Setup
Storage Setup
Advanced Setup

All Storages 0
Last refreshed 1m ago.

Validate Connection Export **New**

Name	Auth Type	Provider	Status

No records to display.

0 records 20 rows per page

7 - (Optional) In the "Advanced Setup" menu go through the settings and change them if needed.

Home Attachment rules Insights **Settings**

Basic Setup
Storage Setup
Advanced Setup

Enter table names that should be uploaded even if they match the default: excluded prefixes. ⓘ
sys_email.sysapproval_approver.sys_data_source.sys_email_draft

Enter the number of retries for failed attachment upload or download. ⓘ
3

Enter the number of workers per node for the high-priority queue. ⓘ
1

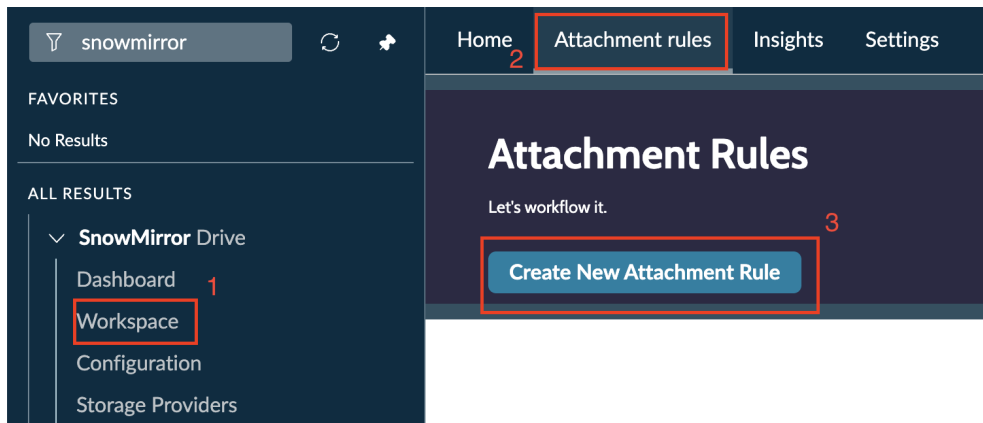
Enter the number of workers per node for the low-priority queue. ⓘ
1

Enter the maximum number of attachments allowed in the low-priority queue. ⓘ
10000

Enter the number of attachment sys_ids processed per low-priority queue event. ⓘ
100

Enter the number of minutes before the Scheduled Job refills the low-priority queue. ⓘ
1

8 - Go to "SnowMirror Drive > Workspace > Attachment rules" and click "Create New Attachment Rule". You can find detailed scenarios under [Configuration of Attachment Rules] in the User Guide.



9 - Fill the Name, Storage and Table fields, and add condition if needed. Click "Submit"

Create New Rule

×

Attachment Rule

Name

Incidents

Storage

Azure 1

Table

Incident

ETA

Days

Hours

Minutes

Seconds

0

0

0

0

Size (MB)

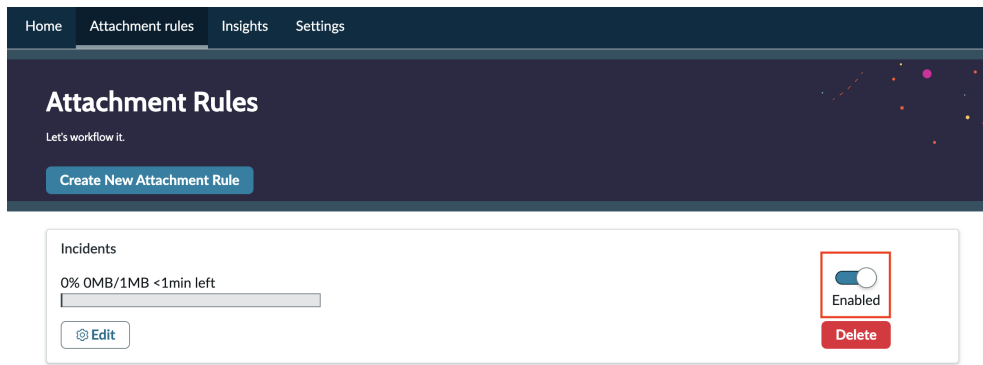
☐ Active

Condition

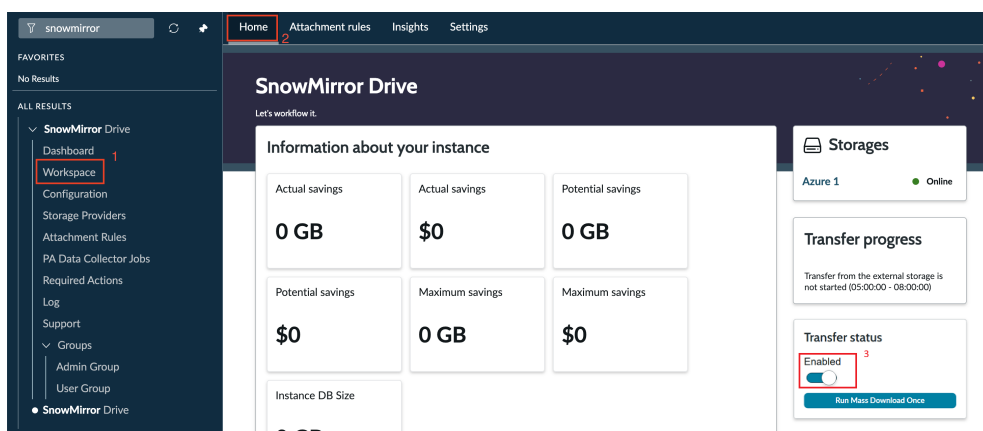
Set conditions

Submit

10 - Enable the Attachment Rule by the Enabled/Disabled toggle on the panel.



11 - Go to "SnowMirror Drive > Workspace > Home" under the "Transfer status" tab enable the automatic upload of attachments



Patch Version Install

- Should be used when the application is already installed on the instance
- Contains all the changes for the specific version, but doesn't overwrite anything specific for the instance
- Only includes the 2 XML for the scoped and global applications

Installation Steps

Go to "Retrieved Update Sets" > Click on "Import Update Set from XML" > Select the XML file that contains the version you want to upload and upload it

servicenow All

favorites History Workspaces Admin

retrieved

FAVORITES

No Results

ALL RESULTS

System Update Sets

Retrieved Update Sets

Retrieved Update Sets

All > Class = Retrieved Update Set

Name	Application	State	Up
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Related Links

[Import Update Set from XML](#)

1 - Import the Global XML file - If the XML has been imported successfully, open the record with it's name that is on state "Loaded"

Retrieved Update Sets

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded
Data Offloader (Global)	Global	Loaded	(empty)	Data Offloader (Global) Application v1.1.5	2025-10-15 05:49:58

Related Links

[Import Update Set from XML](#)

- Preview Update Set

Retrieved Update Set
Data Offloader (Global)

Name Data Offloader (Global)

Application Global

Update source

Parent

State Loaded

Loaded 2025-10-15 05:49:58

Description Data Offloader (Global) Application v1.1.5

Application name Global

Update Delete Preview Update Set

- If there are any conflicts, just click on "Accept remote update" for each
- Once there are no conflicts commit the update set

Retrieved Update Set
Data Offloader (Global)

Update Delete Run Preview Again **Commit Update Set**

Name: Data Offloader (Global) Committed: [empty]

Application: Global Application v1.1.5 Inserted: 37

Update source: [empty] Updated: 0

Parent: [empty] Deleted: 0

State: Previewed Collisions: 0

Loaded: 2025-10-15 05:49:58 Total: 37

Description: Data Offloader (Global) Application v1.1.5

Application name: Global

Update Delete Run Preview Again **Commit Update Set**

2 - Import the Scoped XML file - If the XML has been imported successfully, open the record with it's name that is on state "Loaded" - Preview the record - If there are any conflicts, just click on "Accept remote update" for each - Once there are no conflicts commit the update set

Retrieved Update Set
Data offloader

Update Delete Run Preview Again **Commit 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.

Name: Data offloader Committed: [empty]

Application: Data offloader Application v1.1.5 Inserted: 447

Update source: [empty] Updated: 0

Parent: [empty] Deleted: 0

State: Previewed Collisions: 0

Loaded: 2025-10-13 05:10:40 Total: 447

Description: Data Offloader (Scoped) application v1.1.5

Application name: Data offloader

Update Delete Run Preview Again **Commit Update Set**

Retrieved Update Sets Name Search Actions on selected rows...

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Data offloader	Data offloader	Committed	(empty)	Data Offloader (Scoped) application v1.1.5	2025-10-13 05:10:40	2025-10-27 02:03:31	(empty)	(empty)
Data Offloader (Global)	Global	Committed	(empty)	Data Offloader (Global) Application v1.1.5	2025-10-15 05:49:58	2025-10-27 02:01:24	(empty)	(empty)

Related Links
[Import Update Set from XML](#)

3 - (Optional) The fix script called "GVS_OFFLOAD Setup Application" can be executed as it runs some of the jobs which are responsible for refreshing the data on the Workspace

1

fix script

FAVORITES

No Results

ALL RESULTS

System Definition

Fix Scripts 2

Fix Scripts

Application scope: Global

Update set: Disabled (Global)

Fix Scripts

Name

Search

All > Name starts with GVS_OFFLOAD Setup

Name	Before	Description	Updated
GVS_OFFLOAD Setup	Search	Search	Search
GVS_OFFLOAD Setup Application	false	Runs when the application is first insta...	2026-04-27 07:23:28

Fix Script

GVS_OFFLOAD Setup Application

Update

Delete

Run Fix Script

Any customizations you make to the fix script will apply only when you manually run the script. Instance upgrades use the out of box fix script.

Name

GVS_OFFLOAD Setup Application

Application

Data Offloader (Global)

Unloadable

Before

Record for rollback

Description

Runs when the application is first installed, creates everything needed for the SnowMirror Drive application to work

Script

Turn on ECMAScript 2021 (ES12) mode

```
1 (function() {
2   var userName = 'offloader_admin';
3   var adminGroupName = 'SM_Drive_Admin';
4   var userID = '';
5
6   // 1. Create integration user
7   var userGR = new GlideRecord('sys_user');
8   if (!userGR.get('user name', userName)) {
```