

San Diego Patch 3 Hotfix 1

The San Diego Patch 3 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 05-17-2022_2354

Build tag: glide-sandiego-12-22-2021__patch3-hotfix1-05-13-2022

i Important: For more information about how to upgrade an instance, see [ServiceNow upgrades](#).

For more information about the release cycle, see the [ServiceNow Release Cycle](#).

i Note: This version is now available for use in the ServiceNow Government Community Cloud (GCC) environment.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Advanced Work Assignment PRB1575110 KB1117964	Memory leak in AWA Logger	An advanced work assignment configured to use multiple assignment pools with different eligibility timeouts can cause memory leaks and instance instability.	Refer to the listed KB article for details.
Virtual Agent Platform PRB1542251	User is unable to send files to a live agent	When the user sends a doc, docx, or pdf file to a live agent through Teams, Slack, or Workplace, the file is not received by the agent.	<ol style="list-style-type: none"> 1. Open Microsoft Teams version 3.0.4 on a San Diego instance. 2. Connect to a live agent. 3. Send a doc file. <p>Observe that the agent does not receive the file.</p>

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- [San Diego Patch 2](#)
- [San Diego Patch 1 Hotfix 1b](#)
- [San Diego Patch 1](#)
- [San Diego security and notable fixes](#)
- [All other San Diego fixes](#)