Brazil Release Notes

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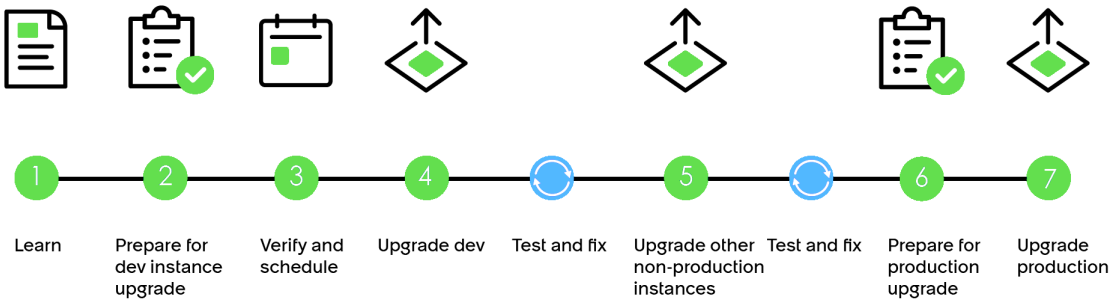
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Brazil release notes

The ServiceNow® Brazil release includes new products and applications, as well as additional features and fixes for existing products. Read the release notes to learn about the release, prepare for your upgrade, and upgrade your instance.

Path to successful upgrades

Upgrading your instance involves planning, testing, and validation. The release notes guide you through completing all of the phases and tasks for a successful upgrade.



Start your upgrade journey

To use the release notes in your upgrade process, choose the upgrade phase that you're ready to start with. It's recommended you complete the phases in the order listed. For a guide to the redesigned release notes experience, see Using the release notes.

Learn about Brazil	Prepare your upgrade	Upgrade to Brazil
Find out what's new and changed in Brazil	Choose the target version and prepare for your upgrade	Review the process and upgrade your instance

Release timeline

New Brazil release versions are released throughout the year. Here are the current dates for Brazil patch and security patch releases. To view a full list of Brazil release versions, refer to Available patches and hotfixes. Future release dates are subject to change.

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Maximize your release notes value

Learn how to navigate the redesigned release notes and find the information you're looking for. Use new release notes tools to improve your upgrade experience.

Release notes tools

We've created some tools to help you review the release notes and upgrade more quickly and efficiently. For more information, see Build your own release notes.

Release notes summaries

If you're interested in a specific set of release notes information, we've displayed release notes for all products by category. For example, you can read about the browser requirements for all Brazil products, all on one page.

Personalized PRB release notes

Generate a cumulative list of all the problems that are fixed in an upgrade from your current release version to any available target version.

Combined product release notes for cross-family upgrades

View all release notes information for any product, from any family release version to another, on one page.

Choose your upgrade path to Brazil

- Release notes for upgrading from Australia
- Release notes for upgrading from Zurich
- Release notes for upgrading from Yokohama
- Brazil patch and hotfix release notes

Using the release notes

Learn how to navigate the redesigned release notes and find the information you're looking for.

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Navigating the release notes

We've redesigned the ServiceNow release notes experience to provide phased content that more closely matches the upgrade process.

Release notes directory

Learn where you can find different release notes content throughout your upgrade journey.

Section	Content
Learn about the Brazil release	Review the release highlights to learn about new features and enhancements, and use curated release notes that correspond to your upgrade path. • Release notes for upgrading from Australia • Release notes for upgrading from Zurich • Release notes for upgrading from Yokohama Each curated release notes package includes tools to help inform the next steps in your upgrade, including: • Brazil highlights • Features and changes by product, which are pre-combined for cross-family upgrades • Changes to plugins • Personalized PRB release notes • Available patches and hotfixes • Browser support • Accessibility and compliance
Prepare your upgrade	Start preparing for your upgrade with our upgrade planning checklist and series of tasks to complete before and after your upgrade. Improve your upgrade experience with ServiceNow upgrade products, tools, and best practices. • ServiceNow upgrades • Pre- and post-upgrade tasks for various products • Upgrade planning checklist • Upgrade tools and resources • Upgrades and the ServiceNow Store
ServiceNow upgrades	Our upgrade guide includes testing guidance, information on how to schedule your upgrades, and more. • Phase 1 - Read the release notes and plan your upgrade • Phase 2 - Prepare for the development instance upgrade

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Section	Content
	• Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support • Phase 4 - Upgrade and validate the development instance • Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance • Phase 6 - Prepare to upgrade the production instance • Phase 7 - Upgrade the production instance

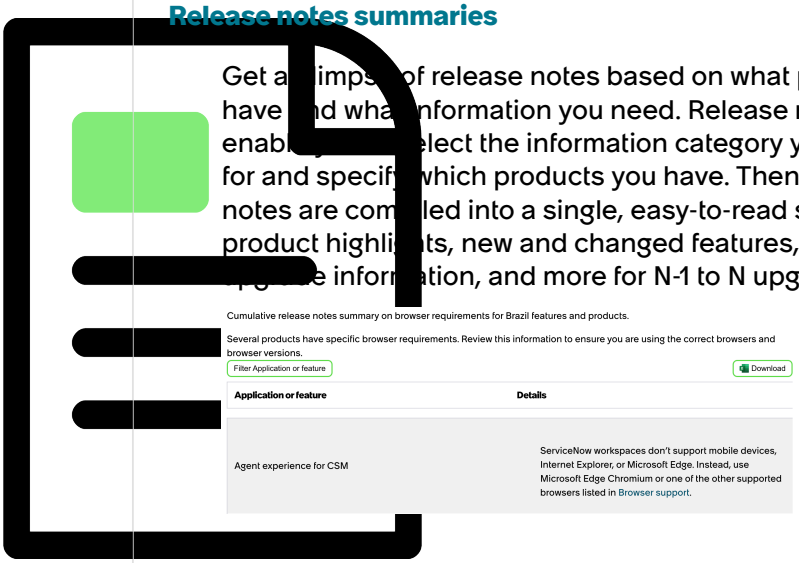
Build your own release notes

Enhance your upgrade experience with configurable release notes that fit your unique upgrade scenario. Assemble product information, fixes included in your targeted release version, and upgrade tasks to streamline your upgrade preparation, even when you skip a family release.

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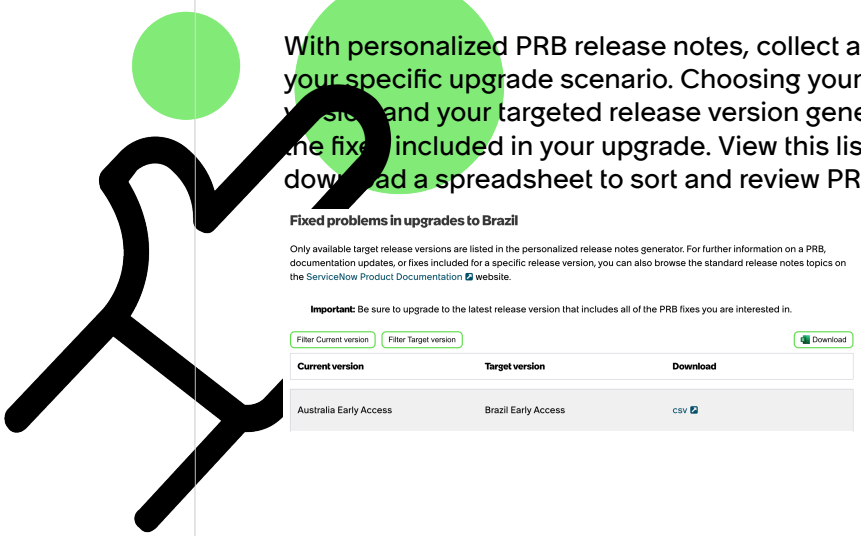
Release notes summaries

Get a snapshot of release notes based on what products you have and what information you need. Release notes summaries enable you to select the information category you're looking for and specify which products you have. Then, your release notes are compiled into a single, easy-to-read summary. Browse product highlights, new and changed features, important upgrade information, and more for N-1 to N upgrades.



Personalized PRB release notes

With personalized PRB release notes, collect a list of fixes to fit your specific upgrade scenario. Choosing your current release version and your targeted release version generates a list of all the fixes included in your upgrade. View this list in a table, or download a spreadsheet to sort and review PRBs as needed.



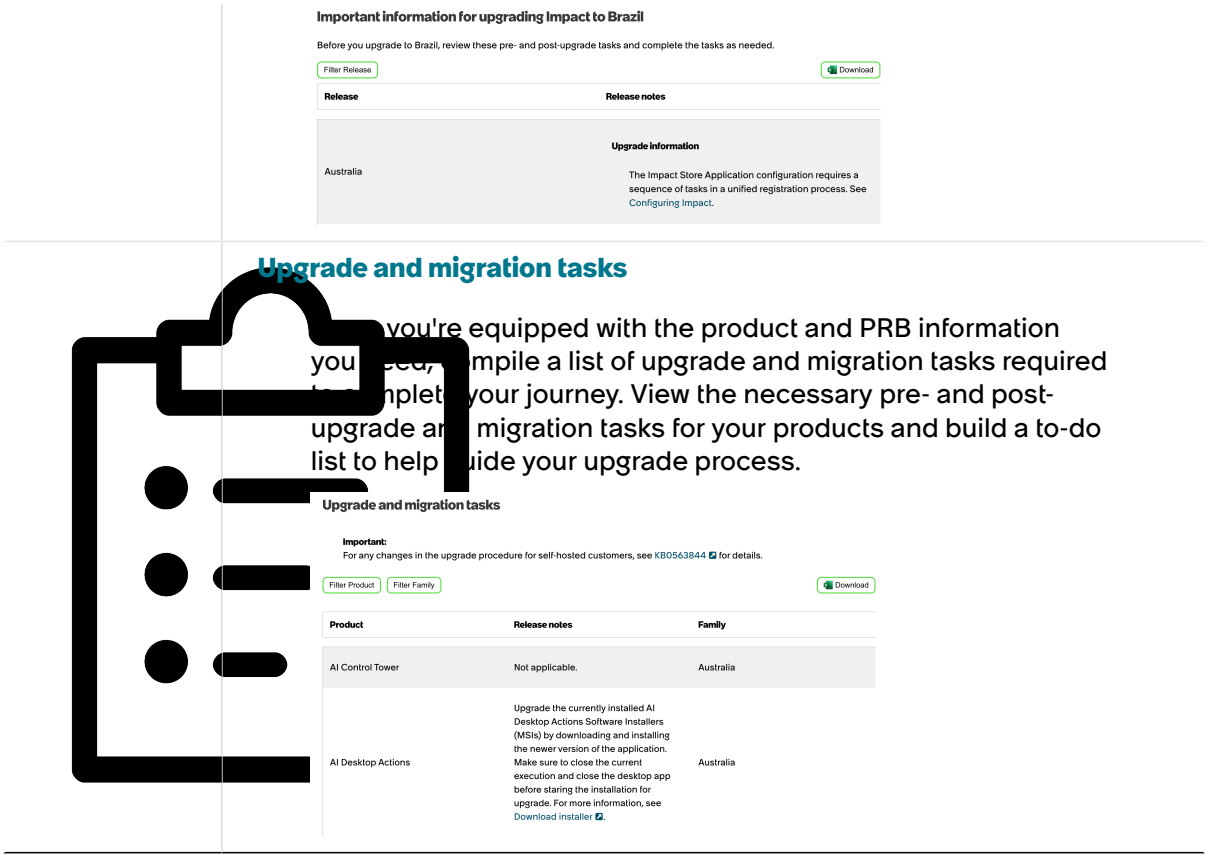
Combined product release notes

If your upgrade involves skipping one or more family releases, combined product release notes ensure you have all the information you need to prepare for your upgrade. From a list of available products, you can filter changes and features for your specific applications across the relevant releases, and view the information all on one page.



- Combined product release notes for upgrades from Australia to Brazil
- Combined product release notes for upgrades from Zurich to Brazil
- Combined product release notes for upgrades from Yokohama to Brazil

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Get started

To begin building your release notes, choose an option above or select which family you're upgrading from:

- Release notes for upgrading from Australia
- Release notes for upgrading from Zurich
- Release notes for upgrading from Yokohama

Learn about the Brazil release

The Brazil release includes new features and improvements built on the ServiceNow AI Platform®.

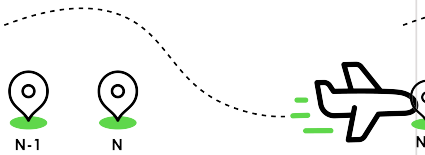
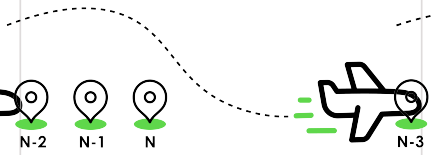
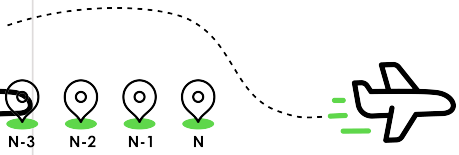
Release dates

- Early availability: September 24, 2026
- General availability: October 08, 2026

Release notes for upgrades

Before you upgrade, review release notes from your current version to the Brazil release. The release notes offer valuable information about new functionality, notable changes, and available fixes. They help you determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.

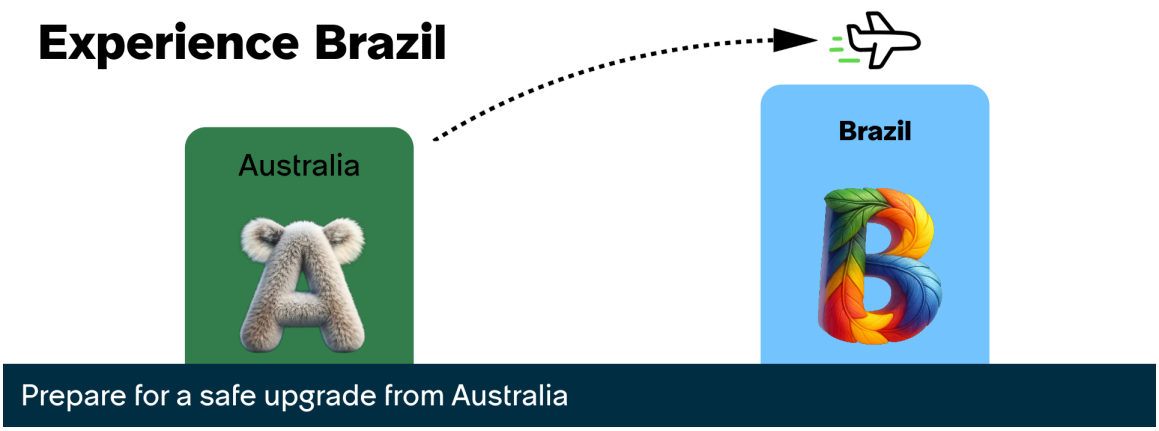
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Upgrade from Australia	Upgrade from Zurich	Upgrade from Yokohama
		
Release notes for upgrading from Australia to the Brazil release	Release notes for upgrading from Zurich to the Brazil release	Release notes for upgrading from Yokohama to the Brazil release

Release notes for upgrading from Australia

When you upgrade from the Australia release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Australia to Brazil



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Features and changes by product  Detailed information on new products and features from Australia to Brazil	**Release notes summaries**  Consolidated release notes information for all products from Australia to Brazil	**Combined product release notes**  Combined information on new products and features from Australia to Brazil
Personalized PRB release notes  Generate a list of issues that were fixed between your current version and available target versions	**Changes to plugins in the Brazil release**  List of new, changed, renamed, and deprecated plugins	**Available patches and hotfixes**  Release notes for fixed issues
Browser support  Supported browser versions and additional requirements for specific products	**Accessibility and conformance**  Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	**Brazil highlights**  High-level overview of products and features in Brazil

Combined product release notes for upgrades from Australia to Brazil

To help you upgrade from Australia to Brazil, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Australia to Brazil

The table below has a list of all products available between Australia and Brazil. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

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Product	Combined release notes
Access Management	Link
Accounts Payable Operations	Link
Activity Management	Link
Adoption Services	Link
Advanced AI Search Management Tools	Link
Advanced Approval Management	Link
Advanced Approval Management AI	Link
Advanced Risk	Link
Advanced Work Assignment (AWA)	Link
Agent Chat	Link
Agent experience for CSM	Link
Agentic Contact Center for Banking	Link
Agentic Contact Center for Insurance	Link
Agent Workspace for HR Case Management	Link
AI Admin Center	Link
AI Admin Hub	Link
AI Agent Advisor	Link
AI Agent Studio	Link
AI Control Tower	Link

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Product	Combined release notes
AI Desktop Actions	Link
AI Risk and Compliance	Link
AI Search	Link
API	Link
App Engine ERP Rapid Deployment Packs	Link
App Engine Management Center	Link
App Engine Studio	Link
Application Manager	Link
Application Vulnerability Response	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Autonomous Workforce	Link
Build Agent	Link
Build Agent and Autonomous Engineer	Link
Business Continuity Management	Link
Buying Group	Link
Card Data Security	Link
Care Team Operations for Biomed	Link
Care Team Operations for Environmental Services	Link

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Product	Combined release notes
Care Team Operations for Facilities	Link
Care Team Operations for Healthcare IT	Link
Care Team Work Management	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Certificate Inventory and Management	Link
Change Management	Link
Clone Admin Console	Link
Cloud Cost Management	Link
Code Signing	Link
Collaborative Work Management	Link
Collaborative Work Management (CWM)	Link
Common Governance, Risk, and Compliance feature	Link
Common Governance, Risk, and Compliance features	Link
Compliance Case Management	Link
Configurable Workspace	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Content Understanding	Link

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Product	Combined release notes
Continuous Authorization and Monitoring	Link
Contract Management Pro	Link
Contract Management Pro MCP Server	Link
Core Business Suite	Link
CPQ	Link
Creator Studio	Link
CRM API Core	Link
CRM Core	Link
CRM Outlook Add-in	Link
Customer Contracts and Entitlements	Link
Customer Engagement Sequences	Link
Customer self-service for Sales Customer Relationship Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Catalog	Link
Data Center and Network Asset Management	Link
Data Management	Link
Data Management for CSM	Link
Data Privacy	Link
Data products	Link

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Product	Combined release notes
Data Separation	Link
Developer Sandboxes	Link
DevOps Change Velocity	Link
Digital End-User Experience	Link
Discovery	Link
Discovery store applications	Link
Dispute Content Pack for US Regulations	Link
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Domain Separation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Slate	Link
Employee Slate for ITSM	Link
EMR Provider Directory Sync Sync	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link

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Product	Combined release notes
Enterprise Asset Management	Link
Enterprise Service Management Foundation	Link
Event Management	Link
Extended Security for Enterprise-Wide Deployment	Link
External Content Connectors	Link
Field Service Management	Link
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Verifi	Link
Financial Services Operations Integration with Visa	Link
Firewall Audits and Reporting	Link
Flows, subflows, and actions	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Hardware Asset Management	Link
Healthcare and Life Sciences Service Management Core	Link
Healthcare Operations Core	Link
Health Log Analytics	Link

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Product	Combined release notes
Hermes Messaging Service	Link
HL7 FHIR Spoke	Link
HL7 v2.x Integration	Link
Identity	Link
Impact	Link
Import and Export	Link
Incident Management	Link
Industrial Connected Workforce Core	Link
Industrial Connected Workforce Mobile Experience	Link
Industrial Guided Tasks	Link
Industrial Process Manager	Link
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Integration Hub	Link
Intelligent approvals	Link
Interview management	Link
ITOM AIOps	Link
ITOM Cloud Accelerate	Link
ITOM MCP Server Console	Link

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Product	Combined release notes
ITOM Visibility	Link
ITSM Employee Slate for Moveworks	Link
ITSM MCP Server	Link
Key Management	Link
Knowledge Center	Link
Knowledge Graph	Link
Kubernetes Visibility Agent (KVA)	Link
L1 IT Service Desk AI Specialist	Link
Lead Management	Link
LEAP	Link
Legacy Application Manager	Link
Legal Conflict of Interest	Link
Legal Matter Management	Link
Legal Request Management	Link
Live Connect	Link
Localization Workspace	Link
Manufacturing Commercial Operations	Link
MCP for Strategic Portfolio Management	Link
MCP Server Console	Link
MID Server	Link

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Product	Combined release notes
Mobile Platform	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Notifications	Link
Notify	Link
Now Assist for Employee Center Pro	Link
Now Assist for Sales CRM for Telecommunications	Link
Now Assist in Document Intelligence	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link
Operational Sustainability Management (formerly Environmental, Social, and Governance)	Link
Operational Technology Discovery	Link
Operational Technology Incident Management	Link
Operational Technology Manager	Link
Operational Technology Setup	Link
Opportunity Management	Link
Order Management	Link

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Product	Combined release notes
Partner Relationship Management	Link
Password Reset	Link
Performance Analytics	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive AI for CSM	Link
Predictive Intelligence	Link
Pricing Management	Link
Privacy Management	Link
Process Mining	Link
Process Mining for ITSM	Link
Product Catalog Management	Link
Product Catalog Management and Pricing Management	Link
Product Support for Technology	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link

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Product	Combined release notes
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link
Recommended Actions for Operational Technology Service Management (OTSM)	Link
Recruitment workspace	Link
Regulatory Change Management	Link
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link
Retail	Link
Retail Strategic Portfolio Management Suite	Link
Reverse Tunnel	Link
RPA Hub	Link
Sales Agreement	Link
Sales CRM for Telecommunications	Link
Sales CRM Mobile	Link
Sales Forecasting	Link
Sales Territory Management	Link
Security Center	Link

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Product	Combined release notes
Security Incident Response	Link
Self-service and omnichannel engagement for CSM	Link
Service Catalog	Link
Service Exchange (formerly Service Bridge)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Mapping	Link
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow Lux Lab for VS Code	Link
ServiceNow Otto for App Engine	Link
ServiceNow Otto for Care Team Operations	Link
ServiceNow Otto for Collaborative Work Management (CWM) (CWM)	Link
ServiceNow Otto for Configuration Management Database (CMDB)	Link
ServiceNow Otto for Contract Management Pro	Link
ServiceNow Otto for Creator	Link
ServiceNow Otto for Enterprise Architecture (EA)	Link
ServiceNow Otto for Financial Services Operations (FSO)	Link
ServiceNow Otto for FSM	Link

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Product	Combined release notes
ServiceNow Otto for HR Service Delivery (HRSD)	Link
ServiceNow Otto for IT Service Management (ITSM)	Link
ServiceNow Otto for Legal Service Delivery (LSD)	Link
ServiceNow Otto for Operational Technology (OT) Service Management	Link
ServiceNow Otto for Setup	Link
ServiceNow Otto for Software Asset Management (SAM)	Link
ServiceNow Otto for Source-to-Pay Operations	Link
ServiceNow Otto for Strategic Portfolio Management	Link
ServiceNow Otto for Telecommunications, Media, and Technology (TMT)	Link
ServiceNow Otto for Virtual Agent	Link
ServiceNow Otto for Workplace Service Delivery (WSD)	Link
ServiceNow Otto for Zero Copy Connector	Link
ServiceNow Otto in Platform Analytics	Link
ServiceNow Quote Experience	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link

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Product	Combined release notes
Sidebar	Link
Simplified IT Service Management	Link
Smart Assessment Engine	Link
Software Asset Management	Link
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
SPM Enterprise-Wide Deployment	Link
Strategic Planning	Link
Strategic Spend Tracking for PPM	Link
Stream Connect	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
System Localization	Link
Table Builder	Link
Telecommunication Network Inventory	Link
Telecommunications Customer 360	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management (TSOM)	Link
Theme Builder	Link
Third-party Risk Management	Link

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Product	Combined release notes
Threat Intelligence Security Center	Link
UI Builder	Link
Unified Security Exposure Management (USEM)	Link
Universal Request	Link
Upgrade Console	Link
Usage Insights	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link
Vulnerability Response Integration with Claroty CTD	Link
Workforce Optimization for CSM	Link
Zero Copy Connector for ERP	Link
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

Features and changes by product

Review the new features and changes in this release by product.

New products in Brazil

The Brazil release includes new products.

Updated features and products

Other products were changed and updated in the Brazil release. For more information, refer to the release notes topics, which are organized by product area.

AI Experiences release notes

AI Experiences has new and updated features in the Brazil release.

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Content Understanding

Now Assist in Document Intelligence is now Content Understanding. The ServiceNow® Content Understanding application brings multimodal generative AI to document and image processing. It extracts key data, answers natural-language questions, and generates summaries from unstructured text, tables, and images. Content Understanding is enhanced and updated in the Brazil release.

Content Understanding highlights for the Brazil release

- Capture structured data from documents, review extracted values, and integrate the results into downstream processes.
- Extract information, answer questions, and summarize documents and images to accelerate agentic workflows.
- Use a multimodal tool to process documents and images within custom skills.
- Enable document chat in Virtual Agent.
- Summarize attached files linked to records on a large scale to facilitate comprehension and decision-making.

See Content Understanding for more information.

Important: Content Understanding is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Content Understanding features

Capture structured data from documents, validate extracted values in an intuitive review interface, and integrate the results into downstream processes.

Extract information, answer questions, and summarize documents and images to accelerate agentic workflows.

Read and summarize the content of uploaded documents, extract key information in near real-time, and significantly reduce manual triage time for agents.

App development and low-code release notes

The ServiceNow AI Platform® has new and updated automation, as well as and no-code, low-code, and platform developer features in the Brazil release.

Next Experience Components release notes

The ServiceNow® Next Experience Components application provides the components used to build custom user interfaces. Next Experience Components was enhanced and updated in the Brazil release.

Next Experience Components highlights for the Brazil release

- Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference and usage guidance documentation, visit the Horizon site Components section.
- Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers.
- Reuse components across multiple user interfaces to create a cohesive experience for your end users.

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- Use preset property values to configure properties and event handlers automatically for a component. As a result, the component is ready to work when you add it to a page. Presets can connect to a controller that acts as a data resource for the component. For more information, see Automatically configure components using presets and Bind data to UI Builder pages using controllers (advanced feature).

New in the Brazil release

Components

Component	Description
Telecom Customer 360	Provides telecom agents with a unified view of a customer account including contact details, interaction history, billing information, subscribed products, and related records.

Changed in this release

Data visualizations

Chart	Enhancement
Appointment calendar	• Apply the selected date format to all dates that display • Hide the time duration from the calendar header and appointment slot pills • Display the start and end time in each appointment slot pill
Bar	Enhanced data table (including Pareto charts)
Box plot	Enhanced data table
Bubble	• Duplicate an existing data source to avoid re-entering custom filter conditions. • Enhanced data table
Calendar	• Freeze section headers in a view • Scroll-based view data refresh • Add custom label and icon for calendar events • Reorder and hide event details such as time and description • Design token support
Dial	Update the data visualization in real time
Gauge	Update the data visualization in real time
Geomap	Enhanced data table
Heatmap	Enhanced data table
Indicator Scorecard	"Follow breakdown relation" provides the user with a list of defined breakdown relations based on the breakdown they choose.

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Data visualizations (continued)

Chart	Enhancement
Pie/Donut	Enhanced data table
Pivot table	Duplicate an existing data source to avoid re-entering custom filter conditions
Resizable panes	Pane position layout
Schedule recurrence	• Create recurring events using voice or text input with generative AI support for pro plan users. • Update the event day automatically based on the event start date
Single Score	Update the data visualization in real time
Time Series	• Compare multiple time periods "period over period" using the 'Compare period over period' setting available in the Config, Date Range section. When active, separates a data set into individual data sets and separates graphics that overlap in the chart. For area, line, spline, and step. • In addition to stacked columns and side-by-side columns, the normalized columns chart variation for comparing the relative balance of a series when the actual magnitude is secondary. • Duplicate an existing data source to avoid re-entering custom filter conditions • Data visualization chart migrated from Xenolith to Highcharts library. Charts are rendered by an updated charting engine, with no change to your existing charts, configurations, and data sources. • Visually refreshed charts and interaction improvements: ○ Legend pagination ○ Hover over legend item to highlight corresponding series in the chart ○ Legend pagination ○ Improved separation and readability of columns in charts • Enhanced data table

Activation information

Next Experience Components is a ServiceNow AI Platform feature that is active by default.

Accessibility information

To view Next Experience Components accessibility conformance information, refer to the components section of the Horizon site Components section. The Overview for each component contains accessibility (A11y) information.

Related ServiceNow applications and features

UI Builder

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UI Builder is a low-code tool that helps enable you to build pages for workspace and portal web-based experiences.

Configurable Workspace UI

Use components to build custom workspace experiences for agents who solve internal or external customer issues.

Workflow Studio release notes

The ServiceNow® Workflow Studio application consolidates playbooks, flows, actions, decision tables, and integrations into one design environment. Workflow Studio was enhanced and updated in the Brazil release.

Asset Management release notes

Asset Management has new and updated features in the Brazil release.

Conversational Interfaces release notes

Conversational Interfaces includes enhancements and changes in the Xanadu release.

Updates are available for the following Conversational Interfaces applications on the ServiceNow AI Platform.

Customer Service Management release notes

The ServiceNow® Customer Service Management application has new and updated applications and features in the Brazil release.

Employee Service Management release notes

Employee Service Management has new and updated features in the Brazil release

Contract Management Pro release notes

Contract Management Pro has new and updated features in the Brazil release.

HR Service Delivery release notes

HR Service Delivery has new and updated applications and features in the Brazil release.

Legal Service Delivery release notes

The ServiceNow® Legal Service Delivery streamlines legal operations by automating request intake, managing legal matters and investigations, and enabling secure collaboration across departments. Legal Service Delivery was enhanced and updated in the Brazil release.

Unified Employee Experience release notes

The Unified Employee Experience has new and updated applications and features in the Brazil release.

Field Service Management release notes

Field Service Management has new and updated features in the Brazil release

Financial Services Operations release notes

Financial Services Operations (FSO) has new and updated features in the Brazil release.

Governance, Risk, and Compliance release notes

The Governance, Risk, and Compliance application has new and updated features in the Brazil release.

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ServiceNow Governance, Risk, and Compliance (GRC) helps organizations identify, assess, manage, and monitor risk and compliance activities while improving resilience and governance through an integrated platform.

Release notes are available for the following GRC products and shared capabilities.

Healthcare and Life Sciences release notes

Healthcare and Life Sciences has new and updated features in the Brazil release.

EMR Provider Directory Sync release notes

The ServiceNow® EMR Provider Directory Sync application keeps Healthcare Operations organization, location, practitioner, and care-team data in sync with a FHIR R4 server on a schedule. EMR Provider Directory Sync is a new application.

EMR Provider Directory Sync highlights

- Keep Healthcare Operations organizations, business locations, practitioners, and care-team memberships in sync with a FHIR R4 server without manual maintenance.
- Import FHIR Organization, Location, Practitioner, and PractitionerRole resources on a configurable daily schedule, with delta syncs after the first full load.
- Track every sync run in a FHIR Sync Log, with per-resource status and record counts correlated by run.
- Classify imported organizations as internal or external business locations using an editable decision table.

See EMR Provider Directory Sync for more information.

EMR Provider Directory Sync features

How the FHIR sync works

A scheduled job runs an orchestration subflow that imports the four FHIR resources in dependency order and upserts them into the Healthcare Operations data model, keyed on the FHIR resource ID.

Run the initial load

After the initial full load, each run uses the previous successful run's timestamp as a watermark to import only resources changed since then.

Monitor and troubleshoot FHIR sync runs

Each run records one FHIR Sync Log row per resource type, with status, processed and skipped counts, and a shared correlation ID, so admins can monitor and troubleshoot syncs.

Activation information

Install EMR Provider Directory Sync by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

This application depends on the HL7 FHIR Spoke and on the Healthcare Operations and Healthcare and Life Sciences data-model applications. For the full list, see Prerequisites for the FHIR integration.

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Plugin information

New plugins

The following plugins are new in Brazil:

EMR Provider Directory Sync (`sn_hcls_emr_sync`): Keeps Healthcare Operations organization, location, practitioner, and care-team data in sync with a FHIR R4 server on a configurable schedule.

Related ServiceNow applications and features

HL7 FHIR Spoke

Provides the read-only FHIR R4 Flow Designer actions that this application calls to read provider-directory data.

IT Operations Management release notes

IT Operations Management has new and updated features in the Brazil release.

IT Service Management release notes

IT Service Management has new and updated features in the Brazil release.

Mobile Platform release notes

Mobile Platform product enhancements and updates in the Brazil release.

Mobile Platform brings the power of the ServiceNow AI Platform to mobile devices, enabling users to access and manage work from anywhere. With Mobile Platform, you can improve productivity for field workers, enable hands-free data capture, and provide secure access to critical workflows on iOS and Android devices.

ServiceNow Otto and agentic AI release notes

ServiceNow Otto and agentic AI product enhancements and updates in the Brazil release.

ServiceNow Otto brings generative AI capabilities to the ServiceNow AI Platform. With ServiceNow Otto, you can improve the productivity and efficiency in your organization, deliver better self-service, recommend actions and provide answers, and empower your users to search more effectively.

Operational Technology release notes

Operational Technology has new and updated features in the Brazil release.

Platform Analytics release notes

Optimize processes and increase productivity with the Platform Analytics applications. These applications include Performance Analytics, Usage Insights, and Process Mining. Present data through either the Core UI or the Platform Analytics experience. Platform Analytics has new and updated features in the Brazil release.

Public Sector Digital Services release notes

The ServiceNow® Public Sector Digital Services application enables government agencies to provide citizens, businesses, and other agencies with important services such as public records, licenses, permits, and social services. Public Sector Digital Services was enhanced and updated in the Brazil release.

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Public Sector Digital Services highlights for the Brazil release

- Manage field operations and view/create investigative tasks directly within the case context using the Tasks tab, found within an ICM investigative case record. Use the **Create Work Order** button to allow a case to be escalated to an Field Service Management work order without leaving the ICM workspace.
- ServiceNow Otto® is the new AI experience brand. This change is reflected in the name of ServiceNow products, including ServiceNow Otto for Public Sector Digital Services (PSDS). Your product entitlements remain unchanged. Check your entitlements to determine your access to specific features.
- Control the visibility of the grant program lifecycle stepper on the Grant Program record page by disabling or enabling it per instance.
- Route flagged documents back to applicants, prompting re-upload of the corrected document, maintaining a complete audit trail within the system. Flagged documents now persist in the system rather than being deleted immediately.
- Enter award information and allocate budget across categories using the restructured Program Budget activity. The new three-section workflow separates total program budget, budget categories, and award allocation types for a clearer, more intuitive budget configuration experience. Budget allocations and balances update in real-time as you enter percentages across categories.
- Enable other governments to launch citizen-facing services using the GOV.UK Developer Toolkit, a library of reusable portal widgets that follow UK GDS guidelines. ServiceNow developers can build compliant service portals for UK government customers.
- Submit funding and decline recommendations as a Grant Program Manager for any scored subset of proposals as a Funding Allocation Request. This enables incremental funding decisions without waiting for the entire portfolio to complete review. The Grant Program Director can approve or reject each request, with rejected proposals returning to the working queue for future consideration.
- Release result letters per proposal as each Funding Allocation Request decision is approved, rather than waiting for all decisions across the program to be finalized. This enables rolling notification of award, decline, or ineligibility outcomes in Grants Management.
- Consolidate the case narrative, evidence, entities, team assignments, investigative tasks, and related cases into a single record page with Investigative Case Management Foundation.
- Manage persons, property, vehicles, organizations, locations, and events with Investigative Case Management Entity Management. Specialized entity types like firearms include detailed identification, specifications, origin, and ballistic information and can be linked to cases and to each other.
- Manage physical and digital evidence tied to investigative cases using Investigative Case Management Evidence Management. Structured fields capture collection details, source, context, security classification, and links to related entities such as persons, vehicles, locations, and organizations.
- Create Chain of custody documentation in every evidence record, capturing each transfer from the moment of collection.
- Synthesize narratives, entities, evidence, and activity history into a structured summary using Investigative Case Management Case Summarization.
- Validate large volumes of uploaded documents, verify information, flag issues, and highlight key details for case agents with the Document Screening AI Skill, used with ServiceNow Otto for Public Sector Digital Services (PSDS).

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See Public Sector Digital Services (PSDS) for more information.

Important: Public Sector Digital Services is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Public Sector Digital Services to Brazil

After the upgrade, certain public sector menus and menu items in CRM Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the labels for the Customer, Accounts, and Service Organizations UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.

Customers who have not opted into new third-party LLM models may be silently routed to them during skill execution. If the new model is not provisioned or available in the customer's environment, this will result in skill execution failures. Check the models your skills are using in the AI Admin Hub console.

New in the Brazil release

Rolling grant approvals

The Rolling grant approval feature enhances the grants management funding workflow. It gives grant program managers the flexibility to propose awards and declines for any scored subset of applications at any time. Grant program managers no longer need to wait for the entire proposal portfolio to complete review. They can process funding decisions incrementally as proposals are scored, or continue working in the traditional full-portfolio model.

The feature introduces the Funding Allocation Request as a new record type — an approval packet that groups a subset of proposals for Grant Program Director review. The Grant Program Director can approve the Funding Allocation Request or reject it. Rejection returns all proposals in the batch, regardless of whether they were on the funding or decline track. The proposals in the rejected batch feed back into the Grant Program Manager's working queue, re-entering the funding pool for future review and funding allocation opportunities. The Funding Allocation Requests introduce an alternative to the previous all-or-none approval model and enable continuous, long-running grant programs to operate on a single program record.

Release result letters per proposal for Rolling grant approval scenarios in Grants Management. Once a proposal’s funding or decline decision is approved through its Funding Allocation Request (FAR), the corresponding letter can be issued to that applicant. Award, decline, or ineligibility letters can be issued independently without waiting for program-wide completion.

Investigative Case Management

Create an investigative case using Investigative Case Management. Investigative Case Management guides investigators through the process of organizing, tracking, and resolving investigations, developing case details, assigning investigators and team members, and track evidence with logging and metadata. The following features are available as part of Investigative Case Management:

- Entity Management
- Evidence Management

With Entity Management, investigators can create investigative tasks and workflows for investigative activities with automated metadata capture (time, source,

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entities, classification), as well as define processing with teams and attorneys and collaborate across agencies/divisions. With Evidence Management, investigators can log and triage evidence metadata (digital, physical, testimonial) and maintain an audit trail (Chain of Custody logging), as well as draft, review, and create reports with supporting evidence.

Task Tab and Field Service Management case escalation in Investigative Case Management

Use the Tasks tab in the investigative case record to view and create investigative tasks directly within the case context. Use the **Create Work Order** to escalate a case directly to an Field Service Management work order without leaving the ICM workspace.

ServiceNow product tiers

The ServiceNow AI Platform now brings you a new AI experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Use ServiceNow Otto for Public Sector Digital Services (PSDS) Skills to create case narratives and screen documents

Complete case narratives and make refinements to investigative case records using ServiceNow Otto for PSDS Gen-AI skills. Investigators can streamline case narrative refinement by editing content, adjusting tone, and regenerating the narrative for clarity and completeness.

Use the Case Narrative Refinement AI Agent to refine case narratives in Investigative Case Management

Produce clear, accurate, and well-structured case narratives using the Case narrative refinement AI agent, embedded within the case record page. This AI agent analyzes existing narratives and related case data to suggest improvements in clarity, structure, tone, and completeness, and highlighting gaps and inconsistencies.

Document Screening AI Skill for Social Benefits Playbook

Validate large volumes of uploaded documents, verify information, flag issues, and highlight key details using the Document Screening AI Skill in Social Benefits Playbook, part of ServiceNow Otto for Public Sector Digital Services (PSDS).

GOV.UK Developer Toolkit GDS Service Portal

Launch citizen-facing services using the GOV.UK Developer Toolkit. This collection of pre-built, GDS-compliant portal widgets enables developers and partners to build service portals for UK government agencies. The GOV.UK Developer toolkit includes standardized components such as homepage, FAQs, Registration, Profile, login, case detail, knowledge search, and record producers. Use these components to assemble portals that meet UK accessibility and design standards and comply with GOV.UK Design System patterns. The toolkit is WCAG 2.2AA compliant and supports 400% zoom and reflow.

Granular configuration admin roles

Several new granular admin roles enable admins to complete administrative configuration tasks on the Public Sector Digital Services platform without requiring

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the full admin role. These granular access roles enable a high-level administrator to define and assign custom roles that contain only the specific permissions a user needs. This decreases the number of users with full administrative power over the instance. For more information on granular admin roles, see Granular admin roles.

UI changes

Updated Coral theme

The Coral theme has been improved to enhance usability across web, mobile, and portal experiences that use Next Experience and Core UI:

- A fully overhauled color system for smoother gradients and better contrast.
- Softer outlines and more rounded components for a new, accessible look.
- A significantly improved dark mode with deeper blue tones for reduced eye strain.
- New AI gradient styles and subtle animations to highlight intelligent features.
- Smarter focus behavior that reduces visual clutter for mouse users.

Enhancements to Constituent Service Portals

UI Enhancements have been made to all Public Sector Digital Services constituent portals by replacing legacy widgets (for example, portal banners, data lists) with standardized, CSM Configurable Widgets and components. The update verifies backward compatibility, migration guidance, usage analytics, and provide training for admins, and also enables dynamic data rendering, and better filtering across service flows.

Enhancements to Investigative Case Management Configurable Case role-based access

Extend write access and restrict read access to cases based on Assigned Office, Assignment Group, or both. This allows automatic case access alignment with organizational units without managing the Teams tab manually.

Enhancements to Document Screening

Applicants can select a specific document type from a pre-configured, category-scoped list during upload. The selected document type is stored on the document record and displayed read-only to internal agents in both portal and Workspace views.

Changed in this release

Large language models on the ServiceNow AI Platform

Starting with the September 2026 release, Gemma 4 joins our growing portfolio of open-weight models available through Now LLM Service. The latest industry advancements are available alongside sovereignty-focused options. All models are hosted and governed by ServiceNow with the same infrastructure and data protections. Older models will remain available for existing published AI skills, agents, and agentic workflows, but will no longer be available for new development or configuration. For details, see the KB3066214: ServiceNow Otto Model Upgrades article in the Now Support Knowledge Base.

Now Assist > ServiceNow Otto® announcement

ServiceNow Otto introduced AI on the platform. As that experience has evolved, there's a new name for the experience. ServiceNow Otto® is the conversational AI platform integrated into ServiceNow workflows. It provides agentic capabilities, supports multimodal interactions across web, mobile, and messaging channels, and enables autonomous orchestration for cross-system workflows.

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Enhancements to Grants Management: Program Setup

- Establish the Grant Program Budget in Grants Management

  Use the restructured Program Budget step that is now organized into three sections: Program Budget, Budget Categories, and Award Allocation. Grant Program Managers can select from three award models—Single Award, Multiple Equal Awards, or Multiple Variable Awards—with budgets automatically derived from the Awards category. Real-time calculations update the Budget allocated and Balance left fields as you enter category percentages. This enhancement prevents completion until all of the program budget is allocated across the categories.

- Configure program lifecycle stepper

  Disable the six-step grant program lifecycle stepper at the instance level, reducing ambiguity about grant program state. By default, the stepper indicating the Preparing Program, Accepting Proposals, Evaluating, Awarding, Post-Award, and Closed states is hidden in the Grant Program record page. Admins can enable it if required for deployments that follow a batch or competitive grant lifecycle. When turned off, program state is conveyed through existing status fields.

Enhancements to Grants Management: Proposal Playbook

- Screen a grant proposal in the Grants Proposal Playbook

  Flag and route a document back to the applicant while reviewing the proposal details in the screening step. The document persists in the Flagged section with all metadata intact. Grant program managers and Grant program directors can reverse the flag by selecting the reset status icon to move it back to Requires Verification with no data loss. Select Request Documents at the bottom of the Verify Documents screen to route flagged documents back to applicants automatically. This action creates a case task assigned to the applicant, sends a notification in the applicant portal prompting re-upload, and changes the document status to Pending Resubmission. After the applicant uploads the corrected document, the Upload Additional Documents activity closes and you can continue verification, maintaining a complete audit trail throughout the process.

ServiceNow product tiers

The ServiceNow AI Platform now brings you a new AI experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Activation information

Install Public Sector Digital Services by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests

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to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Customer Service Management

The ServiceNow® Customer Service Management application enables customer service organizations and service operations to collaborate and resolve customer problems.

CRM Workspace

The ServiceNow® CRM Workspace application provides government agents with the tools to research information, respond to questions from the public, and resolve cases.

AI Admin Hub

The ServiceNow® Now Assist application uses generative AI to enhance user productivity and efficiency through conversation and proactive experiences.

Sales Customer Relationship Management release notes

ServiceNow® Sales Customer Relationship Management is a set of new and updated applications and features in the Brazil release. These applications enable you to manage the product sales life cycle in your organization. Supported processes include leads, pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales order changes and renewals.

Note:

Sales Customer Relationship Management includes workflows for Customer Lifecycle Operations (Customer Life Cycle Management). For details on these features in the Brazil release, see the Customer Service Management release notes.

Agents can use the Case Management for Order Operations and Case Management for Invoice Operations application to display order and invoice cases in CRM Workspace. Case line items are also visible in this view. The Case lines and workflows application supports referencing multiple order line items on a case record.

Security Operations release notes

Security Operations has new and updated features in the Brazil release.

ServiceNow AI Platform® administration release notes

ServiceNow AI Platform administration product enhancements and updates in the Brazil release.

Use ServiceNow AI Platform administration features to address the business needs of your organization. Administration features are active by default on all instances.

ServiceNow AI Platform capabilities release notes

ServiceNow AI Platform® capabilities were enhancements and updates in the Brazil release.

Expand the services your system of action delivers with ServiceNow AI Platform capabilities. Activate and configure these optional features to create custom business logic, manage and secure data, and build alternate user interfaces.

ServiceNow AI Platform security release notes

ServiceNow AI Platform® security product enhancements and updates in the Brazil release.

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Use ServiceNow AI Platform® security to secure the instance, encrypt your data, authenticate users, and view your current compliance levels based on application security standards.

ServiceNow AI Platform user interface release notes

ServiceNow AI Platform® user interface product enhancements and updates in the Brazil release.

These release notes describe product enhancements for core platform functionality in user interfaces, such as lists and forms.

Source-to-Pay Operations release notes

Source-to-Pay Operations has new and updated features in the Brazil release.

Strategic Portfolio Management release notes

Strategic Portfolio Management has new and updated features in the Brazil release.

Telecommunications, Media, and Technology release notes

ServiceNow® Telecommunications, Media, and Technology has new and updated applications and features in the Brazil release.

Telecommunications products and applications

The Telecommunications industry solution includes the following applications:

- Telecommunications Service Management connects your entire telecommunications operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Exchange
  - Product Support for Technology
  - Customer Success Management
  - Customer Service Problem Management
- Sales CRM for Telecommunications. See Sales Customer Relationship Management release notes.
- Telecommunications Network Inventory
- Telecommunications Service Operations Management
- Strategic Portfolio Management for Telecom
- Field Service Management for Telecommunications
- ServiceNow Otto for Telecommunications, Media, and Technology (TMT)

Technology products and applications

The Technology industry solution includes the following applications:

- Technology Service Management connects your entire technology operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Exchange
  - Product Support for Technology
  - Customer Success Management

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- Sales and Order ManagementSales CRM for Technology Providers. See Sales Customer Relationship Management release notes.
- ServiceNow Otto for Telecommunications, Media, and Technology (TMT)

Release notes summaries for Brazil features

Consolidated release notes information for new and updated Brazil features.

Learn about specific themes for multiple Brazil products

In the Brazil family, ServiceNow® features and products were introduced or updated. Every new or updated feature and product has its own individual release notes topic, which includes information such as upgrade tasks, new features, changed features, browser requirements, and other specifications. These product-specific release notes are listed in Features and changes by product.

To help users look over different classes of information at a glance, each release notes section has its own summary topic. For example, the aggregates all browser requirements for features that were introduced or updated in Brazil.

Accessibility information for all Brazil features and products

Cumulative release notes summary on accessibility information for Brazil features and products. Some products have specific accessibility information or exceptions.

Important:

To find documentation about accessibility features in ServiceNow products, see Product documentation for accessibility.

To view accessibility conformance reports (ACRs) for currently supported releases, see Accessibility conformance reports.

Application or feature	Details
AI Agent Studio	
AI Control Tower	
Access Management	
Agent experience for CSM	
Authentication	
Change Management	
Cloud Cost Management	
Data Privacy and Discovery	
Digital End-User Experience	
Domain Separation	
Employee Center	

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Application or feature	Details
Enterprise Asset Management	
Firewall Audits and Reporting	
Hardware Asset Management	
Identity	
Incident Management	
Kubernetes Visibility Agent (KVA)	
Live Connect	
Next Experience Components	To view Next Experience Components accessibility conformance information, refer to the components section of the Horizon site Components section. The Overview for each component contains accessibility (A11y) information.
Notify	
Password Reset	
Request Management	
Sales CRM for Telecommunications	
Service Operations Workspace for ITSM	
ServiceNow Quote Experience	

Activation information for all Brazil features and products

Cumulative release notes summary on activation information for Brazil features and products.

Some products and features require specific subscriptions, roles, or licenses. Other features are part of the and are active by default.

Application or feature	Details
AI Admin Center	
AI Admin Hub	
AI Agent Advisor	
AI Agent Studio	
AI Control Tower	
AI Desktop Actions	
AI Risk and Compliance	

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Application or feature	Details
API	
Access Management	
Accounts Payable Operations	
Advanced AI Search Management Tools	
Agent Chat	
Agent Client Collector	
Agent experience for CSM	
App Engine Management Center	
App Engine Studio	
Application Runtime Policy	
Asset Audit Response	
Audit Management	
Authentication	
Automation Center	
Autonomous Workforce	
Build Agent and Autonomous Engineer	
CRM API Core	
CRM Core	
CRM Outlook Add-in	
Card Data Security	
Case and Knowledge Management	
Certificate Inventory and Management	
Change Management	
Clone Admin Console	
Cloud Cost Management	
Code Signing	
Collaborative Work Management (CWM)	

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Application or feature	Details
Common Governance, Risk, and Compliance features	
Configuration Management Database (CMDB)	
Container Vulnerability Response	
Continuous Authorization and Monitoring	
Contract Management Pro MCP Server	
Core Business Suite	
Customer Contracts and Entitlements	
Customer Engagement Sequences	
Customer Service Problem Management	
Customer Success Management	
Customer self-service for Sales Customer Relationship Management	
Data Catalog	
Data Center and Network Asset Management	
Data Management for CSM	
Data Privacy and Discovery	
DevOps Change Velocity	
Developer Sandboxes	
Digital End-User Experience	
Discovery	
Discovery store applications	

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Application or feature	Details
Dispute Rules Content Pack for Mastercard	
Dispute Rules Content Pack for Visa	
Domain Separation	
Employee Center	
Employee Center Pro	
Employee Slate for ITSM	
Encryption	
Encryption Key Management	
Enterprise Architecture	
Enterprise Asset Management	
Event Management	
Export to PowerPoint	
Extended Security for Enterprise-Wide Deployment	
External Content Connectors	
Field Service Management	
Financial Services Card Operations	
Financial Services Operations Core	
Financial Services Operations Integration with Visa	
Firewall Audits and Reporting	
Flows, subflows, and actions	
Goal Framework	
Goal Framework for SPM	
Hardware Asset Management	
Health Log Analytics	

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Application or feature	Details
Healthcare Operations	
Hermes Messaging Service	
ITOM AIOps	
ITOM Cloud Accelerate	
ITOM MCP Server Console	
ITOM Visibility	
ITSM MCP Server	
Identity	
Impact	
Incident Management	
Intelligent approvals	
Knowledge Center	
Knowledge Graph	
Kubernetes Visibility Agent (KVA)	
L1 IT Service Desk AI Specialist	
LEAP	
Live Connect	
Localization Workspace	
Log Export Service	
Lux	
Lux Lab	
MCP Server Console	
MCP for Strategic Portfolio Management	
Mobile Platform	
Next Experience Components	Next Experience Components is a ServiceNow AI Platform feature that is active by default.
Notifications	
Notify	
On-Call Scheduling	
Operational Resilience	

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Application or feature	Details
Operational Sustainability Management	
Operational Technology Setup	
Opportunity Management	
Order Management	
Partner Relationship Management	
Performance Analytics	
Platform Analytics experience	
Playbooks	
Portfolio Planning	
Predictive Intelligence	
Pricing Management	
Privacy Management	
Process Mining	
Process Mining for ITSM	
Product Catalog Management	
Product Support for Technology	
Project Portfolio Management	
Project Workspace	
Public Sector Digital Services	Install Public Sector Digital Services by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Purchase Order Management	
Regulatory Change Management	
ReleaseOps	
Resource Management Workspace	

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Application or feature	Details
Retail	
Retail Strategic Portfolio Management Suite	
SPM Enterprise-Wide Deployment	
Sales Agreement	
Sales CRM Mobile	
Sales CRM for Telecommunications	
Security Incident Response	
Self-service and omnichannel engagement for CSM	
Service Catalog	
Service Exchange (formerly Service Bridge)	
Service Mapping	
Service Operations Workspace	
Service Operations Workspace for ITSM	
Service Reliability Management	
Service Test Management	
ServiceNow AI Platform core feature	
ServiceNow Lux Lab for VS Code	
ServiceNow Otto for Contract Management Pro	
ServiceNow Otto for Hardware Asset Management (HAM)	
ServiceNow Otto for IT Service Management (ITSM)	
ServiceNow Otto for Platform Analytics	

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Application or feature	Details
ServiceNow Otto for Virtual Agent	
ServiceNow Quote Experience	
ServiceNow Studio	
ServiceNow Vault	
Smart Assessment Engine	
Software Asset Management	
Sourcing and Procurement Operations	
Strategic Planning	
Stream Connect	
Subscription Management	
Supplier Lifecycle Operations	
System Localization	
Telecommunication Network Inventory	
Telecommunications Customer 360	
Telecommunications Service Operations Management (TSOM)	
Third-party Risk Management	
Threat Intelligence Security Center	
Unified Security Exposure Management (USEM)	
Visa Spoke	
Vulnerability Response	
Workforce Optimization for CSM	
Zero Copy Connector for ERP	
Zero Copy Connectors	

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Application or feature	Details
Zing text indexing and search engine	

Additional requirements for all Brazil features and products

Cumulative release notes summary on additional requirements for Brazil features and products.

To use certain products, specific setups or third-party requirements are required.

Application or feature	Details
AI Agent Studio	
AI Desktop Actions	
Access Analyzer	
Advanced AI Search Management Tools	
Autonomous Workforce	
Build Agent and Autonomous Engineer	
CRM Outlook Add-in	
Clone Admin Console	
Customer Engagement Sequences	
Customer self-service for Sales Customer Relationship Management	
Data Privacy and Discovery	
Dispute Rules Content Pack for Mastercard	
Dispute Rules Content Pack for Visa	
Domain Separation	
Enterprise Architecture	
Export to PowerPoint	
External Content Connectors	
Firewall Audits and Reporting	
Kubernetes Visibility Agent (KVA)	

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Application or feature	Details
LEAP	
Live Connect	
Lux Lab	
ReleaseOps	
Retail Strategic Portfolio Management Suite	
Security Incident Response	
Self-service and omnichannel engagement for CSM	
ServiceNow Lux Lab for VS Code	
ServiceNow Otto for Virtual Agent	
Threat Intelligence Security Center	
Unified Security Exposure Management (USEM)	
Vulnerability Response	
Zero Copy Connector for ERP	
Zero Copy Connectors	

Browser requirements for all Brazil features and products

Cumulative release notes summary on browser requirements for Brazil features and products.

Several products have specific browser requirements. Review this information to ensure you are using the correct browsers and browser versions.

Application or feature	Details
AI Agent Studio	
AI Desktop Actions	
Agent experience for CSM	
Data Management for CSM	
Data Privacy and Discovery	

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Application or feature	Details
Digital End-User Experience	
Domain Separation	
External Content Connectors	
Firewall Audits and Reporting	
Kubernetes Visibility Agent (KVA)	
Self-service and omnichannel engagement for CSM	
ServiceNow Otto for Virtual Agent	
Workforce Optimization for CSM	
Zing text indexing and search engine	

Changes to Brazil features and products

Cumulative release notes summary on changes to Brazil features and products.

Existing products were updated and changed in Brazil. This includes the renaming of certain buttons or features.

Application or feature	Details
AI Admin Center	
AI Admin Hub	
AI Agent Advisor	
AI Agent Studio	
AI Control Tower	
AI Desktop Actions	
AI Risk and Compliance	
Access Management	
Accounts Payable Operations	
Agent experience for CSM	
Audit Management	
Authentication	

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Application or feature	Details
Autonomous Workforce	
Build Agent and Autonomous Engineer	
CRM API Core	
CRM Core	
CRM Outlook Add-in	
Cloud Cost Management	
Collaborative Work Management (CWM)	
Common Governance, Risk, and Compliance features	
Configuration Management Database (CMDB)	
Container Vulnerability Response	
Continuous Authorization and Monitoring	
Core Business Suite	
Customer Service Problem Management	
Customer Success Management	
Customer self-service for Sales Customer Relationship Management	
Data Catalog	
Data Management for CSM	
Digital End-User Experience	
Digital Product Release	
Discovery	
Discovery store applications	
Dispute Rules Content Pack for Mastercard	

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Application or feature	Details
Enterprise Architecture	
Enterprise Asset Management	
Export to PowerPoint	
External Content Connectors	
Financial Services Card Operations	
Financial Services Operations Core	
Financial Services Operations Integration with Visa	
Firewall Audits and Reporting	
Goal Framework	
Goal Framework for SPM	
Health Log Analytics	
Healthcare Operations	
ITOM AIOps	
ITSM MCP Server	
Identity	
Impact	
Incident Management	
Kubernetes Visibility Agent (KVA)	
LEAP	
MCP for Strategic Portfolio Management	
Mobile Platform	

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td>Next Experience Components</td><td>

Data visualizations

<table>
<tr><th>Chart</th><th>Enhancement</th></tr>
<tr><td>Appointment calendar</td><td>• Apply the selected date format to all dates that display
• Hide the time duration from the calendar header and appointment slot pills
• Display the start and end time in each appointment slot pill</td></tr>
<tr><td>Bar</td><td>Enhanced data table (including Pareto charts)</td></tr>
<tr><td>Box plot</td><td>Enhanced data table</td></tr>
<tr><td>Bubble</td><td>• Duplicate an existing data source to avoid re-entering custom filter conditions.
• Enhanced data table</td></tr>
<tr><td>Calendar</td><td>• Freeze section headers in a view
• Scroll-based view data refresh
• Add custom label and icon for calendar events
• Reorder and hide event details such as time and description
• Design token support</td></tr>
<tr><td>Dial</td><td>Update the data visualization in real time</td></tr>
<tr><td>Gauge</td><td>Update the data visualization in real time</td></tr>
<tr><td>Geomap</td><td>Enhanced data table</td></tr>
<tr><td>Heatmap</td><td>Enhanced data table</td></tr>
<tr><td>Indicator Scorecard</td><td>"Follow breakdown relation" provides the user with a list of defined breakdown relations based on the breakdown they choose.</td></tr>
<tr><td>Pie/Donut</td><td>Enhanced data table</td></tr>
<tr><td>Pivot table</td><td>Duplicate an existing data source to avoid re-entering custom filter conditions</td></tr>
</table>

</td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>Chart</th><th>Enhancement</th></tr>
<tr><td>Resizable panes</td><td>Pane position layout</td></tr>
<tr><td>Schedule recurrence</td><td>• Create recurring events using voice or text input with generative AI support for pro plan users.
• Update the event day automatically based on the event start date</td></tr>
<tr><td>Single Score</td><td>Update the data visualization in real time</td></tr>
<tr><td>Time Series</td><td>• Compare multiple time periods "period over period" using the 'Compare period over period' setting available in the Config, Date Range section. When active, separates a data set into individual data sets and separates graphics that overlap in the chart. For area, line, spline, and step.
• In addition to stacked columns and side-by-side columns, the normalized columns chart variation for comparing the relative balance of a series when the actual magnitude is secondary.
• Duplicate an existing data source to avoid re-entering custom filter conditions
• Data visualization chart migrated from Xenolith to Highcharts library. Charts are rendered by an updated charting engine, with no change to your existing charts, configurations, and data sources.
• Visually refreshed charts and interaction improvements:
○ Legend pagination
○ Hover over legend item to highlight corresponding series in the chart
○ Legend pagination
○ Improved separation and readability of columns in charts
• Enhanced data table</td></tr>
</table>
</td></tr>
<tr><td>Operational Resilience</td><td></td></tr>
<tr><td>Operational Sustainability Management</td><td></td></tr>
</table>

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Application or feature	Details
Performance Analytics	
Platform Analytics experience	
Portfolio Planning	
Pricing Management	
Privacy Management	
Process Mining	
Product Catalog Management	
Product Support for Technology	
Project Portfolio Management	
Project Workspace	
Public Sector Digital Services	**Large language models on the ServiceNow AI Platform** Starting with the September 2026 release, Gemma 4 joins our growing portfolio of open-weight models available through Now LLM Service. The latest industry advancements are available alongside sovereignty-focused options. All models are hosted and governed by ServiceNow with the same infrastructure and data protections. Older models will remain available for existing published AI skills, agents, and agentic workflows, but will no longer be available for new development or configuration. For details, see the KB3066214: ServiceNow Otto Model Upgrades article in the Now Support Knowledge Base. **Now Assist > ServiceNow Otto® announcement** ServiceNow Otto introduced AI on the platform. As that experience has evolved, there's a new name for the experience. ServiceNow Otto® is the conversational AI platform integrated into ServiceNow workflows. It provides agentic capabilities, supports multimodal interactions across web, mobile, and messaging channels, and enables autonomous orchestration for cross-system workflows. **Enhancements to Grants Management: Program Setup** • Establish the Grant Program Budget in Grants Management Use the restructured Program Budget step that is now organized into three sections: Program Budget, Budget Categories, and Award Allocation. Grant Program Managers can select from three award models—Single Award, Multiple Equal Awards, or Multiple Variable Awards—with budgets automatically derived from the

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Application or feature	Details
	Awards category. Real-time calculations update the Budget allocated and Balance left fields as you enter category percentages. This enhancement prevents completion until all of the program budget is allocated across the categories. • Configure program lifecycle stepper Disable the six-step grant program lifecycle stepper at the instance level, reducing ambiguity about grant program state. By default, the stepper indicating the Preparing Program, Accepting Proposals, Evaluating, Awarding, Post-Award, and Closed states is hidden in the Grant Program record page. Admins can enable it if required for deployments that follow a batch or competitive grant lifecycle. When turned off, program state is conveyed through existing status fields. **Enhancements to Grants Management: Proposal Playbook** • Screen a grant proposal in the Grants Proposal Playbook Flag and route a document back to the applicant while reviewing the proposal details in the screening step. The document persists in the Flagged section with all metadata intact. Grant program managers and Grant program directors can reverse the flag by selecting the reset status icon to move it back to Requires Verification with no data loss. Select Request Documents at the bottom of the Verify Documents screen to route flagged documents back to applicants automatically. This action creates a case task assigned to the applicant, sends a notification in the applicant portal prompting re-upload, and changes the document status to Pending Resubmission. After the applicant uploads the corrected document, the Upload Additional Documents activity closes and you can continue verification, maintaining a complete audit trail throughout the process. **ServiceNow product tiers** The ServiceNow AI Platform now brings you a new AI experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

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Application or feature	Details
Purchase Order Management	
Regulatory Change Management	
Resource Management Workspace	
Retail	
SPM Enterprise-Wide Deployment	
Sales CRM for Telecommunications	
Security Incident Response	
Self-service and omnichannel engagement for CSM	
Service Exchange (formerly Service Bridge)	
Service Operations Workspace for ITSM	
Service Reliability Management	
Service Test Management	
ServiceNow AI Platform core feature	
ServiceNow Otto for Contract Management Pro	
ServiceNow Otto for IT Service Management (ITSM)	
ServiceNow Otto for Virtual Agent	
ServiceNow Studio	
ServiceNow Vault	
Smart Assessment Engine	
Software Asset Management	
Strategic Planning	

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Application or feature	Details
Subscription Management	
Supplier Lifecycle Operations	
System Localization	
Telecommunication Network Inventory	
Telecommunications Customer 360	
Telecommunications Service Operations Management (TSOM)	
Third-party Risk Management	
Threat Intelligence Security Center	
Unified Security Exposure Management (USEM)	
Vulnerability Response	
Zero Copy Connector for ERP	
Zero Copy Connectors	

Deprecation information for all Brazil features and products

Cumulative release notes summary on deprecation information for Brazil features and products.

For information about deprecated plugins in Brazil, refer to Plugin informationPlugin information for all features and productsPlugin information

Application or feature	Details
AI Admin Center	
AI Agent Advisor	
AI Control Tower	
Accounts Payable Operations	
Advanced AI Search Management Tools	
App Engine Studio	
Case and Knowledge Management	

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Application or feature	Details
Collaborative Work Management (CWM)	
Common Governance, Risk, and Compliance features	
Configuration Management Database (CMDB)	
Container Vulnerability Response	
Developer Sandboxes	
Digital Product Release	
Discovery	
Discovery store applications	
Enterprise Asset Management	
Financial Services Card Operations	
Firewall Audits and Reporting	
Goal Framework for SPM	
ITOM AIOps	
ITSM MCP Server	
Identity	
Impact	
Knowledge Graph	
Kubernetes Visibility Agent (KVA)	
Operational Technology Discovery	
Performance Analytics	
Portfolio Planning	
Pricing Management	
Privacy Management	
Process Mining	
Project Portfolio Management	
Project Workspace	

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Application or feature	Details
Purchase Order Management	
Regulatory Change Management	
Security Incident Response	
Self-service and omnichannel engagement for CSM	
Service Catalog	
Service Exchange (formerly Service Bridge)	
Service Graph Connector Integration for Claroty CTD	
ServiceNow Otto for Contract Management Pro	
ServiceNow Otto for IT Service Management (ITSM)	
ServiceNow Otto for Virtual Agent	
ServiceNow Studio	
ServiceNow Vault	
Strategic Planning	
Strategic Spend Tracking for PPM	
Supplier Lifecycle Operations	
Third-party Risk Management	
Threat Intelligence Security Center	
Vulnerability Response Integration with Claroty CTD	
Zero Copy Connector for ERP	

Highlights for all Brazil features and products

Cumulative release notes summary on highlights of Brazil features and products.

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Review the product highlights to learn what's new in Brazil.

Application or feature	Details
AI Admin Center	
AI Admin Hub	
AI Agent Advisor	
AI Agent Studio	
AI Control Tower	
AI Desktop Actions	
AI Risk and Compliance	
API	
Access Analyzer	
Access Management	
Accounts Payable Operations	
Advanced AI Search Management Tools	
Agent Chat	
Agent Client Collector	
Agent experience for CSM	
App Engine Management Center	
App Engine Studio	
Application Runtime Policy	
Asset Audit Response	
Audit Management	
Authentication	
Automation Center	
Autonomous Workforce	
Build Agent and Autonomous Engineer	
CRM API Core	
CRM Core	
CRM Outlook Add-in	
Card Data Security	

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Application or feature	Details
Case and Knowledge Management	
Certificate Inventory and Management	
Change Management	
Clone Admin Console	
Cloud Cost Management	
Code Signing	
Collaborative Work Management (CWM)	
Common Governance, Risk, and Compliance features	
Configuration Management Database (CMDB)	
Container Vulnerability Response	
Continuous Authorization and Monitoring	
Contract Management Pro MCP Server	
Core Business Suite	
Customer Contracts and Entitlements	
Customer Engagement Sequences	
Customer Service Problem Management	
Customer Success Management	
Customer self-service for Sales Customer Relationship Management	
Data Catalog	
Data Center and Network Asset Management	

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Application or feature	Details
Data Management for CSM	
Data Privacy and Discovery	
DevOps Change Velocity	
Developer Sandboxes	
Digital End-User Experience	
Digital Product Release	
Discovery	
Discovery store applications	
Dispute Rules Content Pack for Mastercard	
Dispute Rules Content Pack for Visa	
Domain Separation	
Employee Center	
Employee Center Pro	
Employee Slate for ITSM	
Encryption	
Encryption Key Management	
Enterprise Architecture	
Enterprise Asset Management	
Event Management	
Export to PowerPoint	
Extended Security for Enterprise-Wide Deployment	
External Content Connectors	
Field Service Management	
Financial Services Card Operations	

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Application or feature	Details
Financial Services Operations Core	
Financial Services Operations Integration with Visa	
Firewall Audits and Reporting	
Flows, subflows, and actions	
Goal Framework	
Goal Framework for SPM	
Hardware Asset Management	
Health Log Analytics	
Healthcare Operations	
Hermes Messaging Service	
ITOM AIOps	
ITOM Cloud Accelerate	
ITOM MCP Server Console	
ITOM Visibility	
ITSM MCP Server	
Identity	
Impact	
Incident Management	
Intelligent approvals	
Knowledge Center	
Knowledge Graph	
Kubernetes Visibility Agent (KVA)	
L1 IT Service Desk AI Specialist	
LEAP	
Live Connect	
Localization Workspace	
Log Export Service	

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Application or feature	Details
Lux	
Lux Lab	
MCP Server Console	
MCP for Strategic Portfolio Management	
Mobile Platform	
Next Experience Components	• Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference and usage guidance documentation, visit the Horizon site Components section. • Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers. • Reuse components across multiple user interfaces to create a cohesive experience for your end users. • Use preset property values to configure properties and event handlers automatically for a component. As a result, the component is ready to work when you add it to a page. Presets can connect to a controller that acts as a data resource for the component. For more information, see Automatically configure components using presets and Bind data to UI Builder pages using controllers (advanced feature).
Notifications	
Notify	
On-Call Scheduling	
Operational Resilience	
Operational Sustainability Management	
Operational Technology Discovery	
Operational Technology Setup	
Opportunity Management	
Order Management	
Partner Relationship Management	
Password Reset	
Performance Analytics	
Platform Analytics experience	

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Application or feature	Details
Playbooks	
Portfolio Planning	
Predictive Intelligence	
Pricing Management	
Privacy Management	
Process Mining	
Process Mining for ITSM	
Product Catalog Management	
Product Support for Technology	
Project Portfolio Management	
Project Workspace	
Public Sector Digital Services	• Manage field operations and view/create investigative tasks directly within the case context using the Tasks tab, found within an ICM investigative case record. Use the **Create Work Order** button to allow a case to be escalated to an Field Service Management work order without leaving the ICM workspace. • ServiceNow Otto® is the new AI experience brand. This change is reflected in the name of ServiceNow products, including ServiceNow Otto for Public Sector Digital Services (PSDS). Your product entitlements remain unchanged. Check your entitlements to determine your access to specific features. • Control the visibility of the grant program lifecycle stepper on the Grant Program record page by disabling or enabling it per instance. • Route flagged documents back to applicants, prompting re-upload of the corrected document, maintaining a complete audit trail within the system. Flagged documents now persist in the system rather than being deleted immediately. • Enter award information and allocate budget across categories using the restructured Program Budget activity. The new three-section workflow separates total program budget, budget categories, and award allocation types for a clearer, more intuitive budget configuration experience. Budget allocations and balances update in real-time as you enter percentages across categories. • Enable other governments to launch citizen-facing services using the GOV.UK Developer Toolkit, a library of reusable portal widgets that follow UK GDS guidelines. ServiceNow developers can build compliant service portals for UK government customers. • Submit funding and decline recommendations as a Grant Program Manager for any scored subset of proposals as a Funding Allocation

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Application or feature	Details
	Request. This enables incremental funding decisions without waiting for the entire portfolio to complete review. The Grant Program Director can approve or reject each request, with rejected proposals returning to the working queue for future consideration. • Release result letters per proposal as each Funding Allocation Request decision is approved, rather than waiting for all decisions across the program to be finalized. This enables rolling notification of award, decline, or ineligibility outcomes in Grants Management. • Consolidate the case narrative, evidence, entities, team assignments, investigative tasks, and related cases into a single record page with Investigative Case Management Foundation. • Manage persons, property, vehicles, organizations, locations, and events with Investigative Case Management Entity Management. Specialized entity types like firearms include detailed identification, specifications, origin, and ballistic information and can be linked to cases and to each other. • Manage physical and digital evidence tied to investigative cases using Investigative Case Management Evidence Management. Structured fields capture collection details, source, context, security classification, and links to related entities such as persons, vehicles, locations, and organizations. • Create Chain of custody documentation in every evidence record, capturing each transfer from the moment of collection. • Synthesize narratives, entities, evidence, and activity history into a structured summary using Investigative Case Management Case Summarization. • Validate large volumes of uploaded documents, verify information, flag issues, and highlight key details for case agents with the Document Screening AI Skill, used with ServiceNow Otto for Public Sector Digital Services (PSDS). See Public Sector Digital Services (PSDS) for more information.
Purchase Order Management	
Regulatory Change Management	
ReleaseOps	
Request Management	
Resource Management Workspace	
Retail	
Retail Strategic Portfolio Management Suite	

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Application or feature	Details
SPM Enterprise-Wide Deployment	
Sales Agreement	
Sales CRM Mobile	
Sales CRM for Telecommunications	
Security Incident Response	
Self-service and omnichannel engagement for CSM	
Service Catalog	
Service Exchange (formerly Service Bridge)	
Service Graph Connector Integration for Claroty CTD	
Service Mapping	
Service Operations Workspace	
Service Operations Workspace for ITSM	
Service Reliability Management	
Service Test Management	
ServiceNow AI Platform core feature	
ServiceNow Cowork	
ServiceNow Lux Lab for VS Code	
ServiceNow Otto for Contract Management Pro	
ServiceNow Otto for Hardware Asset Management (HAM)	
ServiceNow Otto for IT Service Management (ITSM)	
ServiceNow Otto for Platform Analytics	

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Application or feature	Details
ServiceNow Otto for Virtual Agent	
ServiceNow Quote Experience	
ServiceNow Studio	
ServiceNow Vault	
Smart Assessment Engine	
Software Asset Management	
Sourcing and Procurement Operations	
Strategic Planning	
Stream Connect	
Subscription Management	
Supplier Lifecycle Operations	
Synthetic Monitoring	
System Localization	
Telecommunication Network Inventory	
Telecommunications Customer 360	
Telecommunications Service Operations Management (TSOM)	
Third-party Risk Management	
Threat Intelligence Security Center	
Unified Security Exposure Management (USEM)	
Visa Spoke	
Vulnerability Response	
Vulnerability Response Integration with Claroty CTD	

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Application or feature	Details
Workforce Optimization for CSM	
Zero Copy Connector for ERP	
Zero Copy Connectors	
Zing text indexing and search engine	

Product localization information in Brazil

Cumulative release notes summary on new Brazil features and products.

Some products may have specific localization requirements or behavior in Brazil.

Application or feature	Details
AI Admin Center	
AI Agent Advisor	
AI Agent Studio	
AI Control Tower	
Accounts Payable Operations	
Agent Client Collector	
Autonomous Workforce	
CRM Outlook Add-in	
Customer Engagement Sequences	
Customer self-service for Sales Customer Relationship Management	
Data Privacy and Discovery	
Domain Separation	
Event Management	
Firewall Audits and Reporting	
Health Log Analytics	
Kubernetes Visibility Agent (KVA)	
L1 IT Service Desk AI Specialist	

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Application or feature	Details
Live Connect	
Product Catalog Management	
Sales CRM for Telecommunications	
Service Operations Workspace	
ServiceNow Otto for Virtual Agent	
ServiceNow Quote Experience	
Telecommunications Service Operations Management (TSOM)	
Zing text indexing and search engine	

New features and products in Brazil

Cumulative release notes summary on new Brazil features and products.

New products were introduced in Brazil, and additional features were added to existing products.

Application or feature	Details
AI Admin Center	
AI Admin Hub	
AI Agent Advisor	
AI Agent Studio	
AI Control Tower	
AI Desktop Actions	
AI Risk and Compliance	
Accounts Payable Operations	
Agent Chat	
App Engine Management Center	
Application Runtime Policy	
Asset Audit Response	
Audit Management	
Authentication	

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Application or feature	Details
Automation Center	
Autonomous Workforce	
Build Agent and Autonomous Engineer	
Card Data Security	
Case and Knowledge Management	
Certificate Inventory and Management	
Change Management	
Cloud Cost Management	
Code Signing	
Collaborative Work Management (CWM)	
Common Governance, Risk, and Compliance features	
Container Vulnerability Response	
Continuous Authorization and Monitoring	
Contract Management Pro MCP Server	
Core Business Suite	
Customer Contracts and Entitlements	
Customer Engagement Sequences	
Customer Service Problem Management	
Customer Success Management	
Customer self-service for Sales Customer Relationship Management	
Data Catalog	

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Application or feature	Details
Data Center and Network Asset Management	
Data Management for CSM	
DevOps Change Velocity	
Developer Sandboxes	
Digital End-User Experience	
Digital Product Release	
Discovery	
Discovery store applications	
Dispute Rules Content Pack for Mastercard	
Employee Slate for ITSM	
Encryption	
Encryption Key Management	
Enterprise Architecture	
Enterprise Asset Management	
Extended Security for Enterprise-Wide Deployment	
External Content Connectors	
Financial Services Card Operations	
Financial Services Operations Integration with Visa	
Firewall Audits and Reporting	
Flows, subflows, and actions	
Goal Framework	
Goal Framework for SPM	

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Application or feature	Details
Hardware Asset Management	
Health Log Analytics	
Healthcare Operations	
ITOM AIOps	
ITOM MCP Server Console	
ITSM MCP Server	
Impact	
Incident Management	
Intelligent approvals	
Kubernetes Visibility Agent (KVA)	
L1 IT Service Desk AI Specialist	
LEAP	
Localization Workspace	
MCP Server Console	
MCP for Strategic Portfolio Management	
Mobile Platform	
Next Experience Components	**Components** **Component** / **Description** Telecom Customer 360 — Provides telecom agents with a unified view of a customer account including contact details, interaction history, billing information, subscribed products, and related records.
On-Call Scheduling	
Operational Resilience	
Operational Sustainability Management	
Operational Technology Setup	
Opportunity Management	

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Application or feature	Details
Order Management	
Partner Relationship Management	
Performance Analytics	
Platform Analytics experience	
Playbooks	
Portfolio Planning	
Predictive Intelligence	
Pricing Management	
Privacy Management	
Process Mining	
Product Catalog Management	
Product Support for Technology	
Project Portfolio Management	
Project Workspace	
Public Sector Digital Services	**Rolling grant approvals** The Rolling grant approval feature enhances the grants management funding workflow. It gives grant program managers the flexibility to propose awards and declines for any scored subset of applications at any time. Grant program managers no longer need to wait for the entire proposal portfolio to complete review. They can process funding decisions incrementally as proposals are scored, or continue working in the traditional full-portfolio model. The feature introduces the Funding Allocation Request as a new record type — an approval packet that groups a subset of proposals for Grant Program Director review. The Grant Program Director can approve the Funding Allocation Request or reject it. Rejection returns all proposals in the batch, regardless of whether they were on the funding or decline track. The proposals in the rejected batch feed back into the Grant Program Manager's working queue, re-entering the funding pool for future review and funding allocation opportunities. The Funding Allocation Requests introduce an alternative to the previous all-or-none approval model and enable continuous, long-running grant programs to operate on a single program record. Release result letters per proposal for Rolling grant approval scenarios in Grants Management. Once a

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Application or feature	Details
	proposal's funding or decline decision is approved through its Funding Allocation Request (FAR), the corresponding letter can be issued to that applicant. Award, decline, or ineligibility letters can be issued independently without waiting for program-wide completion. **Investigative Case Management** Create an investigative case using Investigative Case Management. Investigative Case Management guides investigators through the process of organizing, tracking, and resolving investigations, developing case details, assigning investigators and team members, and track evidence with logging and metadata. The following features are available as part of Investigative Case Management: • Entity Management • Evidence Management With Entity Management, investigators can create investigative tasks and workflows for investigative activities with automated metadata capture (time, source, entities, classification), as well as define processing with teams and attorneys and collaborate across agencies/ divisions. With Evidence Management, investigators can log and triage evidence metadata (digital, physical, testimonial) and maintain an audit trail (Chain of Custody logging), as well as draft, review, and create reports with supporting evidence. **Task Tab and Field Service Management case escalation in Investigative Case Management** Use the Tasks tab in the investigative case record to view and create investigative tasks directly within the case context. Use the **Create Work Order** to escalate a case directly to an Field Service Management work order without leaving the ICM workspace. **ServiceNow product tiers** The ServiceNow AI Platform now brings you a new AI experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Use ServiceNow Otto for Public Sector Digital Services (PSDS) Skills to create case narratives and screen documents**

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Application or feature	Details
	Complete case narratives and make refinements to investigative case records using ServiceNow Otto for PSDS Gen-AI skills. Investigators can streamline case narrative refinement by editing content, adjusting tone, and regenerating the narrative for clarity and completeness. **Use the Case Narrative Refinement AI Agent to refine case narratives in Investigative Case Management** Produce clear, accurate, and well-structured case narratives using the Case narrative refinement AI agent, embedded within the case record page. This AI agent analyzes existing narratives and related case data to suggest improvements in clarity, structure, tone, and completeness, and highlighting gaps and inconsistencies. **Document Screening AI Skill for Social Benefits Playbook** Validate large volumes of uploaded documents, verify information, flag issues, and highlight key details using the Document Screening AI Skill in Social Benefits Playbook, part of ServiceNow Otto for Public Sector Digital Services (PSDS). **GOV.UK Developer Toolkit GDS Service Portal** Launch citizen-facing services using the GOV.UK Developer Toolkit. This collection of pre-built, GDS-compliant portal widgets enables developers and partners to build service portals for UK government agencies. The GOV.UK Developer toolkit includes standardized components such as homepage, FAQs, Registration, Profile, login, case detail, knowledge search, and record producers. Use these components to assemble portals that meet UK accessibility and design standards and comply with GOV.UK Design System patterns. The toolkit is WCAG 2.2AA compliant and supports 400% zoom and reflow. **Granular configuration admin roles** Several new granular admin roles enable admins to complete administrative configuration tasks on the Public Sector Digital Services platform without requiring the full admin role. These granular access roles enable a high-level administrator to define and assign custom roles that contain only the specific permissions a user needs. This decreases the number of users with full administrative power over the instance. For more information on granular admin roles, see Granular admin roles.
Purchase Order Management	
ReleaseOps	

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Application or feature	Details
Resource Management Workspace	
Retail	
Retail Strategic Portfolio Management Suite	
SPM Enterprise-Wide Deployment	
Sales Agreement	
Sales CRM Mobile	
Sales CRM for Telecommunications	
Security Incident Response	
Self-service and omnichannel engagement for CSM	
Service Catalog	
Service Exchange (formerly Service Bridge)	
Service Mapping	
Service Operations Workspace for ITSM	
ServiceNow AI Platform core feature	
ServiceNow Cowork	
ServiceNow Lux Lab for VS Code	
ServiceNow Otto for IT Service Management (ITSM)	
ServiceNow Otto for Virtual Agent	
ServiceNow Quote Experience	
ServiceNow Studio	
ServiceNow Vault	
Smart Assessment Engine	

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Application or feature	Details
Software Asset Management	
Strategic Planning	
Stream Connect	
Supplier Lifecycle Operations	
System Localization	
Telecommunication Network Inventory	
Telecommunications Customer 360	
Telecommunications Service Operations Management (TSOM)	
Third-party Risk Management	
Threat Intelligence Security Center	
Unified Security Exposure Management (USEM)	
Vulnerability Response	
Workforce Optimization for CSM	
Zero Copy Connector for ERP	
Zero Copy Connectors	
Zing text indexing and search engine	

Plugin information for all Brazil features and products

Cumulative release notes summary on plugin information for Brazil features and products.

New plugins in Brazil

This table lists the new plugins and ServiceNow Store applications introduced in the Brazil release.

Application or feature	Details
AI Control Tower	
App Engine Management Center	

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Application or feature	Details
Cloud Cost Management	
Common Governance, Risk, and Compliance features	
Configuration Management Database (CMDB)	
Core Business Suite	
Customer Contracts and Entitlements	
Customer Service Problem Management	
Customer Success Management	
Data Catalog	
Data Center and Network Asset Management	
Developer Sandboxes	
Enterprise Architecture	
Enterprise Asset Management	
Operational Sustainability Management	
Privacy Management	
Product Support for Technology	
Regulatory Change Management	
Retail	
Self-service and omnichannel engagement for CSM	
Service Exchange (formerly Service Bridge)	
ServiceNow Cowork	
Software Asset Management	
Stream Connect	

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Application or feature	Details
Threat Intelligence Security Center	
Zero Copy Connector for ERP	

Deprecated plugins in Brazil

This table lists the existing plugins and ServiceNow Store applications that were deprecated in the Brazil release and not previously listed as planned for deprecation. The plugin or application is no longer deployed, enhanced, or supported. For more information, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Application or feature	Details
App Engine Studio	
Automation Discovery	
Data Catalog	
Process Mining for ITSM	
Security Incident Response	
Self-service and omnichannel engagement for CSM	
Service Exchange (formerly Service Bridge)	
Service Operations Workspace for ITSM	
ServiceNow Studio	
Zero Copy Connector for ERP	

Plugins planned for deprecation in Brazil

This table lists the existing plugins and ServiceNow Store applications that are planned for deprecation in a future release. The plugin or application will be hidden and no longer available for activation but will continue to be supported. For more information, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Application or feature	Details
Cloud Cost Management	
Continuous Authorization and Monitoring	

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Application or feature	Details
Core Business Suite	
ITOM Cloud Accelerate	
Identity	
Natural Language Understanding	
Operational Technology Discovery	
Performance Analytics	
Self-service and omnichannel engagement for CSM	
Service Exchange (formerly Service Bridge)	
Service Graph Connector Integration for Claroty CTD	
Service Operations Workspace for ITSM	
ServiceNow Otto for Virtual Agent	
Vulnerability Response Integration with Claroty CTD	
Zero Copy Connector for ERP	

Renamed or changed plugins in Brazil

This table lists the existing plugins and ServiceNow Store applications that were renamed or changed in the Brazil release.

Application or feature	Details
Agent experience for CSM	
Data Management for CSM	
Process Mining	
Self-service and omnichannel engagement for CSM	

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Application or feature	Details
Service Exchange (formerly Service Bridge)	
ServiceNow Otto for Virtual Agent	
Zero Copy Connector for ERP	

User interface (UI) information for all Brazil features and products

Cumulative release notes summary on user interface (UI) information for Brazil features and products.

Some products have specific UI requirements.

Application or feature	Details
Public Sector Digital Services	**Updated Coral theme** The Coral theme has been improved to enhance usability across web, mobile, and portal experiences that use Next Experience and Core UI: • A fully overhauled color system for smoother gradients and better contrast. • Softer outlines and more rounded components for a new, accessible look. • A significantly improved dark mode with deeper blue tones for reduced eye strain. • New AI gradient styles and subtle animations to highlight intelligent features. • Smarter focus behavior that reduces visual clutter for mouse users. **Enhancements to Constituent Service Portals** UI Enhancements have been made to all Public Sector Digital Services constituent portals by replacing legacy widgets (for example, portal banners, data lists) with standardized, CSM Configurable Widgets and components. The update verifies backward compatibility, migration guidance, usage analytics, and provide training for admins, and also enables dynamic data rendering, and better filtering across service flows. **Enhancements to Investigative Case Management Configurable Case role-based access** Extend write access and restrict read access to cases based on Assigned Office, Assignment Group, or both. This allows automatic case access alignment with organizational units without managing the Teams tab manually. **Enhancements to Document Screening**

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Application or feature	Details
	Applicants can select a specific document type from a pre-configured, category-scoped list during upload. The selected document type is stored on the document record and displayed read-only to internal agents in both portal and Workspace views.

Upgrade information for all Brazil features and products

Cumulative release notes summary on upgrade information for Brazil features and products.

Before you upgrade to Brazil, review the upgrade information for any products you may have. Some products require you to complete specific tasks before you upgrade.

Application or feature	Details
AI Control Tower	
AI Desktop Actions	
AI Risk and Compliance	
Accounts Payable Operations	
Change Management	
Cloud Cost Management	
Configuration Management Database (CMDB)	
Container Vulnerability Response	
Core Business Suite	
Data Privacy and Discovery	
Domain Separation	
Encryption	
Firewall Audits and Reporting	
Flows, subflows, and actions	
Hardware Asset Management	
Impact	
Incident Management	
Kubernetes Visibility Agent (KVA)	

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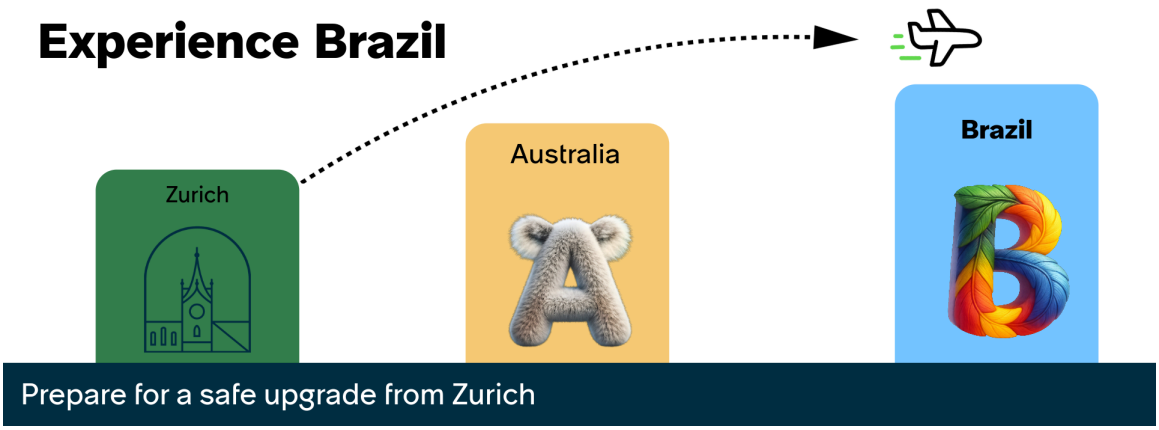
Application or feature	Details
Operational Resilience	
Platform Analytics experience	
Playbooks	
Pricing Management	
Project Portfolio Management	
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in CRM Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the labels for the Customer, Accounts, and Service Organizations UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**. Customers who have not opted into new third-party LLM models may be silently routed to them during skill execution. If the new model is not provisioned or available in the customer's environment, this will result in skill execution failures. Check the models your skills are using in the AI Admin Hub console.
SPM Enterprise-Wide Deployment	
Self-service and omnichannel engagement for CSM	
ServiceNow Otto for Virtual Agent	
Third-party Risk Management	
Threat Intelligence Security Center	

Release notes for upgrading from Zurich

When you upgrade from the Zurich release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

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Upgrading from Zurich to Brazil



Combined product release notes

Detailed information on new products and features from Zurich to Brazil

Personalized PRB release notes

Generate a list of issues that were fixed between your current version and available target versions

Changes to plugins in the Brazil release

List of new, changed, renamed, and deprecated plugins

Accessibility and conformance

Accessibility conformance reports based on the voluntary product accessibility template (VPAT)

Available patches and hotfixes

Release notes for fixed issues

Browser support

Supported browser versions and additional requirements for specific products

Combined product release notes for upgrades from Zurich to Brazil

To help you upgrade from Zurich to Brazil, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Zurich to Brazil

The table below has a list of all products available between Zurich and Brazil. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined

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release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Access Management	Link
Accounts Payable Operations	Link
Activity Management	Link
Adoption Services	Link
Advanced AI Search Management Tools	Link
Advanced Approval Management	Link
Advanced Approval Management AI	Link
Advanced Risk	Link
Advanced Work Assignment (AWA)	Link
Agent Chat	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agentic Contact Center for Banking	Link
Agentic Contact Center for Insurance	Link
Agent Workspace for HR Case Management	Link
AI Admin Center	Link
AI Admin Hub	Link
AI Agent Advisor	Link

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Product	Combined release notes
AI Agent Studio	Link
AI Control Tower	Link
AI Desktop Actions	Link
AIOps LEAP	Link
AI Risk and Compliance	Link
AI Search	Link
AI Skill Kit	Link
Alumni Center	Link
API	Link
App Engine ERP Rapid Deployment Packs	Link
App Engine Management Center	Link
App Engine Studio	Link
Applicant Center	Link
Application Manager	Link
Application Vulnerability Response	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Automation Discovery	Link

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Product	Combined release notes
Autonomous Workforce	Link
Build Agent	Link
Build Agent and Autonomous Engineer	Link
Business Continuity Management	Link
Buying Group	Link
Card Data Security	Link
Career Conversations	Link
Care Team Mobile	Link
Care Team Operations for Biomed	Link
Care Team Operations for Environmental Services	Link
Care Team Operations for Facilities	Link
Care Team Operations for Healthcare IT	Link
Care Team Work Management	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Certificate Inventory and Management	Link
Change Management	Link
Classic Workflow	Link
Clone Admin Console	Link
Cloud Cost Management	Link

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Product	Combined release notes
Cloud Exposure View	Link
Code Signing	Link
Collaborative Work Management	Link
Collaborative Work Management (CWM)	Link
Common Core	Link
Common Governance, Risk, and Compliance feature	Link
Common Governance, Risk, and Compliance features	Link
Compliance Case Management	Link
Configurable Workspace	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Content Understanding	Link
Continual Improvement Management	Link
Continuous Authorization and Monitoring	Link
Contract Management Pro	Link
Contract Management Pro for Legal Service Delivery	Link
Contract Management Pro MCP Server	Link
Conversation Improvement Themes	Link
Conversation Insights	Link

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Product	Combined release notes
Core Business Suite	Link
CPQ	Link
CPQ Configurator	Link
Creator Studio	Link
CRM API Core	Link
CRM Core	Link
CRM Outlook Add-in	Link
Customer Contracts and Entitlements	Link
Customer Engagement Sequences	Link
Customer self-service for Sales Customer Relationship Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Catalog	Link
Data Center and Network Asset Management	Link
Data Loss Prevention Incident Response	Link
Data Management	Link
Data Management for CSM	Link
Data Privacy	Link
Data products	Link
Data Separation	Link

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Product	Combined release notes
Developer Sandboxes	Link
DevOps Change Velocity	Link
Digital End-User Experience	Link
Digital Portfolio Management (DPM)	Link
Discovery	Link
Discovery store applications	Link
Dispute Content Pack for US Regulations	Link
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Nacha	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Slate	Link
Employee Slate for ITSM	Link
EMR Provider Directory Sync Sync	Link
Encryption	Link

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Product	Combined release notes
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Asset Management	Link
Enterprise Service Management Foundation	Link
ERP Semantic Mining	Link
Event Management	Link
Extended Security for Enterprise-Wide Deployment	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Verifi	Link
Financial Services Operations Integration with Visa	Link
Firewall Audits and Reporting	Link
Flows, subflows, and actions	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link

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Product	Combined release notes
Goal Framework for SPM	Link
Hardware Asset Management	Link
Healthcare and Life Sciences Service Management Core	Link
Healthcare Operations Core	Link
Health Log Analytics	Link
Hermes Messaging Service	Link
Hiring	Link
HL7 FHIR Spoke	Link
HL7 v2.x Integration	Link
HR Multi Instance Integration	Link
HR Service Delivery integration with Accurate Background service	Link
HR Service Delivery integration with First Advantage service	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link
Identity	Link
Impact	Link
Import and Export	Link
Incident Management	Link
Industrial Connected Workforce Core	Link
Industrial Connected Workforce Mobile Experience	Link
Industrial Guided Tasks	Link

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Product	Combined release notes
Industrial Process Manager	Link
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Integration Hub	Link
Intelligence for CSM	Link
Intelligent approvals	Link
Interview management	Link
ITOM AIOps	Link
ITOM Cloud Accelerate	Link
ITOM MCP Server Console	Link
ITOM Visibility	Link
ITSM Employee Slate for Moveworks	Link
ITSM MCP Server	Link
Journey designer	Link
Key Management	Link
Knowledge Center	Link
Knowledge Graph	Link
Knowledge Management	Link
Kubernetes Visibility Agent (KVA)	Link

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Product	Combined release notes
L1 IT Service Desk AI Specialist	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
LEAP	Link
Learning Posts	Link
Legacy Application Manager	Link
Legacy Studio	Link
Legal Conflict of Interest	Link
Legal Hold Notification	Link
Legal Matter Management	Link
Legal Request Management	Link
Lifecycle Events	Link
Listening Posts	Link
Live Connect	Link
Localization Workspace	Link
Manufacturing Commercial Operations	Link
Mastercard Spoke	Link
MCP for Strategic Portfolio Management	Link
MCP Server Console	Link
Mentoring	Link

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Product	Combined release notes
MID Server	Link
Mobile Platform	Link
Model Risk Management	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Notifications	Link
Notify	Link
Now Assist for Employee Center Pro	Link
Now Assist for Sales CRM for Telecommunications	Link
Now Assist for Vulnerability Response	Link
Now Assist in AI Search	Link
Now Assist in Contract Management	Link
Now Assist in Document Intelligence	Link
Now Assist in Virtual Agent	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link
Operational Sustainability Management (formerly Environmental, Social, and Governance)	Link

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Product	Combined release notes
Operational Technology Discovery	Link
Operational Technology Incident Management	Link
Operational Technology Manager	Link
Operational Technology (OT) Manager Foundation	Link
Operational Technology Setup	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link
Order Management	Link
Partner Relationship Management	Link
Password Reset	Link
Performance Analytics	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive AI for CSM	Link
Predictive Intelligence	Link
Pricing Management	Link

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Product	Combined release notes
Privacy Management	Link
Proactive Service Experience Workflows	Link
Process Mining	Link
Process Mining for ITSM	Link
Product Catalog Management	Link
Product Catalog Management and Pricing Management	Link
Product Support for Technology	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link
Recommended Actions for Operational Technology Service Management (OTSM)	Link
Recruitment workspace	Link
Regulatory Change Management	Link
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link

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Product	Combined release notes
Retail	Link
Retail applications	Link
Retail Strategic Portfolio Management Suite	Link
Return Merchandise Authorization	Link
Reverse Tunnel	Link
RPA Hub	Link
Sales Agreement	Link
Sales CRM for Telecommunications	Link
Sales CRM Mobile	Link
Sales Forecasting	Link
Sales Territory Management	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-service and omnichannel engagement for CSM	Link
Service Catalog	Link
Service Creator	Link
Service Exchange	Link
Service Exchange (formerly Service Bridge)	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link

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Product	Combined release notes
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
Service Mapping	Link
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow Lux Lab for VS Code	Link
ServiceNow Otto	Link
ServiceNow Otto for App Engine	Link
ServiceNow Otto for Care Team Operations	Link
ServiceNow Otto for CMDB	Link
ServiceNow Otto for Collaborative Work Management (CWM) (CWM)	Link
ServiceNow Otto for Configuration Management Database (CMDB)	Link
ServiceNow Otto for Configure, Price, Quote (CPQ)	Link
ServiceNow Otto for Contract Management Pro	Link
ServiceNow Otto for Creator	Link
ServiceNow Otto for Customer Service Management (CSM)	Link
ServiceNow Otto for Enterprise Architecture (EA)	Link
ServiceNow Otto for Financial Services Operations (FSO)	Link

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Product	Combined release notes
ServiceNow Otto for FSM	Link
ServiceNow Otto for Hardware Asset Management (HAM)	Link
ServiceNow Otto for HR Service Delivery (HRSD)	Link
ServiceNow Otto for IT Operations Management (ITOM)	Link
ServiceNow Otto for IT Service Management (ITSM)	Link
ServiceNow Otto for Legal Service Delivery (LSD)	Link
ServiceNow Otto for Manufacturing Commercial Operations (MCO)	Link
ServiceNow Otto for Operational Sustainability Management Management	Link
ServiceNow Otto for Operational Technology (OT) Service Management	Link
ServiceNow Otto for Order Management	Link
ServiceNow Otto for Platform Analytics	Link
ServiceNow Otto for Retail Service Management (RSM)	Link
ServiceNow Otto for Sales Automation	Link
ServiceNow Otto for Sales Customer Relationship Management for Telecommunications	Link
ServiceNow Otto for Security Incident Response (SIR) (SIR)	Link
ServiceNow Otto for Setup	Link
ServiceNow Otto for Software Asset Management (SAM)	Link
ServiceNow Otto for Source-to-Pay Operations	Link
ServiceNow Otto for Strategic Portfolio Management	Link

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Product	Combined release notes
ServiceNow Otto for Telecommunications, Media, and Technology (TMT)	Link
ServiceNow Otto for Third-party Risk Management (TPRM)	Link
ServiceNow Otto for Vault	Link
ServiceNow Otto for Virtual Agent	Link
ServiceNow Otto for Workplace Service Delivery (WSD)	Link
ServiceNow Otto for Zero Copy Connector	Link
ServiceNow Otto in Platform Analytics	Link
ServiceNow Quote Experience	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Observability	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Simplified IT Service Management	Link
Skills Foundation	Link

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Product	Combined release notes
Smart Assessment Engine	Link
Software Asset Management	Link
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
SPM Enterprise-Wide Deployment	Link
SQL API	Link
Strategic Planning	Link
Strategic Spend Tracking for PPM	Link
Stream Connect	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Localization	Link
Table Builder	Link
Talent profile	Link
Telecommunication Network Inventory	Link
Telecommunications Customer 360	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management (TSOM)	Link
Theme Builder	Link

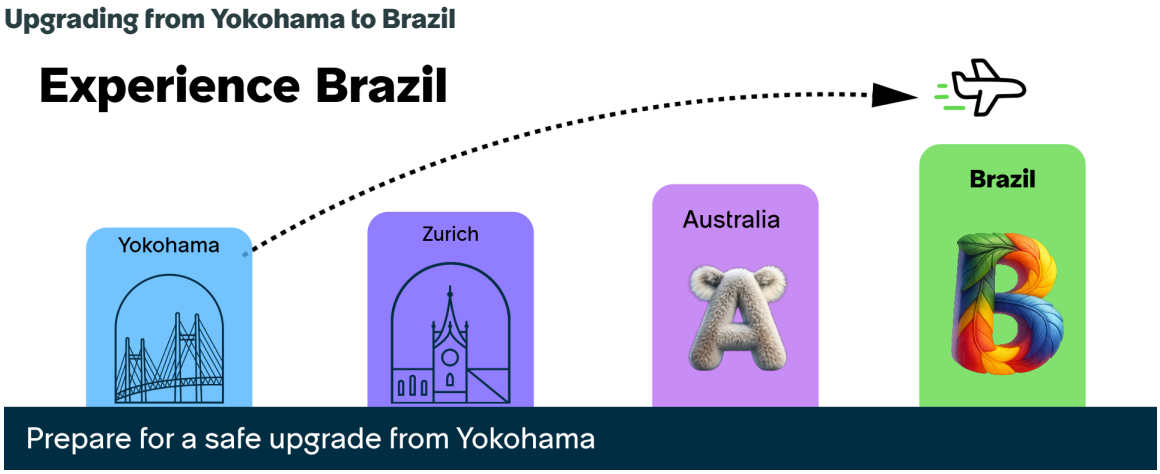
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Product	Combined release notes
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
Unified Security Exposure Management	Link
Unified Security Exposure Management (USEM)	Link
Universal Request	Link
Upgrade Console	Link
Usage Insights	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link
Vulnerability Response Integration with Claroty CTD	Link
Walk-up Experience	Link
Workforce Optimization for CSM	Link
Workforce Optimization for Customer Service CSM	Link
Zero Copy Connector for ERP	Link
Zero Copy Connector Hub	Link
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

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Release notes for upgrading from Yokohama

When you upgrade from the Yokohama release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.



Combined product release notes

Detailed information on new products and features from Yokohama to Brazil

Personalized PRB release notes

Generate a list of issues that were fixed between your current version and available target versions

Changes to plugins in the Brazil release

List of new, changed, renamed, and deprecated plugins

Accessibility and conformance

Accessibility conformance reports based on the voluntary product accessibility template (VPAT)

Available patches and hotfixes

Release notes for fixed issues

Browser support

Supported browser versions and additional requirements for specific products

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Combined product release notes for upgrades from Yokohama to Brazil

To help you upgrade from Yokohama to Brazil, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Yokohama to Brazil

The table below has a list of all products available between Yokohama and Brazil. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Access Management	Link
Accounts Payable Operations	Link
Activity Management	Link
Adoption Services	Link
Advanced AI Search Management Tools	Link
Advanced Approval Management	Link
Advanced Approval Management AI	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Advanced Work Assignment (AWA)	Link
Agent Chat	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agentic Contact Center for Banking	Link
Agentic Contact Center for Insurance	Link

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Product	Combined release notes
Agent Workspace for HR Case Management	Link
AI Admin Center	Link
AI Admin Hub	Link
AI Agent Advisor	Link
AI Agent Studio	Link
AI Analytics	Link
AI Control Tower	Link
AI Desktop Actions	Link
AIOps LEAP	Link
AI Risk and Compliance	Link
AI Search	Link
AI Skill Kit	Link
Alumni Center	Link
API	Link
App Engine ERP Rapid Deployment Packs	Link
App Engine Management Center	Link
App Engine Studio	Link
Applicant Center	Link
Application Manager	Link
Application Vulnerability Response	Link

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Product	Combined release notes
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Automation Discovery	Link
Autonomous Workforce	Link
Benchmarks	Link
Build Agent	Link
Build Agent and Autonomous Engineer	Link
Business Continuity Management	Link
Buying Group	Link
Card Data Security	Link
Career Conversations	Link
Care Team Mobile	Link
Care Team Operations for Biomed	Link
Care Team Operations for Environmental Services	Link
Care Team Operations for Facilities	Link
Care Team Operations for Healthcare IT	Link
Care Team Work Management	Link
Case and Knowledge Management	Link

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Product	Combined release notes
Case management for CSM	Link
Certificate Inventory and Management	Link
Change Management	Link
Classic Workflow	Link
Clone Admin Console	Link
Cloud Account Management	Link
Cloud Cost Management	Link
Cloud Exposure View	Link
Code Signing	Link
Collaborative Work Management	Link
Collaborative Work Management (CWM)	Link
Common Core	Link
Common Governance, Risk, and Compliance feature	Link
Common Governance, Risk, and Compliance features	Link
Compliance Case Management	Link
Configurable Workspace	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Content Understanding	Link

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Product	Combined release notes
Continual Improvement Management	Link
Continuous Authorization and Monitoring	Link
Contract Management Pro	Link
Contract Management Pro for Legal Service Delivery	Link
Contract Management Pro MCP Server	Link
Conversation Improvement Themes	Link
Conversation Insights	Link
Core Business Suite	Link
CPQ	Link
CPQ Configurator	Link
Creator Studio	Link
CRM API Core	Link
CRM Core	Link
CRM Outlook Add-in	Link
Customer Contracts and Entitlements	Link
Customer Engagement Sequences	Link
Customer self-service for Sales Customer Relationship Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Catalog	Link

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Product	Combined release notes
Data Center and Network Asset Management	Link
Data Loss Prevention Incident Response	Link
Data Management	Link
Data Management for CSM	Link
Data Privacy	Link
Data products	Link
Data Separation	Link
Decision Builder in Workflow Studio	Link
Developer Sandboxes	Link
DevOps Change Velocity	Link
Digital End-User Experience	Link
Digital Portfolio Management	Link
Digital Portfolio Management (DPM)	Link
Discovery	Link
Discovery store applications	Link
Dispute Content Pack for US Regulations	Link
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Nacha	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link

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Product	Combined release notes
Document Services	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Slate	Link
Employee Slate for ITSM	Link
EMR Provider Directory Sync Sync	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Enterprise Service Management Foundation	Link
ERP Semantic Mining	Link
Event Management	Link
Extended Security for Enterprise-Wide Deployment	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link

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Product	Combined release notes
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Verifi	Link
Financial Services Operations Integration with Visa	Link
Firewall Audits and Reporting	Link
Flows, subflows, and actions	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Hardware Asset Management	Link
Healthcare and Life Sciences Service Management Core	Link
Healthcare Operations Core	Link
Health Log Analytics	Link
Hermes Messaging Service	Link
Hiring	Link
HL7 FHIR Spoke	Link
HL7 v2.x Integration	Link
HR Multi Instance Integration	Link

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Product	Combined release notes
HR Service Delivery integration with Accurate Background service	Link
HR Service Delivery integration with First Advantage service	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link
Identity	Link
Impact	Link
Import and Export	Link
Incident Management	Link
Industrial Connected Workforce Core	Link
Industrial Connected Workforce Mobile Experience	Link
Industrial Guided Tasks	Link
Industrial Process Manager	Link
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link
Intelligent approvals	Link
Interview management	Link
ITOM AIOps	Link

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Product	Combined release notes
ITOM Cloud Accelerate	Link
ITOM MCP Server Console	Link
ITOM Optimization	Link
ITOM Visibility	Link
ITSM Employee Slate for Moveworks	Link
ITSM MCP Server	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
ITSM Success Dashboard	Link
Journey designer	Link
Key Management	Link
Knowledge Center	Link
Knowledge Graph	Link
Knowledge Management	Link
Kubernetes Visibility Agent (KVA)	Link
L1 IT Service Desk AI Specialist	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
LEAP	Link
Learning Posts	Link

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Product	Combined release notes
Legacy Application Manager	Link
Legacy Studio	Link
Legal Conflict of Interest	Link
Legal Hold Notification	Link
Legal Matter Management	Link
Legal Request Management	Link
Lifecycle Events	Link
Listening Posts	Link
Live Connect	Link
Localization Workspace	Link
Manager Hub	Link
Manufacturing Commercial Operations	Link
Mastercard Spoke	Link
MCP for Strategic Portfolio Management	Link
MCP Server Console	Link
Mentoring	Link
MID Server	Link
Mobile Platform	Link
Model Risk Management	Link
Next Experience	Link

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Product	Combined release notes
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist AI agents	Link
Now Assist for Employee Center Pro	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for Sales CRM for Telecommunications	Link
Now Assist for Source-to-Pay Operations	Link
Now Assist for Vulnerability Response	Link
Now Assist in AI Search	Link
Now Assist in Contract Management	Link
Now Assist in Document Intelligence	Link
Now Assist in Platform Analytics	Link
Now Assist in Virtual Agent	Link
Now Mobile	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link

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Product	Combined release notes
Operational Sustainability Management (formerly Environmental, Social, and Governance)	Link
Operational Technology Change Management	Link
Operational Technology Discovery	Link
Operational Technology Incident Management	Link
Operational Technology Manager	Link
Operational Technology (OT) Manager Foundation	Link
Operational Technology Setup	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link
Opportunity Marketplace	Link
Order Management	Link
Partner Relationship Management	Link
Password Reset	Link
Patient Support Services	Link
Performance Analytics	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link
Playbooks in Workflow Studio	Link

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Product	Combined release notes
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive AI for CSM	Link
Predictive Intelligence	Link
Pre-Visit Management	Link
Pricing Management	Link
Privacy Management	Link
Proactive Service Experience Workflows	Link
Problem Management	Link
Process Mining	Link
Process Mining for ITSM	Link
Product Catalog Management	Link
Product Catalog Management and Pricing Management	Link
Product Support for Technology	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link

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Product	Combined release notes
Recommended Actions for Operational Technology Service Management (OTSM)	Link
Recruitment workspace	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link
Retail	Link
Retail applications	Link
Retail Core	Link
Retail Strategic Portfolio Management Suite	Link
Retail Task Management Core	Link
Return Merchandise Authorization	Link
Reverse Tunnel	Link
RPA Hub	Link
Sales Agreement	Link
Sales Agreement Management	Link
Sales CRM for Telecommunications	Link
Sales CRM Mobile	Link

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Product	Combined release notes
Sales Forecasting	Link
Sales Territory Management	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-service and omnichannel engagement for CSM	Link
Service Catalog	Link
Service Creator	Link
Service Exchange	Link
Service Exchange (formerly Service Bridge)	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
Service Mapping	Link
ServiceNow Add-in for Microsoft 365	Link
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow Lux Lab for VS Code	Link

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Product	Combined release notes
ServiceNow Otto	Link
ServiceNow Otto for App Engine	Link
ServiceNow Otto for Care Team Operations	Link
ServiceNow Otto for CMDB	Link
ServiceNow Otto for Collaborative Work Management (CWM)	Link
ServiceNow Otto for Collaborative Work Management (CWM) (CWM)	Link
ServiceNow Otto for Configuration Management Database (CMDB)	Link
ServiceNow Otto for Configure, Price, Quote (CPQ)	Link
ServiceNow Otto for Contract Management Pro	Link
ServiceNow Otto for Creator	Link
ServiceNow Otto for Customer Service Management (CSM)	Link
ServiceNow Otto for Enterprise Architecture (EA)	Link
ServiceNow Otto for Field Service Management (FSM)	Link
ServiceNow Otto for Financial Services Operations (FSO)	Link
ServiceNow Otto for FSM	Link
ServiceNow Otto for Hardware Asset Management (HAM)	Link
ServiceNow Otto for HR Service Delivery (HRSD)	Link
ServiceNow Otto for IT Operations Management (ITOM)	Link
ServiceNow Otto for IT Service Management (ITSM)	Link
ServiceNow Otto for Legal Service Delivery (LSD)	Link

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Product	Combined release notes
ServiceNow Otto for Manufacturing Commercial Operations (MCO)	Link
ServiceNow Otto for Operational Sustainability Management Management	Link
ServiceNow Otto for Operational Technology (OT) Service Management	Link
ServiceNow Otto for Order Management	Link
ServiceNow Otto for Platform Analytics	Link
ServiceNow Otto for Retail Service Management (RSM)	Link
ServiceNow Otto for Sales Automation	Link
ServiceNow Otto for Sales Customer Relationship Management for Telecommunications	Link
ServiceNow Otto for Security Incident Response (SIR)	Link
ServiceNow Otto for Security Incident Response (SIR) (SIR)	Link
ServiceNow Otto for Setup	Link
ServiceNow Otto for Software Asset Management (SAM)	Link
ServiceNow Otto for Source-to-Pay Operations	Link
ServiceNow Otto for Strategic Portfolio Management	Link
ServiceNow Otto for Telecommunications, Media, and Technology (TMT)	Link
ServiceNow Otto for Third-party Risk Management (TPRM)	Link
ServiceNow Otto for Unified Security Exposure Management	Link
ServiceNow Otto for Vault	Link

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Product	Combined release notes
ServiceNow Otto for Virtual Agent	Link
ServiceNow Otto for Workplace Service Delivery (WSD)	Link
ServiceNow Otto for Zero Copy Connector	Link
ServiceNow Otto in Platform Analytics	Link
ServiceNow Quote Experience	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Observability	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Simplified IT Service Management	Link
Site Reliability Operations	Link
Skills Foundation	Link
Smart Assessment Engine	Link
Software Asset Management	Link
Source-to-Pay Operations Integrations	Link

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Product	Combined release notes
Sourcing and Procurement Operations	Link
SPM Enterprise-Wide Deployment	Link
SQL API	Link
Strategic Planning	Link
Strategic Portfolio Management for Telecom	Link
Strategic Spend Tracking for PPM	Link
Stream Connect	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Localization	Link
System Update Sets	Link
Table Builder	Link
Talent Development Core	Link
Talent Feedback	Link
Talent profile	Link
Telecommunication Network Inventory	Link
Telecommunications Customer 360	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management (TSOM)	Link

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Product	Combined release notes
Theme Builder	Link
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
Unified Security Exposure Management	Link
Unified Security Exposure Management (USEM)	Link
Universal Request	Link
Upgrade Center	Link
Upgrade Console	Link
Usage Insights	Link
Vendor Management Workspace	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Walk-up Experience	Link
Workforce Optimization for CSM	Link
Workforce Optimization for Customer Service CSM	Link
Workforce Optimization for ITSM	Link

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Product	Combined release notes
Workspace	Link
Zero Copy Connector for ERP	Link
Zero Copy Connector Hub	Link
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

Personalized PRB release notes for upgrades to Brazil

If you are thinking about upgrading to the Brazil family, problem (PRB) fixes can be an important factor in your upgrade plans. Compare the lists of fixed problems across various Brazil upgrade scenarios to help you decide which release version to upgrade to.

Generate cumulative PRB release notes

To create personalized release notes for your upgrade, use the **Filter by** feature to select your current release version and your target version. The table will filter to show you the personalized release notes for the selected upgrade scenario. You can view the cumulative PRB release notes by downloading the CSV file.

Warning: The personalized PRB release notes now include security PRB fixes. You can filter on the PRB tables by security category, or you can search for the text "Security bug."

Fixed problems in upgrades to Brazil

Only available target release versions are listed in the personalized release notes generator. For further information on a PRB, documentation updates, or fixes included for a specific release version, you can also browse the standard release notes topics on the ServiceNow Product Documentation website.

Important: Be sure to upgrade to the latest release version that includes all of the PRB fixes you are interested in.

Current version	Target version	Download
Xanadu Patch 3	Brazil Early Access	from xanadu patch 3 to brazil early accesscsv
Xanadu Patch 3 Hot Fix 1	Brazil Early Access	from xanadu patch 3 hot fix 1

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Current version	Target version	Download
		to brazil early accesscsv
Xanadu Patch 4	Brazil Early Access	from xanadu patch 4 to brazil early accesscsv
Xanadu Patch 5	Brazil Early Access	from xanadu patch 5 to brazil early accesscsv
Xanadu Patch 7	Brazil Early Access	from xanadu patch 7 to brazil early accesscsv
Xanadu Patch 7a	Brazil Early Access	from xanadu patch 7a to brazil early accesscsv
Xanadu Patch 8	Brazil Early Access	from xanadu patch 8 to brazil early accesscsv
Xanadu Patch 9	Brazil Early Access	from xanadu patch 9 to brazil early accesscsv
Xanadu Patch 9a	Brazil Early Access	from xanadu patch 9a to brazil early accesscsv
Xanadu Patch 11 Hot Fix 1	Brazil Early Access	from xanadu patch 11 hot fix 1 to brazil

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Current version	Target version	Download
		early accesscsv
Yokohama Early Access	Brazil Early Access	from yokohama early access to brazil early accesscsv
Yokohama Early Access Hot Fix 1	Brazil Early Access	from yokohama early access hot fix 1 to brazil early accesscsv
Yokohama Patch 1	Brazil Early Access	from yokohama patch 1 to brazil early accesscsv
Yokohama Patch 2	Brazil Early Access	from yokohama patch 2 to brazil early accesscsv
Yokohama Patch 3	Brazil Early Access	from yokohama patch 3 to brazil early accesscsv
Yokohama Patch 3 Hot Fix 2	Brazil Early Access	from yokohama patch 3 hot fix 2 to brazil early accesscsv
Yokohama Patch 3 Hot Fix 5	Brazil Early Access	from yokohama patch 3 hot fix 5 to brazil early accesscsv

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Current version	Target version	Download
Yokohama Patch 4a	Brazil Early Access	from yokohama patch 4a to brazil early accesscsv
Yokohama Patch 5	Brazil Early Access	from yokohama patch 5 to brazil early accesscsv
Yokohama Patch 5 Hot Fix 1	Brazil Early Access	from yokohama patch 5 hot fix 1 to brazil early accesscsv
Yokohama Patch 5 Hot Fix 4	Brazil Early Access	from yokohama patch 5 hot fix 4 to brazil early accesscsv
Yokohama Patch 6	Brazil Early Access	from yokohama patch 6 to brazil early accesscsv
Yokohama Patch 6 Hot Fix 1	Brazil Early Access	from yokohama patch 6 hot fix 1 to brazil early accesscsv
Yokohama Patch 6 Hot Fix 2	Brazil Early Access	from yokohama patch 6 hot fix 2 to brazil early accesscsv
Yokohama Patch 6 Hot Fix 3	Brazil Early Access	from yokohama patch 6 hot fix 3 to brazil

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Current version	Target version	Download
		early accesscsv
Yokohama Patch 7 Hot Fix 2	Brazil Early Access	from yokohama patch 7 hot fix 2 to brazil early accesscsv
Yokohama Patch 7 Hot Fix 6	Brazil Early Access	from yokohama patch 7 hot fix 6 to brazil early accesscsv
Yokohama Patch 8	Brazil Early Access	from yokohama patch 8 to brazil early accesscsv
Yokohama Patch 8 Hot Fix 1	Brazil Early Access	from yokohama patch 8 hot fix 1 to brazil early accesscsv
Yokohama Patch 9	Brazil Early Access	from yokohama patch 9 to brazil early accesscsv
Yokohama Patch 9 Hot Fix 2	Brazil Early Access	from yokohama patch 9 hot fix 2 to brazil early accesscsv
Yokohama Patch 10	Brazil Early Access	from yokohama patch 10 to brazil early accesscsv
Yokohama Patch 10 Hot Fix 1	Brazil Early Access	from yokohama

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Current version	Target version	Download
		patch 10 hot fix 1 to brazil early accesscsv
Yokohama Patch 11	Brazil Early Access	from yokohama patch 11 to brazil early accesscsv
Yokohama Patch 11 Hot Fix 1	Brazil Early Access	from yokohama patch 11 hot fix 1 to brazil early accesscsv
Yokohama Patch 11 Hot Fix 2	Brazil Early Access	from yokohama patch 11 hot fix 2 to brazil early accesscsv
Yokohama Patch 11 Hot Fix 3	Brazil Early Access	from yokohama patch 11 hot fix 3 to brazil early accesscsv
Yokohama Patch 12	Brazil Early Access	from yokohama patch 12 to brazil early accesscsv
Yokohama Patch 12 Hot Fix 1	Brazil Early Access	from yokohama patch 12 hot fix 1 to brazil early accesscsv
Yokohama Patch 12 Hot Fix 2	Brazil Early Access	from yokohama patch 12 hot fix 2 to brazil

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Current version	Target version	Download
		early accesscsv
Yokohama Patch 13	Brazil Early Access	from yokohama patch 13 to brazil early accesscsv
Yokohama Patch 13 Hot Fix 1	Brazil Early Access	from yokohama patch 13 hot fix 1 to brazil early accesscsv
Yokohama Patch 13 Hot Fix 2	Brazil Early Access	from yokohama patch 13 hot fix 2 to brazil early accesscsv
Yokohama Patch 13 Hot Fix 3	Brazil Early Access	from yokohama patch 13 hot fix 3 to brazil early accesscsv
Yokohama Patch 13 Hot Fix 4	Brazil Early Access	from yokohama patch 13 hot fix 4 to brazil early accesscsv
Yokohama Patch 13 Hot Fix 5	Brazil Early Access	from yokohama patch 13 hot fix 5 to brazil early accesscsv
Zurich Patch 1	Brazil Early Access	from zurich patch 1 to brazil early accesscsv

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Current version	Target version	Download
Zurich Patch 1 Hot Fix 1	Brazil Early Access	from zurich patch 1 hot fix 1 to brazil early accesscsv
Zurich Patch 1 Hot Fix 2	Brazil Early Access	from zurich patch 1 hot fix 2 to brazil early accesscsv
Zurich Patch 2	Brazil Early Access	from zurich patch 2 to brazil early accesscsv
Zurich Patch 2 Hot Fix 1	Brazil Early Access	from zurich patch 2 hot fix 1 to brazil early accesscsv
Zurich Patch 2 Hot Fix 2	Brazil Early Access	from zurich patch 2 hot fix 2 to brazil early accesscsv
Zurich Patch 2 Hot Fix 3	Brazil Early Access	from zurich patch 2 hot fix 3 to brazil early accesscsv
Zurich Patch 3	Brazil Early Access	from zurich patch 3 to brazil early accesscsv
Zurich Patch 3 Hot Fix 1	Brazil Early Access	from zurich patch 3 hot fix 1

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Current version	Target version	Download
		to brazil early accesscsv
Zurich Patch 3 Hot Fix 2	Brazil Early Access	from zurich patch 3 hot fix 2 to brazil early accesscsv
Zurich Patch 3 Hot Fix 3	Brazil Early Access	from zurich patch 3 hot fix 3 to brazil early accesscsv
Zurich Patch 4	Brazil Early Access	from zurich patch 4 to brazil early accesscsv
Zurich Patch 4 Hot Fix 1	Brazil Early Access	from zurich patch 4 hot fix 1 to brazil early accesscsv
Zurich Patch 4 Hot Fix 2	Brazil Early Access	from zurich patch 4 hot fix 2 to brazil early accesscsv
Zurich Patch 4 Hot Fix 3	Brazil Early Access	from zurich patch 4 hot fix 3 to brazil early accesscsv
Zurich Patch 4 Hot Fix 4	Brazil Early Access	from zurich patch 4 hot fix 4 to brazil early accesscsv

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Zurich Patch 4 Hot Fix 5	Brazil Early Access	from zurich patch 4 hot fix 5 to brazil early accesscsv
Zurich Patch 4 Hot Fix 6	Brazil Early Access	from zurich patch 4 hot fix 6 to brazil early accesscsv
Zurich Patch 5 Hot Fix 1	Brazil Early Access	from zurich patch 5 hot fix 1 to brazil early accesscsv
Zurich Patch 6	Brazil Early Access	from zurich patch 6 to brazil early accesscsv
Zurich Patch 6 Hot Fix 1	Brazil Early Access	from zurich patch 6 hot fix 1 to brazil early accesscsv
Zurich Patch 6 Hot Fix 2	Brazil Early Access	from zurich patch 6 hot fix 2 to brazil early accesscsv
Zurich Patch 7	Brazil Early Access	from zurich patch 7 to brazil early accesscsv
Zurich Patch 7 Hot Fix 1	Brazil Early Access	from zurich patch 7 hot fix 1

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Current version	Target version	Download
		to brazil early accesscsv
Zurich Patch 7 Hot Fix 3	Brazil Early Access	from zurich patch 7 hot fix 3 to brazil early accesscsv
Zurich Patch 7a	Brazil Early Access	from zurich patch 7a to brazil early accesscsv
Zurich Patch 7a Hot Fix 1	Brazil Early Access	from zurich patch 7a hot fix 1 to brazil early accesscsv
Zurich Patch 7b	Brazil Early Access	from zurich patch 7b to brazil early accesscsv
Zurich Patch 7b Hot Fix 1	Brazil Early Access	from zurich patch 7b hot fix 1 to brazil early accesscsv
Zurich Patch 7b Hot Fix 2	Brazil Early Access	from zurich patch 7b hot fix 2 to brazil early accesscsv
Zurich Patch 7b Hot Fix 3	Brazil Early Access	from zurich patch 7b hot fix 3 to brazil early accesscsv

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Current version	Target version	Download
Zurich Patch 8	Brazil Early Access	from zurich patch 8 to brazil early accesscsv
Zurich Patch 8 Hot Fix 1	Brazil Early Access	from zurich patch 8 hot fix 1 to brazil early accesscsv
Zurich Patch 8 Hot Fix 2	Brazil Early Access	from zurich patch 8 hot fix 2 to brazil early accesscsv
Zurich Patch 8 Hot Fix 3	Brazil Early Access	from zurich patch 8 hot fix 3 to brazil early accesscsv
Zurich Patch 8 Hot Fix 4	Brazil Early Access	from zurich patch 8 hot fix 4 to brazil early accesscsv
Zurich Patch 8 Hot Fix 5	Brazil Early Access	from zurich patch 8 hot fix 5 to brazil early accesscsv
Zurich Patch 8 Hot Fix 6	Brazil Early Access	from zurich patch 8 hot fix 6 to brazil early accesscsv
Zurich Patch 9	Brazil Early Access	from zurich patch 9

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		to brazil early accesscsv
Zurich Patch 9 Hot Fix 1	Brazil Early Access	from zurich patch 9 hot fix 1 to brazil early accesscsv
Zurich Patch 9 Hot Fix 2	Brazil Early Access	from zurich patch 9 hot fix 2 to brazil early accesscsv
Zurich Patch 9 Hot Fix 3	Brazil Early Access	from zurich patch 9 hot fix 3 to brazil early accesscsv
Zurich Patch 9 Hot Fix 4	Brazil Early Access	from zurich patch 9 hot fix 4 to brazil early accesscsv
Zurich Patch 9 Hot Fix 5	Brazil Early Access	from zurich patch 9 hot fix 5 to brazil early accesscsv
Zurich Patch 9 Hot Fix 6	Brazil Early Access	from zurich patch 9 hot fix 6 to brazil early accesscsv
Zurich Patch 9 Hot Fix 7	Brazil Early Access	from zurich patch 9 hot fix 7 to brazil

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Current version	Target version	Download
		early accesscsv
Zurich Patch 10	Brazil Early Access	from zurich patch 10 to brazil early accesscsv
Zurich Patch 10 Hot Fix 1	Brazil Early Access	from zurich patch 10 hot fix 1 to brazil early accesscsv
Zurich Patch 10 Hot Fix 2	Brazil Early Access	from zurich patch 10 hot fix 2 to brazil early accesscsv
Zurich Patch 10 Hot Fix 3	Brazil Early Access	from zurich patch 10 hot fix 3 to brazil early accesscsv
Zurich Patch 10 Hot Fix 4	Brazil Early Access	from zurich patch 10 hot fix 4 to brazil early accesscsv
Zurich Patch 10 Hot Fix 5	Brazil Early Access	from zurich patch 10 hot fix 5 to brazil early accesscsv
Zurich Patch 10 Hot Fix 7	Brazil Early Access	from zurich patch 10 hot fix 7 to brazil early accesscsv

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Current version	Target version	Download
Zurich Patch 11	Brazil Early Access	from zurich patch 11 to brazil early accesscsv
Zurich Patch 11 Hot Fix 1	Brazil Early Access	from zurich patch 11 hot fix 1 to brazil early accesscsv
Zurich Patch 11 Hot Fix 2	Brazil Early Access	from zurich patch 11 hot fix 2 to brazil early accesscsv
Zurich Patch 11 Hot Fix 3	Brazil Early Access	from zurich patch 11 hot fix 3 to brazil early accesscsv
Zurich Patch 11 Hot Fix 4	Brazil Early Access	from zurich patch 11 hot fix 4 to brazil early accesscsv
Zurich Patch 11 Hot Fix 5	Brazil Early Access	from zurich patch 11 hot fix 5 to brazil early accesscsv
Zurich Patch 12	Brazil Early Access	from zurich patch 12 to brazil early accesscsv
Australia Early Access	Brazil Early Access	from australia early access

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Current version	Target version	Download
		to brazil early accesscsv
Australia Early Access Hot Fix 1	Brazil Early Access	from australia early access hot fix 1 to brazil early accesscsv
Australia Patch 1	Brazil Early Access	from australia patch 1 to brazil early accesscsv
Australia Patch 2	Brazil Early Access	from australia patch 2 to brazil early accesscsv
Australia Patch 2 Hot Fix 1	Brazil Early Access	from australia patch 2 hot fix 1 to brazil early accesscsv
Australia Patch 2 Hot Fix 2	Brazil Early Access	from australia patch 2 hot fix 2 to brazil early accesscsv
Australia Patch 2 Hot Fix 3	Brazil Early Access	from australia patch 2 hot fix 3 to brazil early accesscsv
Australia Patch 3	Brazil Early Access	from australia patch 3 to brazil early accesscsv

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Current version	Target version	Download
Australia Patch 3 Hot Fix 1	Brazil Early Access	from australia patch 3 hot fix 1 to brazil early accesscsv
Australia Patch 3 Hot Fix 2	Brazil Early Access	from australia patch 3 hot fix 2 to brazil early accesscsv
Australia Patch 3 Hot Fix 3	Brazil Early Access	from australia patch 3 hot fix 3 to brazil early accesscsv
Australia Patch 3 Hot Fix 4	Brazil Early Access	from australia patch 3 hot fix 4 to brazil early accesscsv
Australia Patch 4	Brazil Early Access	from australia patch 4 to brazil early accesscsv
Australia Patch 4 Hot Fix 1	Brazil Early Access	from australia patch 4 hot fix 1 to brazil early accesscsv
Australia Patch 4 Hot Fix 2	Brazil Early Access	from australia patch 4 hot fix 2 to brazil early accesscsv
Australia Patch 4 Hot Fix 3	Brazil Early Access	from australia patch 4

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Current version	Target version	Download
		hot fix 3 to brazil early accesscsv
Australia Patch 4 Hot Fix 4	Brazil Early Access	from australia patch 4 hot fix 4 to brazil early accesscsv
Australia Patch 4 Hot Fix 5	Brazil Early Access	from australia patch 4 hot fix 5 to brazil early accesscsv
Australia Patch 4m Hot Fix 1	Brazil Early Access	from australia patch 4m hot fix 1 to brazil early accesscsv
Australia Patch 5	Brazil Early Access	from australia patch 5 to brazil early accesscsv
Australia Patch 6	Brazil Early Access	from australia patch 6 to brazil early accesscsv

Available patches and hotfixes

The Brazil family includes patches and hotfixes.

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.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

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Q4 2026 Patching Program Targets

Targets are subject to change prior to patching. Target versions change only if absolutely necessary.

Releases	Patch target option	Release notes
Australia	Australia Patch 5a	Australia
Zurich	Zurich Patch 12	Zurich
Yokohama	Yokohama Patch 13 Hotfix 5a W39	Yokohama

Available versions

To view security patch and security hotfix release notes, log into support.servicenow.com (formerly HI).

Release version	Release type	Released on	Availability
Brazil Patch 1 Brazil Patch 1 security fixes	Patch	2026/10/08	Available to Early Availability customers
Brazil security and notable fixes All other Brazil fixes	Feature Early Availability	2026/09/24	Available to Early Availability customers

- Available: Any user can upgrade to the version. "Available" versions will appear on the Instance Upgrade Management Dashboard.

  ServiceNow Patching Program targets and patches are immediately available. Users do not need to request an entitlement to schedule an upgrade to these versions.

- Available by request: Contact Customer Service and Support for approval to upgrade to the version.
- Unavailable: The release version is not available.

MetricBase releases

For the latest MetricBase on-premise release notes, refer to KB0748185.

Ancillary software releases

For information about latest Password Reset Windows Application, ODBC driver, and all other ancillary software available for download from the ServiceNow Store, see ServiceNow Store release notes.

Brazil Patch 1

The Brazil Patch 1 release contains important problem fixes.

Brazil Patch 1 was released on October 08, 2026.

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- Build date: 10-05-2026_1244
- Build tag: glide-brazil-08-25-2026__patch1-09-21-2026

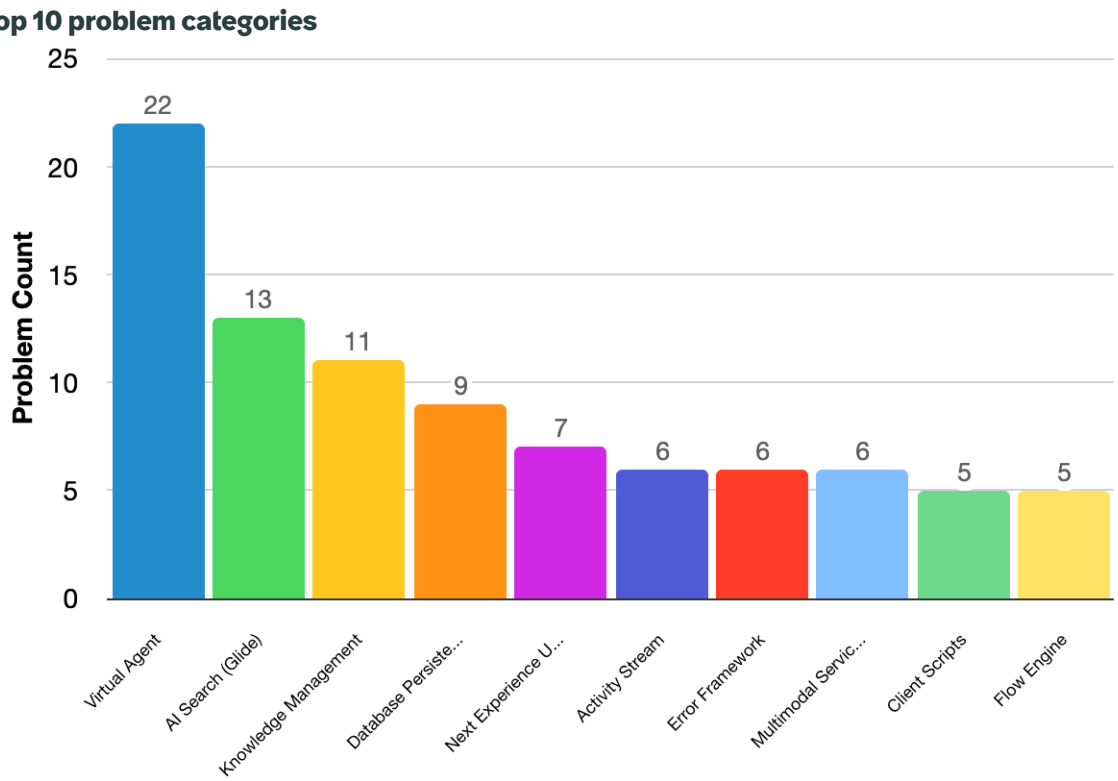
Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

For a downloadable, sortable version of the fixed problems in this release, click here.

Brazil Patch 1 includes 354 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Brazil Patch 1 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Brazil Patch 1, refer to KB3220580.

Changes in Brazil Patch 1

Human-assisted SMS OTP authentication

Human-assisted SMS OTP lets a human agent verify an end user's identity by sending a one-time passcode via SMS during a live interaction. The agent initiates OTP generation and validation through the platform's scriptable APIs, and the consuming application (for example, CSM or FSO workspace) handles the agent-facing workflow and user interface.

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Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Analytics Data API PRB1974104	The 'Sort by' value does not work in time series visualizations	The order changes, but in a pattern that is neither ascending or descending.	**1.** Add a timeseries column chart. **2.** Add an incident table with the following: **a.** Trend by: Year by Activity due **b.** Group by: Assignment group **c.** Sort data by value: ASC **3.** Hover on a chart. Observe the values in the legend. **4.** Change sorting to 'DESC'. **5.** Hover on a chart. Observe the values in the legend. **6.** Repeat the steps with 'Group by: State'. **7.** Change the group by aggregation to 'Hour of day by Opened'. **8.** Change DESC to ASC in all cases. Observe that the sorting by value is applied incorrectly – it's sorted, but in a strange order that is not ascending or descending. By changing the order, the values position changes, but the order is still not ASC or DESC.
IBM Authorized SAM Provider (IASP) integrations PRB2073777 KB3148607	There's out of memory issues in Software Asset Management (SAM)'s 'Populate vCores' job	The job is not able to insert any records in sam_task_queue, possibly because of a bug in priority calculation for cloud installs. This is due to the version upgrade for the IBM Store app.	Refer to the listed KB article for details.
Platform Analytics Component API	In the Platform Analytics Spanish localization, search and	Users with Spanish language settings can't search visualizations or dashboards properly, and date range filters	

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Problem	Short description	Description	Steps to reproduce
PRB2075536	date range filters aren't working correctly	are read-only for day selection. The problem impacts Spanish localization specifically, causing different search results and disabled date selection compared to English.	
Service Catalog PRB2089751 KB3159281	Catalog client scripts and UI policies are blocked on requested item (RITM)/sc_task forms for users who can read the record	The resolver throws 'User doesn't have access to the item' and returns no catalog client scripts / UI policies, so none execute on the RITM/ sc_task form, even though the user can fully read the record. Users expect catalog client scripts and UI policies load and execute for any user who has read access to the RITM / sc_task record. The catalog item User-Criteria entitlement (canView) should only gate the catalog ordering context (sc_cat_item / sc_cart_item), not fulfillment records.	Refer to the listed KB article for details.
Survey Management PRB2057694	Incompatible guarded scripts are flagged on the UI Page assessment_thanks (Survey Management), causing blocked scripts	Entries in the sys_script_execution_log table with source page assessment_thanks.do are marked as 'Incompatible Guarded Script'. This isn't a functional blocker and the system is working as expected.	1. Open the assessment thank-you page with the injection-shaped payload in the URL. 2. Navigate to the incompatible guarded scripts table. Observe the guarded scripts error and the blocked script.
UI Field Administration PRB2082758	Advanced Qualifier Reference is skipped when doing a list edit operation for a reference field	Note that Advanced Qualifier Reference is working fine on a form.	1. On an incident table, set up advanced reference qualifier for the **Assigned to** field. 2. On Service Operations Workspace, navigate to the 'Incident' list. 3. Try to list edit the **Assigned to** field. 4. Select the **Look up** icon.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The Advanced Qualifier Reference should be applied. Actual behavior: The Advanced Qualifier Reference is skipped.

All other fixes

Problem	Short description	Description	Steps to reproduce
Activity and Subscriptions PRB2069585 KB3148451	The 'Customer history' tab keeps loading on the front-line case page	The tab never loads.	Refer to the listed KB article for details.
Activity Stream PRB2060131	When table rotation is set up for sys_audit_relation, audit relationship events don't display in a workspace		1. Navigate to **Table Rotations** (sys_table_rotation). 2. Add a record for sys_audit_relation. 3. Set the type to 'Extension' and the 'Duration' to one hour or less. 4. Create audit relationship changes. Expected behavior: The audit relationship changes are displayed in the workspace activity stream. Actual behavior: The audit relationship changes aren't displayed.
Activity Stream PRB2066570 KB3150759	There's an activity stream primary journal field ordering regression — work_notes are displayed before comments in UI16 and Service Portal	The activity stream on task records (Incidents, Changes, etc.) incorrectly defaults to the 'Work Notes' input instead of 'Comments' in both the platform UI and Service Portal. This affects user workflow as agents may inadvertently post internal work notes when intending to post user-visible comments. Additionally, custom journal fields configured on tables don't appear in the	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		Service Portal activity stream widget.	
Activity Stream PRB2073311	Build backend graphQL endpoint for List Activity	This is a product update.	
Activity Stream PRB2073313	Provide supplemental data for returned records on the new back-end for list activity	This is a product update.	
Activity Stream PRB2073315	Review DT APIs for security		
Activity Stream PRB2083047	The backend should always display a color for activity stream fields	The background color is blank: .	1. Make sure glide.ui.activity_stream.style.comments is set to 'transparent'. 2. Open any case. 3. Navigate to the 'Comments and Work Notes' section. 4. Inspect the **Additional comments (CUSTOMER VISIBLE)** text field. Expected behavior: The background color is transparent: . Actual behavior: The background color color is blank: .
Agent Chat PRB2077124	A tab subheading displays 'Call is in wrap-up' while a call is still active in an agent-initiated wrap-up scenario	When an agent selects 'Open Wrap-Up' mid-call, the tab subheading immediately changes to 'Call is in wrap-up' even though the voice call is still ongoing. This is misleading. The label implies the interaction is in wrap-	1. Configure an NVC/CCaaS integration with supportExternalWrapUp = true on the Wrap Up macroponent. 2. Start a voice call as an agent. 3. While the call is still active, select the **Open Wrap-Up** button.

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Problem	Short description	Description	Steps to reproduce
		up state, but the call has not yet ended. UX has confirmed the label should be changed to 'Wrap-up initiated' — a generic label that works accurately for both mid-call and post-call scenarios.	Observe the tab subheading. It immediately displays 'Call is in wrap-up' even though the call is still ongoing.
AI Agents (Glide Family) PRB2085529	AI Agent execution tool 'AIA RAG Retriever' returns faulty URLs for search result items in VA and ES	When the RAG/ semantic-search result's URL omits the leading forward slash, the resulting link is corrupted and unusable.	
AI Gateway - Security PRB2088199	Domain separation support for AI Control Tower (AICT) features	This is a product update.	
AI Search (Glide) PRB1975413	AI Search Dynamic filters extension point impl isn't triggered from a non-global scope	When an AI Search scriptable API provided is executed from both global and sn_nb_action scopes, the extension point implementation doesn't get triggered when the scope is not global (sn_nb_action).	
AI Search (Glide) PRB2020989	Performance and EVAM-related debug messages no longer appear in sys log for async GRs and Virtual Agent searches	When the system properties glide.search.performance .logger.enabled or glide.search.evam .logger.enabled are set to true, messages should appear in the sys log prefaced with [SEARCH PERFORMANCE] or [SEARCH EVAM] respectively. However, these messages no longer appear in the syslog when a conversation is part of the logging context.	1. Open an instance that returns synth response in portal (for example, Dynamic Window setup). 2. Create and set glide.search.evam.logger.enabled to true. 3. Perform a search that returns a synthesized response in portal. 4. Open the sys log and search for recent messages containing 'for Genius Result with table'. Expected behavior: There's a log entry in sys log specifying the ID of the view config that was used for each genius result.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: There are no log entries for GR EVAM View Config selection.
AI Search (Glide) PRB2073308	Catalog enrichment for glide AIS	This is a product update.	
AI Search (Glide) PRB2074141	Changing a retention policy on an indexed source doesn't enforce guard rail recalculation		1. See that the retention policy for an 'Incident' indexed source is two years. 2. Verify that Semantic Index configuration in enabled. 3. Verify that there's an entry in the ais_guard_rail_ limit_data_source table. 4. Change the retention policy on the indexed source to three years. The entry isn't recalculated in ais_guard_rail_ limit_data_source.
AI Search (Glide) PRB2076604	Expose glide.ais.query.server_side_reranker_enabled in BP0 for reranker to be enabled by default		
AI Search (Glide) PRB2080317	getNextPaginationToken() and getPreviousPaginationToken() method entry is removed from the glide-plugin-members.xml file		1. Navigate to the track/bnowassist branch of Glide repo. 2. Open the glide-plugin-members.xml file under the Glide folder. Observe that the getNextPaginationToken() and getPreviousPaginationToken() entry is removed for RAGRetrievalResponse.
AI Search (Glide) PRB2084573	In the 'Live Search' API, if a userId passed in x-run-as doesn't exist, then it throws an error	This is a product update.	
AI Search (Glide) PRB2084574	IncludeSources and ExcludeSources support for the	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	'Live Search' API		
AI Search (Glide) PRB2084575	REST API policy configurations in Moveworks API V2	This is a product update.	
AI Search (Glide) PRB2086827	Handle duplicates with version, embedding model gracefully in ServiceNow Security Center (SSC)	This is metadata, so business rules aren't guaranteed to run (for example, when coming in through an update set), which is why there should be graceful handling of duplicates.	
AI Search (Glide) PRB2087032	Incorporate new fields in AIS logging following the changes in AIS backend with new feature explain methods	During the upgrade from Australia Patch 6 to Australia Patch 7, the search doesn't work from the SP page.	
AI Search (Glide) PRB2089496 KB3160302	The 'Book a meeting' Now Assist Virtual Agent (NAVA) test case is not working	The Now Assist skill discovery silently returns no sys_gen_ai_skill results, even though the same prompt works on previous versions. This issue is caused by stale AI Search index data. Upgrading the instance changes code but does not re-ingest existing documents, so the new filter matches zero documents, and the skill disappears from discovery with no error. Any record created or edited after the upgrade is re-ingested under the new converter and self-heals, so only untouched records vanish.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
AI Search (Glide) PRB2095212	SSC details override Next Wave request payload when both are present	When a Next Wave request is made with explicit parameters/ details in the payload AND SSC (Service Search Configuration) details exist for the same context, the SSC details are taking precedence and overriding the values passed in the Next Wave request payload.	
AI Search PRB2064865 KB3151377	Now Assist search results overlap when keyboard tabbing is used	During keyboard navigation through the interactive elements in the AI component, overflowed content overlaps with other elements, making the response/answer difficult to read. This was identified as an accessibility finding during a recent audit by the Accessibility Center.	Refer to the listed KB article for details.
AI Search UX PRB1939328	A 'No Answer Found' Genius Result response shouldn't cause 'Has Results' to be true		1. Open Virtual Agent. 2. Search for something that return a 'No Answer Found' (NAF) response. 3. Open the sys_cs_fdih_invocation table and find the recent entry that corresponds to the search. 4. Copy the 'searchAnalyticsPayload' object from the outputs json. 5. Send that payload as a SEARCH_EVENT to the Signals API, either via Scriptable or the REST API. 6. Open the sys_search_event table and inspect the record corresponding to the payload just submitted to Signals. In particular, look at the **Has Results** field. 7. Open the sys_search_signal_event table and find the corresponding record. 8. Inspect the **Genius Results** field.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The **Genius Results** field on sys_search_signal_event should be empty. **Has Results** should be false. Actual behavior: The **Genius Results** field indicates a synthesized response was displayed, and **Has Results** is true.
AI Search UX PRB1988057 KB3220629	Hyperlinks in synthesized responses don't open in a new tab	When the user attempts to open a hyperlink from the synthesized result, it fails to open.	Refer to the listed KB article for details.
AI Search UX PRB1994511	Label in header-section__identifier-container does not reflow	The labels in div class 'header-section__identifier-container' are truncated at 200% and 400%.	**1.** Open a base instance with AI Search. **2.** Navigate to /sp?id=search and search for something that will return results (for example, email, device). **3.** Set your window size to 1280x1024. **4.** Zoom in to 200% and 400%. Expected behavior: Content is not cut off at 200% and 400% zoom. Actual behavior: Content is cut off at 200% and 400% zoom.
AI Search UX PRB2083562	Support right-click behavior for Service Portal search results	This is a product update.	
App AutoUpgrade Client PRB2071164	App Client sends all installed apps to Store instead of SN Managed only	App Client calls Store API/autoupgrade/poll with all the apps listed in the sys_store_app table instead of SN Managed only apps. The sys_store_app table is missing the sn_managed column and the GlideRecord returns all apps as a result.	
App AutoUpgrade Client PRB2082909	Package.json is missing the 'now' block, causing 'Verify Artifact ID' to fail for the app-	When the user selects 'Verify Artifact ID' on the HF version record 'SR - ALM - Auto Upgrade Client 1.0.0 - HF', the following error is	**1.** Navigate to **BT1** > **Versions** > **SR - ALM - Auto Upgrade Client 1.0.0 - HF**. **2.** Set the build artifact to app-autoupgrade-client-1.0.1-app.zip. **3.** Select **Verify Artifact ID**.

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Problem	Short description	Description	Steps to reproduce
	autoupgrade-client HF release	shown: 'Package.json is missing for: app-autoupgrade-client (1.0.1)'. This is because the package.json in the auto-upgrade-client repo is missing the required 'now' block. Without this block, BT1 can't read app identity, compatibility, and dependency metadata from the artifact.	Observe that the following error appears: 'Package.json is missing for: app-autoupgrade-client (1.0.1)'.
Application Manager PRB2056916	Skip a license-blocked status for all dependencies in DependencyProcessor	This is a product update.	
Application Manager PRB2074238	Now Assist to Otto rename for Application Manager	This is a product update.	
Authentication Factors PRB2066684	Match KB identification phone numbers are ignoring special characters	Questions with the category 'phone number' aren't matched against formatted stored phone numbers during voice agent identification flow.	
Base Asset Management PRB2064689	The 'Asset' role isn't able to read work orders		1. Create a user temp_asset_only_role with the 'Asset' role. 2. Open the asset that has the work order in Asset Workspace or Hardware Asset Workspace. When there's at least one work order in the right side context pane of 'Asset Lifecycle events', the count of Work Order is displayed, but **View Records** is turned off. The reason is the user doesn't have the access to see the work orders.
Base Asset Management PRB2082690	The 'Playbook' tab for reviewing contract data extraction is missing on the 'Contract	This is a product update.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB3159012	record' page in the IT Asset Management (ITAM) workspace for Hardware Asset Management (HAM) + Contract Management (CM) Pro instances		
Case and Knowledge Management for HR Service Delivery PRB2064243	Grant cross-scope create/ update access on HR Template, HR Service, and HR Service Activity		
Case and Knowledge Management for HR Service Delivery PRB2086486	Employee certifications, licenses, and degrees	This is a product update.	
Case Management PRB2075237	Create an implementation to setWorkflow false for a table in the Case Management Core scope	Currently, the multi-case creation takes too much time. To solve the issue, setWorkflow should be set as false. setWorkflow can't be set as false to case management tables from the task plan template scope. Thus, an implementation should be added in the case management scope, which sets setWorkflow false for case and case task tables.	
Change Management	The sys_ids for 12 change lockdown files conflict with	12 lockdown files have their sys_id genuinely reused elsewhere. The own-filename-	

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Problem	Short description	Description	Steps to reproduce
PRB2079091	many other files in different places	id's match on both sides, false-positive ACL↔role refs are excluded, and high-count IDs are fully paginated so nothing's truncated.	
Change Management PRB2086715	The change request dynamic schema store field max length is set to 40 instead of 5000	The existing max_length is defaulted to 40 when created through XML.	1. Navigate to sys_dictionary list. 2. Filter for column name as risk_and_compliance_attributes and table as change_request. 3. Open the record. 4. Select **Show XML**. 5. Validate the **max_length** field. Expected behavior: The max_length is 5000. Actual behavior: The existing max_length is defaulted to 40 when created through XML.
Client Scripts PRB2078551	The base instance **Delete** UI action should be supported	The GlideModal logic for the **Delete** UI action needs to be converted into a widget and use g_modal.showWidget instead.	
Client Scripts PRB2082276	**Analyze Access** UI Action needs migration to work in UI26	When the user selects **Analyze Access**, it redirects to '/sn_access_analysis_request.do...' because the Ajax request is broken. It should redirect to '/now/access-manager/...'.	1. Navigate to '/aiux/ui/incident_list.do'. 2. Select an incident. 3. Select and hold (or right-click) on the form header. 4. Select **Analyze Access**. Expected behavior: It redirects to '/now/access-manager/...'. Actual behavior: It redirects to '/sn_access_analysis_request.do...' because the Ajax request is broken.
Client Scripts PRB2083604	For g_modal.showFrame(), a mechanism is needed to prevent iframe modal autoclose and a way to	The EMPTY_BODY auto-close mode closes the iframe modal on any intermediate navigation with non-empty content, not just when reaching the final	1. Open an iframe modal with autoCloseOn: FrameModalCloseOn.EMPTY_BODY. 2. Navigate the iframe to a page with content (for example, the preview page).

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Problem	Short description	Description	Steps to reproduce
	programmatically close	empty page (blank.do). This breaks multi-step workflows where users navigate through preview or intermediate pages.	Observe that the modal closes immediately as 'Canceled'. The modal should remain open and wait for further navigation. Also, selecting **Create Excel Template** within the iframe modal does nothing.
Client Scripts PRB2084052	The list v2 scripting environment doesn't have access to form globals and angular globals (NowAPI)	The existing client script APIs (for example, g_modal and g_ui_scripts) were only included in js_include_ui16_form. They should be extracted into a dedicated js_include and included within the list page.	Access NowAPI on the list action page. Observe that NowAPI is undefined.
Client Scripts PRB2084584	Port g_list.refreshWithUpdateBy	This is a product	
Client Scripts PRB2084585	Port g_list.refreshWithUpdateBy	This is a product	
CMDB Identification and Reconciliation PRB2070558	Retired filter or filter condition filter of lookup table (serial number) isn't applied to main CI	If the main CI has an applicable filter (like a static condition or a retired filter), the CI found by the lookup filter condition may find the main CI, where a filter applies but the filter isn't used.	
CMDB Identification and Reconciliation PRB2077883	DynamicIRE cache build time is incorrectly reported in stats	The total time is tracked as build time, even when a cache miss occurs and the cache is flushed and rebuilt.	1. Make sure the cache is warm. 2. Request the model from cmdb_ci_hardware. 3. Request something from the cache that doesn't exist, like the model for the cmdb_ci class. Observe that a cache miss occurs. 4. Wait a few minutes, then flush the cache.

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Problem	Short description	Description	Steps to reproduce
			5. Request something else from the cache. Observe that the cache is rebuilt after being flushed. Expected behavior: The cache build time is accurately reported. Actual behavior: The total time between steps three and five is tracked as build time.
CMDB Identification and Reconciliation PRB2080716	A fix script is needed to turn on dynamic IRE for no-customizations users	Dynamic IRE should be enabled as long as there are no customizations to cmdb_identifier, cmdb_identifier_entry, or ie_active_config.	
CMDB Identification and Reconciliation PRB2080719	Class Manager's UI should be updated for a default-on dynamic IRE state	The existing UI flows should be preserved, but there's a new default-on state. Buttons, labels, and text should align for the default-on state. When there are results and dynamic IRE is on, difference sampling shouldn't show the dashboard or have another action to load the dashboard.	
CMDB Workspace PRB2085730	When Dynamic Identification and Reconciliation Engine (IRE) is turned on, there should be a banner added to the 'Products Highlight' section on the CMDB Workspace home page	**1.** Turn on Dynamic IRE. **2.** Navigate to the CMDB workspace home page. Observe that there should be a banner in the 'Product Highlights' section with a View details button that links to the Dynamic IRE home page.	

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Problem	Short description	Description	Steps to reproduce
Condition Builder PRB2082949	The space character intermittently drops/auto-removes while typing in the **Value** field, causing words to merge	In the list view for Condition Builder (filter builder on the 'Conditions' tab), typing continuously into a condition's **Value** input field causes the space bar presses to behave unreliably. In some instances, the space is never registered at all; in others, it's inserted and then removed a moment later. The next character then lands immediately adjacent to the previous word, merging two words into one. For example, typing 'Trigger NA FTS on priority' produces TriggerNA FTSon priority, silently losing the spaces after 'Trigger' and after 'FTS'.	1. Open the Cases list (Case Service Management). 2. In the list view, navigate to the 'Conditions' tab to open the Condition Builder. 3. Add the following condition: Field = Subject, Operator = is. 4. Select into the **Value** input. 5. Type a multi-word phrase continuously without pausing between words (for example, 'Trigger NA FTS on priority'). Expected behavior: Every space keystroke is registered and retained exactly where typed, as in any standard text field. Actual result: The space keystrokes intermittently fail to persist. They're either dropped entirely or inserted and then auto-removed a frame later, causing adjacent words to merge (TriggerNA, FTSon).
Condition Builder PRB2085904	The related list **Filter** icon and conditions don't appear on NS tables	This occurs after the Brazil upgrade.	1. Log in to an instance as an internal user. 2. Open any table (for example, core_company or sn_customerservice_case). 3. Select the **Related list** button at the bottom. 4. Try to apply a filter on the related list records via the **Filter** icon. Expected: The user can apply filters on the related list records using the **Filter** icon. Actual: The **Filter** icon and conditions don't appear on the related list.
Configuration Management Database (CMDB) PRB2051128	The com.snc.cmdb.csdm plugin and fix script takes a long time during the Australia to Brazil upgrade	During the Australia to Brazil upgrade, the com.snc.cmdb.csdm plugin and fix script (sys_script_fix_092edb07370d4310ae55191964924bf3.xml) take a long time, from 44 minutes to 35 hours.	

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Problem	Short description	Description	Steps to reproduce
Configuration Management Database (CMDB) PRB2086797	Auto-resolve de-duplication tasks using AI	This is a product update.	
Configuration Management Database (CMDB) PRB2086798	Task creation, batch processing framework, staleness agent ledger-based task orchestration, and lifecycle automation	This is a product update.	
Configuration Management Database (CMDB) PRB2086799	Retirement definition and staleness configurations	This is a product update.	
Core UI Interactive Filters PRB2073810 KB3154499	Selecting the pie chart legend/label does not filter visualizations correctly	The pie visualization acting as an interactive filter does not apply the filter correctly when the legend items are selected.	Refer to the listed KB article for details.
Customer Operations for Customer Service Management PRB2075902	Cmn_location creation fails with 'Record not found' in CSM/CSP for authorized contact/ consumer		1. Log in as the authorized contact/ consumer. 2. Select the **New** button to create a cmn_location record. Observe that 'Record not found' is shown immediately in CSM/CSP and no form renders.
Database Persistence - Data Access PRB2066352 KB3146240	GlideAggregate script and reports give an incorrect result when a query business rule is active	With a code change, any existing dashboard that uses widgets (such as single scores) ends up with incorrect results. This happens if the table they perform the aggregation on has a query business	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		rule that performs an orderBy.	
Database Persistence - Data Management PRB2017978	The RefCopy job experiences performance issues for columnar archive tables	The slow query table shows the average SQL execution time.	Enable the **Retain reference** option for the incident table's archive rule. Notice that when checking the slow query table, the user can find the average SQL execution time.
Database Persistence - Data Management PRB2039435	The URC can run slowly when executing the row count estimation on the columnar table		**1.** Install Live Archive on an instance. **2.** Offload a large amount of data. **3.** Create a URC rule like for sys_flow_plan_context_binding which has a document table reference. Expected behavior: The URC runs as expected. Actual behavior: The row count estimation query is very slow.
Database Persistence - Data Management PRB2039436	The URC could run slowly when executing row count estimation on the columnar table		**1.** Install Live Archive on an instance. **2.** Offload a large amount of data. **3.** Create a URC rule for sys_flow_plan_context_binding which has a document table reference. Observe the time it takes for the URC to run.
Database Persistence - Data Management PRB2054270	Table cleaner performance issues on columnar archive tables		**1.** Create a table cleaner rule targeting a columnar archive table. **2.** Execute the table cleaner job. Observe whether the rule is deactivated or not, and if no records are cleaned.
Database Persistence - Data Management PRB2057672	Global search performance issue with columnar archive tables		**1.** Install Live Archive on an instance. **2.** Offload a large amount of data, including some task or problem tables. **3.** Ensure glide.ui.text_search .enable_archive_fallback _number_search is set to the base instance value (true). **4.** Search for a task or problem number in the global search box.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The result comes back quickly. Actual behavior: There can be a long delay when the record has been offloaded due to point lookup with columnar/offloaded tables.
Database Persistence - Data Management PRB2059007	Prevent Data Management jobs from operating on columnar archive tables	In both scenarios, the DM Delete Job is attempting to run, but it's too slow	Scenario 1: 1. Create a Data Management Delete Job targeting a columnar archive table. 2. Execute the job. Expected behavior: The DM Delete Job should not run on columnar archive tables. It should be skipped. Actual behavior: The DM Delete Job is attempting to run and it's too slow. Scenario 2: 1. Create a Data Management Update Job targeting a columnar archive table. 2. Execute the job. Expected behavior: The DM Update Job should not run on columnar archive tables. It should be skipped. Actual behavior: The DM Update Job is attempting to run and it's too slow.
Database Persistence - Data Management PRB2059138	Increase columnar table migration thresholds		1. Set up an Australia instance with Live Archive. 2. Let the migration start and monitor the archive tables being migrated to columnar. Expected behavior: Only large archive tables (>10 GB) should migrate, reducing the amount of columnar queries in the future. Actual behavior: Tables as small as 100 MB are being migrated, which leads to a lot of columnar queries with minimal space benefits.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Management PRB2061236	Leverage local tables to locate archive records in Global Search		1. Install the Live Archive on an instance. 2. Offload a large amount of data, including some task or problem tables. 3. Search for a task or problem number which has been offloaded in the global search box. Expected behavior: The result should come back. Actual behavior: The result doesn't come back.
Database Persistence - Data Management PRB2074320	Table cleaner shouldn't run on any tables	Table cleaner should skip columnar tables, but it attempts to run and it's too slow.	1. Create a table cleaner rule targeting a columnar table. 2. Execute the table cleaner job. Expected behavior: Table cleaner doesn't run on columnar tables. Actual behavior: Table cleaner attempts to run and it's too slow.
Database Persistence - Data Scale PRB2089608	DB connection exhaustion is observed	This happens due to JVM Lock contention between the DatafabricEngineSweeper job and WorkloadIdentification .getWorkloadFromScope.	1. Upgrade all app nodes (over 20 of them) to Brazil. 2. Trigger the upgrade job to start DB schema changes. Observe that the nodes become unresponsive.
Database Persistence - WDF PRB2040034	In Australia, all database columns that start with a number have 'yy_' added to the start of the name, causing a syntax error	When querying a table in the Australia release and the DB column starts with a number, it adds a 'yy_' to the SQL query, breaking the collection of data and making a list view show nothing. Error: 'Syntax Error or Access Rule Violation detected by database (ERROR: column x_snc_potatofarm _0_farmers0.yy_1stname does not exist. Hint: Perhaps you meant to reference the column 'x_snc_potatofarm	1. Create a scoped app. 2. Create a table. 3. Create some data on that table. 4. Add a column whose name starts with a number. 5. Navigate back to the list view. Observe that it's blank, but the count displays that there's records.

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Problem	Short description	Description	Steps to reproduce
		_0_farmers0.1stname'. Position: 259)'.	
Database Persistence - WDF PRB2076449 https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB3152921	A node can't start if there's a 'Formula' field on sys_user	The instance node will fail to restart if there is a formula#calculated field on the User [sys_user] table. When the issue occurs, the node does not restart and logs a stack overflow error. The failure occurs during the platform's schema loading phase, preventing the instance from coming online and impacting all users.	Refer to the listed KB article for details.
Database Persistence - WDF PRB2080099	LeadingDigitLegacyColumnT fails on Australia	On Australia patch, running against Oracle, any column rename involving a column whose logical name begins with a digit fails with: 'ORA-00957: duplicate column name'. This is because the generated statement collapses the source and target names into the same identifier.	
Data Privacy (Classic) PRB2076789	Update the data privacy ScriptableDataProtectionJob_start method to restrict interactive sessions only for encrypted field anonymization	The API new SNC.DataProtectionJob().start() does not work if it's called from an interactive session because there is an explicit check done. The check should only be done for policies where encrypted field anonymization is required, because CLE consent is needed for encrypted field anonymization to run.	
Data Privacy (Classic) PRB2082167	Data Privacy anonymization clone jobs aren't executed when the clone is initiated	The default value of the System Profile needs to be updated from false to true so that the clean-up script is executed by	**1.** Create an anonymization policy. **2.** Mark it for cloning. Expected behavior: It runs once cloning completes.

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	through a Clone Profile.	default during clone operations.	Actual behavior: The job doesn't run.
Demand Management PRB2082513	Conditionally allow previous assessment business rules on the 'Demand' table	This is a product update.	
Developer Sandboxes PRB2075044	Business Rules can be faster in a DSB by pre-rendering	The business rule can take around 100-120 seconds to open.	**1.** Open Studio. **2.** Open a business rule within Studio. Observe that Studio takes around 50 seconds to open and the business rule takes around 100-120 seconds to open.
DevOps Change Velocity PRB2086647	Package.json should be updated		
DirectSQL PRB2077815	Implicit joins should never be added for virtual fields	Virtual fields (such as **dbfunctions**) don't exist on the database and therefore never need implicit joins to a partition. The current code sends all column references through the addNeededJoinsForColumn path and incorrectly adds a self join. This can happen when the dbfunction is on a child TPH or TPP table because the ED looks like it's on a different storage table than the base table.	Select func_field from tph_child.
Discovery PRB2056121	There are incorrect or missing SNMP OID classifications, which result in SAN / fibre switches being classified as 'IP Switch'	Incorrect/ missing SNMP OID Classifications which result SAN / Fibre switches classified as IP Switch	Discover SAN / Fibre switches. Observe that these are classified as 'IP switch'.

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Discovery PRB2058910 KB3156347	Typo in the script in Sensor SNMP	Classify 'his' instead of 'this.'	Refer to the listed KB article for details.
Document Viewer PRB2038307	The smart document skill doesn't invoke the agent and doesn't render anything on Now Assist Panel	The **Ask Now Assist** smart document button doesn't work as expected. When the user selects the button, it opens the NAP, but it just shows the topics and doesn't load the summarization of the document.	1. Navigate to **Contract Workspace** > **Default List** > **List** > **Contract Requests** > **All**. 2. Open any contract request. 3. Select the 'Contract Documents' tab. 4. Select **Preview Document**. 5. Select a document to preview, which opens it in a new tab. 6. Select the **Ask Now Assist** button, which opens the NAP. Observe that the NAP loads for some time and then shows topics. Selecting the button again just loads the topics.
Easy Import PRB1817119	Errors appear in logs when searching for the source table name in the transform map table	Easy import doesn't support Document ID type columns. Document ID type columns require the table name in addition to record details.	
Embedded Help PRB2057373	Instance Observers have some http connections that breach Cryptography Standard	Cryptography Standard (POL0020873), section 2.4 Data in Transit Encryption, requires TLS for all connections. SysEng: Core is decommissioning CDN HTTP endpoints to support modern ServiceNow technologies. However, Instance Observers currently depend on HTTP for some connections and can't migrate until this dependency is removed.	
Employee Relations	HRBP and Employee Relations case assignment	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Case Management PRB2086483			
Error Framework PRB2035967	The **Reset** button doesn't work and the 'Refined Codes' section displays error codes with error_count=0	The **Reset** button on the error card list component doesn't work. When the user selects the button, the filters should be reset and the same errors should be displayed. Instead, 'No actions needed' appears and no error cards are visible. Additionally, in the Discovery Admin Workspace, the 'Refined Codes' section displays error codes that have an error_count of 0. These zero-occurrence entries represent errors that have been fully ignored (captured in error_ignored_count only) and carry no actionable significance for the user. Showing these entries pollutes the list with noise, making it harder for users to focus on error codes that actually require attention.	Scenario1: **1.** Provision an instance with: ○ The 'Error Framework' plugin (com.glide.error_framework) installed. ○ At least one source application registered in sys_error_appl. ○ Errors ingested and aggregation run (so sys_error_code_stats has records with error_count > 0). **2.** Add the error card list component to a new workspace on the 'Error Stats' page. **3.** Verify that errors are displayed. **4.** Apply a filter to enable the **Reset** button. **5.** Select the **Reset** button. Expected behavior: The filters are reset to defaults. The same errors are displayed. Actual behavior: 'No actions needed' appears. An empty state is shown, and no error cards are visible. Scenario 2: **1.** Navigate to **Discovery Admin Workspace** > **Diagnostics** > **Errors**. **2.** Check the Refined Codes list. Expected behavior: Only refined codes with error_count > 0 are displayed in the Refined Codes list. Actual behavior: Refined codes with error_count = 0 are displayed in the list.
Error Framework PRB2052849	Sys_error_* records aren't accessible for admin(system administrator) users	Users with the admin (system administrator) role can't access any sys_error_* tables records (for example, sys_error,	**1.** Log in with the admin user role. **2.** Navigate to DAW or from navigator type sys_error_code.LIST.

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		sys_error_code, sys_error_code_stats, and the remaining tables).	Observe that the 'Refined Error Codes' page under the 'Diagnostics' tab doesn't render any errors code stats. The U16 list view(sys_error_code.LIST) also doesn't show any records.
Error Framework PRB2058677	Top error codes and AI Insights should use GlideRecordSecure when presenting the results	The 'Refined Error Codes' page applies ACL's, but the top discovery errors and AI insights don't use GlideRecordSecure.	Navigate to DAW as an admin user. Observe that the top discovery errors and AI insights display records, but the 'Refined Error Codes' page doesn't display any records.
Error Framework PRB2058704	Allow apps to define key labels for UI Builder components (configurable fieldLabels/ columnList/ sort-by)	Consuming applications should be able to define UI Builder component field labels as domain-specific terms rather than generic ones. For example, if a component has a **Key** or **Source** field, a user should be able to define the field label as 'IP Address' or 'Discovery Schedule' for clarity in their implementation. Additionally, column reordering should be allowed, and so should the action for drop-down list subsections and ordering.	
Error Framework PRB2063337	There's missing overrides for 'Error framework' tables		
Error Framework PRB2069719	Separate the 'Error' and 'Context' actions in EF UI Builder (UIB) components	The EF UIB error detail panel had a single combined 'Actions' drop-down list for both error-level and context-level actions. This splits them into two distinct split-buttons aligned with the redesign: 'Mark error as #' in	

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		the properties pane for error actions, and 'Actions #' in the agent context pane for context actions. App teams can configure and order actions independently for each section.	
Experimentation Platform PRB2088196	True-up of the Experimentation Framework store app from 1.1.14 to 1.1.20	This is a product update.	
Field Service Task Bundling PRB2079508	Changing the assignee of the child work order task (WOT) of a bundle task makes the bundle task disappear from Dispatcher Workspace		1. Impersonate as a dispatcher. 2. Create a work order from Customer Service Management workspace. 3. Create two work order tasks in the work order record. 4. Select **Ready for dispatch** for both WOTs. 5. Open Dispatcher Workspace. 6. Select the two WOTs and select **bundle**. 7. Drag and drop the bundle task to some assignee. Changing the assignee of the child work order task (WOT) of a bundle task makes the bundle task disappear from Dispatcher Workspace.
Field Service Task Bundling PRB2080761	Dynamic bundling creates unassigned bundles	Set assignment_group on bundles created through dynamic bundling. When a task is added to an existing bundle, the bundle's assignment group is now carried into the task update payload, and when a new bundle is created the assignment group of the selected agent (resolved via the new _getGroupIDForAgent helper) is written to both the new bundle and the task	

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		update payload. For the territory model, FSMTaskBundleSNC._getTasks now rolls up the assignment group from a subtask when the bundle itself has none, so territory-based bundles are no longer left without an assignment group.	
Flow Engine PRB2059346	Flow context gets completed, but the event isn't relayed to playbook engine, so the activity context doesn't get completed		1. Create a playbook with one normal activity (say instruction). 2. Add one optional activity (instruction). 3. In runtime, add six instances of the optional activity. 4. Start marking the optional activity complete, from the last in the list to the top. Observe that the corresponding activity context is in progress, but the flow context gets completed.
Flow Engine PRB2069407	Refer to the commons-glide servicetype instead of engine code	Currently, it's passing mcp-server as the service type for mcp, but it should use InboundServiceType to keep consistent.	
Flow Engine PRB2073167	Add new metric for flow runtime complexity called from non-mcp	The system currently tracks metrics for flow runtime complexity. A new metric should be added specifically for flows called from non-mcp.	1. Trigger a flow execution via a non-MCP channel (Browser/UI, Integration channel, Mobile, or any execution path that is not MCP). Observe that flow runtime complexity metrics aren't being recorded with the granularity/buckets defined for non-MCP execution. 2. Compare against expected bucket definitions: Bucket 1 (1-2) through Bucket 24 (1000+). Expected behavior: For all non-MCP execution paths (Browser/UI, Integration channels, Mobile, and any non-MCP path), flow runtime complexity metrics are recorded using the new, more granular bucket set, without affecting existing metrics.

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			Actual behavior: No dedicated metric/ bucket set exists for non-MCP execution paths.
Flow Engine PRB2077987	New columns added to the sys_flow_plan_context table are missing a key		
Flow Engine PRB2079986	Add 'custom/ non-custom' for the non-mcp flow metric		
Flows (Family Channel) PRB2019712	The *See Related Flows* action in 'subflow' displays flows with no current reference to a subflow when stale sys_hub_sub_flow_instance records exist from old snapshots	The *See Related Flows* action in 'subflow' displays that the subflow is referenced by other flows even though it is not.	**1.** Open an exiting subflow that is referenced by another subflow/flow (parent). **2.** Create a copy of this subflow. **3.** Activate it. **4.** Edit the parent flow by adding a step calling the copied subflow. **5.** Save/activate the flow. **6.** Edit the parent flow again, and remove the step that calls the copied subflow. **7.** Save the flow. **8.** Open the copied subflow from the 'Actions'. **9.** Choose **See related flows**. Notice that the flow is still shown referencing the parent flow.
Flows PRB2079258	There's a Flow Diagramming dependency mismatch between oob.properties/ bundle.properties and now.dependencies of package.json	In the .properties file in dev/oob-apps, sn_flow_diagram:30.0.1 has sn_diagram_builder:27.0.0 as a dependency version and is missing some dependencies defined in package.json.	**1.** Check the **now.dependencies** field in package.json for version 30.0.1. Observe that sn_flow_diagram:30.0.1 has sn_diagram_builder:29.1.0 as a dependency version. **2.** Check the .properties file in dev/oob-apps. Observe that sn_flow_diagram:30.0.1 has sn_diagram_builder:27.0.0 as a dependency version and is missing some dependencies defined in package.json.

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Problem	Short description	Description	Steps to reproduce
GlideAggregate API PRB2090884	For non-admin callers, a regression results in the **Aggregate/ Stats API** field validation conflating 'field doesn't exist' with 'field exists but read-ACL denies it'	When a non-admin caller queries the Aggregate/Stats API (/api/now/stats/{table}) using sysparm_min_fields, sysparm_max_fields, sysparm_avg_fields, or sysparm_sum_fields, the API incorrectly rejects fields the caller is not allowed to read as if those fields did not exist. Any non-admin identity that has a field-level ACL restriction on one of the fields it requests receives a hard failure instead of the expected ACL behavior. This is a regression related to PRB2081870, which addressed reflected XSS issues.	**1.** Pick any table ('T') with a field ('F') that has a field-level read ACL restricting a non-admin role. **2.** As the non-admin identity, get /api/now/table/T?sysparm_fields=F,sys_id&sysparm_limit=1 and confirm F is absent or blanked in the response. **3.** As the same non-admin identity, call: GET /api/now/stats/T?sysparm_max_fields=F. Expected behavior: Either a normal aggregate result with F omitted/blank, or a proper ACL-style denial. Actual behavior: HTTP 400, 'Invalid sysparm_max_fields parameter'. The error is reported identically to what a user would see for a field name that doesn't exist on T at all.
GRC Platform Plugins PRB2061497	**Export to PDF** action is cutting off and overlapping text		**1.** Create a policy **2.** Import a word document with a link. **3.** Publish it. **4.** Open the KB article attached to policy in classic view. **5.** Select **View article**. **6.** Print the article. Observe that the *Export to PDF* action cuts off and overlaps text.
Hermes (Family) PRB2057996	Setting 'hermes.kafka.disabled' to 'true' does not help to disable Hermes jobs such as 'Hermes Failover State Refresh Job'	This issue causes huge loads of logs.	
Horizontal Portal Capabilities	Create definitions for cases created by		

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for Customer Service PRB2075799	external users in Portals and Engagement Messenger		
HR Service Delivery PRB2071645	Add required RCAs for CBS AINPX in HR Scope	This is a product update.	
HR Service Delivery PRB2081585	There are missing RCA's for the Now Assist AI Data Explorer	RCAs should be generated to cover all possible tables for Query Generation and AI Data Explorer. The covered tables should come directly from what is configured for Query Generation entities. Also, all RCAs should be put into the if / target app scope / update folders as appropriate for each target scope in the application's metadata.	
HR Service Delivery PRB2083402	RCAs that were moved to ServiceNowOtto are needed for HR Core/HR LE/HR ER	ACLs were moved to ServiceNow Otto for HRSD. Their RCAs are needed because they're used to verify that the user can read the source record, which can come from LE, HR Core, or ER.	
HR Service Delivery PRB2084464	Add a new scope to scope RCAs from the new app to HR core plugin	A new scope needs to be added to scope RCAs from the app 'HRSD L1 AI Specialist' to 'Human resource: core app' to access HR tables and other necessary data.	
Identification and Reconciliation API PRB2069627	The Dynamic IRE dashboard should display sampled data instead of the Welcome screen	When sampling is enabled, it collects data. When a user navigates to the Dynamic IRE dashboard, it shouldn't show the Welcome	**1.** Navigate to CI Class manager. **2.** Enter 'Hardware'. **3.** Select **Identification Rule**. Expected behavior: The Dynamic IRE sampling dashboard is displayed

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		screen. It should show the data that was sampled and calculate the dashboard statistics. Also, when sampling has collected some data, it should indicate that this is sample data, and for further analysis, the user needs to enable simulation.	with actual results from CMDB, drawn from the sampling that runs in the background. Actual behavior: The Welcome screen is displayed.
Inbound API Integration Usage Framework PRB2055912	originatedFromFlow is always false in IntegrationUsageTransactionMonitor, as flow-origin detection is broken for action fabric record-action metering	The originatedFromFlow dimension on action fabric record-action telemetry is never set to true. IntegrationUsageTransactionMonitor decides flow origination once, at transaction start, by checking whether the transaction's usage-tracker context contains a UsageSource.FLOW event. That event doesn't exist yet at transaction start, is removed again before transaction completion, and for asynchronous/scheduled flows the monitor doesn't run at all (background transactions are not a handled type). As a result, record actions performed by flows are not attributed as flow-originated, degrading the accuracy of record-action metering.	
IT Asset Management for Financial Services PRB1908524	When evidence is moved to 'Complete', check that at least one attachment	Users shouldn't be allowed to save an asset evidence task unless a URL or attachment is provided.	1. Provision an instance with the required GRC plugins and the Asset Audit Response plugin installed. 2. Create an asset evidence task. 3. Select **Accept**. 4. Create asset evidence.

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	or one URL is provided		**5.** Fill in the mandatory fields. **6.** Select **Complete** and **Save**. Observe that the evidence is saved. The save shouldn't be allowed unless a URL or attachment is provided.
Knowledge Management PRB2023217	Error when adding the trigger table 'Knowledge Feedback Task' due to read access / invalid table error	There is an issue while configuring triggers in AI Agent Studio. When adding a trigger table in an AI Agent, the table 'Knowledge Feedback Task' displays the error: 'You do not have read access to this table. Please select another table.' At times, it also shows: 'Table name is invalid.'	**1.** Create a new AI agent. **2.** From the **Add Trigger** option, select the **Knowledge Feedback Task** table as the trigger table. **3.** Open the AI Agent. **4.** From the left-side panel, select the **Add Trigger** option. **5.** Attempt to select the **Knowledge Feedback Task** table as the trigger table. Observe the error message.
Knowledge Management PRB2063214	Tables in the generated KB article are displayed with bold borders, which differs from the source document formatting	This logic comes from the Word to HTML conversion from the KM API.	**1.** Navigate to **Policy and Compliance** > **Compliance Workspace**. **2.** Create a policy record (or use an existing draft policy). **3.** Populate the required policy fields. **4.** Assign yourself as the policy owner. **5.** Enable the policy for knowledge publication (if applicable in the environment). **6.** Create a .docx file that includes a table. **7.** Upload the file using the **Import Policy Text** button. **8.** Verify that the document content is imported into the policy text section. **9.** Save and update the policy record. **10.** Move the policy through the life cycle: **Draft** > **Review** > **Awaiting Approval** > **Approved**. **11.** Publish the policy by selecting **Publish**. **12.** Confirm the policy transitions to the 'Published' state.

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Problem	Short description	Description	Steps to reproduce
			13. Verify whether a corresponding Knowledge Article is automatically generated in kb_knowledge and linked to the policy record. Observe that the generated Knowledge Article may incorrectly display tables with bold borders.
Knowledge Management PRB2070212	Second-level bullet points render as filled black circles instead of the expected empty/hollow circle	The bullet style for second-level items is incorrect. The logic comes from the Word to HTML conversion from the KM API.	1. Navigate to > **Policy and Compliance** > **Compliance Workspace**. 2. Create a policy record (or use an existing draft policy). 3. Populate the required policy fields. 4. Assign yourself as the policy owner. 5. Enable the policy for knowledge publication (if applicable in the environment). 6. Create a .docx file that includes a bulleted list with two levels. 7. Upload the file using the **Import Policy Text** button. 8. Verify that the document content is imported into the policy text section. 9. Save and update the policy record. 10. Move the policy through the life cycle: **Draft** > **Review** > **Awaiting Approval** > **Approved**. 11. Publish the policy by selecting **Publish**. 12. Confirm the policy transitions to the 'Published' state. 13. Verify whether a corresponding Knowledge Article is automatically generated in kb_knowledge and linked to the policy record. Observe that the generated Knowledge Article may render second-level bullet points as filled black circles.
Knowledge Management PRB2071699	The knowledge search returns empty results for guests users on the CSP portal	No search results are displayed. However, when the user navigates from Knowledge Base, they can access the article as a guest.	1. Navigate to the CSP portal as a guest user. 2. Configure the Knowledge Base for guest users. 3. Make widgets public.

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Problem	Short description	Description	Steps to reproduce
			4. Navigate to the homepage. **5.** In the search bar, search for some text that's present in an article. Observe that no search results are displayed. However, when the user navigates from Knowledge Base, they can access the article as a guest.
Knowledge Management PRB2076447	The Auto-fix plugin update blocks the Australia Patch 5m upgrade in loadsim release testing	The plugin upgrade thread handling becomes stuck in an error loop triggered by a null pointer. It never exits or advances, leaving the upgrade 'hung'. This happens when the upgrade plugin loader reaches the knowledge center update that adds in the auto-fix and auto-fix enable property.	
Knowledge Management PRB2082853	When Word documents are converted to policy text or knowledge articles, hyperlinks appear on a new line instead of remaining on the same line	The dom element of the hyperlink gets nested inside the paragraph for the hyperlink, which continues on the same line correctly. However, the JAVA code points to the closing of a paragraph tag before the hyperlink tag, so it becomes a sibling and not a child. This makes it go to a new line.	**1.** Create a document with three links in the same line. **2.** Import the document as a knowledge article. Observe that some of the links appear on a new line.
Knowledge Management PRB2084586	True-up Store apps NAKM, KC, KCInWorkspaces and ECE versions	This is a product update.	
Knowledge Management PRB2084781	For markdown, the knowledge blocks addition shouldn't be allowed on the kb_knowledge.do page		**1.** Provision an instance with the plugin com.snc.knowledge_blocks installed. **2.** Make sure the UI16 and workspace changes and the markdown changes are present.

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			3. Create a knowledge article kb_knowledge.do page with 'Knowledge' as Knowledge base. **4.** Check if the **Add blocks** UI action is visible. Observe that the UI action isn't visible for wiki articles.
Knowledge Management PRB2085202	A page scroll bar isn't seen for long markdown articles, as in the case of HTML	The issue doesn't appear in Workspace.	**1.** Log in to an instance. **2.** Create a markdown type article. **3.** Open the article. **4.** Navigate to the related list. **5.** Translate the article. Observe that this opens kb_create_translations.do. **6.** Check the page scroll. Expected behavior: The content on both side should be scrollable. Actual behavior: The content isn't scrollable.
Knowledge Management PRB2086922	The 'KB Health score config' column is missing from the kb_knowledge_base table		**1.** Provision an Australia or Zurich instance with the NAKM plugin installed. **2.** Check the kb_knowledge_base table. Observe that it doesn't have the 'KB Health score config' column.
Knowledge Management PRB2090439	Due to Generative AI Controller (GAIC) layer issue, multi-KB generation is broken and Mosaic migration should be reverted		
List Administration PRB2084609	sysparm_filter_only parses a query but doesn't query data	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Live Archive PRB2033206	There's no visibility into the archive migration process	If the user archives records across the platform, then installs the Live Archive plugin, it's unclear whether the archive data has been completely migrated to columnar storage.	
MID Server PRB2078177	RDP client fails to fetch FQDN with the error 'Unknown tag 4'	The agent logs FQDN lookup falls back to DNS with an error. The last four bytes are the error code STATUS_NOT_SUPPORTED (0xc00000bb).	1. Configure the target windows server with the following settings: **gpedit.msc** > **Computer Configuration** > **Administrative Templates** > **System** > **Credentials Delegation** > **Encryption Oracle Remediation - Enabled (Protection level - Forced Updated Client)**. 2. Run windows discovery with the following MID configuration: mid.powershell_api.wmi.fqdn_method = RDP. Observe that the agent logs FQDN lookup falls back to DNS with the error: 'DEBUG (Worker-Expedited:MultiProbe -e43cdafc3b6ecf503886e28e53e45aa0) [RdpClient:186] Received NTLM response 30, 0D, A0, 03, 02, 01, 06, A4, 06, 02, 04, C0, 00, 00, BB.' The last four bytes are the error code STATUS_NOT_SUPPORTED (0xc00000bb).
MID Server PRB2090264	PW reset using legacy Orchestration doesn't work	An additional input parameter was added to PSScript.ps1 script file: [string]$SNCLogLevel = ''. Calling logic from Disco and iHub are changed accordingly to pass additional parameters to the additional input signature. However, calling codes from Orchestration aren't changed accordingly, so the command to PSScript.ps1 doesn't have the additional input.	1. Open a Brazil instance. 2. Run any Workflow Powershell Orchestration activity. 3. Check the MID Server log. Observe the errors.

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Problem	Short description	Description	Steps to reproduce
Mobile Platform PRB2068760	SGOfflineSyncAPI .getTempIdsMutexName allows too open of a character set and length		Provide tempID's that contain characters that facilitate SQL injection. Observe DBUtil.java# shouldStripForSqlInjection.
Mobile Platform PRB2070684	Check for SN-Client-Id in mobile request headers instead of always assuming that the user is on the lowest ordered native client	Mobile clients add SN-Client-Id to all request headers after the initial user_client response. The backend should use this as the source of truth to know which experience (native client) the user is actively on.	1. Log in to the Mobile app. 2. Switch from the default experience to experience B. The backend should send responses based off of the SN-Client-Id in request headers instead of assuming the user is on the lowest ordered native client they have access to.
Mobile Platform PRB2084601	Add a logo configuration option to sys_sg_applet_launcher	This is a product update.	
Mobile Platform PRB2084603	EmployeeWorks Mobile updates	This is a product update.	
Mobile Platform PRB2084604	Auto-routing AIUX links to Mobile apps	This is a product update.	
Multimodal Service (Family Channel) PRB2073299	MMS Glide update	This is a product update.	
Multimodal Service (Family Channel) PRB2076357	Update system properties default values for MMS	MMS is not queuing enough records. The system propertyies 'glide.platform_mm_service.job.batch_size' should be set to '10' and 'glide.platform_mm_service.async_http_max_outstanding_requests' should be set to '20'.	
Multimodal Service	Result and metadata attachments	MMS writes its parsed-text and metadata result artifacts to	

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(Family Channel) PRB2082821	are written with no owning record	sys_attachment without a table_name or table_sys_id, so those attachments have no owning record. Reference-image attachments are unaffected — they are correctly parented to sys_mm_reference_image.	
Multimodal Service (Family Channel) PRB2082842	On-demand HTTP responses are correlated by result ID as an attachment token	On-demand (script-submitted) multimodal requests never report failures. A submission made through the on-demand path returns successfully and the sys_mm_result record is created with status 'pending'. If the Multimodal Service then rejects or fails the request, the record is never updated. There is no status change, no error_message, no completed_at, and no callback. The record stays 'pending' indefinitely and the calling script has no way to learn that anything went wrong. This affects every failure mode equally: a transport/connection failure, a permanent 4xx rejection, and a retriable 429/5xx are all dropped silently, with nothing written to the system log either. The 'HTTP 429 Too Many Requests' is expected when the Multimodal Service queue is full. Batch (attachment-driven) submissions are unaffected and continue to report failures correctly.	1. Confirm the asynchronous flow is in use: glide.platform_mm_service.use_sync_flow = false (the default). 2. Make the Multimodal Service return a failure for a direct/on-demand submission. For example, fill the MMS queue, or lower MMS_QUEUE_MAX_DEPTH, so POST /api/v1/jobs answers '429 Too Many Requests'. 3. Submit an on-demand request (MultimodalRequestProcessor.submitOnDemand — a sys_mm_result row with direct_submit = true). 4. Inspect the sys_mm_result record and the system log. Notice that the status stays 'pending" indefinitely' and error_message is empty. Also notice that completed_at is empty, no callback fires, and nothing is logged. 5. Repeat with a permanent 4xx (such as 400) and with a transport failure to point the service URL at an unreachable host. 6. Repeat step 2-4 as a BATCH submission (direct_submit = false) in the same instance. Notice that the failure is recorded correctly. That contrast isolates the defect to the on-demand path.

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Problem	Short description	Description	Steps to reproduce
Multimodal Service (Family Channel) PRB2084570	Enabling the 'Image' file type to be on by default for MMS for AI Search	This is a product update.	
Multimodal Service (Family Channel) PRB2084571	MMS Glide update	This is a product update.	
Multimodal Service (Family Channel) PRB2086962	MMS prompt verbosity configuration should be enabled for AI Search requests to MMS	Enable MMS prompt verbosity configuration for AI Search requests to MMS.	**1.** Enable MMS on the instance. **2.** Attach a document (with embedded images) to a record with index_mms_attachments enabled. **3.** Trigger indexing. **4.** Inspect the sys_mm_result. Observe that config.verbosity is 'medium'. **5.** Set glide.platform_mm_service.verbosity to high. **6.** Re-index the same document. **7.** Inspect sys_mm_result. Observe that config.verbosity is 'high'.
Next Experience All Menu PRB2074680	The Now Assist 'Launch Mode' menu label in Display Preferences is not updated to Otto		**1.** Navigate to 'Home'. **2.** Select the **User Profile** icon. **3.** Open 'Preferences'. **4.** Navigate to the 'Display' section. Observe the 'Now Assist Launch Mode' menu label.
Next Experience Unified Navigation PRB2071263	Menu modules don't resolve Karuna routes	Menu modules that offer a Karuna route alongside their platform link don't resolve the Karuna route.	Open a menu module whose experience is served by a Karuna route. Observe that the menu resolves the platform route only. The Karuna route support isn't present.

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Problem	Short description	Description	Steps to reproduce
Next Experience Unified Navigation PRB2078176	The NAP notification count disappears after page refresh and also displays an incorrect count compared to the active conversation count	After refreshing the page, the NAP notification count disappears and doesn't reappear on subsequent refreshes. The issue isn't reproducible in SurfStage, where the counter continues to work correctly even after a page refresh. The count appears again when the same URL is opened in a new browser tab. Also, the NAP notification counter sometimes displays a higher count than the actual number of active conversations, resulting in an inconsistent and incorrect notification count.	**1.** Navigate to the NAP notification counter area (https://surf.service-now.com). Observe the counter value and compare it with actual active conversation count. **2.** Refresh the page. Observe that the notification count disappears and doesn't reload. Also, the counter value is inflated compared to actual active conversations.
Next Experience Unified Navigation PRB2079464 KB3154841	Duplicate Nextwave Client REST API definition causes a 403 error on session_info for external users, disabling lbf-chat-client	Some users are unable to start a chat session in the assistant/ chat widget. This is caused by a backend configuration issue and doesn't require any action.	Refer to the listed KB article for details.
Next Experience Unified Navigation PRB2079773	Set token_exchange_allowed to 'true' on an OffGlide AIEX oauth entity record	Notice that token_exchange_allowed is 'false' which needs to be 'true', otherwise oauth will fail for guest users.	
Next Experience Unified Navigation PRB2081424	Set bff_cookie_exchange_allowed to 'true' on OffGlide AIEX oauth entity records	bff_cookie_exchange_allowed is set as 'false', which needs to be 'true', otherwise oauth will fail for the guest user.	

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Next Experience Unified Navigation PRB2085243	Page context updates aren't sending the backend the current URL		1. Open an instance. 2. Open AIEX. 3. Perform any workspace navigation that triggers a page context update to the backend. Expected behavior: The URL is sent in the page context payload. Actual behavior: The URL is not sent in the page context payload
Next Experience Unified Navigation PRB2087666 KB3159370	The **AI Workflow** button opens a blanket panel on the core-ui form	The button is expected to display the AI activities/steps performed as part of the Resolution Plan Generation use case.	Refer to the listed KB article for details.
On-Call Scheduling PRB2081079 KB3155856	It takes a long time to load Incident Communication Plan	On instances with a large number of configured on-call groups and rosters, opening or refreshing the Communication Plan on a major incident takes significantly longer than expected.	Refer to the listed KB article for details.
OneExtend PRB2067309	Callback handler error is logged for sync mode capabilities when no callback is configured	In the CallBackHandler .executeCallback() method, the code calls callbackWithScriptable() with an empty string when no callback is configured. The callbackWithScriptable() method logs an error when the callback API name is null/empty and returns null. As a result, syslogs are flooded with error messages for legitimate sync executions, making it difficult to identify real errors in production.	Call any sync capability. Observe that the syslogs are flooded with the error: 'No Callback API configured at builder capability level or builder config level'.
OneExtend	NAP Summarize	While running a single-user iteration,	

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PRB2068738	Record doesn't work	summarizing a record via NAP works the first time and creates an entry in sys_gen_ai_text_cache table. When it hits the same WOT NAP summarize, it should return the data from this cache table, but it doesn't return the summary. Instead, the message appears: 'Sorry, there was a problem on my side trying to complete this request. Try asking again later'.	
Performance Analytics PRB2072285 KB3159113	GroupBy visualizations can cause an out of memory error	The heap dump provided in the task clearly shows that one widget consumes 190 MB. This is too much for a user transaction that is loading a dashboard.	Refer to the listed KB article for details.
Performance Analytics PRB2074730	Remove the KPI Composer (sn_kpi_composer) base instance app dependency from Glide, build-now, and base instance apps	The build fails during configuration with the following message: 'No such property: kpi for class: org.gradle.accessors.dm.LibrariesForGlideLibs $OobPaLibraryAccessors'.	1. Delete the oob-pa-kpi-composer alias from build-now/gradle/glide/libs.versions.toml while leaving glide-launcher/build.gradle untouched. 2. CD glide && ./gradlew :glide-launcher:help --offline. Observe that the build fails during configuration with the following message: 'No such property: kpi for class: org.gradle.accessors.dm.LibrariesForGlideLibs $OobPaLibraryAccessors'.
Performance Analytics PRB2090722	Enable the **Sparkle** icon on Data Visualizations for formula indicators	This is a product update.	
Platform Analytics Component API	The indicator scorecard score date should be shown instead		

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Problem	Short description	Description	Steps to reproduce
PRB2080958	of the 'latest score' label		
Platform Analytics Component API PRB2085934	AIDE **Explore** button is shown on all lists, including 'All Table Discovery' entities	The AIDE **Explore** button is shown on all entity lists, including entities that shouldn't have it. Only entities marked Active=true and population_source=Table Config should display the **Explore** button. Entities with population_source = 'All Table Discovery' (or inactive entities) shouldn't show the **Explore** button.	1. Navigate to an entity list that is marked as 'All Table Discovery'. 2. Check whether the **Explore** button is present. Expected behavior: Only entities with Active=true and population_source=Table Config show the **Explore** button. Actual: The **Explore** button is shown on 'All Table Discovery' entity lists.
Playbook Experience PRB2087088	There's a dependency mismatch between oob.properties/ bundle.properties and now.dependencies of package.json	Install Engine reads dependencies from package.json. There are zboot DMT failures caused by version mismatches between oob.properties, bundle.properties, and package.json. The app dependencies should match across all three files.	
Playbooks (Family Channel) PRB2086543	When resolving overrides for AI-experiences, the first matching overrides containing aixWidget should be returned	PlaybookActivityOverrideRepo_initializeByPlaybookExperienceId() only populates PlaybookActivityOverride.aixWidget from the override record's **Aix_widget.id** field. If the override record itself doesn't have an AIX widget configured, but the activity's linked activity UI record does (activity_ui.aix_widget.id), then the widget is never picked up. The override ends up with an empty/null AIX widget, so the AIX experience isn't rendered even though a widget is configured at the activity UI level.	1. Create an activity UI. 2. Populate the **AIX widget** field. 3. Create an activity override using the above activity UI. 4. Add conditions so that the above override is selected at runtime. Observe that the **AIX widget** field isn't picked from the activity UI in override at runtime. It's returned directly from the default activity UI.

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Playbooks (Family Channel) PRB2086893	Happy path observability backend path evaluation and runtime state services	This is a product update.	
Playbooks PRB2078629	There's a dependency content mismatch between oob.properties and packaeg.json	The Install Engine reads dependencies from package.json. The are zBoot DMT failures caused by version mismatches between oob.properties, bundle.properties, and package.json. The app dependencies should match across all three files.	
Pub/Sub PRB2086054	PubSubStatusCache cold-cache query re-enters the Field Normalization/ TableRotation lock cycle	PubSubStatusCache.loadEntry() issues a plain GlideRecord.query() against sys_pubsub_status with no engine or business rule suppression. PubSubStatusCache.loadEntry()'s query at PubSubStatusCache.java:49 should be hardened with gr.setWorkflow(false) and gr.addBeforeQueryRules(false). This would mean the cold-cache status lookup can no longer re-enter Field Normalization / the Clotho metrics deny list / the table-rotation chain and contend for a lock this subsystem has no functional need to touch.	
Pub/Sub PRB2094920	ProcessedMessageTracker (N2N/PubSub dedup map) grows unbounded and OOMs app nodes	It's been observed that com.glide.pubsub.dedup.ProcessedMessageTracker is growing unbounded, driving app nodes to 'java.lang.OutOfMemoryError: GC overhead limit exceeded'. After heap	

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		dump analysis, the map (fProcessedMessages) retained 1.94 GB / 47% of the total heap on an affected node. This has caused OOMs on distinct production instances, consistent with slow unbounded growth after upgrade. Three distinct gaps contribute to this: 1) there is no guard when Samwaad/N2N is not initialized or disabled; 2) Cleanup is gated by a hardcoded, non-exhaustive node-type allow-list instead of actual role/ participation; 3) there is no upper bound on the map's size.	
Raptor Analytics Ingestion Core PRB2072557	SN connector requires a check on the **Sys_oid** field of the Datalake		1. Open the sys_service_identity_definition table. 2. Navigate to the DATALAKE record. 3. Check the **sys_oid** field. Observe that it's empty.
ReleaseOps - Family PRB2067737	ReleaseOps MIF handler bypasses the Instance Scan queue	InstanceScanHandler.java invokes the InstanceScanWorker directly. AScanWorker worker = InstanceScanWorker. generateFromSuites AndUpdateSets (scanSuiteIds, updateSetIds), bypassing the instance scan queue management. It should call the CICDInstanceScanExecutionService as an entry point, to take advantage of queuing and possible future changes. In Zurich, the user can only execute one scan at a time. In Australia	1. Start a full instance scan. 2. From the ReleaseOps controller, start moving a DR that needs to do an instance scan. Expected behavior: The Data Replication waits but then completes successfully. Actual behavior: The Data Replication fails the instance scan with an error: 'Failed to get scan result: Multiple scans cannot be run at the same time'.

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		and onward, multiple scans are allowed using the current code but there are no checks on max number of scans that can be executed and the existing code could potentially overwhelm the instance with too many scans.	
Request Management PRB2070251	RequestWorkflowStageProcessor throws ClassCastException when called from a different scope, causing Requested Item Summarization to show generic content	jsFunction_getParentWorkflowChoices throws ClassCastException when handed a fenced object. jsFunction_getAllWorkflowChoices silently returns an empty ChoiceList instead of throwing. Stages are either never populated (crash swallowed upstream) or silently empty, so the LLM summarization payload has no real stage data. The 'Now Assist request summary' falls back to a generic response.	
Schedule Optimization (Glide Family Channel) PRB2057489	SO conflict resolution is unassigning locked tasks	A conflict resolution fix was implemented to unassign tasks from the solution when the assignee has a conflict. However, it unassigns tasks even if they were locked after solution processing began. There should be a filter to skip the unassignment if the task has transitioned to a locked state.	
Search Signals PRB2023083	GenAI log IDs aren't returned for NAVA's feedback signals		1. Search in NAVA, such as 'What is spam?'. 2. Select **Thumbs up** or **Thumbs down** on the answer. 3. Run the background job to process queued signals.

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			4. Navigate to the sys_generative_ai_log table. **5.** Inspect the **Feedback** field for the transactions relevant to the Genius Result feedback was provided on. Expected behavior: There should be a value. Actual behavior: No feedback is logged.
Service Catalog PRB2070973	Add Now Assist AI-usage tracking fields and options to the catalog_builder_analytics table	Extend the catalog_builder_analytics table to support tracking of Now Assist AI usage during catalog building	
Service Catalog PRB2084606	Family changes to support widgets introduced to the Service Catalog LUX Widgets Store app	This is a product update.	
Service Catalog Variables PRB2072938	The 'Lists and Platform Analytics' visualization shows encrypted responses for record producer variables	The variables in the incident list view should show decrypted values. The issue occurs because the form and the list view retrieve the variable's value in two different ways.	**1.** Create an encrypted field configuration on the question_answer table and **Value** field. **2.** Define a module access policy based on the crypto module of type 'Role'. **3.** Set the target role as snc_internal and the result as track. **4.** Create a record producer on the incident with one variable. **5.** Create an incident via the record producer. **6.** Add the record producer variable to the incident list view. **7.** Load incident.list. Expected behavior: The variables in the list view show decrypted values. Actual behavior: The variables in the list view show encrypted values.

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Service Mapping PRB2081806	Updating the lightweight dynamic service levels via CSDM corrupts service	The metadata doesn't contain 'modelDisabled: true', and the service has a populator.	1. Create a lightweight dynamic service via CSDM with levels=3. 2. Navigate to the second screen in CSDM. 3. Select the **Levels** box. 4. Change the levels to two. Observe that the metadata doesn't contain 'modelDisabled: true', and that the service has a populator.
ServiceNow Otto Context Menu (Family Release) PRB2075508	NACM components take more time to load		
Service Portal PRB2075083	'ESC' portal AI Search placeholder text customization is no longer honored after an Australia upgrade	After upgrading to Australia, the custom placeholder text configured for the ESC Portal search experience is no longer displayed. Instead, the platform displays the new base instance placeholder text ('Ask AI for help or search'), causing user-configured branding and messaging to be ignored.	1. Configure a custom placeholder value for AI Search. 2. Upgrade to Australia. 3. Open the ESC Portal search experience. Expected behavior: The search component continues to honor the configured placeholder values and associated sys_ui_message overrides after the upgrade. User customizations are reflected in the UI. Actual behavior: The modified placeholder text isn't shown. The base instance placeholder text is displayed instead.
Session Management PRB2072469	There should be metric/logging for portable vs. non-portable session at login, not just pin-on-detect	There is metric/logging for detecting non-portable sessions. However, that coverage only reports the non_portable_sessions counter when a session pin-on-detect event occurs (session pin trigger from PORTABLE to STICKY affinity, for example via	1. Log in to a Glide node through the normal login flow with no pin-on-detect trigger (for example, no GlideSessionDebug.enable(...) pin from PORTABLE to STICKY). 2. Query xmlstats.do?include=otel.session_node_transfer on that node. Observe that no portable/non-portable counter is incremented or reported for

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Problem	Short description	Description	Steps to reproduce
		GlideSessionDebug.enable.) There should also be metric/logging that reports portable vs. non-portable session state at login time generally, not only when a pin-on-detect event is triggered. Without this, the GIG active session balancing lacks visibility into sessions that are non-portable from login but never go through the pin-on-detect path.	the login event itself. Only pin-on-detect events are captured.
Session Management PRB2077746	In GIG, the JSESSIONID-to-node affinity is only learned from request cookies, never from response Set-Cookie. Snc_session_affinity_node is set to 'Secure-only', which breaks stickiness for fresh sessions over plain HTTP	GIG's session affinity for a brand-new session depends entirely on the client echoing GIG's own snc_session_affinity_node cookie. GIG never learns the JSESSIONID-to-node mapping from the response that carries Set-Cookie: JSESSIONID. Additionally, snc_session_affinity_node is always emitted with the secure attribute, and the plain HTTP standard cookie stores it and never sends it back. As a result, it does not echo the affinity cookie, and gets every follow-up request load-balanced, including requests that already carry a valid JSESSIONID.	
Software Asset Reconciliation PRB2072017	Missing CPU count / CPU core count stamped against cluster VMs with no installs and	Under the Microsoft 'Per Server' license metric, installs are left unlicensed with the reasons 'Missing CPU count' and 'Missing CPU core count'. The actionable	1. Build a vCenter cluster with two or more ESX hosts, each with VMs with the following relationships: a. VM 'Virtualized by::Virtualizes' ESX host (parent = VM, child = host) b. Cluster 'Contains::Contained by' host (parent = cluster, child = host)

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Problem	Short description	Description	Steps to reproduce
	against retired CIs	entity reported is a configuration item that has no installation of the product being licensed, is retired (hardware_status = retired), and/or has no relationship to the install's installed_on device, because it's a VM on a different ESX host in the same vCenter cluster. Meanwhile the install's own installed_on device has complete CPU data. Since any single failing VM sets validHost = false, no install on the host consumes rights, so the product can't be licensed at all. For products that aren't SQL Server, the 'Per Server' rights formula is a constant one and never reads CPU count or core count, so licensing is blocked on data the metric doesn't use.	**2.** On host B, leave at least one VM with cpu_count and cpu_core_count empty. **3.** Give that VM no installs of the product. **4.** Set it to retired (hardware_status = retired). **5.** Install a NON-SQL Server Microsoft product on a VM on host A. **6.** Ensure that the VM has valid cpu_count and cpu_core_count. **7.** Create an entitlement for the product with license metric 'Per Server' (00bec99293032200f2ef14f1b47ffb78). **8.** Run Microsoft reconciliation. **9.** Navigate to **SAM Workspace** > **License Usage** > **Product** > **Installs requiring action**. Expected behavior: The retired / install-less VM on host B isn't evaluated by the CPU validation, and the installs on host A's VM consume 'Per Server' rights. Actual behavior: The installs on host A's VM are unlicensed with reasons 'Missing CPU count' and 'Missing CPU core count'. The actionable entity on those reason records is the retired, install-less VM on host B. Nothing on the host is licensed. The actionable entity has no direct relationship to the install's installed_on CI.
Software Asset Reconciliation PRB2074587	Reclamation code changes for app-itam-sam		
Software Asset Reconciliation PRB2084351	Domain separation doesn't work on the summary and entity table		
Software Asset Reconciliation	Create a new AI Agent for AI Worker (app-itam-sam)	A new AI Agent should be created for the AI Worker. The implementation	

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Problem	Short description	Description	Steps to reproduce
PRB2086017		should follow the same pattern as the existing AI Agent. The user handover stages must be specific to the AI Worker autonomous flow.	
Stream Connect Core PRB2001155	When Kafka generates many errors, processing those errors can produce Mutex contention	Stream Connect producers stop sending to Hermes Kafka. It publishes block for around 60 seconds and then fails, so the worker/ scheduler threads back up, business rules run slow, and APIs become slow. Failed messages accumulate in the sys_kafka_ undelivered_messages table, and the base instance Kafka Producer Retry Job gets stuck and can't drain them.	
Stream Connect Core PRB2079908	After upgrading from Zurich to Australia, the active Kafka Subscriptions are updated to REFRESHING status	Topic alias records are created for the Hermes topics after the upgrade. However, for a few of the Kafka Subscriptions (in the sys_kafka_subscription table), the topic alias column shows empty and the status is 'REFRESHING'.	
Stream Connect Core PRB2088720	The base instance apps version should be updated from 6.0.6 to 6.0.7		
Syntax Editor PRB2080150	'Find References' dialog info tooltip icon fails aria-prohibited-attr (there's no ARIA role for aria-label/title)	This is an accessibility violation. It's found in glide/plugins/ com.glide.syntax_editor / ui.html/scripts/ classes/ syntax_editor5 / references/ GlideEditorFindReferences.js:483,	1. Open a scriptable record (for example, a Script Include) in the Now Code Editor / classic UI's Monaco-based code editor. 2. Select a symbol (for example, a function or variable name) in the editor.

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Problem	Short description	Description	Steps to reproduce
		in the getModalBody() function's info-message-wrapper markup.	**3.** Invoke 'Find References' by selecting and holding (or right-clicking) the context menu (or using the Find References action in syntax_editor). **4.** In the Find References modal that opens, locate the **Info** icon next to the results-count header. **5.** Run an accessibility scan (axe-core) against the open modal, or inspect the icon element's DOM directly. Expected behavior: The icon carries an ARIA role (e.g. role='img') so its aria-label is valid and a screen reader announces the tooltip text. Axe should report no aria-prohibited-attr violation on this node. Actual behavior: The p-tag has aria-label and title but no role, so axe flags aria-prohibited-attr and screen reader users get no reliable accessible name for the icon.
System Archiving PRB1974369	Compaction is not working for archived tables in the columnar format	An error occurs after migrating the columnar format, updating the compaction properties, and running the background script.	**1.** Migrate ar_ table to columnar format. **2.** Update the compaction properties. **3.** Run the background script, 'new GlideTableCompactor() .compact('tableName');' Notice that there is an error, 'Table didn't compact as... Sys_id not indexed on root storage table.'
System Archiving PRB2056839	Compaction should not be attempted for columnar tables		**1.** Migrate ar_ table to columnar format. **2.** Update compaction properties. **3.** Run the background script. Expected behavior: Compaction should be blocked because this is a columnar table. Actual behavior: The error occurs, 'Error: Table didn't compact as... Sys_id not indexed on root storage table.'
System Events PRB2080453	NowMQ events never get delegated on Worker.Default nodes due		

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Problem	Short description	Description	Steps to reproduce
	to a broken participation check		
System Events PRB2089685	Flow events created with a future TimeStamp are picked up and become stuck in the in-memory queue for processing	This issue causes the in-memory queue to be full, and does not allow other events to be processed.	Create a future event with a targeted node with 'p0'. Observe that the event is picked up by the in-memory queue without checking for the **process_on** field, resulting in the event being picked up and shown in the sys_nowmq_node_stats table. All low priority events are not picked up as high priority events (p0), and none of the events are processed.
System Scheduler PRB2076443	Issues with the rename dedicated node bypass property and skip reconcile job on non-dedicated node instances	The property 'com.snc.cluster.scheduler.dedicated_node_bypass' uses the 'bypass' terminology, which is inconsistent with the intent. The property controls whether child jobs are allowed on dedicated nodes, not a bypass of anything. There is also an unnecessary reconcile job execution, in which the job runs the full configuration seeding and orphan cleanup with no meaningful effect. In this scenario, sys_scheduler_dedicated_job_config creates and maintains rows on an instance that has no dedicated nodes, and will never enforce dedicated node protection.	
System Web Services PRB2037370	Reading of multiple records using the UI/API Call/ Processor/ Script/Flow fails to track multiple READs in the Record Action metric	Four GlideRecord operation methods are instrumented to call RecordActionRecorder.record() at the point of each operation. This is the entry point for all telemetry, and every record operation on an allowlisted table flows through here. The instrumentation	1. Navigate to the incident table. 2. View the list of incidents in the ServiceNow UI. Observe that all of the rows are visible in the UI with multiple read metrics. 3. Execute a Query Service Query to validate that multiple metrics have been recorded in the 'sn.glide.action_fabric.record_action' metric.

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Problem	Short description	Description	Steps to reproduce
		pattern follows GlideRecordProtected DataRecorder, which already instruments the same methods: a single static call, no branching, no impact on the existing operation path. query() is added for READ instrumentation so that data access by external agents and the NOW UI can be measured alongside writes.	Expected behavior: Multiple reads are recorded. Actual behavior: One read is recorded.
System Web Services PRB2088200	True-up Telemetry Data Connector	This is a product update.	
System Web Services PRB2088207	True-up the Action Fabric Usage Dashboard app		
Time Card Management PRB2081643	Fields aren't visible on time_sheet.do form for timecard_user	Users with the timecard_user role can't see fields on the time_sheet.do form, preventing timesheet creation.	1. Impersonate a user with the timecard_user role. 2. Navigate to time_sheet.do. Expected behavior: Form fields are visible for timesheet entry. Actual behavior: The form loads with no fields visible.
Trace Collector - Family Release PRB2081553	Convert app-domain-util app as a hosted plugin		
Trace Collector - Family Release PRB2090151	Netty 1.2.10 is at end-of-life	As recommended, upgrade Netty to 1.2.17 or newer.	

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Problem	Short description	Description	Steps to reproduce
Transaction Logs PRB2073987	Enable MCP server user-facing logging via the sys_log table	This is a product update.	
Transaction Management PRB2074188	GIG gateway thread pool and polling scheduler aren't shut down when Glide shuts down, leaving non-daemon threads running	The JVM doesn't exit cleanly. Non-daemon threads from the gateway fixed thread pool remain alive because Glide.destroy() never calls into JettyClientManager to tear down GIG resources.	1. Enable GIG (glide.gig.enable=true) with valid glide.gig.client.endpoints so the gateway connection and gateway fixed thread pool become active. 2. Shut down the Glide servlet (Tomcat stop / graceful JVM shutdown). Observe that the JVM doesn't exit cleanly. Non-daemon threads from the gateway fixed thread pool remain alive because Glide.destroy() never calls into JettyClientManager to tear down GIG resources.
UI Actions PRB2074979	GraphQL list UI actions are pulling UI actions that are list V3 compatible	The graphQL endpoint is pulling list UI actions that are list v3 compatible, thus creating duplicate list UI actions in the choice menu.	1. Enable the 'Lit' list component to fetch UI actions for the 'Incident' table. 2. Open the choice/menu of actions in the top right corner of the list. Note the duplicated list UI actions such as **Repair SLAs, Add to Visual Task Board**, and so on.
UI Actions PRB2084589	Handle session notifications when a page redirect occurs	This is a product update.	
UI Actions PRB2084591	UI action condition evaluation should leverage virtual URIs for improved parity	This is a product update.	
UI Actions PRB2084593	Correct the behavior of server-side UI actions	This is a product update.	
UI Actions PRB2084596	Support handling of redirect-based processors	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
UI Form Administration PRB2080805	The form for the sn_customerservice_task table is unresponsive when Polaris is turned off	The activity stream doesn't work, the context menu in the header doesn't open, and fields can't be edited.	1. Provision an instance with the 'com.sn_customerservice' plugin installed. 2. Navigate to the sn_customerservice_task table. 3. Create a record. 4. Set the 'glide.ui.polaris.experience' property to false to turn off Polaris. 5. Refresh the case task record. Expected behavior: The form is responsive. Actual behavior: The form is not responsive.
UI Form Administration PRB2084578	Glide changes to support form URL parameters and formatter support in UI26	This is a product update.	
UI Form Administration PRB2084598	Glide changes to support the form context menu and system parameters in UI26	This is a product update.	
User Criteria for Service Catalog PRB2087796	Scripted user criteria might return stale results via AI Search and aren't cached durably for the Moveworks Search API		
UX Framework PRB2014549	getScreen is invoked twice, causing duplicate calls to the server		1. Open any instance on Australia or Brazil. 2. Open SOW workspace. 3. Perform a hard reload. 4. Open 'DevTools - Network Tab'.

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Problem	Short description	Description	Steps to reproduce
			5. Select the **ServiceNow Logo** present on the unified navigation bar on the top left. Observe that the user is routed to /now/nav/ui/home. Expected behavior: Only one hydrate call is made. Actual behavior: Two hydrate calls are made.
UX Framework PRB2024860	getInstanceValue caches are undefined and portal app shell search navigation is broken	The user should be navigated to the selected article and the URL should change to the article record. Instead, nothing happens.	**1.** Navigate to the landing page. **2.** Select the search box in the top-right corner of the browser header. **3.** Type 'remo'. **4.** Select any of the suggested articles in the type-ahead list (or press Enter). Expected behavior: The user is navigated to the selected article. The URL changes to the article record. Actual behavior: Nothing happens. There's no navigation, error, or result list.
UX Framework PRB2069094	Users are unable to select menu API calls on a SURF clone instance	The landing page is missing from the menu list. The request isn't being called on any page navigations to this: /api/now/ui/polaris/menu.	
UX Framework PRB2083327	The UI Builder authorization iframe modal buttons are non-functional	The **Cancel** and **Approve** buttons don't work on the iframe. Also, there is an Otto ServiceNow pop-up that comes up initially on the iframe.	**1.** Navigate to 'Request Clone' under the Clone Admin Console. **2.** Select **Target instance** or **Add new instance**. **3.** Configure P/E as needed. **4.** Select **Continue**. **5.** On the clone summary page, select the **Submit Clone Request** button. Observe that an iframe modal opens for 'Authorization Requirement'. The **Cancel** and **Approve** buttons don't work on the iframe. Also, there is an Otto ServiceNow pop-up that comes up initially on the iframe.

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Problem	Short description	Description	Steps to reproduce
UX Framework PRB2084577	Product lab and action triggers in Survey Center	This is a product update.	
Virtual Agent PRB2033259	Language detection doesn't work properly with Agentic mode for both the standard and enhanced chat		
Virtual Agent PRB2063992	The user is unable to add a portal to the Conversational AI Assistant	When the user attempts to add the ESC portal to domain one, it is successful. However, when the user attempts to set up the assistant to domain two with Service Portal, it fails and the portal is not set. Errors don't occur in the UI, but when it goes to the next step 'Branding', it fails saying the portal is not set. Errors occur in the logs.	
Virtual Agent PRB2066112	UPDATE_CONTEXT_VARS is not working when used immediately after CREATE_CONVERSATION	An error is thrown, and context variables must be updated with out any errors.	1. Create a conversation using the CREATE_CONVERSATION action. 2. Try updating context variables using UPDATE_CONTEXT_VARS immediately after the creating conversation. Notice that it is throwing an error.
Virtual Agent PRB2069447	Semantic filtering Virtual Agent global flags aren't set when invoked from AO via topic tool execution		1. Start a NextWave conversation. 2. Trigger sensitive detection for HR fallback. 3. Select Create case. 4. When prompted for a description on the case, provide the same utterance that triggers semantic detection. Expected behavior: It proceeds and creates a case.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The user utterance is flagged for semantic filtering.
Virtual Agent PRB2069708	Users don't see logged in user details passed for DARE in skuld		From the Now Assist Portal, ask a simple question such as 'Who am I?'. Observe that it produces incorrect results and it doesn't pass user context.
Virtual Agent PRB2070048	There's an OGCS error on skillPicker due to bad sys_gen_ai_skill data		1. Add a sys_gen_ai_skill record which doesn't have a valid skill_document ID. 2. Attempt to run a valid topic. Expected behavior: A topic should execute and log warning message that there's an invalid sys_gen_ai_skill record. Actual behavior: A topic won't execute.
Virtual Agent PRB2070336	A guest user isn't able to upload images	Two issues prevent a guest user from uploading images: the conversation-server returns a 500 error due to a table level ACL on sys_cs_conversation and conversation-server returns a 401 error: 'unable to find guest session - Guest cookies are not passed through to upload request'.	
Virtual Agent PRB2073250	A conversation from another domain doesn't work if the user default domain doesn't have access to the current session domain	Whenever there is a hybrid queue into play, the worker impersonates the user and updates the session, but doesn't touch the domain. When impersonated normally, the domain will be the default domain for the user. This might no have access to the conversation because its started in a different domain. So whenever we read some data that is not accessible like	1. Enable domain separation. 2. Update any field on a user record. Once updated, the default domain to the user moves to TOP/Default unless specified. 3. Switch the domain to a different domain (some sibling domain or a parent domain). 4. Start the conversation. Observe the responses would not be received for any query.

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Problem	Short description	Description	Steps to reproduce
		conversation, the flow fails.	
Virtual Agent PRB2073833	The AiAgentSecurityHelper lacks an API to create compound deny_unless security-attribute ACLs, blocking sn_voice_aia from securing voice agent endpoints	There must be a gate for sn_voice_aia for certain voice agent endpoints behind a compound ACL using a custom security attribute with a deny_unless decision policy. A compound ACL with deny_unless requires setting 'decision_type', 'local_or_existing', and 'security_attribute' on sys_security_acl. Scoped apps can't do this directly, and a global helper is required.	1. On an instance with com.sn.voice_aia and com.glide.cs.genai installed, attempt to configure a voice AI agent endpoint that requires compound ACL security, specifically an ACL using a custom security attribute with a deny_unless decision policy. 2. From the sn_voice_aia scope, call new AiAgentSecurityHelper(). createAclWithSecurity Attribute(...) to delegate compound ACL creation to the global helper. Expected behavior: sn_voice_aia should be able to delegate compound ACL creation to the global AiAgentSecurityHelper utility, the same as it does today for role-based ACLs via createAclAndRoles. Actual behavior: The method does not exist on AiAgentSecurityHelper. sn_voice_aia can't create sys_security_acl records with compound security attributes directly from a scoped context.
Virtual Agent PRB2074992	Handshake fails when duplicate preferred-skill entries exist for the same skill	An error message occurs and an exception is found in the logs.	1. In enhanced chat, transfer to a live agent. 2. As another agent user, accept the chat. 3. Transfer the chat to another queue using the /tq quick action. 4. Do not accept the chat and allow max wait time topic to trigger. 5. When prompted, select the topic. Expected behavior: The topic executes successfully. Actual behavior: The message, 'I'm having technical issues and won't be able to continue this conversation' is shown and an exception is in the logs.
Virtual Agent	A java.lang.NullPointerException occurs, 'Cannot invoke	This issue was observed while investigating a ZTSD issue.	

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Problem	Short description	Description	Steps to reproduce
PRB2076214	com.glide.script.GlideRecord.setValue(String, Object)' because 'gr' is null'		
Virtual Agent PRB2076609	The 'Timeout conversations' job fails to close conversations on cross domains		
Virtual Agent PRB2078011	The Virtual Agent greeting is not showing, or shows the wrong message, when the system language is non-English	The session saved in English is shown instead of saving and showing the greeting message created in the Japanese session.	**1.** Set glide.sys.language to 'ja'. **2.** Open VA assistant. **3.** Update the message to something that is not base instance. **4.** In the English session, test the assistant. Notice that no message is shown. **5.** Switch to a Japanese session and save any greeting message. **6.** In the Japanese session, test the assistant. Observe that the message that was saved in the English session is shown.
Virtual Agent PRB2078683	The Topic execution is not working if the Nextwave user is in the TOP/Default scope		**1.** Enable domain separation. **2.** Check the Nextwave service user domain. **3.** Make any update on the user if needed so that the domain gets changed to TOP/Default. **4.** Start a conversation and run a topic. Observe that it fails.
Virtual Agent PRB2084118	setCache is not honoring domain field	setCache is not honoring the domain field when impersonating the actual user.	
Virtual Agent PRB2085286	Selecting to execute topics isn't working	When the user tries to select the links, either nothing happens or there's an 'Error in' processing message.	**1.** Navigate to the Virtual Agent. **2.** Ask 'What are my summarize options?'. **3.** Try to select any of the links.

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Problem	Short description	Description	Steps to reproduce
			Observe that either nothing happens or there's an 'Error in' processing message.
Virtual Agent PRB2085859	The Prompt Library 'Topics' tab is empty because the visible skills API returns '404' for every deployment	When the Prompt Library is enabled on a Now Assist Panel deployment, the 'Topics' tab doesn't load any prompts. The other Prompt Library tabs are unaffected. Users expect that the 'Topics' tab lists the topics configured and marked visible for that deployment. However, the tab displays no content. The API that supplies visible skills for a deployment reports that no skills were found, even when topics and skills are configured and marked visible. Thus, the 'Topics' tab can't be used on any deployment, and there's no configuration change that corrects it.	
Virtual Agent PRB2086482	Off Glide branding API returns the menu item with the type as null	The API returns the 'Contact Live Agent' item with the type as 'null', even though the actual type is 'chat'.	
Virtual Agent PRB2087473	Bring the tone/persona sys-prop at the assistant level and append the agent_persona instruction to it	If the config attribute isn't 'agent persona', the system appends the agent persona to the prompt if it exists. If the attribute is 'agent persona', it uses the persona or a static fallback if empty.	1. Bring the sys-prop 'sn_nowassist_va .assistant_personalization' to the Now Assist deployment config table. 2. Make the setting available at the assistant level. 3. Append the **Agent_persona** field in the Now Assist deployment config table to tone/persona prompt. Observe that, when the config attribute isn't 'agent persona', the system appends the agent persona to the prompt if it exists. If the attribute is 'agent persona', it uses the persona or a static fallback if empty.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB2091490	Glide to OGCS requests should set X-Instance-Url header with canonical URL		
Virtual Agent PRB2092748	Live agent availability doesn't work once the user selects the **Cancel** button	It shows that no agents are available, even after the user selects the **Cancel** button and the live agent availability should resume.	**1.** Start a chat as requestor from the /esc portal. **2.** Have an agent online from another browser. **3.** Connect to a live agent. **4.** Select the **Cancel** button and do not accept the workitem. **5.** Try connecting to the agent again. Expected behavior: The live agent transfer should stop just for that interaction when **Cancel** is selected and the live agent availability should start resuming after. Actual behavior: Notice that even when the agent is available, it shows that no agents are available. This happens for all the new conversations.
Virtual Agent PRB2095603	getChannelById method mapping missing in glide-plugin-members.xml	getChannelById calls from NW channels are failing.	
Window Manager PRB2078184	The classification and protections canvas doesn't work in Securing Custom Apps with Vault Agents Otto		**1.** Open 'Securing Custom Apps' with the Vault Agents Otto application. **2.** Navigate to the 'Classification and protections for your app' canvas. Observe that the canvas doesn't load or function as expected.
Window Manager PRB2090196	The closed window still consumes mouse clicks after unpinning Otto, which blocks the Polaris	After opening and closing (specifically pinning/unpinning) Otto, its window element remains mounted in the DOM at full size and intercepts clicks over whatever	**1.** Open a Brazil instance. **2.** Open Otto (Now Assist chat). **3.** Pin Otto by docking it via a contextual menu/Polaris pin action. **4.** Unpin Otto so that it closes.

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Problem	Short description	Description	Steps to reproduce
	contextual menu pin	page content is underneath it. Its DOM element remains at full size with pointer-events overridden by inner content, instead of collapsing to a 0-size box like the legacy window manager does. This prevents the user from pinning other contextual menus via Polaris in that region of the screen.	**5.** With Otto now closed, try to click on/pin a different contextual menu in the area of the screen where Otto's (now invisible) window used to be. Observe that the click is swallowed, and pinning other contextual menus is not possible because the closed Otto window is still consuming mouse clicks.
Work Order Management PRB2083257	Plan_maint_admin and plan_work_admin users aren't able to view work order templates	Since the roles already contain cmdb_read role, the user should be able to view the records. However, when the user opens the work order template, no fields are visible.	**1.** Log in as a user who has the plan_maint_admin role or plan_work_admin role. **2.** Select the **Preview** icon on any work order template from the list. Observe that all the fields are visible. **3.** Open the work order template. Observe that no fields are visible when the template is opened in jelly page.
Zing Text Indexing and Search Engine PRB2083455	Allowlisting should be allowed for the kb_knowledge table for text_search v4 format		

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.

- Brazil security and notable fixes
- All other Brazil fixes

Brazil security and notable fixes

The Brazil release contains important problem fixes.

Brazil was released on September 24, 2026.

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- 09-22-2026_1636
- glide-brazil-08-25-2026__patch0-08-26-2026

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.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

For a downloadable, sortable version of the fixed problems in this release, click here.

Security-related fixes

Brazil includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Brazil, refer to KB3154282.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Access Analysis Instrumentation API PRB1984283	Analyze Access in any record's hamburger menu isn't working	Adding 'access-management' into the URL doesn't work either; it navigates to Access Analyzer's 'Analyze Permissions'.	
Access Control PRB1981898	Need properties for better control of the scope where a security attribute script gets evaluated		
Activity Stream PRB1971849	The acronym 'AI' needs to be localized in some target languages	This issue was observed in instances using the languages Spanish, Portuguese Brazilian, or French.	1. Switch the instance language to either Spanish, Portuguese Brazilian, or French. 2. Navigate to the **Hardware Asset Workspace**. 3. Open the Hardware Asset Workspace Overview.

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Problem	Short description	Description	Steps to reproduce
			4. Select **Asset requests** under the 'Quick links' section. 5. Open any Requested Item. Expected behavior: The acronym 'AI' should be localized in the target languages Spanish, Brazilian Portuguese, and French. This should also apply to the backend form of the Requested Item's 'Detailed Issue' description. Actual behavior: Observe that the 'AI' acronym still appears as 'AI' instead of 'IA'.
Activity Stream PRB1991852	Base64 coded attachments can't be loaded in the activity stream in the workspace	This likely has to do with processing large content.	1. Navigate to any record page. 2. Create an email with a base64 encoded image. 3. Set the email to 'sent' status. 4. Navigate to the record and select **Show more** for the email. Expected behavior: The full body of the email is displayed. Actual behavior: The email is loading for a long time and eventually crashes the page.
Activity Stream PRB2011631	The 'Additional comments' left side black indicator bar		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2974503	disappears after a page refresh		
Activity Stream PRB2016617	Unguarded Jelly expression in form.xml causes RhinoEcmaError warnings on every classic form load	On any classic UI16 form load, the platform Jelly template evaluator throws a RhinoEcmaError warning in the system log. The warning is present on every classic form, regardless of application scope or record type. There is no functional outage; forms load and save correctly, and all transactions return HTTP 200 with normal response times. The main impact is high-volume system log noise.	1. Log in to a Zurich instance. 2. Open any classic UI16 form record without a sysparam_citation query parameter in the URL. ○ Example without activity stream: Navigate to /sys_dictionary.do and open any record. ○ Example with activity stream: Navigate to /incident.do and open any record. 3. After the form loads, open the system log. Expected behavior: No RhinoEcmaError warnings are generated during a standard form load. Actual behavior: On forms without an activity stream, one warning entry is generated per form load. On forms with an activity stream, two warning entries are generated per form load.
Activity Stream PRB2018914	In an activity stream, video controls become unusable after selecting an attached video	After a video file is uploaded as an attachment to a record and the page is refreshed, the video renders inside the activity stream with native HTML5 video	1. Log in to a ServiceNow instance. 2. Open any task record that supports an activity

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Problem	Short description	Description	Steps to reproduce
		controls (play/pause, scrubber, volume, fullscreen). However, on selecting the video element, the controls disappear and become unusable, preventing the user from playing back, scrubbing, or otherwise interacting with the video.	stream and an **Attachments** field. **3.** Attach a video file to the record. **4.** Save the record. **5.** Refresh the page so the attached video renders inside the activity stream. **6.** In the activity stream, locate the entry containing the attached video. The video element appears with native video controls (play/pause, scrubber, volume, fullscreen). **7.** Select the video element in the activity stream to attempt playback or interact with the controls. Expected behavior: The native video controls remain visible and interactive; the user can play, pause, scrub, adjust volume, and enter fullscreen. Actual behavior: On selection, the video controls disappear and become unusable. The video element renders but no playback controls can be interacted with.

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Problem	Short description	Description	Steps to reproduce
Activity Stream PRB2032224	**Orphaned Dependent** fields in the initial audit event causes an exception in SysAuditRule	When the support audit is passed to findFirst, which filters out support audits, it finds an empty stream and throws 'IllegalStateException: Unreachable code reached.' The exception is caught, but it causes retrieveEvents to return zero events, leaving the workspace activity stream completely empty.	
Activity Stream PRB2066570	Activity stream primary journal field ordering regression — work_notes displayed before comments in UI16 and Service Portal	The activity stream on task records (Incidents, Changes, etc.) incorrectly defaults to the 'Work Notes' input instead of 'Comments' in both the platform UI and Service Portal. This affects user workflow as agents may inadvertently post internal work notes when intending to post customer-visible comments. Additionally, custom journal fields configured on tables do not appear in the Service Portal activity stream widget.	
Advanced Work Assignment PRB1969415	Javascript Error Logs on Advanced Work Assignment despite AWA not being in use	In sysevent_ script_action_ 5054795a9f946210c8965effa0a1cda, if the user is not found in the instance, an error is thrown.	
Agent Chat PRB1683554	Conversation tab doesn't show up during an outbound call from Amazon Connect	The interaction pops open in agent workspace, but the conversation tab doesn't show. It only shows up on refresh or reload of the page.	1. Make an outbound call from the agent workspace using the Amazon Connect. 2. Select the **Set Up Real Time Transcription** checkbox in the instance setup step.

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Problem	Short description	Description	Steps to reproduce
			Observe that the interaction pops open in agent workspace, but the conversation tab does not show. It only shows up on refresh or reload of the page.
Agent Chat PRB1928570	The Service Operation Workspace chat window malfunctions after dragging and dropping an image	The Service Operation Workspace chat window gets stuck after dragging and dropping an image from the chat window to the attachment section of the incident.	**1.** Impersonate an agent and navigate to SOW and set state as available. **2.** In other browser intiate a chat. **3.** Once the chat is accepted from the agent side the interaction opens with chat window. **4.** Add an image in the chat window. **5.** Create an incident from the interaction using create incident. **6.** Drag the image from chat window to the add attachements on the incident. Notice that the Service Operation Workspace chat window gets stuck.
Agent Chat PRB2014178	Optimize the request to fetch previous interactions for a requester to show conversation history in Agent chat	If there are no custom filters, there is no need to create the list of interaction records by going through all the returned records from the DB query.	**1.** Enable the 'Conversation history' feature in Agent chat settings. **2.** Set the limit to 10. **3.** Ensure that there's a large number of closed interactions (more than 100) for Abel Tuter.

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Problem	Short description	Description	Steps to reproduce
			4. Check the server memory in /stats.do. 5. Start a new conversation as Abel Tuter. 6. Accept the work item as Beth Anglin. 7. Ensure that the history shows in the agent chat. 8. Check the server memory again in /stats.do. Observe that the server memory has gone up significantly.
Agent Chat PRB2030144 KB3133990	When a work item is in the queue but not yet accepted, the user can't update string fields on the open record	In the workspace, when a work item is in the queue but not yet accepted, the user is unable to update string fields on the open record. With these two circumstances satisfied, a focus-stealing issue occurs, where the blinking cursor is removed after a moment.	Refer to the listed KB article for details.
Agile Development PRB2026219	The **Group capacity** field is read only in sprint records		1. Navigate to an instance. 2. Navigate to the table 'rm_sprint.list'. 3. Open any sprint record. Note that **Group capacity** (points) is read-only.
AI Agents (Glide Family) PRB1994390	After a Zurich upgrade, hundreds of thousands of log entries are	The message is 'No endpoints available for cache invalidation'. The source is com.glide.ui.ServletErrorListener.	

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Problem	Short description	Description	Steps to reproduce
	generated by CacheInvalidationEventHandler		
AI Agents (Glide Family) PRB2025974	A user session is logged out when opening AI-generated interaction records	The user session is logged out when opening AI-generated interaction records that were created/ updated by the incident_intelligence_agent. The interaction record remains in the work in progress state, even though the associated conversation has been marked as faulted. The issue is specific to the in Service Operations Workspace view, as opening the same record in platform view works without issue.	
AI Search (Glide) PRB1913117	Searcingh on a reference field with an ACL on a reference table doesn't work even with dot_walk_field mapping		
AI Search for Service Portal PRB2038055 KB3139447	The Now Assist Self Service widget breaks the full page experience search in portal	After upgrading to Zurich, when the user searches from the Employee Center portal, the full page experience fails and no results are displayed. Instead, the widget throws a server-side JavaScript error: '$sp is not defined'.	Refer to the listed KB article for details.
AI Search UX PRB1993482	Global Search is logging the error '*** Script: No EVAM Definition ID provided as input to Build Genius Result Templates transform.: no thrown error'	A 1000+ error is observed in the console and the syslog error occurs, '*** Script: No EVAM Definition ID provided as input to Build Genius Result Templates transform.: no thrown error.'.	
AI Search UX PRB2039564	Error while accessing catalog items from search after Australia upgrade	After upgrading to Australia, the typeahead widget for suggested results fails.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB3118078			
Analytics Data API PRB1844011	Using 'Trend by week' leads to an incorrect record count when the new year starts	When using 'Trend by' with the options 'Opened', 'Calendar', 'Standard Calendar' and 'per-week' and running the report, the record count is 3 but the List view record count is 5.	
Analytics Data API PRB1973007	The Platform Analytics 'pivot table' unit type doesn't persist	When creating a pivot table using two tables as the data sources, the 2nd and 3rd columns swap their values.	1. Create a pivot table visualization within a dashboard. 2. Add in two tables as data sources. 3. Create four columns on the pivot table, with the first two column being a count of each respective table and the last two columns a sum of all the values with other columns. 4. Save the visualization. 5. Exit editing mode. 6. Refresh the dashboard. When the order of the columns is the count of table 1, count of table 2, sum of table 1's column, sum of table 2's column, and when users refresh the dashboard, the 2nd and 3rd columns values swap, with the values from column 3 appearing in column 2 and vice versa.

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Problem	Short description	Description	Steps to reproduce
Analytics Data API PRB1974037	Platform Analytics - Visualization displays outddated dates when 'Use current date for period end' is selected	Even when the 'Use current date for period end' is selected on a time series visualization, the graph still displays older dates and not the latest dates.	1. Create a time series visualization with an indicator (daily frequency) as a data source. 2. Ensure that scores are collected for this indicator. 3. In the configuration, under the date range section, select the **Set absolute period** and **Use current date for period end** options. 4. Review the visualization on different days. Expected behavior: The visualization graph should consider the current date as the period end date and generate the graph. Actual behavior: The visualization graph is still generated with the older dates (when the visualization is created) as the period end date.
Analytics Data API PRB1986630	Domain isn't included while generating a key for the indicator data source	Visualizations that use the Analytics Cache currently omit the global key when generating cache entries. As a result, a visualization may behave inconsistently across domains, depending on which domain created the cache entry first.	

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Problem	Short description	Description	Steps to reproduce
Analytics Data API PRB2000611	Pivot tables for data visualizations cannot handle enough records to produce top ten charts, so the charts return no records in the Search Analyzer for Now Assist Analytics (Performance)	The error message reads, 'Unable to generate chart, maximum number of data points exceeded this visualization'.	1. Navigate to Now Assist Admin module. 2. Select the Performance tab. 3. Select the User Search Analyzer. Observe that the two top charts do not have any data loaded in them.
Analytics Data API PRB2001019	Accept 'group by' selection for all variable types	When comparing to classic reporting, many variable types are not available for selection in the 'group by' component in the Platform Analytics visualizations.	
Analytics Data API PRB2003111	Pivot table using multiple data sources shows 'No data' on the widget when one of the data sources returns no data	Even though data is available, the chart shows 'No data available'.	1. Provision an instance with the com.snc.itsm_pa.demo plugin installed to have more test data. 2. Open the list with records of the problem table (problem.LIST). 3. Filter records by Assigned to = Abel Tuter and State = Assess so that two records appear. 4. Remove one of the records. 5. Move the other record to the Fix in Progress state by selecting the **Fix** button. 6. Navigate to **All** > **Library** > **Data visualizations**. 7. Select **New**.

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Problem	Short description	Description	Steps to reproduce
			8. Select **Visualization type: Pivot table**. 9. Specify the following data sources: ○ Incident table with the conditions Assigned to = Abel Tuter and State in (New, On Hold, Resolved). ○ Problem table with the conditions Assigned to = Abel Tuter and State in (New, Fix in Progress, Assess). 10. Specify group by's: ○ Columns: Assign to; Show all; Individual metric. ○ Rows: State. 11. Set 'Show row total' and 'Show column total' to false. 12. Check the chart. Observe that the chart renders and shows expected data. 13. Open the list with records of the problem table (problem.LIST). 14. Filter records by Assigned to = Abel Tuter and State = Fix in Progress so that one record appears.

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Problem	Short description	Description	Steps to reproduce
			15. Open that record. 16. Change the status to Re-Analyze. 17. Refresh the chart. Expected behavior: The chart is rendered and shows the expected data with zeros. Actual behavior: The chart shows 'No data available', despite data being available.
Analytics Export API PRB1987970	PDF Export of Inline Dashboard gives a blank page with Loading word in it	Export PDF for any of the Inline dashboards is blank and shows the loading symbol only in the PDF and not the actual report of the dashboard. Also, Exporting a Dashboard stays in the 'Export request in progress' state for a very long time even on a very simple one widget dashboard.	
Analytics Export API PRB1995410 KB2810683	On demand list visualization export to .xlsx	An issue has been identified where on#demand exports of list data visualizations intended for XLSX format are instead exported as XLS files in the Zurich environment. This behavior differs from the Yokohama environment, which previously exported successfully in XLSX format.	Refer to the listed KB article for details.
Analytics Export API PRB2007025	Dashboard PDF export doesn't apply dashboard filters on the list	Dashboard filters aren't applied to the list in the dashboard PDF exports. Only the filters configured in the list are honored.	1. Export a dashboard to PDF with list visualization. 2. Make sure the dashboard has dashboard filters

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Problem	Short description	Description	Steps to reproduce
			and the list is following the filters. Observe that the filters are applied correctly on the dashboard to the list, but they aren't applied in the exported PDF.
Application Manager PRB1889269	Progress worker state isn't set to complete after worker is finished	Installing plugins shows an error even when successfully completed. In the logs, it looks like the error comes from a script include. Previously, the code block was a part of a larger function that had appVersion and appID as parameters. The code was refactored into the forceSyncWithStore function, which doesn't have appVersion and appID as parameters. If the gs.info line is reached, it throws an error because those two fields were not passed into the function.	**1.** Install the custom scoped app (for example, x_conym_atf_sc_req, x_conym_hrp). **2.** Check 'sys_upgrade_history' to confirm the installation is marked as 'complete'. **3.** Check 'sys_progress_worker' list for the message 'Progress worker state is not set to complete after worker is finished.' **4.** Check 'syslog' for the error 'com.glide.script. RhinoEcmaError: 'appVersion' is not defined.'.
Application Manager PRB1971605	The base version is greyed out in the new Application Manager	The base version is greyed out in the new Application Manager, which stops to install the custom version created on the base version 1.0.0. The new Application Manager allows to install the custom version only on the latest version.	
Application Manager	The size of the cache string is over 33.55MB, the GAAA	Post-release of killing entitlements, the large get_all_available_apps	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1971790 KB2827137	response is too large to save as attachment	(GAAA) response is breaking the checkAvailableUpdates call in the UpdateChecker. Until the get_all_available_apps response size is reduced below the ~32MiB limit, the App Manager will continue to have cache issues.	
Application Manager PRB1980407 KB2715943	In Application Manager, version details for intermediate versions don't refresh and are stuck loading	In Zurich instances, Application Manager fails to display version details when selecting any middle version between the installed and latest version for an app/plugin. The main details panel either shows no data or remains stuck loading and doesn't refresh.	Refer to the listed KB article for details.
Application Manager PRB1981044 KB2719949	The latest version in the sys_store_app table is updated to the installed version after an install, thereby causing the **Upgrade** button to be unavailable in App Manager	Two functions (_fix LatestVersionFor WithdrawnInstalled Apps, _fixLatestVersion ForWithdrawnInstalled Customizations) in Application Manager's UpdateChecker.check AvailableUpdates API (aka Sync in the UI) were missing a required GlideRecord.addQuery constraint when the 'sn_ appclient.enable_app_ manager_checksums_ cache' sys_property was set to true (default). This issue led to the latest_version being set to the incorrect values on Install/Sync.	Refer to the listed KB article for details.
Application Manager PRB1988027	Application Manager fails to load Connected Workplace app info page with 'App info not found' error	In the Application Manager, the Connected Workplace app fails to load its information page when accessed from the Updates tab. The page spins for several	

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Problem	Short description	Description	Steps to reproduce
		minutes and then displays 'App info not found / Record not found', preventing the user from updating the app via the UI.	
Application Manager PRB1992835 KB2804238	A deprecated Classic App Manager URL causes issues on some instances	Users have access to the Classic App Manager by navigating to the URI '/$allappsmgmt.do'. When they switched to new app manager later, and load the 'My company applications' page, that can corrupt the App Manager checksum cache, which causes the manual sync to fail.	Refer to the listed KB article for details.
Application Manager PRB2057729 KB3140027	Users can't publish custom-scoped applications after upgrading to Zurich or Australia	After upgrading to Zurich or Australia, there's an issue that prevents new application versions from being published for custom scoped apps in ServiceNow Studio. Selecting the **Publish** button for any custom application results in a publish failure with one of the following errors: 'Vendor information was not found, upload function is disabled for this instance' or 'Did not receive publishing information successfully. Cannot read properties of undefined (reading 'toString')'.	Refer to the listed KB article for details.
Application Navigator PRB2041444 KB3140871	Tooltips persist and fail to dismiss on Chromium v149+ browsers	For users on UI16, there are recent updates to Chromium (specifically version 149.x) that trigger performance issues in UI16. This causes tooltips to remain stuck on the screen after a user hovers their cursor	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		then moves away from elements. The tooltips should disappear once the user moves the cursor off the element.	
Application Rationalization PRB1993865	Base instance business rule fails to exclude the current record during duplicate name validation due to incorrect property reference	The business rule on the cmdb_ci_business_app table incorrectly blocks updates when changing the case of a Business Application name (for example, 'abc' to 'ABC'). This happens because it uses current.sysId instead of current.sys_id, resulting in an undefined sys_id comparison.	1. Create a Business Application (cmdb_ci_business_app) with the name 'abc'. 2. Edit the same Business Application and change the name to 'ABC' (only change the case). 3. Attempt to save the record. Expected behavior: The save is allowed because it's the same record, just with a different case. Actual behavior: The save is blocked with the error: 'A Business Application exists with the same name. Please verify.'.
App Shells PRB2005043	Some items are hidden behind the company logo in the Next Experience navigation bar	Sometimes the Next Experience navigation isn't rendered correctly. The 'All' and 'Favorites' items are displayed behind the ServiceNow logo. The issue is happening is randomly for some tests and does not have a fixed reproducible behavior. The menu items should always be rendered correctly and must be clickable.	
Attachments to Records PRB2018059	GlideSysAttachment.writeContentStream() fails in the Scripted REST API in Australia	GlideSysAttachment().writeContentStream() fails with 'Can't find method com.glide.ui.SysAttachment.	

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Problem	Short description	Description	Steps to reproduce
		writeContentStream (object,string,string,com.glide.communications.GlideScriptableInputStream)' when called from a Scripted REST API in the Australia release. The issue is not present in Zurich.	
Audit History PRB2019035	The sysID of sn_nowassist_skill_config is displayed in the username of the work notes	This issue is observed only in Workspace. In UI16, it's working fine.	1. Make a GenAI Skill call. 2. After the GenAI Skill call, update any record. Observe that the sysID of sn_nowassist_skill_config is displayed in the username of the work notes, but it shouldn't be.
Authentication Factors PRB2006510	The 'Soft Pin Enrollment' option (on the left panel menu and profile page) shouldn't appear for all users by default	The 'Soft Pin Enroll' page is accessible by all users, with no role requirement. However, it should be displayed when AI Voice Agents are installed and controlled by a property.	
Authentication PRB1900411	Login page performance lag on Chrome browser (Windows laptop)	Performance lag on the new login page on a Windows laptop using the Chrome browser.	1. Use a Windows laptop. 2. Open Chrome browser (137.0.7151.56 (Official Build) (64-bit)). 3. Navigate to the login page. Observe the lag in rendering or responsiveness compared to Microsoft Edge browser on the same machine, or a previous version (Zurich) vs current version (Xanadu).

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Problem	Short description	Description	Steps to reproduce
Authentication PRB1969882 KB2718536	Login screen performance issues on iOS 26.2 RC and in Zurich instances	After upgrading to iOS 26.2, users are unable to log in to any instance using the Now Mobile app. The login page is extremely slow or unresponsive, and it can fail to load or accept credentials. The issue affects multiple users and device models. It's reproducible across different instances, and it also impacts the Agent app.	1. On iOS, navigate to the Now Mobile app. 2. Connect to a Zurich or later family release instance. Observe that the screen loads slowly and is non-responsive.
Authentication PRB2029440 KB3071161	side_door.do changes are introduced after an Australia upgrade	Some users reported that after upgrading to Australia, when SSO is enabled, the side_door.do page no longer works to allow local logins. Previously, in Zurich, even with auto-redirect enabled, accessing / side_door.do still allowed users to access the local login page.	Refer to the listed KB article for details.
Automated Test Framework (ATF) PRB1997825 KB2806020	When the 'glide.script.block.client.globals' property is set to false, running an ATF test throws a client error with code coverage enabled		Refer to the listed KB article for details.
Automated Test Framework (ATF) PRB2038798	Cannot read the properties of the undefined (reading 'message') after upgrading to Australia	The sys_processor_0af16f2d5363101034d1ddeeff7b12b6.xml redirects requests to a new UI page, but this new UI page introduced in the Australia release is not supported by ATF's 'Navigate to module' step because it is relying on the gsft_main to load the g_form on the page. This breaks the custom logic to get the g_form on the page,	

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Problem	Short description	Description	Steps to reproduce
		and errors occur in the console.	
Benchmarks PRB1989154	BenchmarkClient Util.construct Payload fails to fetch data for Global-scope PA Scorecards	Running the background script shows that the PAScorecard.query() does not return results for Global-scope indicators, causing constructPayload to fail. For benchmarked indicators that exist in the Global scope, the constructPayload method fails to fetch PAScorecard details and returns 'null'. Because the PAScorecard records are not retrieved, the Global-scope indicators are not included in the upload payload, and scores are not uploaded to the central instance. As a result, instances do not receive benchmark scores for these indicators.	
Build Agent (Glide) PRB2002763	Build Agent (BA) freemium install is blocked to due to hosted plugin, due to which NAFC install is incomplete	The BA trial version fails to install due to the missing hosted plugin.	
Cache PRB1974175	Error messages appear in system logs when cache flush attempts to process records that have already been deleted	Error level messages are logged when the cache flush mechanism attempts to process records that no longer exist in the database. The error occurs in a race condition scenario where: A record is inserted into sys_user_grmember and a cache flush message is queued, the record is subsequently deleted before the cache flush message is processed, and when the cache flush	

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Problem	Short description	Description	Steps to reproduce
		processor attempts to handle the message. It can't find the record and logs an error.	
Case and Knowledge Management for HR Service Delivery PRB2028299 KB3061412	In Platform Analytics, an ACL isn't letting an admin user modify or create data visualizations in dashboards or data visualizations	When editing any visualization in a dashboard with the sn_hr_er_case table as a data source, the visualization can't access its data source. As a result, metrics are turned off and can't be edited, preventing updates or modifications to the visualization. There is error: 'You don't have access to the data source used in this visualization'.	Refer to the listed KB article for details.
Change Management PRB2027139	The search bar and the divider overlap when 'Items per page' is set to 48		1. Open the Create Change page. 2. Set items per page to 48. Expected behavior: Heading, search bar, and divider render without overlap. Actual behavior: Search bar and divider overlap the heading.
Change Management PRB2029102	Manual approvers can't be added to the change and std_change_proposal due to newly enforced ACLs for related lists		
Change Management PRB2035555	The 'All' filter on the 'Create Change' page doesn't display all standard change templates when a template has no category or catalog	When the 'All' filter is selected for standard change templates on the 'Create Change' page, not all templates are displayed. This is because one template has no category. The null category errors the	

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Problem	Short description	Description	Steps to reproduce
		'can category be read by user' check.	
Cloud Encryption PRB1980759	Prevent erroneous tampered DARE Properties notifications emails from being set to users	The error message, 'The tampering activities for Cloud Encryption properties have been found' is found in the logs.	
Cloud Provisioning and Governance PRB1992234	The catalog task **State** field is read-only	This is due to an ACL that looks for the 'sn_request_write' role. The user may not have this role installed.	1. Log in to an instance. 2. Disable any custom ACLs that were created in order to bypass this change. 3. Impersonate a test user. 4. Navigate to a catalog task in an **Open** state. Observe that the **State** field is read-only.
CMDB Health Dashboard PRB2037629	Certification audit OOMs node on large tables	On a fully-patched Zurich instance, a single CMDB data-certification audit job ('Audit for switchport') running on a glide.scheduler.worker thread retained 625 MB — over 50% of the 1.20 GB live heap — and tripped the GC-time heap-dump threshold (node GC-thrashing toward OOM). The audit loads the entire CI result set into memory in one pass instead of streaming it.	
Column Level Encryption PRB1990541	Attachment upload defaults to 'None' encryption module in the workspace	Attachment upload defaults to 'None' encryption module in the workspace, where as in Classic View its working as expected.	

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Problem	Short description	Description	Steps to reproduce
Condition Builder PRB1994536	Condition display value for 'Class is a <ci class>' isn't readable	There are applications that use condition builder, such as CMDB Data Manager, where data manager admins can create policies. They need to be able to read and interpret the conditions they select and save.	1. Navigate to the cmdb_ci list view. 2. Choose **Class 'is a'** > **Server**. 3. Select **Run**. Observe that the display format of the condition is now 'Sys class path is a /!!/!2/!(/!!%'. This is not readable.
Condition Builder PRB1997702	Limited number of values are shown in the 'Is one of' filter in Workspace	The filter is truncated and there's no way to check which values are configured. When the user wants to edit, it's also not possible to see all of the values.	1. Navigate to the list view in CSM/FSM or SOW. 2. Use the list filter settings and locate a operator which has the option to be 'is one of'. 3. Add more than 10 values to the proper field. 4. Select **Run**. 5. After it's executed, check the filter again. Observe that the filter is truncated and there's no way to check which values are configured. When the user wants to edit, it's also not possible to see all of the values.
Configuration Management Database (CMDB) PRB1994587	A race condition between IRE LazyWriter and Deletion Strategy causes the configuration item (CI) state to flip incorrectly	A CI's state is flipping from installed to stale during Discovery (delete strategy execution). A race condition occurred between IRE's asynchronous batch update of the **last_discovered** field using 'db.executeLazy()'	

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Problem	Short description	Description	Steps to reproduce
		and the execution of the Deletion Strategy. The LazyWriter delay caused the Deletion Strategy to process stale 'last_discovered' values, marking valid CIs as retired despite their presence in the payload.	
Configuration Management Database (CMDB) PRB2020163	CMDB Data Manager archive tasks and retire tasks are not being processed correctly	Archive tasks and retire tasks fail with the message: 'Error: Failed to create archive chunk.' and the retire policy CIs already associated to these tasks are not being processed.	
Core UI Responsive Dashboards PRB2013831 KB3143538	There's a dashboard layout issue after upgrading an instance to Australia	After an Australia upgrade, multiple users are reporting issues with alignments of reports in dashboards. While reports aren't missing, they are displayed vertically in dashboards. The issue is reproducible with core legacy dashboards.	Refer to the listed KB article for details.
Core UI Responsive Dashboards PRB2034505 KB3085059	A Platform Analytics (PA) dashboard overview can't load any dashboards	If all of the following conditions are met, the dashboard doesn't appear on the 'All' tab of PA dashboard 'Overview' page.	Refer to the listed KB article for details.
Customer Service Management PRB2002976 KB3141009	An advanced qualifier reference that uses 'current' isn't functioning as expected in CSM Workspace	Advanced reference qualifiers that rely on the 'current' object fail when templates are applied in Workspace. However, the same functionality works as expected in 'Classic UI (UI16)'. During template application in Workspace, the platform passes corrupted or incomplete serialized data to 'GlideRecordEncoder.decode()'. As a result, the current	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		GlideRecord is returned without field values.	
Database Compaction PRB1816028	The 'Unexpected Compactor' job runs on the sys_attachment_doc table, causing an outage		
Database Compaction PRB1993126 KB3109620	'Compactor' on RaptorDB creates indexes without 'CONCURRENTLY', causing widespread locks	The DB 'Compactor' job creates direct indexes on temporary tables that are linked with source tables through triggers. Once 'insert' comes in for a source table, the trigger also tries to write on a TMP table, and are blocked by the 'Create index' command.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB1636284	There's an inaccurate group count in a reference field with duplicate display values when results are pagenated		
Database Persistence - Data Access PRB1984070 KB2928335	Trend reports and dashboard show inaccurate data by week across the end of a year	On instances using a PostgreSQL database, an incorrect year reference (yearref) is returned for the non-ISO week functions sunday_week and monday_week. As a result, the column data displays trends for future dates where no actual record data exists. This issue affects reports and dashboards that group or summarize data by week across the end of a year. Reports may display an unexplained empty week in one year, a duplicated week in another, or records appearing in the incorrect annual bucket.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB2007256 KB2925734	The text search doesn't return results in non-English languages	After downloading language plugins and switching the system language to a non-English language, results aren't returned when the property 'glide.db_query.replace_distinct_with_groupby' is set to 'false.' When the language is set to English, results are returned.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB2051225 KB3141251	GlideAggregate and Platform Analytics pivot fails with 'must appear in the GROUP BY clause' when grouping or sorting by a translatable field in a non-English language	The pivot shows 'No data available.'/'Aucune donnee disponible.' instead of the data. The node log shows com.glide.db.GlideSQLException with the PostgreSQL error, 'ERROR: column 'sc_cat_item3.name' must appear in the GROUP BY clause or be used in an aggregate function.'.	Refer to the listed KB article for details.
Database Persistence - Data Scale PRB1968227	DMLActionBatcher has some performance regressions comparing the StatementBatcher in MariaDB	The primary performance gap is driven by differences in how each batching mechanism manages transactional boundaries, especially during batch flush. An additional gap exists for mixed-mode statements.	
Database Persistence - Data Scale PRB1975852	MetricStatsCache causes the application node to run OutOfMemory	QueryMetricStatsListener has a cache limit of 10K entries (from AbstractMetricStatsListener), but as each entry contains a query which can be up to 2MB (hardcode limit), the user can easily spike the memory usage and run the node OOM.	
Database Persistence - Graph	CMDB Query Builder doesn't work when multiple OR	When multiple OR conditions are used on the location filter, the CMDB query builder	Scenario 1:

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Problem	Short description	Description	Steps to reproduce
PRB1967193	conditions are used on location attribute	doesn't return any results.	1. Navigate to the query builder. 2. Open the configuration item query block. 3. Select **Filter**. 4. Run the builder with multiple OR conditions on the location filter. Observe that no results are returned. 5. Remove all the OR conditions for location (or use one location filter). 6. Run it. Observe that once a second condition is added, the query builder fails. Scenario 2: 1. Navigate to the CMDB Query Builder. 2. Add a server node to the canvas. 3. Apply filters to the node with the following conditions: ○ Location contains 'bock' ○ Location contains 'via' 4. Run the query. Observe that no results are returned. 5. Remove one of the conditions (for example,

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Problem	Short description	Description	Steps to reproduce
			'Location Contains 'via''). **6.** Rerun the query. Observe that results are now returned.
Database Persistence - Graph PRB1990632	Node/edge types should allow special characters for GraphMetadataAPI	Predefined filters fail in the Graph API version of the CMDB query builder. After a platform upgrade, CMDB query builder throws the 'Problem Running Query' error.	
Database Persistence - Graph PRB2005816	The choice field with 'none' doesn't appear intermittently	The choice field with 'none' doesn't appear in some cases for some users and sets the value of the next sequence number by default.	
Database Persistence PRB2006319	ACL rules evaluated during twoPassQuery() pull in mostly empty GlideRecords for context	During dot-walks, ACL rules evaluated during twoPassQuery() often pull in mostly empty GlideRecords for context. This happens during script execution/ condition evaluations.	
Database Persistence PRB2075293 KB3150595	After the upgrade to Australia, auto-increment columns are failing inserts with the duplicate_key error	Australia introduced a change to how certain database auto-increment sequences are managed. Under specific conditions, this change can cause the sequence used to generate new record identifiers to become invalid or out of sync with the database. When this occurs, attempts to create new records may fail. As a result, transient state records may not be created as expected in tables with the auto-increment field. This impacts many functional areas relying on the sequence record to track orders of states,	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		logs or messages. This defect fix is included in the weekly patch due to its severe impact on multiple major functionalities across the platform.	
Database Persistence - WDF PRB1921715	Attempting to run an RLQuery condition on a database view removes all records unexpectedly from the view	Related List conditions aren't valid for database views, and they are blocked on the sys_report condition builder. However, a user can run an encoded query containing a related list query (just like any invalid query) and get returned an invalid query error, which is correct. The problem is after specifically running a related list condition on a db-view (valid or invalid), all the records of the view disappear, leading to other problems.	
Database Persistence - WDF PRB2024733 KB3137449	Reports containing reference-type catalog item variables (lookup) fail to render data after upgrading to the Australia release	After upgrading to the Australia release, reports that contain reference-type catalog item variable columns fail to render data correctly. The affected reference-type variables don't resolve their lookup values, and their presence in the report additionally causes all other columns — including native table fields such as Number, Created, and Closed — to render as empty across all rows.	Refer to the listed KB article for details.
Date Picker PRB2029576 KB3061444	There's an issue with GlideDateTime.setDisplayValue	Any script that calls setDisplayValue() with an ISO-format string (yyyy-MM-dd HH:mm:ss) on an instance where	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		glide.sys.date_format is set to anything not in FORMAT_LIST (for example, dd-MM-yyyy, MM/dd/yyyy, etc.) produces incorrect dates in Zurich.	
Developer Sandboxes PRB2017438	DSB update sets aren't exported before clone	Because sandboxes are retired, update sets from a sandbox should be saved as remote update sets on the base instance on upgrade. However, due to this problem, they may not be saved correctly.	1. Create a sandbox. 2. Make changes in the sandbox. 3. Upgrade the instance. Expected behavior: There is a way to recover the work. Actual behavior: . The work is gone. Logs show jsFunction_exportUpdateSets is called.
Developer Sandboxes PRB2028151 KB3122033	Nodes are failing to upgrade during self-scheduled upgrades	After an upgrade, not all app nodes that were previously hosting a sandbox are upgraded. The nodes aren't in an error state and look okay. In Upgrade Monitor, users see that the node is actually not upgraded. This can happen on any upgrade and only impacts nodes that are hosting a sandbox. It can be seen in the logs that the upgrade process is checking the version of the instance and ignoring without updating the node. It's leaving a few of the nodes to fail to get upgrade. However, the change does not reflect that and it says it was successful.	Refer to the listed KB article for details.
Discovery PRB1789882	There's a large result set on the cmdb_tcp table in DiscoveryReconciler	When the Application Dependency Mapping (ADM) probe returns a large number of	

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Problem	Short description	Description	Steps to reproduce
KB1651489	from CookConnections	references to 0.0.0.0, and IP Address count is limited by the 'sn.adm.ip_expansion_limit' system property value of 1000, large result sets can occur and cause instance outages.	
Discovery PRB1938058 KB2756546	Slow query from the status count optimizer impacts parallel launching of cloud app patterns		
Discovery PRB1986211	Discovery.complete and discovery.canceled are triggered incorrectly	Discovery may trigger both discovery.complete and discovery.canceled events for the same status, and it may trigger discovery.canceled twice.	
Discovery PRB1989981 KB3057922	Issue with error handling for Test Credential if there's a KMF Issue	Either the Test Credential says that the credential worked ('Credential validated') or it will return this error: 'Cannot read properties of null (reading 'indexOf')'. However, this is not the actual error that's occurring.	Refer to the listed KB article for details.
Discovery PRB1996875 KB2801169	Cloud Infra Patterns are launched per datacenter, impacting GCP Discovery Schedules	GCP Discovery schedules take significantly longer to complete because the system launches one pattern execution per datacenter instead of one pattern per service account containing all datacenters. This results in a significant increase in probe executions.	Refer to the listed KB article for details.
Discovery PRB1997816 KB2812138	Discovery status stops at phase one on a schedule with discovery behavior	When multiple phases exist on a behavior, discovery stops at the first phase.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Discovery PRB2005873 KB2958421	Daisy chain isn't working when a schedule is canceled	If one schedule in the daisy chain is canceled, none of the subsequent schedules in the chain are triggered.	Refer to the listed KB article for details.
Discovery PRB2016944 KB2997705	Classifier probes aren't firing if the 'First checked' probe has already been fired	Discovery should fire further probes, but instead completes prematurely.	Refer to the listed KB article for details.
Discovery PRB2037864	Scheduler Workers blocked by Cloud Discovery sensors waiting for discovery_device_history record locks	During Cloud Discovery, the Started and Completed counts on some Discovery Device records are updated many times. Many different sensors will be updating the same record, and be waiting for database locks for the record to clear before they can complete. With that causing extended runtime of these sensors, and given that there are lots of sensors running concurrently, updating the same record, this can lead to all scheduler worker threads being in use, blocking any other sys_trigger scheduled jobs from starting.	
Dynamic Translation for Agent Chat PRB1989609	When an instance has Now Assist installed, Dynamic Translation for Agent Chat (DTAC) doesn't honor the Dynamic Translation (DT) setting in Conversational Interfaces		1. Provision an instance with Virtual Agent (VA) agent chat installed. 2. Ensure that DT is set up with a provider. 3. Ensure that Now Assist VA is installed. DTAC (in either direction) only displays the globe

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Problem	Short description	Description	Steps to reproduce
			icon or is honored when DT in Now Assist Admin Console is turned on for that language.
Easy Import PRB1817119	Errors appear in logs when searching for the source table name in the transform map table	Easy import doesn't support Document ID type columns. Document ID type columns require the table name in addition to record details.	
Edge Encryption PRB1945424	There's high memory utilization on proxy servers after the Yokohama upgrade	After upgrading and running Yokohama, the memory consumption is above the limit set in wrapper.conf. The user set the memory limit for 10G in the wrapper.conf, but the edge proxy doesn't respect this setting in the build. The memory goes to the physical limit and causes the proxy server to restart.	
Encryption PRB1982641 KB2977274	Scan checks are missing null checks, causing the instance scan to fail	After running the 'Insecure GlideRecord Calls', if the getFunctionCallParamters() function brings back an empty object, the instance scan fails.	Refer to the listed KB article for details.
Explicit Roles PRB2011506	The NullPointerException in ExplicitRoleCollisions invalidates ATF rollback context during CreateUserStepRunner execution	During the scheduled nightly ATF test execution, a null pointer exception occurs in the explicit roles collision check logic, which propagates up and invalidates the ATF rollback context. This prevents automatic rollback of test-created records (for example, Incidents, Users, Business Services), leaving orphaned data in the environment.	
Flow Engine	Actions without an output are unable to		

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Problem	Short description	Description	Steps to reproduce
PRB1849568	proceed, but have a success status		
Flow Engine PRB1909705	A transform script for JDBC DSAs isn't erroring out in engine major version v2	The issue can be reproduced when data stream actions are the same scope. The issue also occurs when the data stream actions are other than global and the script include is 'Global - Accessible to All Application Scopes'.	
Flow Engine PRB1937004	A script step reference input gives a string (sys_id) instead of GRProxyStatic	A compilation should have the action's script input as a reference, but the action's script step input is resolved to a string on recompilation.	
Flow Engine PRB1967579	There's an issue with the **Debug** button on Flow Designer	When using the **Debug** button on Flow Designer in Zurich, these error message can show up: 'Cannot invoke 'com.snc.process_flow .v2.model.DebugState .getBreakpoints()' because 'debugState' is null' and 'Cannot invoke 'com.snc.process_flow .v2.model.DebugState . getSourceUiIdTo BreakpointMapping()' because 'debugState' is null'.	1. Provision a Zurich instance with the sn_oracle_hcm_spk plugin installed. 2. In Flow Designer, set up a flow that uses the flow action 'Fork Stash Item in Look up Locations Stream'. 3. Test it with the debug option. Notice the error messages.
Flow Engine PRB1989760	Execution details don't load during negative testing	The following error appears: 'There was an error loading the execution details for this flow context. Exception while executing request: Could not deserialize value from sys_flow_value with sys_id 7fb6dcdbd9363a10919050c11e4ef686'.	1. Open an instance. 2. Open the FD. 3. Select the **Google Drive** application. 4. Select **Look up file**. 5. Provide a random file ID. 6. Select the **Test** button Observe that FD execution doesn't load. The following error appears:

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Problem	Short description	Description	Steps to reproduce
			'There was an error loading the execution details for this flow context. Exception while executing request: Could not deserialize value from sys_flow_value with sys_id 7fb6dcdbd9363a10919050c11e4ef68
Flow Engine PRB2036311 KB3141836	The SLA Percentage Timer flow action overwrites the paused task_sla with stale GlideRecord state	The SLA Percentage Timer flow action (Wait until N% of SLA Duration) receives the task_sla GlideRecord captured at flow-trigger time and passes it straight into SLACalculatorNG.calculateSLA. The pause guard inside calculateSLA reads pause_time off that in-memory snapshot rather than re-checking the database. If another transaction pauses the task_sla row between the flow trigger and the timer firing, the in-memory pause_time is still nil, the guard is bypassed, and updateTaskSLAs overwrites duration/ percentage/ time_left/ business_* / has_breached using running-state values. This silently corrupts the paused row. The same race also lets concurrent recalculations (SLA engine business rules, Calc SLAs on Display, breakdown processor, SLA repair tool) be overwritten by the stale flow GlideRecord. As a result, users see SLA timers that continue to accrue elapsed time while the underlying	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		task is paused, and the breach state may flip incorrectly.	
Flows (Family Channel) PRB1914472	The 'Retry policy' isn't accessible when a flow is executed by a non-admin		1. Create a flow with a REST step, which has a retry policy specified inline. 2. Invoke the flow in the background as a non-admin user. See messages saying 'Security constraints prevent displaying information' due to attempting to access the 'Retry' policy as a non-authorized user.
Flows (Family Channel) PRB1990495 KB2780048	The 'Update record' action updates an invalid GlideRecord and triggers business rules when the reference record is deleted while a flow is in progress	When the record that is passed to a subflow is deleted while the flow is in progress, any 'Update record' action in the subflow doesn't error out with 'Glide record is invalid' type errors. Instead, the 'Update record' action in the subflow falls back and iterates on all records in the table, causing substantial data impact.	Refer to the listed KB article for details.
Flows (Family Channel) PRB2003332	The user receives the message, 'Number of rows hidden by security constraints ' in Flow Designer related sub-flows	The user sees the security constraints message when opening 'See related flows' in sub-flows.	1. Open Flow Designer. 2. In the 'Subflows' tab, open a subflow. 3. In the 'More' menu, select **See related flows**. Notice the security constraint message when it opens.
Flows (Family Channel)	Domain trigger for agentic workflow	When a user with elevated privileges	

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Problem	Short description	Description	Steps to reproduce
PRB2019365	only works if created by an admin of that domain and not another admin changing the picker	switches to a child domain (for example, Oceanic) via the domain picker and publishes a flow, the sys_flow_trigger_plan record gets created in the wrong domain (global instead of Oceanic), while the sys_hub_flow record is correctly in the child domain.	
GlideAggregate API PRB1922184	Data isn't visible in the dashboard when using time series visualization and using keywords as a filter	The following error appears: 'Error : No Data Available. There is no data available for the selected criteria.' The issue doesn't occur with other visualizations.	
GlideRecord PRB1922298	Assessment Metrics (asmt_metric) in a question bank disappear after they're used in a published survey	On an instance running on RaptorDB (postresql), the assessment metric in the question bank can disappear. The issue can't be reproduced on MariaDB.	
Group and Action Framework - Family PRB2025623	The base instance business rule 'CSM NATT- Assign case to cluster' leads to OutofMemory heap space errors	Multiple 'ASYNC: CSM NATT- Assign case to cluster' jobs running on the nodes are causing OutOfMemoryError: heap space, leading to node restarts.	1. Open an instance with attachment sizes on the ml_model_artifact table that are over 100 MB. 2. Trigger multiple 'ASYNC: CSM NATT- Assign case to cluster' jobs to run on a single node. Notice the memory consumption by these jobs.
HR Service Delivery PRB2018687	The **Edit** button does not work for the Granular Delegation rule	The record edits are not reflected even though the Granular Delegation rule was created.	1. Install the Granular Delegation Plugin. 2. Create a Granular Delegation Rule. 3. Save it.

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Problem	Short description	Description	Steps to reproduce
			4. Use the **Edit** button to modify the user criteria to the delegate/ delegator. Notice that after the edit, the record doesn't reflect the changes.
HTML Field Type Editor PRB1667004 KB1348033	Paste formatting options from aren't honored in Service portal	A pop-up gets displayed in Service portal whereas in Platform it doesn't.	Refer to the listed KB article for details.
HTML Field Type Editor PRB1768733	**The HTML** field shows as changed even though no changes occurred	**The HTML** field shows as changed without changes being made in 'History' > 'Calendar'. There are no user updates to the **rich_description** field, but a sys_history_set update record appears.	1. Navigate to any open incident form view. 2. Select **Configure** > **Form Layout**. 3. Add a new field (for example, **Rich Description**) with HTML type. 4. Save. 5. Create a sample record. 6. Navigate to Scripts - Background. 7. Run a test script. 8. Navigate to the incident just created via the background script. 9. Update some field (for example, **Caller**, **Description**, etc.). 10. Save. 11. Select **History** > **Calendar**.

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Problem	Short description	Description	Steps to reproduce
Inbound API Integration Usage Framework PRB1988771 KB3082116	IPAccessListFilter handling for malformed IP addresses	Inbound REST API calls coming through proxy servers (x-forwarded-for header with multiple IP's) or malformed IP address can sometimes fail in Zurich and Australia instances.	Refer to the listed KB article for details.
Incident Communications Management PRB2028847	A skipped error occurs upon upgrading to Australia	After upgrading to Australia, a skipped error occurs because sys_gauge_4f1906b1bf3001003f07e2c1ac07393a record doesn't exist. Repairing the plugin doesn't resolve the issue.	1. Before upgrading, check that the com.snc.iam plugin isn't installed and that it has three dependencies. 2. Upgrade to Australia. 3. Check if the com.snc.iam is installed upon the upgrade. 4. Check if the skipped error occurred. If so, see if that a problematic record exists.
Instance Data Replication (IDR) PRB1721309 KB1584953	An app node is throwing a java.io.IOException: 'Too many open files due to IDR/Kafka issues'	The node is unresponsive or having odd behavior, such as the sidedoor displaying an empty page and intermittent xmlstats.do outputs.	Refer to the listed KB article for details.
Instance Scan PRB1992382 KB2901125	Instance scan jobs get stuck in a sleep loop for days, which causes the subsequent scans to fail	Instance scan findings are written to the database asynchronously and are tracked using a global counter. If any write fails, the counter doesn't decrement properly; it goes up but never comes back down. This causes all future scans to hang indefinitely, waiting for a counter that will never reach zero. There's no timeout or logging to	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		flag this, so scans can get stuck silently.	
Instance Scan PRB2017072	Instance scans detecting custom records instead of other records are modified from the baseline	Instance scan checks like 'Differs from baseline' are detecting custom records created by users. As per the script used, only the records which are modified should be detected.	
Instance Security Center Session Management (no longer supported) PRB2024942 KB3071146	SessionDebug not deregistered from LogDispatcher on session expiry, causing unbounded heap growth and out of memory errors	When a user enables session-level debug logging (via sys_debug.do), a SessionDebug instance registers itself as a LogListenerAdapter in the global LogDispatcher. If the owning GlideSession expires via timeout or is invalidated rather than through a clean logout, SessionDebug is not deregistered from LogDispatcher. The orphaned SessionDebug continues to receive every log event from the JVM across all threads. With verbose debug scopes (for example, CacheSessionDebug), individual OutputLine entries average 10–25 KB each. The output list is capped at ~10,001 entries, meaning a single orphaned SessionDebug can retain 200–300+ MB of heap indefinitely until the node restarts.	Refer to the listed KB article for details.
Integration Hub Data Stream Actions PRB1979273	Data stream flow report is not available due to orphaned context records	The issue occurs because Data Stream context records are populated with an incorrect source_record sys_id during execution. Since the referenced record does not exist	1. Create a Data Stream action, or use an existing Data Stream action available via XML import.

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Problem	Short description	Description	Steps to reproduce
		in the sys_flow_context table, the context records are identified as orphan records and deleted by the Unreferenced Record Cleaner rule. Once deleted, the Flow Report cannot be generated, resulting in a null flowReport object and a runtime exception.	**2.** Trigger the Data Stream action and allow the execution to complete. **3.** Verify that context records are generated for the action, including child contexts (for example: test_with_empty_page.page $8). **4.** Open one of the generated context records and inspect its XML. Note the value populated in the source_record field. **5.** Verify that the source_record sys_id does not match any record in the sys_flow_context table. **6.** Wait for the Unreferenced Record Cleaner scheduled job to run (approximately one hour). **7.** Attempt to open the Flow Report for the Data Stream execution. Expected behavior: Data Stream context records should reference a valid source record in the sys_flow_context table. Context records should not be treated as orphaned.

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Problem	Short description	Description	Steps to reproduce
			Flow reports should remain available and load successfully. Actual behavior: Data Stream context records reference a non-existent source record in the sys_flow_context table. These records are treated as orphaned and removed by the Unreferenced Record Cleaner. Flow Report fails to load with an error.
Integration Hub PRB1870601	A PowerShell step error message is no longer populated	On flow engine V1, the user ran a flow execution and can observe 'Error Code' and 'Error Message' are outputed in the 'Output Data' section when the PowerShell script returns an error. However, if users switch to flow engine V2, the same error code and error message can not be rendered into the 'Output Data' section.	
Integration Hub PRB1975287	The 'Send Email' flow action adds unnecessary line breaks at the end of the email	Send Email Flow Action adds unnecessary line breaks at the end of the email. Please refer to the steps to reproduce and CSTASK1282991 Reproduced in Y, Z.	1. Create a new flow with the **Send Email** action. 2. Add test recipients and subject. 3. In the rich text body, add the following: ' パスワード初期化依頼が正常に行われました。これから受付作業に入ります。完了連絡まで今しばらくお待ちください。申請状況はポータルトップ右下の「あ

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Problem	Short description	Description	Steps to reproduce
			なたのヘルプデスクへの問い合わせ」よりご確認いただけます。以下、申請内容となっております。【セルフパスワードリセットを実施しましたか？】：【リセットができなかった理由】：【初期化対象者氏名】：【初期化対象所属】：【初期化対象メールアドレス】：【対象IDの種類】：【連絡先電話番号】：【上司氏名】：【上司所属】：【上司メールアドレス】：【初期化理由】：【パスワード初期化に同意しますか？】： ' Observe that many line breaks are added at the end of the email.
Integration Hub PRB1983057	There are base instance Script Includes with duplicate names (for example, RestStepMultipartUtil and RestStepFormUrlEncodedUtil)		1. Provision an instance with the IH starter plugin and SSE step (com.glide.hub.action_step.sse) installed. 2. Navigate to the sys_script_include table. 3. Search for 'name contains reststep'. Observe that duplicate names appear.
Integration Hub PRB2033476	After upgrading to Australia, password actions such as 'Change	The password actions 'Change User Password' and 'Reset User Password' are failing	

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Problem	Short description	Description	Steps to reproduce
	User Password' and 'Reset User Password' fail	from Microsoft Active Directory v2 Spoke.	
Internationalization Features PRB1892286 KB2277705	A non-admin user can't change a dashboard name by specific steps when the system language is set to Japanese	The dashboard name should be updated correctly and reflected in both the primary record and its translated fields, as it is in the Washington and Xanadu versions. In the Yokohama version, the update to the dashboard name fails silently when the Japanese language is enabled and the sys_translated record exists.	Refer to the listed KB article for details.
Issue Auto Resolution for Virtual Agent PRB1657388 KB1307989	Issue Auto Resolution (IAR) for HR isn't able to execute for users who remove HR roles from the 'admin' role due to internal data governance policies	Affects users using IT and HR products on the same instance. Due to the data internal visibility/governance policies, users have removed a number of HR roles (for example, 'sn_hr_core.admin' role) from the admin role, resulting in users in the IT business units not having access to the HR side of the platform. Removing the roles from the admin profile prevents the 'system' user from executing the AutoResolution scripts includes. The 'system' user no longer has access to the HR tables of the instance, hence it can't extract the necessary information for auto resolution ML Configuration Language solution, auto resolution context, or write to HR records.	Refer to the listed KB article for details.
IT Service Management Foundation License Control	Unable to rollback the plugin 'com.snc.itsm.foundation.license_control'		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB2021441 KB3032668			
JVM at Scale PRB2032235 KB3078521	Memory watcher isn't logging active transactions in the Australia release		Refer to the listed KB article for details.
Key Management Framework (KMF) for Platform Encryption PRB2058369 KB3140571	Midserver is unable to fetch credentials after upgrading to Zurich or Australia	In certain versions, there's a Unified Secrets Gateway (USG) service for credential management. During the upgrade to those versions, a system trigger script is designed to automatically execute and populate the sys_secret_identity_group_member table with the MID Server identity group mappings required for USG authentication. However, this trigger fails to complete successfully, leaving the table incompletely populated. As a result, the MID Server can't authenticate with USG and fails to retrieve credentials.	Refer to the listed KB article for details.
Knowledge Blocks PRB2000541	There are formatting issues in the KB article view compared to the 'Details' tab view	There are differences in the formatting of the KB article between the 'Details' tab and the 'View article' view.	1. Open the Compliance workspace. 2. Navigate to **List modules** > **All Policies**. 3. Create any policy record with all the required fields completed. 4. Switch to the 'Policy text' tab. 5. Select **Import word document**. 6. Import the word document.

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			7. Select **Request review**. 8. Select **Request approval**. 9. Switch to the 'Approvals' tab. 10. Approve the record. 11. Switch back to the 'Details' tab. Notice that there is a KB article generated in the **Published policy** field. Notice that the formatting in the KB article 'Details' tab and the 'View article' view are different.
Knowledge Management PRB1969145	The **Next** button doesn't respond when creating a Knowledge article from the Knowledge List view	When creating a Knowledge article from the Knowledge List view, selecting the **Next** button on the kb_knowledge_create wizard does nothing. The issue occurs when the referring URL includes a URL#encoded sysparm_query parameter (for example, sysparm_referring_url =kb_knowledge_list.do %3Fsysparm_query %3D...). The client script attempts to split on 'sysparm_query=', but the encoded value prevents a proper split, causing a TypeError and freezing the wizard. Users are unable to proceed to the article form, impacting article creation.	

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Problem	Short description	Description	Steps to reproduce
Knowledge Management PRB1975454 KB3151964	The 'View article' link in Manager Hub is not working as expected for employee users	After selecting the article as an employee from the results, the article is empty because it the fields from the template article are not rendering.	Refer to the listed KB article for details.
Knowledge Management PRB1997589 KB2970962	A published article displays a grey HTML body when ECE and the 'Minor edit' property are turned on		
Knowledge Management PRB2000521	Support for Knowledge blocks in ECE	Knowledge blocks are not supported in ECE. Ideally, blocks should be supported in ECE.	
Knowledge Management PRB2002569 KB2930942	The user is no longer able to edit the workspace view of Knowledge Forms	When attempting to modify the Workspace configuration for Knowledge Base articles, the system prevents changes from being made. The related components appear to belong to a private application scope, which restricts editing. The user receives the message, 'The 'Knowledge' section is in the sn-component-workspace-knowledge application and cannot be edited. The installed application 'sn-component-workspace-knowledge' is private.' This blocks customization or adjustments to the Knowledge Form layout within Workspace.	Refer to the listed KB article for details.
Knowledge Management PRB2071699	The knowledge search returns empty results for guests users on the CSP portal	No search results are displayed. However, when the user navigates from Knowledge Base, they can access the article as a guest.	1. Navigate to the CSP portal as a guest user. 2. Configure the Knowledge Base for guest users.

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Problem	Short description	Description	Steps to reproduce
			3. Make widgets public. 4. Navigate to the homepage. 5. In the search bar, search for some text that's present in an article. Observe that no search results are displayed. However, when the user navigates from Knowledge Base, they can access the article as a guest.
Language and Translations PRB1931121	The set language doesn't stay consistent on the login page		
Language and Translations PRB1960166	The Japanese translation of 'No' for a Yes/No variable isn't correct		
List Administration PRB1951502	When a user groups by any column and if it returns more than 20 rows, the list view only displays 20 rows even when the user selected to display 100	The maximum number of records displayed per group is the number of records per page in list view. If users select to show 100 rows in one list page, it shows 100 rows in the grouped list, but not the list view rows.	1. Navigate to incident.LIST. 2. Right-click on the 'Number' column. 3. Group by 'number'. 4. From the contextual menu options, select to show list 100 rows. Expected behavior: The list view should displays 100 records. Actual behavior: The list view still displays 20 records.

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Problem	Short description	Description	Steps to reproduce
List Administration PRB1963197	**The Duration** field displays '0 seconds' in a Core UI list when the value is null		1. In Zurich, navigate to any table list view that contains the **Duration** field. 2. Filter by '<DURATION_TYPE_FIELD>' is 'Empty'. Review that records have '0 seconds' even if there's no value in the records (empty).
List Administration PRB1991341 KB2803013	Unable to update **User** field / other fields at Certification Task level	In the Certification Task record, under the inline level, the **User** field or other editable fields are not editable. When attempting to change the value by double#selecting the field, the field goes into a loading state and never allows selection of another.	Refer to the listed KB article for details.
List Administration PRB1994887	Issue with sharing a list from My List, users are only able to select 10 users	When the user creates a list in SOW under My List, they can share the list to the users. However, the drop-down list that shows both users and user groups shows only ten records.	1. Open SOW. 2. Create a new list under my list. 3. Share the list to users. Notice there are only ten options available, and after selecting all the ten users it appears empty.
List Administration PRB2009991 KB3090094	'Workflow'-type fields are displaying as 'Pending - has not started' for all values	This requires a single-line change that adds a defensive .clone() call to deep-copy the choice list before WorkflowIcons.process() mutates it. This prevents the shared cache from being poisoned by in-place label overwrites.	Refer to the listed KB article for details.
List Administration	List fails to load due to a	The list page in Service Operations Workspace	

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Problem	Short description	Description	Steps to reproduce
PRB2012758	DataFetchingException from NowAssistSkillConfig	doesn't load; it looks like the page is processing. NAA code is called and throws an exception, which results in list load error.	
List Administration PRB2020153	The tab view and list view aren't working correctly	Tab view and list view not working correctly.	Refer to the listed KB article for details.
List Administration PRB2027491	NullPointerException in ListLayout.get GroupedRowLayout Query from null Integer auto-unbox on ListLayoutBuilder. getRecordCount Limit()	[ZP8 regression] NullPointerException in ListLayout.getGrouped RowLayoutQuery from null Integer auto-unbox on ListLayoutBuilder. getRecordCountLimit() Caused By Task : DEF071991.	
List Administration PRB2030898	The 'Selected stage' icon isn't applied when WorkflowIcons has already assigned a default icon		
List Administration PRB2031478 KB3074807	The 'List edit' pop-up is not working in UI16 view with Polaris disabled view	The user is not able to edit values from the List view, and the 'List edit' pop-up is partially or not visible at all. The 'List edit' pop-up should be visible for every row and for every column.	Refer to the listed KB article for details.
List Administration PRB2033285	There's an Australia update issue with roles not appearing in the 'Table/ workspace' view	Having a dictionary entry with 'Use Dependent Field' turned on and pointing to a boolean dictionary entry on the same table causes the values on the list to not display.	
List Administration PRB2033991	The column filters are not applying as expected	When applying the column level filter, the select is empty for the Short description field, and the user observes that the list is not filtered.	
List Administration	The underline that sets links apart only	In HR Agent Workspace list view (or in any workspace that uses the	

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Problem	Short description	Description	Steps to reproduce
PRB2034071	appears on hover and keyboard focus	now-grid component to render lists), links in the resting state are distinguished from the surrounding non-link text by color only. The link color computes to RGB =, which is about 2.7:1 against the adjacent text color, below the 3:1 needed for a luminance-based distinction.	
List Administration PRB2036908 KB3097895	An error occurs reading, 'Sorry, an error occurred or this page isn't available'	The page times out.	Refer to the listed KB article for details.
List Administration PRB2039348	In the List view, the first choice is shown and is not the selected choice for the lookup select box variable in the workspace	Irrespective of whatever option the user might have selected, it will show the first choice in the workspace List view.	
List Editor PRB2001509	Inline list editing pop-up edit box UI is mispositioned when trying to edit a reference field by double clicking on it	The pop-up edit box UI is mispositioned when trying to edit any inline editable field by double clicking on it on a List Report added to a Dashboard. The dialog box that appears is positioned away from the actual field being edited and has an incorrect format: The cross is not red and the square around the magnifying glass is incomplete.	
List Filters PRB1982205	Data visualizations don't translate to the selected language	The data visualization column is displayed in English instead of Swedish. Only the left sidebar is translated into Swedish.	1. Provision an instance with the French language pack (com.snc.i18n.swedish) installed. 2. Open Visualization Designer in

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Problem	Short description	Description	Steps to reproduce
			Platform Analytics Workspace. 3. Create a new visualization. 4. Change the session language to Swedish. Observe that the column is displayed in English instead of Swedish. Only the left sidebar has been translated into Swedish.
List Filters PRB1994984	Column filters on date/time fields aren't working as expected on Data Visualizations when the time format is HH:mm	When filtering list visualizations by column filters, such as 'Actual end date', no data is filtered. Users customized the time format (glide.sys.time_format) from HH:mm:ss to HH:mm.	1. Set the glide.sys.time_format to HH:mm. 2. Create a data visualization. 3. Add 'change_request' as a data source. 4. In columns and rows settings, set the following to enabled: 'Show option to personalize columns - Show column filtering'. 5. Enter a date in the column filter for 'Actual start date'. Observe that nothing is filtered.
List Pagination PRB1980717	Grouping by dot-walked fields causes incorrect pagination and empty pages	When grouping a list by a dot-walked field in Configurable Workspace, pagination behaves incorrectly. The list shows a limited number of groups per page, but the system calculates pagination as if all rows were loaded, resulting in empty pages when navigating past the valid results.	1. Log in. 2. Open Customer Service Management/ Field Service Management Configurable Workspace or Service Operations Workspace.

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		This issue doesn't occur when grouping by a field that exists directly on the table (non dot-walked field).	3. Navigate to the 'List' page. 4. Open any list of records with more than 20 records per page (50 or 100). 5. Select **Group by** to group by a field. 6. Dot-walk to a nested field from one of the reference fields. 7. After selecting **Run**, the list refreshes to show the list on records grouped by **Caller > Location**. See that the list currently displays '1-20 of 23 groups'. Somehow, even if the list is only displaying 20 groups, the system considers that the page contains 50 records (based on the 'Rows per group' parameters). If users select the second page, it's blank.
MID Server PRB1898139 KB2398708	The MID server doesn't start due to a parenthesis in the home folder's path, leaving the MID Server down after upgrades	If there's a parenthesis in the MID server path, the upgrade from the Yokohama version fails. This problem is specific to the Set-FolderPermissions.ps1 script.	1. Create a MID server with a parenthesis in the path. 2. Run start.bat. Notice that it fails with this line: '\ was unexpected at this time.' The upgrade log also includes a 'was unexpected at this time' syntax error specific to the Set-

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Problem	Short description	Description	Steps to reproduce
			FolderPermissions.ps1 path.
MID Server PRB1965219 KB2636231	If pre-checks are turned off, or if the 2GB free check isn't enough, MID Servers can run out of disk space during upgrades: 'No space left on device'	This should always be checked for before committing to an upgrade. If this happens while downloading or extracting the ZIP files, the upgrade aborts before launching the upgrade process and shutting down the MID server. If this happens when running the upgrade process, during the backing up of files for rollback, or copying new files over old, then rollback should preserve the MID Server files as they were, and restart the MID Server service successfully on the previous version.	
MID Server PRB1970951	'Failed to Upgrade' banner and issues record are misleading when a MID Server has been down for years	When a MID server record's version value doesn't match the instance's version, it's assumed it failed while upgrading. The errors mention only the upgrade and warn that there may be integration outages. Users may assume that this is a new issue caused by the recent upgrade and that it's urgent, and will often open a support case. That is a valid issue if the MID Server had been recently up. However, if a MID Server hasn't been in communication with the instance, and it's been in down state since before the last instance upgrade, that message is misleading. The key point the user needs to understand and resolve is that it's been down	1. Install a MID Server. 2. Retire it. 3. Wait five years. 4. Look at the MID server issues records. 5. Open the MID server form. Expected behavior: The issue is that it is down. The next steps are to either get it up again (if it's still needed and meant to be up), or delete the orphan record to avoid more ignorable errors in future. Actual behavior: There are many errors about the recent failed

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Problem	Short description	Description	Steps to reproduce
		for months or years, not that it hasn't upgraded recently.	upgrade, wrongly suggesting this might be affecting something right now, and the failed upgrade is the cause.
MID Server PRB1971530 KB2949602	On some hosts, MID Servers need more than five chances to start up the JVM within 30 seconds, leaving them down during restarts or upgrades	When a MID Server service starts, the Tanuki Wrapper process runs, which then has to start the Java JVM process (java.exe), which in turn runs the MID Server application. In the situation where apparently the 'Wrapper Process has not received any CPU time', the wrapper gives the JVM only 30 seconds to start. It will then only retry five times total, then give up, leaving the MID Server Down. A manual start of the MID Server service is then needed, which requires access to the Host server, often requiring several attempts to start the service before the JVM starts within the 30 second timeout. This is seen in 'soft' restarts, such as re-key, where only the JVM is restarted and also 'hard' restarts from the 'Restart MID' related link and where the service is stopped and started. This has been observed on VMware VMs, where the Windows OS is reporting plenty of free CPU at the time.	Restart a MID Server either from the service, from the MID Server form, during re-key, validate/invalidate, or upgrades. Expected behavior: The MID Server was up, and is expected to still be up afterwards. Actual behavior: The wrapper can't start the JVM and MID Server application and leaves the MID Server down. This results in an outage for any features using exclusively that MID Server, or performance issues if failover/ load balancing is implemented.
MID Server PRB1986560	An MID Server Rate limit exceeded error is logged when it's actually working as designed	A rate limiting feature added in Washington DC throttles the execution of SystemCommands. When the invocation rate exceeds the	

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		maximum configured rate, a cooldown period will begin and additional invocations of the system command will be ignored until the cooldown period has expired. This causes an error in the agent log.	
MID Server PRB1998489	Root Cause Analysis (RCA)/Cross Scope Access changes are casuing the 'MAW' list and record declarative actions to be blocked from execution	Changes made in RCA/ Cross Scope Access on the platform side have impacted the declarative list and record actions for MAW from working. When attempting to execute any of these actions which call the MIDManage API, users see an error that the RCA record isn't present for this script execution, despite the Cross Scope Access record being defined.	1. Install MID Admin Workspace on any release on a fresh instance. 2. Try to validate MID Server. Notice that this action is blocked and the corresponding error banner displayed to the user.
MID Server PRB2006438	MID Server shuts down unexpectedly during startup due to sorting/filtering logic mismatch in ECC queue record batching	During MID Server startup, the server retrieves ECC queue records in batches from the instance. A mismatch in the sorting and filtering logic causes some records to be missed, resulting in an empty response. This triggers a MIDServerInfoException: No 'sysIds' array is returned in the response error, causing the MID Server to shut down unexpectedly.	
MID Server PRB2012665 KB2953193	MID Server upgrades fail because the MID.max.extract .file.size property default is too low	The MID Server property MID.max.extract .file.size property default of 500MB is too low for MID Server upgrades. Upgrades fail at the download/extract stage with the following errors, after the MID-	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		core zip file has been successfully downloaded: '...Exceeds the maximum size (500000000). Unable to download package The size of uncompressed files is too big or too many entries in the zip file'. This fails before the MID Server is shut down, avoiding outages, but causes repeated failed upgrades, and the risks of running with an instance vs MID Server incompatibility, that generally has been known to break some features and cause data loss.	
MID Server PRB2038587	The MID upgrade fails after Australia with the error message, 'Entry doesn't have valid signer'	MIDs upgrading to Australia have MID upgrade failures with the error message, 'Signature verification failed: Entry doesn't have valid signer'.	
MID Server PRB2039307	MID Server not upgrading on Prod, dev1 and test2 ServiceNow Instance	If the existing upgrade zip files on the install server have to be mended and replaced, for whatever reason, for MID Server auto-upgrade to work, then the instance does not re-download them. MID servers that download through the instance will continue to download the non-working files from before they were mended.	
MID Server PRB2040686 KB3138403	Linux MID Server pre-checks don't check that the service user would be able to run start.sh, before committing to an upgrade that would	Linux MID Servers can end up stopped during the upgrade process if start.sh is prevented from starting the service again with 'Interactive authentication required' or 'Access denied' errors. This would	

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Problem	Short description	Description	Steps to reproduce
	leave the MID Server Down	also cause a Restart MID command from the instance, either from the MID Server's form, or when a plugin activation/upgrade triggers a restart, to leave the MID Server down. This problem is for error handling in this situation. That scenario should be checked for on startup, and as part of the pre-upgrade checks before committing to the upgrade. Breadcrumbs should be left before a restart, so that the MID Server can know a failed start happened, maybe read the relevant logs automatically, and clearly give the next steps to the user.	
Mobile Platform PRB1769455	Filter to sort doesn't work offline in Xanadu	For scripted data items, there is another flow of processing records in offline mode. Filter and sorting mechanisms were not implemented for this flow.	
Multimodal Service (Family Channel) PRB2010847 KB2981757	After upgrading an instance in Zurich, a skipped record error is consistently observed in the upgrade history	The issue is reproducible on a clean instance, indicating that it's not caused by customizations or data inconsistencies introduced post-deployment.	Refer to the listed KB article for details.
Multi-provider Single Sign-on (SSO) PRB2003491 KB3065130	An admin-only ACR user can't login via local log in as the sso_config_admin role check in ACRUtil.isACRUserByUserID() ignores the admin role	When SSO Account Recovery (ACR) is turned on in an instance, an admin user registered as an ACR recovery account may be unable to log in via local login even when valid credentials are entered. The system doesn't recognize the user as a valid ACR recovery account	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		and blocks the login attempt. The primary purpose of ACR is to provide a fallback login path during an SSO outage. Due to this issue, the designated recovery administrator loses access to the instance at the exact moment the fallback is needed. This issue was introduced in the Australia release.	
Natural Language Query (Family Release) PRB1992648 KB2794876	com.snc.nlq.MetadataGenerator modifies GlideElement objects in TableDescriptorCache	This issue is observed in production.	
Next Experience Unified Navigation PRB2003211	/api/now/ui/polaris/menu is slow to build the cache on login	1000s of each of these queries are run to retrieve user preferences and screen accessibilities. It should be able to retrieve all of most of these items in 1 query.	
Next Experience Unified Navigation PRB2015985 KB3143862	Tags on task records aren't following background color hex codes after a Zurich upgrade		Refer to the listed KB article for details.
Next Experience Unified Navigation PRB2038994	Duplicate modules appear when an application is added to the custom menu		1. Create a custom menu. 2. Add an application to the custom menu through the related list. 3. Refresh the menu request by selecting the **Refresh** button in the 'All' menu. Expected behavior: The custom menu has an application

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Problem	Short description	Description	Steps to reproduce
			with correct modules. Actual behavior: The custom menu has an application with duplicate modules.
Now Assist in AI Search PRB1920760	GenAI log IDs are not returned for Now Assist Genius Results	This issue occurs in Virtual Agent, portal, Now Assist Actions, Now Assist Q&A, Synthesized Response, or anywhere a Now Assist Genius Result (GR) can be returned. Feedback is not logged even though there should be a value after the user selects the Thumbs up icon or Thumbs down icon on the Genius Result (GR).	1. Open Virtual Agent. 2. Perform a search that returns at least one Now Assist Genius Result (GR). 3. Select the **Thumbs up** icon or the **Thumbs down** icon on the GR. 4. Run the background job to process queued signals. 5. Open the sys_generative_ai_log table. 6. Inspect the **Feedback** field for the transactions relevant to the Genius Result the user provided feedback on. Expected behavior: There should be a value such as 'Rejected' for negative feedback or 'Accepted' for positive feedback. Actual behavior: The feedback is not logged.
Now Assist Panel PRB1965617 KB2768233	Legacy Now Assist Portal doesn't load upon upgrade	The Now Assist panel bubble opens when selected, but the panel doesn't fully load. The interface remains stuck in a loading state, and	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		no content is displayed to the user.	
Now User Experience PRB2038702 KB3134148	A scoped public UI page isn't accessible without a login unless 'Name' is used vs a scoped endpoint in a sys_public record	It should be accessible without a login, so a user can complete the authentication from Outlook.	Refer to the listed KB article for details.
OAuth PRB2018183	The deny listed system property glide.oauth.jwt.token_request .honor_claim_keys is included in an upgrade payload, resulting in a misleading 'skipped' upgrade log entry	During a Zurich upgrade, the system property glide.oauth.jwt.token_request .honor_claim_keys (from com.snc.platform.security.oauth) appears as a skipped entry. This property is deny listed by design and therefore never loaded into sys_properties on user instances.	1. Navigate to **All** > **Upgrade Center** > **Upgrade History**. 2. Open the record of upgrading in Zurich. 3. Select the **Skipped Changes to Review** tab. 4. Select the the skipped record for sys_properties_107762282f2232103698319c003f9b2f.xml.
OneExtend PRB1985682	The **User** field is blank in the 'Generative AI Usage Logs' table		
OneExtend PRB1998199	NAVA gets stuck intermittently		1. Ensure Response Streaming is enabled. 2. Open NAVA. 3. Enter 'Creator.' Notice that NAVA will get stuck intermittently.
OneExtend PRB2010146	AI Agent user context isn't cleared out after the GenAI Skill call is completed	Records may be incorrectly marked as 'Updated by Now Assist'.	1. Run any GenAI Skill from background. 2. Update/create any record immediately after the GenAI Skill call. Observe that the record is incorrectly

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			marked as 'Updated by Now Assist'.
OneExtend PRB2011330	The **Add as Update Set** button creates invalid update sets with updates in the wrong application scope in Zurich	Attempting to commit retrieved update sets between versions may fail in Zurich with errors such as, 'Cannot commit Update Set 'X' because: Update scope id 'A' is different than update set scope id 'B'. Resolve the problem before committing.'.	1. Navigate to **Now Assist Admin** > **Now Assist skills**. 2. Open 'ITSM. 3. Find the 'Case summarization' skill. 4. Select **...** (three dots). 5. Select **Make a copy of skill**. 6. Navigate to **Now Assist Skill Kit** > **Homepage**. 7. In the section called X, find the copied skill. 8. In the Prompt editor, change the prompts for three or four prompts. 9. Save the changes. 10. In the Prompt editor, change the maximum response tokens for three or four prompts. 11. Save the changes. 12. At the top right of the form, select the down error by **Publish** and select **Add as Update Set**. 13. Open the resulting update set. Notice that some of the records will have different scopes than the update set to which they belong.

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			14. Export the update sets to XML. 15. Import them as 'Retrieved update sets'. 16. Run the preview on the retrieved update sets. Notice that there are errors such as, 'Cannot commit Update Set 'X' because: Update scope id 'A' is different than update set scope id 'B'. Resolve the problem before committing.' Expected behavior: The user should be able to move the update sets between environments without errors. Actual behavior: The user cannot successfully move the update sets between environments due to errors.
Password2 Encryption PRB2015257 KB2978056	There's excessive growth on the sys_rollback_increment table and higher binlog generation due to 'Mass Encryption Job'	This causes a large increase in the disk space on the database server.	Refer to the listed KB article for details.
Password Reset PRB2011602	There are localization and text alignment issues on the password reset pages	These issues occur on the password reset identify, verify, success, confirmation, and reset pages.	1. Provision an instance with any language plugin installed. 2. On the login page, switch to the foreign language.

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Problem	Short description	Description	Steps to reproduce
			Observe that there are some text alignment and localization-related issues on the password reset identify, verify, success, confirmation, and reset pages.
PDF Generation PRB1967954 KB2685208	PDF export from workspace isn't working for some related lists	The approver data isn't in PDFs exported from a record.	Refer to the listed KB article for details.
Performance Analytics PRB2050693	injectWidgetContent re-executes already-loaded scripts via document.body.appendChild, causing a widget regression	injectWidgetContent in canvasUtils.js strips all <script src> tags from the widget HTML and re-injects them via document.body.appendChild. For scripts already loaded at page render time via Jelly <g:requires>, this causes re-execution, which corrupts initialized state and breaks widget functionality.	
Performance Telemetry PRB2003266 KB2897634	Upgrade from Australia RTP to a later Australia release fails	The instance becomes stuck when upgrading from an Australia release to another Australia release (for example, RTP to EA). However, instances can upgrade from outside of Australia into Australia successfully (for example, Zurich to Australia).	Refer to the listed KB article for details.
Platform Analytics Component API PRB1984668	There's a column filter issue in the Data Visualization library page, in which the 'Does Not contain' isn't working on the 'Owner' column	Applying the 'Does not contain' filter on the 'Owned by' column does not filter the records properly.	1. Navigate to the Data visualization library page. 2. Apply the 'Does not contain' filter on the 'Owned by' column.

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			Expected behavior: All the records should be filtered by the applied filter value. Actual behavior: It is not filtered properly when there are multiple values.
Platform Analytics Component API PRB1996045	The 'Dashboard' view count isn't updating for Core UI dashboards when the execution time is 0ms	The job report 'View events' process appears to failing due to an undefined string being passed to it. There are errors after upgrading to Zurich.	
Platform Analytics Component API PRB2021236	In an instance migrated to Australia, reports display Name = None for non-global domains	When a instance with core UI reports is migrated to Australia, any reports that aren't in the global domain don't have the name set.	
Platform Analytics Component API PRB2037528	In Australia, data visualizations created by non-admin users aren't visible by that user on the 'Overview' page under Quick Access > Created by me		1. On an Australia instance, impersonate a non-admin user. 2. Navigate to **Platform Analytics** > **Data Visualizations** > **Library**. 3. Select **Create data visualization** to create a data visualization (any type, any data source). 4. Navigate to **Platform Analytics** > **Data Visualizations** > **Library** > **Overview**. 5. Under 'Quick Access', select **Created by Me**. Observe that the data visualization doesn't appear.

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Problem	Short description	Description	Steps to reproduce
			6. Repeat the same as an admin user. Note that the visualization does appear.
Platform Analytics Dashboard API PRB1843154	Not able to save a dashboard after editing		
Platform Analytics Dashboard API PRB1988004	Platform analytics displays an incorrect view for the most recently viewed dashboards	The Recent Dashboards list includes dashboards that were not previously accessed. While actively using the instance, the list appears to update as the user opens certain dashboards. However, after logging out and logging back in, the Recent Dashboards list resets and once again displays dashboards that haven't been used.	1. Open a base instance. 2. Navigate to **All** > **Platform Analytics** > **Library** > **Dashboards**. 3. Open any dashboard. 4. Select the **arrow** to view the Recent Dashboards list. If this is the first login of the day, observe that the list contains dashboards that may not have been previously accessed. 5. Switch between several dashboards. Observe that the Recent Dashboards list updates to reflect the dashboards opened during the session. 6. Log out of the instance. 7. Log back in using a new browser tab.

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Problem	Short description	Description	Steps to reproduce
			Observe that the Recent Dashboards list resets and displays a different, seemingly random list of dashboards instead of the ones previously accessed.
Platform Analytics Dashboard API PRB1993476 KB2961192	sys_translated records are deleted unexpectedly when updating a tab name on a dashboard in Japanese	sys_translated records are deleted from the sys_translated table unexpectedly.	Refer to the listed KB article for details.
Platform Analytics Dashboard API PRB1998900 KB3060060	Tab name translations find an incorrect translation value	Tab names may not be translated correctly in the Next Experience dashboard.	Refer to the listed KB article for details.
Platform Analytics Dashboard API PRB2000628	DashboardWidgetDao.update() does not persist widget_props field	When updating a dashboard widget record via DashboardWidgetDao.update(), the widget_props field is not written to the par_dashboard_widget table. The create() method correctly calls gr.setValue(WIDGET_PROPS, widget.getWidgetProps()), but the update() method is missing this call. This causes widget-level property overrides (for example, followFilters, header color, header title) to be saved on initial widget creation but silently lost on any subsequent dashboard save.	
Platform Analytics Dashboard API PRB2014857	Navigation to home.do doesn't redirect to the last visited CoreUI dashboard	An empty 'com.snc.par.dashboards.ui.preferences' user preference causes incorrect redirection to the CoreUI dashboard.	

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Platform Analytics Dashboard API PRB2018222	The last visited dashboard isn't restored when the user selects the homepage logo	When selecting the top-left logo to return to the homepage, users are consistently redirected to the ITOM Licensing Dashboard instead of the last visited dashboard.	
Platform Analytics Dashboard API PRB2025067 KB3092785	The sys_translated record for par_dashboard_tab is overwritten	This can cause translations to be lost.	Refer to the listed KB article for details.
Platform Analytics Dashboard API PRB2033980 KB3129184	Text index processing delay on analytics_visualization(column=type) after upgrading to Australia	After upgrading to Australia, the user observed increased processing times related to text indexing events on the 'type' column of the analytics_visualization table. This results in a backlog of index events.	Refer to the listed KB article for details.
Platform Analytics Dashboard API PRB2050123 KB3131331	GlideClearDashboardCache is undefined in Australia, causing 4 business rules (BR) to fail on every Platform Analytics (PA) dashboard save and widget loss and save failures	The Java class GlideClearDashboardCache (com.snc.par.dashboards.glide.script.ClearDashboardCache, annotated @GlideScriptable) isn't registered in the Rhino scripting scope. The class is present in the com.snc.par.dashboards OSGi bundle JAR, but isn't accessible as a Rhino scriptable — typeof GlideClearDashboardCache returns undefined. Four business rules in com.snc.par.dashboards call this class with no try/catch on every INSERT, UPDATE, and DELETE against par_dashboard, par_dashboard_canvas, par_dashboard_widget, and par_dashboard_permission.	

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		When a user saves a PA dashboard, these BRs throw RhinoEcmaError: 'GlideClearDashboardCache' isn't defined (logged as WARNING in the node log, firing 14+ times per transaction). Two failure modes: (1) dashboard save fails with 'Your dashboard could not be saved', or (2) save succeeds but in-memory cache not flushed — stale canvas layouts cause widgets to disappear from tabs on subsequent loads.	
Platform Analytics Migration API PRB1972851	Hide the info message if 'com.glide.par.coreui_single_migration.enabled' property is 'false'		1. Create CoreUI dashboard (pa_dashboards). 2. Add Dynamic content block to it. 3. Set 'com.glide.par.coreui_single_migration.enabled' system property to 'false.' Expected behavior: The info message should be hidden Actual behavior: The info message is shown.
Platform Analytics Migration API PRB2031469	The automatically triggered Core UI dashboard migration can cause an out of memory error and instance outages	After an Australia upgrade, the Core UI dashboard migration is triggered when a user loads the dashboard and the 'Do not migrate in bulk' (no_bulk_migration) field is set to false. **The** field default value is false, so any dashboard that isn't migrated is triggered to migrate when it's viewed.	
Platform Runtime	Session lock leak when the	When an SSL/TLS connection closes	

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PRB1995562	SSL connection closes during async transaction processing	while Tomcat is reading POST body parameters for an /xmlhttp.do request, Tomcat's Request.parseParameters() silently catches the IOException. The transaction is created and queued with a dead connection. When worker threads attempt to claim the transaction, response.isCommitted() throws IllegalStateException (response recycled), causing a cancellation. All subsequent transactions for the same session fail identically, leaving the session blocked until it times out (for example, after 6 hours). Instead, dead connections should be detected before transaction creation, or failed claims should invalidate the corrupt session to unblock subsequent transactions.	
Playbooks (Family Channel) PRB1999600	Playbook with questionnaire activity is not activated by default in Yokohama instances	When apps are uploaded from Nexus or from a zip file, and they contain playbooks with questionnaire activities, those playbooks are missing trigger data. When a playbook has a questionnaire activity, a line gets added to the XML that causes everything after that line to fail to load.	
Playbooks (Family Channel) PRB2009677	The complex object's format is different for playbook output/ input	The flow gives an 'com.snc.process_ flow.exception. ProcessAutomationException: Could not serialize value' error when running playbook.	

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Problem	Short description	Description	Steps to reproduce
Predictive Intelligence PRB1793351	Security restricted for the script include 'GlideEntitlementAPI' from the scope 'Predictive Intelligence for Flow Designer'	The user is utilizing Prediction Intelligence within a the flow 'Predictive Int. for INC - Service v2'. On testing the flow, the prediction message shows, '404: Prediction Failed with error: java.lang.Null PointerException: Cannot invoke 'java. lang.Boolean.boolean Value()' because 'o' is null. Please contact Support for Additional Assistance.'.	
Problem Management PRB2018009 KB2985638	An ACL is reverted to true after an upgrade		Refer to the listed KB article for details.
Project Management PRB1980002	There's an report_view ACL error for a few widgets		Open **Execution Dashboard** > **Data Quality** tab in Strategic Planning workspace. Observe a report_view ACL error for the 'No Planned Cost' and 'No Planned benefit' widgets.
Related Lists PRB2000158 KB2823064	Related lists do not show row data	Related lists do not show row data in list cells [Core UI].	Refer to the listed KB article for details.
Related Lists PRB2025356 KB3032264	User can't add records in a related list because of the strict ACL check and missing ACLs for required roles	Users with missing ACLs are not able to add new records in the related list due to a strict ACL check.	Refer to the listed KB article for details.
Request Management PRB1973824 KB2815909	Added approvers names don't appear on the Approver list of Request and RITM	When adding approvers to a Request (REQ) or Requested Item (RITM) via the Multi-Row Add (MRA) component in	Refer to the listed KB article for details.

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		the Related Records section of Service Operations Workspace (SOW), a success message is displayed confirming that the approvers have been added. However, the Approver list doesn't display the newly added approver names. Similarly, when attempting to add approvers from the UI16 related list, the approvers aren't added.	
Resource Management PRB1925690	An influx of events are generated 'resource_daily_hours.changed'	Whenever updates are happening on the 'resource_plan' table via any job, an influx of 'resource_daily _hours.changed' events are generated, and it's impacting the events processing in the default queue.	UPDATE the resource_plan table. See an influx of 'resource_daily _hours.changed' events generated.
Resource Management PRB2003945	Cost plan breakdowns are duplicated	When the user changes the start date and end date from a resource plan, the business rule (BR) UpdateCost PlanAssociatedTo ResourcePlan launches an event. The BR 'Recreate Requested Allocations' is also launched, updating the resource plan again and changing the planned cost. In summary, when the user updates the dates, the system updates the resource plan twice, one time for the dates and another for the planned cost, practically at the same time. Both changes trigger the BR Update CostPlanAssociated ToResourcePlan and two events are created. Since there are two events in the system,	1. Navigate to pm_project.list. 2. Open the project where the duplicated cost plan breakdowns were created.

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		they will try to perform the same action, and this could lead to problem concurrency. The two events are processed at the same time and the cost plan breakdowns are created twice.	
REST API Framework PRB2003629 KB2934340	The user is unable to accurately track response size (egress data) for inbound API calls made by integrations	This issue was observed in production instances on Yokohama or Zurich. The user cannot determine if their usage is accurate for API Access Volume and Workflow Data Fabric usage when using the Integration Hub Usage Dashboard and Workflow Data Fabric Usage Dashboard.	Refer to the listed KB article for details.
Roles PRB2001499	There's a role sys_id mismatch as a masking configuration is using glide_list		Create a masking configuration with the itil role. When the masking configuration is installed in a previous instance, there's a sys_id mismatch of the itil role in the instance and the shipped configuration.
Roles PRB2023810	Instances without explicit roles throw an error when invoking agents with a 'Nobody' role mask	The following error appears in the logs: 'Role 'snc_external' not found. Cannot be automatically created: no thrown error'.	1. Open an instance that doesn't have the explicit roles plugin. 2. Trigger an AI Agent that has a role mask on the **Nobody** field. Observe the error in the logs: 'Role 'snc_external' not found. Cannot be automatically

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Problem	Short description	Description	Steps to reproduce
			created: no thrown error'.
Scheduled Jobs PRB2031347	Scheduled templates loop an excessive amount of times on due to a UTC midnight boundary issue with 'Week in Month' scheduling in a UTC + timezone	When the first Monday coincides with the first day of the month, the scheduler triggers the job multiple times until 12:00 AM GMT, resulting in duplicate executions.	
Scripting Governance Tool PRB1967275	Unable to remove the 'snc_required_ script_writer_ permission' role from users in a domain separated instance		
Scripting Governance Tool PRB2013370	There's a unique constraint error when assigning roles/groups containing snc_required_ script_writer_permission	When assigning roles or groups that include the snc_required_script_ writer_permission role (directly or indirectly), the system throws a unique constraint error. This occurs when auto-provisioning in Scripting Governance is turned on.	
Security Data Filters PRB1967733	A security data filter (SDF) is applied redundantly via dotwalk paths, causing missing records in 'OR' queries	This has two distinct symptoms caused by the same underlying duplication. One, when querying a parent table with 'OR' conditions dotwalking into multiple child tables simultaneously, the parent SDF was applied three times — once directly and once per dotwalk CE path — producing conflicting conditions that returned 0 records instead of the expected results. Two, when querying a table with a field-based SDF, records where that field was empty/null were incorrectly excluded. This was caused by	

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Problem	Short description	Description	Steps to reproduce
		the same SDF being applied redundantly via a dotwalk CE, which caused the combined filter condition to exclude null matches.	
Seismic Framework PRB1972265	Ancestor path retains the parent element using hard references and can make small memory leaks larger, depending on retention	In some cases, the retainer is the variable ANCESTOR_PATH, as it holds on to hard references to the ancestor elements. Since elements in the ancestor path are retained, it may make a small leak larger if the elements themselves are large in nature (lists, forms, client state data brokers, etc.).	
Server-side scripts PRB1994381 KB3006010	Discovery has issues on some node after upgrading in Australia	After upgrading to Australia, JavaScript running in app nodes fails to call Java functions. The following warning appears: '*** WARNING *** Evaluator: com.glide.script.Rhino EcmaError: undefined is not a function.' This impacts various features, including Discovery and Event Management.	Refer to the listed KB article for details.
Server-side scripts PRB2022176	The script name should be logged when a page title is unavailable in the 'Guarded Scripts' list entry	The page title can be empty in some cases, such as a scheduled job and probably more. It should become the script name if there isn't a page name that makes sense.	
Service Catalog Builder PRB2008409 KB3116170	Label-type variables aren't available for selection in a UI policy action within Catalog Builder	A label-type variable isn't available for selection in UI policy actions within Catalog Builder, whereas the same label variable is available in UI policy actions in 'Maintain Items'.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Service Catalog Components PRB1999964	Null/No entries for some of the questions in selected items MRVS breaks the case record page (platform and workplace central)	A workplace case form [UI16] breaks when entries in sc_multi_row_question_answer are missing for one or more questions for selected items.	
Service Catalog Portal Widgets PRB2018000	Performance issues with the Employee Center Standard Ticket Page Widget	This issue was observed in Australia, but the function works as expected in Zurich. This impacts the Service Portal 'Standard Ticket Header Widget.' The user observed that the RITM 'Show details' drop-down list alignment is off, and the REQ 'Show/Hide Details' drop-down list button option is shown even if there are no additional details to show.	1. Open the Employee Center Portal (ESC). 2. Submit a Request. On the standard ticket page, observe that the **Show/Hide Details** button is shown even if there are no additional details to show. 3. On the 'Requested items' tab, select on **RITM** number. Notice that it will redirect to the standard ticket page for the RITM. Expected behavior: The RITM alignment is aligned without padding-left at 0px. Actual behavior: The RITM**Show details** button alignment is off, and the REQ **Show/Hide Details** drop-down list button option is shown even if there are no additional details to show.
Service Catalog Portal Widgets PRB2029227	Service Portal glide.ui.activity_stream.style.comments has a visual error	When the sys_property 'glide.ui.activity_stream.style.comments' is set to any color, the bar becomes taller than the	1. Open an Australia instance. 2. Change the sys_property

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Problem	Short description	Description	Steps to reproduce
	after upgrading to Australia	parent element, making it overflow.	'glide.ui.activity_stream.style.comments' from transparent to any color. 3. Navigate to the Service Portal. 4. Open any incident. Expected behavior: The comment section has a bar in the color that was chosen. It's the same size as the**Comment Input** field. Actual behavior: The comment section has a bar in the color that was chosen, but it's taller than the**Comment Input** field, making it overflow.
Service Catalog PRB1972924	The **Generate sequence** UI action gives a missing start rule error on Playbook 28.2.1	This issue was observed in Playbook 28.2.1, but not in 28.0.8.	1. Open any order guide. 2. Generate the sequence. 3. Open the playbook created. Observe the missing start rule errors.
Service Mapping PRB1972871	There's a memory impact by the query in 'Service Mapping - Traffic Process to Process'		
Service Portal Core Widgets PRB1819286	When updating the font-family in the EC theme, it doesn't update the font in the AI search results page	According to the 'Theming for AI Search in Service Portal' documentation, users can control the look and feel of AI search results. The user was attempting to update the default font family	

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Problem	Short description	Description	Steps to reproduce
		of the EC theme from Lato, Arial, sans-serif, to 'Segoe UI', sans-serif . When updating the EC theme CSS properties, this changed the font on the home page as expected, but failed to change font in the AI Search results page. Also, the faceted search widget doesn't change and was still using Lato, Arial, sans-serif.	
Service Portal PRB1979009 KB2817350	Catalog items' M2M category user criteria aren't considered in late binding	The Service Catalog is split by company, with some items viewable for some companies, and some for more than one. One form that should be visible to two companies doesn't display in the Service Portal search. The form is available for both companies and is in two categories. It can be seen in 'Services' by some users, but it doesn't appear in search results for the other company's users.	Refer to the listed KB article for details.
Service Portal PRB1999839 KB2983856	When Multi-factor Authentication (MFA) and Password Needs Reset is true, the password reset workflow refreshes after selecting **Submit** on the initial login and redirects to the backend Platform UI	When MFA is configured on an instance and Password Needs Reset is set to true on a vendor contact record, they are presented with a screen to change their password on initial login. After changing the password on the initial screen and selecting submit, the page refreshes back to the same password reset screen. If they perform the same steps again and select submit, they are finally redirected but the redirect is incorrect and redirects the user to the backend UI.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Service Portal PRB2006596	Tooltips of Cart and Tours are not hoverable	Pointer hover over the **Cart** button triggers the tooltip, but when the pointer is moved over the tooltip, the tooltip disappears.	
Service Portfolio Management PRB2029361	The 'Outage calculation' business rule is not working when the date format is set to DD/MM/YYYY	**The Duration** field is not calculating correctly because the 'Outage Calculation' business rule does not work when the date format is set to DD/MM/YYYY.	
Session Management PRB1950133	The guest user's language isn't displayed on the log in page in Zurich	After setting the 'guest' user language to Japanese, the log in page should be displayed in Japanese but is displayed in English.	
Sidebar (Family Release) PRB1996759	Null check for threadMember is incomplete for CollabMessageDto	The user can send a message but it's greyed out in the chat window until the user refreshes. The last sent message in a collab chat record doesn't update, so the discussion card in the utility menu never updates.	
Software Asset Management Plugin Framework PRB1788390	Software Asset Management (SAM) Discovery Model to Software Model matching fails when Discovery Models are corrupted	The job should not fail because of the few corrupted discovery records, and should handle the corrupted records and finish processing other software models and discovery models.	
Software Asset Management PRB2018383 KB2986694	A Microsoft per#core license metric isn't visible after a Zurich or Australia upgrade	The MS per core metric was moved from the apply_once folder to the update folder. The fix script to set the metric group was overwritten, since the update folder file insert ran after. Thus, the MS per core uploaded with no metric group.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Standard Ticket Page PRB2000629 KB3153782	There's issues when sending a reply to a ticket from Service Portal	When the user sends a reply in the Service Portal via widget, the text field isn't cleared after the user selects the **Post** option.	Refer to the listed KB article for details.
System Archiving PRB1890304	Users can't uninstall a custom or store application with archive records (sys_archive)	A user with admin rights can't uninstall the custom or store app because the uninstall can't delete the sys_archive records.	1. Create a custom app (or use a store app). 2. Enable data archiving for a table in the app. 3. Ensure that there are multiple archive runs moving data from the table to the archive table ar_table. 4. Try to uninstall the custom or store app. Observe that a user with admin rights can't uninstall the app. The uninstall can't delete the sys_archive records until a workaround is applied.
System Events PRB1969068	The 'Events process 0' job yields to memory pressure, causing event processing delays	When node memory pressure is high (live set ≥ ~91%), the JobYieldCheck mechanism triggers a yield on events process 0 despite it being a priority 25 (high priority) job. High-priority jobs should not be subject to automatic yield throttling, as this directly delays critical event processing and can result in P1 incidents. The memory pressure itself may be transient or difficult to diagnose quickly — heap dumps often	

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Problem	Short description	Description	Steps to reproduce
		show no obvious culprit, and identifying the root cause of elevated memory usage takes time. During that window, events process 0 is repeatedly yielded, stalling event processing pipelines that users depend on for time-sensitive operations. JobYieldCheck WARNING Job=events process 0 yields due to memory pressure logged on affected nodes. Node memory is sustained at 91–93% of max, with live set at ~91.44% (~1.28GB). glide.memory.watcher logs no active transaction warnings alongside persistent memory pressure status = true. There's only a single job visible in the queue during the yield window, yet throttling still triggers. However, users expect priority 25 jobs (events process 0) should not be yielded under memory pressure conditions. Yield throttling should be restricted to lower-priority workloads.	
System Events PRB2003217	Fix behavior of event processing tables during the clone operation and clean up invalid records/jobs during the clean up script	During cloning on Zurich instances, events processing framework tables' configuration aren't preserved, causing errors in transaction logs due to orphan records for events jobs. An orphan record occurs when a sys_trigger record exists for an event processing job, but the corresponding entry in the sys_processing_framework_job	

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Problem	Short description	Description	Steps to reproduce
		table is missing. This causes the ProcessingFrameworkJob to fail when attempting to retrieve the scheduled job context. Log example: 'ProcessingFrameworkJob SEVERE ProcessingFramework > Failed to get the schedule job context'.	
System Events PRB2003586	A database (DB) CPU spikes to 76% due to a slow sysevent 'UNION ALL' query on flow.fire events triggered by an SLA breach processing at 14k incidents/hr	During a combined load test generating 14,000 incidents/hr (7k/hr via Event Management + 7k/hr via ITSM SOW), the DB host CPU spiked sharply to 76% at approximately 00:30–00:45 UTC on 2026-03-17. The spike is correlated with a high-frequency, slow-executing SQL query scanning all sysevent partition tables (sysevent0000–sysevent0006) via a 7-way 'UNION ALL', issued by the Flow Engine's MonitorOperation while polling for SLA breach flow events.	
System Export Sets PRB1835154	Improve retry logic in POST API from MID server LES Consumer to Customer REST endpoint	Currently, the infinite retry doesn't work for different status codes. This needs to be modified (for example, to support 201 and 204).	
Table Administration and Data Management PRB2032949	Shadow table alter failing and retrying in loop	'Fix Shadow Table Schema' job triggers alter on shadow tables fail and retry in a loop.	
Table Cleaner PRB1821147 KB2480543	Archive Destroy Log[sys_archive_destroy_log] table cleanup doesn't work as the table cleaner rule is disabled by default	The table cleaner rule for sys_archive_destroy_log table is disabled by default in an instance. For instances that have entries in sys_archive_destroy_log,	Refer to the listed KB article for details.

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		cleanup doesn't work as this table cleaner is disabled.	
Table Cleaner PRB2001569	Long running queries from com.glide.dm_job.table_cleaner.TableCleanerProducer cause significant DB CPU spikes on Raptor DB Pro instances	The HexCleanerProducerValidator lacks a guard against dot-walk conditions. Combined with recursive count-estimation logic and unbounded MIN(sys_id) aggregates, this leads to the creation of aggregate queries on massive tables.	
Table Rotation PRB1954428 KB2590667	Table rotation creates too many 'Online Alter Truncate Delayed Drop Table' entires in sys_trigger to be executed in a short span of time	The syslog and extended tables are supposed to be rotated weekly, which means it switches to the next rotation in the schedule and also truncates future rotation to make it available for the next week.	Refer to the listed KB article for details.
Tables and Columns Data Dictionary PRB1773296	For a DocumentID type field, there's no option to specify reference_cascade_rule	Cascade delete doesn't work for DocumentID type fields the same way it works for the reference fields.	
Tags PRB2039548	In Australia, tags aren't saved for 'active = false' records for non-admin users		
Time Card Management PRB1988000 KB2760220	Managers are no longer able to add time cards for their direct reports and delegates in the Time Sheet Portal		Refer to the listed KB article for details.
Time Card Management PRB2051508 KB3139332	The user.manager field shows as empty when opening the 'Pending Approval' module for Time sheets	The filter is emplty for the user.manager field.	1. Impersonate a user with submitted time sheets. 2. Navigate to **Time Sheet** > **Pending Approval**.

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Problem	Short description	Description	Steps to reproduce
			Notice that the filter shows empty for **User.Manager**.
Time-Limited User Roles PRB1972197	When a user is logged in, updating an existing record with a new end time in the 'Time limited user roles' table causes never ending information messages on all pages		**1.** Open a Zurich instance. **2.** In a separate browser or incognito window, log in with a user that has an 'itil' role. **3.** In another window, log in with a user who has an 'admin' role. **4.** With the admin user, navigate to **All** > **User administration** > **Time-limited roles**. **5.** Create a record that grants an 'admin' role to the user. **6.** With the user that had only an 'itil' role but received the 'Time limited admin' role, open an incident list and then a record. Expected behavior: Users see an information message once. Actual behavior: Users see a message about roles that are granted or removed, but closing them isn't helping.
Transaction Management PRB2031636	When a semaphore is loaded via plugin extension point, the queue depth limit is set wrong and	The saturation value should not always be one because saturation should reflect the	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB3141646	the semaphore's load_stats saturation value will always report 1 instead of the correct value	amount of work queued in CsHybridQueue.	
UI Actions PRB1995906	The dependent field is updated by a flow that appears blank in workspace	Confirmation on the task - CSTASK1336675 This issue could be intermittent, needs to be replicated thoroughly.	1. Create a UI Action in a table which has a dependent field (for example, **State** and **Sub State**). 2. Make sure the UI Action sets the 'State' and 'Sub State' values when selected. 3. Create two flows that trigger when the record is updated. ○ Flow one is triggered when the 'State' value is changed by the UI Action. It also changes the state. ○ Flow two is triggered when the 'State' value is changed by flow one. 4. Open the record on which the UI Action and flows are created. 5. Select the UI Action. Observe that the **Sub State** field is empty in workspace.
UI Field Administration PRB1926469	The contrast ratio of the focus indicator on the search suggestion item of the combo box is less than 3:1		1. Open any instance. 2. Navigate to **All** > **Incident** > **All** > **New**.

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			3. Navigate to the 'Caller' combo box and type in it. 4. When the search results appear, navigate to them. 5. Verify the contrast ratio of the focus indicator. Expected behavior: The contrast ratio of the focus indicator on the search suggestion item of the combo box should be equal to or greater than 3:1. Actual behavior: The contrast ratio of the focus indicator on the search suggestion item of the combo box is less than 3:1.
UI Field Administration PRB1962435	There's an incident form load issue due to the missing macro sn_wwna_nacm_component, which causes a performance issue	When loading an incident form, the local host log is consistently flooded with the 'DBMacro WARNING *** WARNING *** Macro missing: sn_wwna_nacm_component' and this is causing the form to load slowly.	1. Open any incident record in the instance. 2. Navigate to **System Diagnostics** > **Session Debug** > **Enable All**. Observe the error in the localhost log, users notice the warning called many times: 'DBMacro WARNING *** WARNING *** Macro missing: sn_wwna_nacm_component'.
UI Field Administration PRB1969665	Currency values change automatically in workspaces	The currency value changes automatically when selecting in and out of the **Currency** field, without actually changing the value.	1. Open any record from incident.list. 2. Select **View - Service Operations Workspace**.

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Problem	Short description	Description	Steps to reproduce
			3. Create a field type 'price'. 4. Give it any name and any value. 5. Save the record. 6. Open sys_user table for the name 'Beth Anglin' who has 'ITIL' role. 7. Add a **County Code** field with the value set to 'system(US)'. 8. Impersonate the user Beth Anglin. 9. Open Service Operations Workspace. 10. Select into the **Price** field under the 'Details' tab. 11. Without changing anything, select out of the field. Notice that the value doesn't change. 12. End the impersonation. 13. Update the **County Code** field to 'Germany' or any other country for the user Beth Anglin. 14. Impersonate the user Beth Anglin again. 15. Open Service Operations Workspace. 16. Select into the **Price** field under the 'Details' tab.

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			17. Without changing anything, select out of the field again. Observe that the value changes.
UI Field Administration PRB1998819	WWNAglobal utils should be removed		
UI Form Administration PRB1825264	A cursor jumps in the subject line when composing an email in Workspace	There's an issue with the cursor jumping to the end of the line while writing/editing the subject line when composing an email in an Workspace. The cursor jumps when editing the subject line and not the the body of the email.	1. Log in to any instance. 2. Navigate to Customer Service Management (CSM) Configurable Workspace. 3. Open any case. 4. Select **Compose Email**. 5. Select the **Subject** field. See that the cursor jumps randomly to the end of the subject field.
UI Form Administration PRB1971299	When leaving an unsaved task, the pop-up modal shows the incorrect component name	When the user access a UI16 form from a dashboard page, then leaves the form without saving changes, a confirmation modal is displayed. The first letter of the 'component or element' is trimmed in the modal.	1. Log in to an instance. 2. Navigate to a dashboard that has a data visualization component. 3. Access the component. 4. Navigate to the form record. 5. Make some changes in the form, but don't save it. 6. Select the **B** > **ack**button on

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Problem	Short description	Description	Steps to reproduce
			the form (not the browser **Back** button). Expected behavior: A confirmation modal is displayed with the text: 'Do you want to save changes to Critical Task assigned before leaving this page? Your changes will be lost if you leave now.' Actual behavior: A confirmation modal is displayed with the text: 'Do you want to save changes to ritical Task assigned before leaving this page? Your changes will be lost if you leave now.'.
UI Form Administration PRB1993929 KB2908761	RCAs are created with the source as 'sys_ws_operation.do?sys_id=6986d96dff7322102aeb8fffff5f0ff8' for HR apps	An RCA is generated: 'RCA triggered - 'Read operation on table 'sn_doc_html_template' in scope 'Global' was denied. The application 'Document Templates' must declare a Restricted Caller Access privilege. Please contact the application admin to update their access requests'. None should be generated.	
UI Form Administration PRB1998771 KB2898934	Installing the com.glide.ai_record_activity plugin doesn't create the sys_ai_record_activity table, causing NullPointerException errors	The user observes errors getting records for sys_ai_record_activity: java.lang.NullPointerException.	Refer to the listed KB article for details.
UI Form Administration PRB2006958	Introduce system property to hide form level TI banner	The alert appears when the form is loaded. There's no way to avoid seeing the alert if not required.	1. Open a SOW record with **Task Intelligence** field level recommendations.

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			Notice that the form level banner appears with deep links to fields that have recommendations. 2. Cancel the alert. 3. Load the form. Observe that the alert appears again.
UI Form Administration PRB2019275	There's layout and scrollbar flickering when entering info, internal and external, in HTML **Journal** fields	There's layout and scrollbar flickering when entering info, internal and external, in HTML **Journal** fields, caused by automatic browser window resizing. The issue occurs randomly and is not related to a specific case or text size.	1. Change the glide.ui.journal.use_html system property to true. 2. Open any incident in any workspace. 3. Type multiple lines in internal info or copy/paste some text until the scroll bar appears. 4. Remove enough lines so that it's one new line away from displaying the scroll bar. 5. Type some words randomly to add enough words to create a new line. Observe the flickering issue.
UI Form Administration PRB2020457	There's a false error for a strict read-only 'Currency' column when the numeric value is 1000 or larger	Additional formatting like commas or decimals are added to **Currency** fields on the client side form initialization, which makes the field appear as modified on update. This issue is present when: 1. a field of type currency is visible on a form, 2. **The** field has a read_only_option= strict_read_only, and 3. The numeric value	1. On any table, create a field of the type **Currency**. 2. Create an on insert business rule to set the value of the field to USD: 1000. 3. Save the record. 4. Modify a different field on the form and save.

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		of a field is 4 digits or greater.	Expected behavior: The record is updated without any error messages. Actual behavior: An error message stating updates to columns 'depreciated_amount and 'residual' were ignored.
UI Form Administration PRB2023067	The UI Section doesn't show the mandatory asterisk in UI16	Sections that contain a mandatory field (set by the UI policy) should have an asterisk.	
UI Form Administration PRB2033143 KB3139369	The 'Preview this record' icon isn't working in the Safari browser	Selects on the button components and controls aren't working in Safari for UI16. This issue is only reproducible in the Safari browser. Non-Safari browsers aren't impacted and they don't face this issue.	Refer to the listed KB article for details.
Upgrade Center PRB1889947	Instance nodes do not appear and this error appears: javax.crypto.AEADBad TagException: Error finalising cipher data: mac check in GCM failed	Instance JVMs won't start after the error, ' java.io.IOException: javax.crypto.AEADBad TagException: Error finalising cipher data: mac check in GCM failed'.	
Upgrade Center PRB1950446	The 'Flow Designer' module directs to 'Page Not Found' after an instance upgrade on some nodes	The Process Automation > Flow Designer module redirects to 'Page Not Found' on some nodes after an instance upgrade. The main issue is that nodes tried to download app packages from Store, but Store responded with a 400 error because the platform version for the instance isn't updated on the Store end yet, and the request is considered incompatible. However, during an upgrade, it	

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Problem	Short description	Description	Steps to reproduce
		shouldn't request app packages from Store.	
Upgrade Center PRB2016580	After upgrading instances from Zurich to Australia, several records show up on the skipped list belonging to the sn_glider or sn_build_agent with error 'Unable to compare, unable to find a current record'	After upgrading a Zurich instance to Australia the upgrade monitor will have a list of skipped records. But when trying to resolved issue, users observe the error: 'Unable to compare, unable to find a current record' when trying to compare to current.	Refer to the listed KB article for details.
Upgrade Center PRB2023239 KB3015307	There is a mismatch in the Glide version between the app node and the database following an upgrade	A new code path introduced the MariaDBI18NSQLFormatter class. When the sys_properties record of the 'com.glide.db.session_language_collation_feature' property is set to true, it takes a code path upon upgrade or restart where an instance will not come up. When 'com.glide.db.session_language_collation_feature' is false, the code path exits early and doesn't cause this issue.	Refer to the listed KB article for details.
UXF Macroponent PRB2009619	Multiple stuck threads cause semaphore exhaustion, requiring a node restart	There's a stuck semaphore transaction related to the function createCacheablePage FragmentFromShell in CacheablePage FragmentFactory.java. This can lead to multiple threads being stuck with no option but to restart the node to provide relief.	
UX Framework PRB1966018	On a slow network, sometimes the record details appear in the 'List' tab	The issue occurs if the user opens a record and quickly switches back to the list tab in CSM Configurable Workspace.	1. Open any Zurich base instance. 2. Open CSM Configurable Workspace.

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			3. On a Google Chrome browser, select F12. 4. Navigate to **Network tab** > **3G Throttling**to simulate a slower network. 5. Navigate to 'Lists'. 6. Open any list, such as 'Problem records'. 7. Open a problem record so a new tab opens. 8. Quickly switch back to the 'Lists' tab. Observe that the problem record details load in the 'Lists' tab.
UX Framework PRB1969085	GraphQL schema changes for client-interaction.graphl in ux-metrics	The user sees error logs from the ClientMetricsRestService.java file. The error logs are logged to the syslog table.	
UX Framework PRB1986291 KB2956365	List dynamic routing shouldn't be applied when creating a record from a related list	Dynamic routing is handled within the recordRoutesMapping Client Script Include. Kb_knowledge mapping uses source_component: 'list' to route article selects to kb_view. When the **New** button is selected on a related list, the kb_view route is incorrectly applied. Since kb_view can't handle new records, the page breaks.	Refer to the listed KB article for details.
UX Framework PRB2002003	Stuck semaphore due to the call Glide UxInteroperable RoutesProvider.get		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2901692	InteroperableRoutesByIds()		
UX Framework PRB2027095 KB3102030	The latest component asset isn't selected when multiple asset associations exist in sys_ux_lib_component_m2m_asset, which impacts AI summary cards on UI Builder workspaces	When the AI summary card component was upgraded, its asset name changed from now-ai-summary-card/index to uxc-generative-ai/index. The upgrade doesn't clean up the old asset association, so the sys_ux_lib_component_m2m_asset table ends up with two associations for the same component (old and new asset). The component-to-asset selection query in GlideUxComponentDefProvider.getAssetNamesByComponentSysIds() had no ordering and relied on default DB ordering. When duplicate associations exist, this could return the stale now-ai-summary-card/index asset, which is incompatible with the latest Platform AI Agents and Skills app. As a result the AI summary card fails to load on UI Builder workspaces. Classic UI uses a different rendering path, so it is unaffected.	Refer to the listed KB article for details.
Virtual Agent Designer Legacy PRB1917696	Virtual Agent Designer isn't displaying options for subflows if there are more than 100 spokes		1. Log in to an instance with more than 100 spokes. 2. Navigate to **Virtual agent designer** > **Open a new topic**. 3. Add the 'Action' component to the designer.

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Problem	Short description	Description	Steps to reproduce
			4. Check the option 'subflows' for 'invoke flow designer object'. 5. In the 'Spokes' menu, select a spoke which is at the end of the list in the 'Spokes' table. 6. Select the **subflow** menu. Observe that there aren't any options.
Virtual Agent PRB1963467	Variable is slot filled with SYSTEM_FILTERED	This issue occurs in any catalog item for a reference type question. When a user types an option that isn't present in the reference table, the variable is slot filled with SYSTEM_FILTERED in the summary card.	
Virtual Agent PRB1975617	Failing to send an agent joined message		
Virtual Agent PRB1994599	Off Glide code introduced an issue for DTAC when the agent sends a message to the requester	The dynamic translation for messages doesn't work when the agent sends messages to the requester. It throws NPE.	
Virtual Agent PRB1997460	For Now Assist conversations, interaction.transcript contains all the smartlinks rather than just the sources shown to the chat requester		1. Set up an instance with Now Assist and AI Search. 2. Perform a search that returns multiple sources. 3. Close the conversation. Expected behavior: Interaction.transcript should show the sources that are displayed to the chat request.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Interaction.transcript shows all sources in the smartLinksData regardless of whether or not they are shown to the user.
Virtual Agent PRB1999010 KB2817637	The scheduled job, 'Time out abandoned Virtual Agent (VA) conversation' closes the conversation	'Time out abandoned VA conversation' should not close the conversation if the idle timeout is not completed.	Refer to the listed KB article for details.
Virtual Agent PRB2006856 KB3003358	Serial number when conversation moves across nodes	Virtual Agent gets stuck. New messages are sent but the client doesn't render them until the page is reloaded.	Refer to the listed KB article for details.
Virtual Agent PRB2007255 KB3045151	There's memory pressure on nodes due to high memory for the cache 'com.glide.cs.qlue.module.coma.MessageBatching Session'	Users with 2GB nodes may encounter memory issues that can cause the events process jobs to yield.	Refer to the listed KB article for details.
Virtual Agent Web Client PRB1923955	In an enhanced chat, the user can't view the RITM form in small screen	When the enhanced chat is in 90% modal and the user selects a link inside a card, the link opens in a new tab, but the VA remains in 90% modal. The enhanced chat should switch to floating mode when a link opens in a new tab. When the enhanced chat is in full-screen mode and a user selects any link inside the VA, the link also opens in a new tab. However, due to limited browser space, the enhanced chat remains in full-screen mode.	1. Enable Enhanced Chat on portal. 2. Log in to a Yokohama instance. 3. Initiate a chat. 4. Submit a request. 5. Minimize the window so that only the chat window is visible on the screen. 6. Select the RITM number. Expected behavior: Once RITM is selected, the RITM details are visible. Actual behavior: The RITM details

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Problem	Short description	Description	Steps to reproduce
			aren't visible. Only the chat window is visible.
Virtual Agent Web Client PRB1972561 KB2787591	Enhanced chat does not pick up custom tokens in portal		Refer to the listed KB article for details.
Virtual Agent Web Client PRB1988834	Custom icon on a menu item isn't displayed in the Conversational Panel (Enhanced Chat)	The icon configured for a menu item is not visible. This functionality previously worked in the standard chat experience, but it's no longer working in the enhanced chat.	
Virtual Agent Web Client PRB2067082	Enhanced Chat colors don't change when theming CSS variables are set as documented	The variables in the 'Theming for Now Assist in Virtual Agent enhanced chat' documentation should be followed.	
Visual Task Boards PRB1994303	In a Visual Task Board (VTB), the 'Select lane' menu displays lane values from all the boards available irrespective of the board selected to move		
Walk-Up Experience PRB2039555	The walk-up queue is not refreshing automatically after interaction closure	The walk-up 'Now Serving' queue does not automatically refresh when an interaction is moved to the 'Closed/ Complete' state. The queue continues to display the user until the page is manually refreshed.	
Window Manager PRB2019525	When the Now Assist panel is activated, the left side navigation is hidden and the margin remains applied, leaving an empty space		

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Problem	Short description	Description	Steps to reproduce
Work Order Management PRB1960028	AgentScheduleUtil script causes an 'Out of memory' issue for /api/now/sg/applet_launcher/feed	While processing the API 'api/now/sg/applet_launcher/feed', there was an 'Out of memory' issue due to the script AgentScheduleUtil, leading to node restart. Based on the node logs, it seems to be a sudden spike that resulted in a restart. The issue is caused by an array holding more than 1Gb of data.	

All Other Fixes

To view a list of all other PRBs fixed in Brazil, refer to All other Brazil fixes.

All other Brazil fixes

The Brazil release contains important problem fixes.

Brazil was released on September 24, 2026.

- 09-22-2026_1636
- glide-brazil-08-25-2026__patch0-08-26-2026

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.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

For a downloadable, sortable version of the fixed problems in this release, click here

All other fixes

Problem category	Problem	Short description
Access Control	PRB1939961	An incorrect class is passed as context to an ACL
Access Control	PRB2001648	A 'Decision' type field is missing from an ACL form on an Australia zboot instance
Access Control	PRB1959980	The Wildcard field ACL in the scoped app automatically changes the field from .* to none when switching scopes to edit
Activity Stream	PRB2022330	Custom journal_input field values are not displayed on Service Portal Ticket

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Problem category	Problem	Short description
		Conversational widget after Australia upgrade
Activity Stream	PRB2040417	The **Copy** button on the VTB view can't access copyJournalContent or GlideUIDefault
Activity Stream	PRB2010277	Text is removed when typing fast in Robust Transform Engine (RTE) in Service Operations Workspace (SOW)
Activity Stream	PRB2015217	An @mentioned user in the activity stream is appearing as having access, even though they don't have access to the record
Activity Stream	PRB2032409	Activity generation does not comply with the carriage return on the generated text
Activity Stream	PRB2010203	SysUserRepo should add setWorkflow(false) when querying the sys_user table
Activity Stream	PRB1865166	Empty comments are added to the Activity Stream on Service Operations Workspace and Agent Workspace
Activity Stream	PRB2011352	The editor.config attribute isn't supported in Activity Stream RTE
Activity Stream	PRB2013162	Add filter a configuration, such as a slushbucket
Activity Stream	PRB2014091	Activity Stream field changes from different users can erroneously be grouped together on workspace under certain conditions
Activity Stream	PRB2015105	A small race window was introduced in SysActivityRepo
Activity Stream	PRB2019754	When copying rich text into the TinyMCE editor from the clipboard, some formatting isn't preserved
Activity Stream	PRB2020348	A user profile pop-up isn't displaying on a comment after refreshing for previous comments
Activity Stream	PRB2027954	An activity filter's field's slushbucket initially has every field selected when the glide.ui.{table}_activity.fields property doesn't exist
Activity Stream	PRB2029963	The **Copy** button for Journal entries does not work in List Activity Stream view
Activity Stream	PRB2032977	A different user name is displayed on workspace when multiple users[sys_user] have the same email address

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Problem category	Problem	Short description
Activity Stream	PRB2060131	When table rotation is set up for sys_audit_relation, audit relationship events don't display in a workspace
Activity Stream	PRB1905898	A hint for 'Comments' is announced for the Work Notes on CSM Workspace and on Service Operations Workspace (SOW)
Activity Stream	PRB1987460	Use activity fields to control displaying emails, audit relations, and attachments
Activity Stream	PRB1999713	A date is cut off on emails in an activity stream in the printer friendly version
Activity Stream	PRB2000899	An activity stream's heading wraps into a single column at 150%
Activity Stream	PRB2003313	The @mention in the journal input does not appropriately respond to assistive technologies in workspaces
Activity Stream	PRB2004286	A user's filter is incorrectly keying the supplemental map with translated keys, leading to an empty activity stream after changing the language
Activity Stream	PRB2008384	The **Copy** button on journal entries doesn't always copy text or notify users correctly
Activity Stream Activity Component	PRB2023026	The **Show Less** button in Workspace Activity lacks specific context for screen reader users
Activity Stream Compose Component	PRB2032875	Highly threaded emails with multiple block quotes render as unreadable in the 'Conversation' tab
Adaptive Authentication	PRB1950104	An extra sys_decision_question record iscreated with an empty condition and empty answer, impacting the 'Zero Trust Access' configuration
Adaptive Authentication	PRB1950104	An extra sys_decision_question record iscreated with an empty condition and empty answer, impacting the 'Zero Trust Access' configuration
Advanced Work Assignment	PRB2028123	An initial agent response isn't translated even if sys_translated has a match for the entry
Advanced Work Assignment	PRB2010201	The script action 'Set logged out agent offline' creates an offline Advanced Work Assignment (AWA) presence record for non-agent users
Advanced Work Assignment	PRB2060584	The 'Set logged out agent offline' script action shouldn't touch presence states when 'disable_inactivity_check' is set to true

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Problem category	Problem	Short description
Advanced Work Assignment	PRB2013875	Wrap-up modeless dialog is only visible to Interaction Admin users in ITSM Service Operations Workspace
Advanced Work Assignment	PRB2026914	Duplicate work items when the service channel's work_item_table is a parent class of the routed record
Advanced Work Assignment	PRB1969903	The interaction assigned_to is empty and state is 'new', even though when the live agent is available, the fields are not updating immediately
Advanced Work Assignment	PRB2007529	Alert audio continues playing after rejecting a work item
Advanced Work Assignment	PRB1975706	Standby node takes 1.5 hours to launch online
Advanced Work Assignment	PRB2025053	Missing validation allows AWA queue save with floating schedule
Advanced Work Assignment	PRB1987766	GraphQL calls for snAgentPresenceState are continuing after session expiration
Advanced Work Assignment	PRB2003621	Node restarts are caused by the 'AWA - Trigger Document Re-evaluation For Queued/Pending Accept Work Items' job
Advanced Work Assignment	PRB2007748	AWAQueueTimeoutUtility.timeoutWorkItems(is skipped if one work item stays in 'pending_accept' and bypass sys_property is on
Advanced Work Assignment	PRB2007789	When separate work items are created within AWA, one work item is correctly assigned, but the other work item is disqualified
Agent Assist	PRB2012771	The error 'TypeError: Cannot read properties of undefined (reading 'displayValue')' appears when the 'Fields' property arrives after the config is loaded
Agent Assist	PRB2035255	A comment is not populated when using 'Link to Incident' from Agent Assist
Agent Assist	PRB2035934	The UI is broken when searching in the Agent Assist search box
Agent Assist	PRB2038420	Agent Assist creates orphaned m2m records for knowledge articles when the Attach action is invoked on tables not extending tasks
Agent Assist	PRB2007824	Agent Assist gives the error 'Link action is unavailable because the field is not present on current record form'

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Agent Chat	PRB1707213	Virtual Agent hover message doesn't translate when the language is switched
Agent Chat	PRB2031080	Setting 'Disable agent inactivity check for API' to true makes the presence states disappear from the presence state picker in workspace's inbox
Agent Chat	PRB1992614	Dirty screens in Document Object Model (DOM) experience data loss if one of the middle tabs are closed, triggering a screen reorder and refresh
Agent Chat	PRB2013571	Pre-chat survey question title isn't displayed for the agent chat
Agent Chat	PRB2013947	Inbox Advanced Work Assignment (AWA) interactions are not presented according to the 'Configuration' field and order for the walkup experience
Agent Chat	PRB2022397	A browser freezes when rendering a chat message containing a long unbroken text token
Agent Chat	PRB2030602	The error 'TypeError: Cannot read properties of undefined (reading 'output')' occurs in the Console Browser
Agent Chat	PRB2032198	When an agent opens an image shared during a live chat, the image shows a vertical line on it which is the border line of interaction page
Agent Chat	PRB2032799	Chat messages sent from an agent are sent out after a conversation is already closed completed
Agent Chat	PRB1989186	TaskUtilsSNC creates millions of sys_cs_collab_chat when collaborative chat is not enabled
Agent Chat	PRB1990618	Live agent connection is not established with the utterance and **Contact** button for non-admin requestors
Agent Chat	PRB1993857	Agent chat inbox notifications appear in HTML
Agent Chat	PRB1998974	There's a 'View All Options' rendering issue on Agent Chat
Agent Chat	PRB2000390	The date format is incorrect in the Active Chat window
Agent Chat	PRB2007792	Date format is incorrect in the Active chat window
Agile Development	PRB2060695	Users are unable to scroll horizonally on agile_boards

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Agile Development	PRB2020539	The **Add to backlog** button creates multiple records when selected multiple times at once
Agile Development	PRB2020877	The 'Story information' tab displays a blank page on the agile board when navigating from SCTASK to 'Story information'
Agile Development	PRB2052806	A story gets unassociated with a catalog task when added to the sprint
Agile Development	PRB1990704	There's a visibility issue with stories associated to original tasks in the Agile backlog
AI Agents (Glide Family)	PRB2059390	Role masking isn't unset when running a workflow
AI Agents (Glide Family)	PRB2003366	Data to glide from offglide is not logged with the actual user
AI Agents (Glide Family)	PRB2034699	GenAIMetadataM2MDaoImpl createAIAGenAIMetadataM2M doesn't assert that the genAILogId parameter is not NULL
AI Agents (Glide Family)	PRB2039174	Gen AI Filter is bypassed if utterance contains a new line
AI Agents (Glide Family)	PRB2004770	The worker_manager should be able to create/update AI User records
AI Experience Framework - Glide	PRB2034919	The rich control widget read operation is blocked by the 'Widget Query' business rule
AI Gateway - Security	PRB2041348	The autogenerated fake sys_ids in AIG should be fixed
AI Search	PRB1875924	AI search ingestion sticks when the 'Size in Bytes' column has an empty value in sys_attachment for an attachment that has a size more than 25MB
AI Search	PRB1822339	Order Guides aren't functional when accessed from Service Operations Workspace
AI Search	PRB1946791	The user cannot create Semantic Index Fields records for the attachment type
AI Search	PRB1787984	The search preview has the Service Portal Entity View Action Mapper (EVAM) configuration hardcoded
AI Search	PRB1842604	The dot walk facet is removed if the user has no table to access another table
AI Search	PRB1893398	Attempting to recreate a scenario where entries in the search term is empty in the sys_search_event table

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Problem category	Problem	Short description
AI Search	PRB1902419	The conversation ID isn't logged to the sys_search_event table
AI Search	PRB1914180	On the Employee Service Center (ESC) portal, the Genius Result is not returning any data in the German language while it's visible in the AI search preview
AI Search	PRB1989158	Users are unable to edit the font of the AI search widget
AI Search (Glide)	PRB2033435	TSTranslationReference loads all sys_translated rows for a field instead of filtering to the indexed record's value
AI Search (Glide)	PRB1859571	A search retrieval agent returns an incorrect catalog item URL
AI Search (Glide)	PRB2008247	A negative offset isn't handled properly, which causes no results after moving to the next page
AI Search (Glide)	PRB1986147	Extend branding properties to support the update to the dynamic landing page 'Search My Servicenow' placeholder
AI Search (Glide)	PRB1990134	If all KBBs from one doc are removed from KB late binding, the post process stops and all following docs are returned
AI Search (Glide)	PRB2052168	No_answer Genius Result is streamed intermittently
AI Search (Glide)	PRB1955992	Catalog Item translations in Catalog Builder are not triggering AI Search ingestion
AI Search (Glide)	PRB1976935	The user context's country in search request is a displayed value instead of an internal value
AI Search (Glide)	PRB1925238	AI Search should reuse the filter generated for each request instead of generating a filter again each time
AI Search (Glide)	PRB1925971	The 'Category' and 'Catalog' facets for catalog items are not using the translated values
AI Search (Glide)	PRB2032763	DefaultListBasedColumnFinder.getColumns issues unfiltered list_id IS NULL query against sys_ui_list_element, retaining 500MB+ per cached table entry
AI Search (Glide)	PRB1918638	Indexing fails for the batch due to a corrupted GZIP trailer error
AI Search (Glide)	PRB1950896	The 'Before Query' business rule with the sys_mod_count condition generates an invalid query

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Problem category	Problem	Short description
AI Search (Glide)	PRB1951585	There is a NullPointerExeception (NPE) in getConnectedTopicsInformation during ingestion
AI Search (Glide)	PRB1978142	When a portal has Dynamic Window enabled, typeahead on the homepage displays the 'Chat enter' icon and tooltip instead of the search magnifying icon
AI Search (Glide)	PRB1999484	KBB (Knowledge Block) checks break incremental indexing for some catalog child tables
AI Search (Glide)	PRB2002346	When a KB only has an embedded KBB with embedded_match = false, the KB should send itself instead of the KBB
AI Search (Glide)	PRB2005798	Dictionary term isn't in a published state even though it's actually published to backend
AI Search for Service Portal	PRB1998368	AI Search in Enhanced Chat's full page experience throws a console error
AI Search for Service Portal	PRB1936523	When attempting to sort AI search results by 'Most Relvant' or 'Most Recent', the user gets zero results returned in Yokohama
AI Search for Service Portal	PRB2062818	The sparkle/Otto icon in a portal search input has an incorrect color when Enhanced Chat is turned on
AI Search for Service Portal	PRB2030568	'Filter' controls are inaccessible on mobile view when search results produce no facet matches
AI Search for Service Portal	PRB2067568	Service Portal's faceted search truncates long identifier labels in search result headers due to now-label-value-inline component rendering
AI Search UX	PRB1991431	The right-hand side panel in Zing search is not scrollable
AI Search UX	PRB2017282	In Zing Search, the 'Exact Match' section is missing
AI Search UX	PRB2013005	An error appears: 'ResultTemplateMapper: No composite data found for evamDefinitionId: undefined'
AI Search UX	PRB1981121	Global search isn't working with zoom in/zoom out
AI Search UX	PRB1995624	An exact match doesn't render and loads infinitely when a title isn't returned
AI Search UX	PRB1989246	When records are searched in global search, it isn't opening the form directly

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Problem category	Problem	Short description
AI Search UX	PRB2006060	Now Assist AI Search summary links (catalog item references) are non-functional, but appear active due to the text styling
AI Search UX	PRB1991340	Search input intermittently skips characters
AI Search UX	PRB1994511	Label in header-section__identifier-container does not reflow
AI Search UX	PRB2069550	Search filters infinitely load on the Now Assist full page experience
AI Search UX	PRB2072005	The fix for PRB1935844 was overwritten during a merge
AI Search UX	PRB2016024	Synthesized responses on a mobile sized screen don't display 'Show full answer' after truncation in Zurich on Safari
AI Search UX	PRB1999304	The 'Search My ServiceNow' text is hardcoded
AI Search UX	PRB1942039	Unable to select the 'Search Context' in the global search when zoomed to 150% in Edge
AI Search UX	PRB2002479	URLs wrapped in parenthesis aren't formatted properly in Genius results when the language is set to Japanese
AI Search UX	PRB2006200	Synthesized answer loading card status text isn't fully visible in a narrow viewport when non-English locale text exceeds container bounds
AI Search UX	PRB2038703	Instance creation failure for com.glide.search.graphql.query.Suggestions from service portal's typeahead AIS Suggestions API
AI Search UX	PRB1951853	The 'Learn more' KB link update via EVAM is not working when the streaming synthesized Genius Result
AI Search UX	PRB2015031	Text field highlighting exposes raw markdown syntax in search responses for KB articles
AI Search UX	PRB2016007	Search-based AI Search suggestions should include record_class_name
AI Search UX	PRB2021873	Facets aren't rendered as the sensitivity filter fails quietly
AI Search UX	PRB2027205	Logged Search Event 'Has Results' and 'First page results' are incorrectly populated only based on the first RAG Source

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Problem category	Problem	Short description
AI Search UX	PRB2027945	In Employee Center's mobile web, unintended tooltip/mouse-over text blocks the UI on iOS
AI Search UX	PRB2040015	Differences in the UI displayed on the Global Search page when there are 0 search results
AI Search UX	PRB2054213	URLs with special characters like $ break streaming for non-VA clients
AI Search UX	PRB2068007	Global Search's 'Open list view' returns no results when the search keyword begins with '#'
AI Search UX	PRB2073716	For non-admin users, search results and suggestion navigation on portals are redirecting to platform view
AI Search UX	PRB1943113	Results generated by Now Assist Genius Result does not show the option to toggle to see 'Show less Answer' once it is expanded
AI Search UX	PRB1954967	The Facet filter has multiple duplicate options appearing for 'Sort'
AI Search UX	PRB1967356	The search API returns a negative result count when hybrid search is turned on
AI Search UX	PRB1975257	There's an invalid sysparm_search _context_config_id value on an exact match call in a Zing global search
AI Search UX	PRB1993790	The typeahead search results panel doesn't close and the search state becomes inconsistent after selecting a catalog item
AI Search UX	PRB1994212	The hidden description in the source code is visible in the chatbot for 'Order guide' and not for 'Catalog item' in Now Assist Virtual Agent (NAVA)
AI Search UX	PRB1997987	The 'Last Updated' time differs when viewed on the portal search page versus the KB article page
AI Search UX	PRB2054952	Rename Now Assist to Otto within AI Search components
AI Search UX	PRB2000828	The 'Async Genius Result Processor' Asynchronous Message Bus (AMB) channel subscription is delayed by session sync contention
AI Search UX	PRB2001311	The top-results component doesn't render catalog item citations

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Problem category	Problem	Short description
AI Search UX	PRB2004210	A Zing component isn't loaded with an error on the console: '__dyImp0(...).then is not a function'
AI Search UX	PRB2005193	Exact Match, when configured to honor conditions of search sources, should be configurable for a single application and not the entire instance
AI Search UX	PRB1951160	'Open Link in New Tab' doesn't work/is inconsistent for Genius results and regular results
AI Service - Glide Interfaces	PRB1970597	Machine Learning (ML) trainings fail with a 401 error due to ACL errors, unless the 'Predictive Intelligence' plugin is explicitly repaired
Analytics Data API	PRB2029673	Data Visualization Library quick-access cards return '0' under the 'Bookmarked' scope when the grid sees bookmarks correctly
Analytics Data API	PRB1998034	Single score data visualization ignores the 'Apply time series to result' indicator configuration
Analytics Data API	PRB2008673	A single score reported on a 'Time' field with an aggregation as a sum is calculated correctly in the Core/Responsive UI experience but incorrectly in the Platform Analytics Next Experience UI
Analytics Data API	PRB2019716	Multiple elements from a single filter can't be applied to an 'COUNT DISTINCT' or 'AVERAGE' indicator with 'Show filter as separate series'
Analytics Data API	PRB1978825	'Total value' displays in the center of donut visualization changes with a 'Group By' adjustment
Analytics Data API	PRB2002190	The error log should be suppressed in a prefetch job
Analytics Data API	PRB2018043	Invalid links are created on trend-type data visualizations in non-English environments
Analytics Data API	PRB1849840	Data visualization on the pivot table shows zero or incorrect data when the top number values are selected in the 'Group by Row' filter
Analytics Data API	PRB2030053	Add a feature flag for auto cache of PA indicators
Analytics Data API	PRB2050497	The report.view events are generated with the wrong sys_id and are erroring out in Australia

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Problem category	Problem	Short description
Analytics Data API	PRB1943501	The multi-pivot visualization on the classic PA indicator is not properly filtered by the 'Indicator' filter
Analytics Data API	PRB2028758	The 'Create a Data Visualization' column type has a 'Unable to display content' error
Analytics Data API	PRB2006192	'Score on Single Score' visualization doesn't render when the metric is against currency type field, data cache is enabled, and a certain condition is added for the metric field
Analytics Data API	PRB2006685	When selecting multiple breakdown filters, the target for the indicator doesn't display correctly
Analytics Data API	PRB1996433	An indicator search doesn't work with Japanese names when adding a data source to a data visualization even if the instance language is Japanese
Analytics Data API	PRB2035591	In a Platform Analytics dashboard, the sorting behavior is incorrect
Analytics Data API	PRB2039649	The Platform Analytics dashboard ignores the data source filter
Analytics Data API	PRB1923997	The timeseries drilldown to records have an incorrect filter
Analytics Data API	PRB2005078	When using dynamic date ranges, appliedFilters returns incorrect dates
Analytics Export API	PRB1971222	'Omit if no records' isn't honored for score visualizations
Analytics Export API	PRB1996615	Scheduled export with omit if no records enabled, no attaching the exported file in Email log
Analytics Export API	PRB2019161	The export option is not working for sub domain dashboards
Analytics Export API	PRB2009168	Visualization export doesn't work if the data source is User Experience Analytics
Analytics Export API	PRB2002135	An export failed using the PARExport server due to records containing a backslash character
Analytics Export API	PRB2006196	Heatmap report colours aren't retained when exporting to PowerPoint
Analytics Export API	PRB2009827	There are encrypted columns with blank data when exporting a report to an excel file
Analytics Export API	PRB2021342	The email layout in an Platform Analytics scheduled export doesn't match the received email format

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Problem category	Problem	Short description
Analytics Export API	PRB2023200	Hide the export option when it's disabled or the roles list is empty
Anonymous Report Center (ARC)	PRB2052999	There's missing translations in Anonymous Report Center (ARC)
API Key and HMAC Token Based Authentication	PRB1993928	There's an error (assignment to undefined 'gr' in strict mode) in a business rule
Application Install Engine	PRB1979295	Plugins deferred during a jumbo app install aren't supported in Parallel Plugin Loading (PPL)
Application Install Engine	PRB1938034	The 'Resolution Code' column is missing after the Yokohama release
Application Install Engine	PRB2012544	An app package dropping a table and creating a database view in the same name inside can lead to catastrophic drops against system tables
Application Install Engine	PRB2019775	InstallationPlan.java's fixAssignedVersion ForStoreApps method can overwrite the assigned_version in the middle of a batch install
Application Manager	PRB1986694	App Manager and My Company Applications incorrectly show available updates after update checker
Application Manager	PRB1975999	The user can not update the customized app's base version when no new customized versions are available
Application Manager	PRB2022268	The application manager sys_app_version displays duplicate records for the same application and version, which is causing the app to be 'Installation blocked'
Application Manager	PRB1951033	Inconsistent behavior with app version V15.0.18 in Store and instance installation
Application Manager	PRB1999973	Searching by app name returns excessive results and an exact match isn't surfaced on the first page
Application Manager	PRB2000273	The 'Dark' theme hides text in several parts of the system
Application Manager	PRB2009100	Unable to change the color of header links from the theme builder as other styles are overriding
Application Manager	PRB2020279	Users can't uninstall the 'Universal Request' application
Application Manager	PRB2022459	Suite install fails for customized apps with 'none' passed as requested_customization _version in an install plan

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Problem category	Problem	Short description
Application Manager	PRB1979149	Now Assist for Configuration Management Database (CMDB) 2.5.2 certification/ installation fails with conflicting versions
Application Manager	PRB1992033	Incorrect Dependencies showing up for an app with customizations on Install Modal
Application Manager	PRB2005376	The 'Activity log' link in the header doesn't render if selected slightly away from the text itself
Application Manager	PRB2008679	The list of uninstall conflicts doesn't provide valid data
Application Rationalization	PRB1977007	Generate Assessment takes too long to load because of excessive sys_user_group records
Application Rationalization	PRB1990444	The **Update Hierarchies** button shuffles the hierarchy randomly for sub-capabilities
Application Rationalization	PRB1994022	A few dashboards display the message: 'You do not have the required permissions to view this content. Access is restricted by the report_view ACL'
Application Rationalization	PRB2000392	An empty role record is created when sn_gf.goal_user_read is added to the Application Portfolio Management (APM) read role without the 'Goal Framework' plugin
Approvals	PRB2000988	Granular delegate functionality isn't working for approvals via email
Approvals	PRB2005187	Approval summarizer CSS/formatting breaks for users when viewed in non-English languages
Approval with E-signature	PRB2004288	After installing an approval with e-signature plugin, there's no active 'Reject' list UI action
Ask for Approval - Flow Action	PRB1976552	WFC can't retrieve a runtime value rw_ids when it resumes from a record update and caused RWs to not be cleaned properly
Assessments	PRB2037741	Assessment on Tags condition is failing
Asset Management	PRB2025075	A catalog task isn't created in Hardware Asset's refresh flow
Asset Management	PRB1993884	The script include AssetAndCI has a typo in the function_createBatchAsset QueueRecords at the method call addQuey()
Asset Management	PRB2010495	'Update Record' action updates an invalid asset GlideRecord and triggers business

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Problem category	Problem	Short description
		rules when the reference record is deleted while the flow is in progress
Asset Management	PRB2036478	Creating new record when base instance Asset Management shows 'Record not found'
Asset Management	PRB1985129	Consumables are doubling when being received
Asynchronous Message Bus (AMB)	PRB1995214	A websocket session should be closed when the HttpSession or cometD session expires
Attachments to Records	PRB2061519	GlideSysAttachment attachment loop silently truncates in scoped apps due to unhandled NullPointerException in RealTimeProtectionPolicyCache
Attachments to Records	PRB1970427	The attachment can be attached in the Project Workspace although glide.attachment.role is 'nobody' in Yokohama
Attachments to Records	PRB2057344	An attachment preview overlay is missing a background color when Document Viewer is turned off, and it causes 'Close', 'Delete', and **Download** buttons to become imperceivable in Workspace
Attachments to Records	PRB1929507	Uploading an image with setValidateMime TypeDuringWrite=true throws a stream closed exception
Attachments to Records	PRB1990612	The cursor occasionally jumps to the end of text when renaming attachment in the 'Upload a file' menu
Audit History	PRB1999538	AuditStringBuilder accepts an invalid value from fx_currency fields
Audit History	PRB2023535	AI agent user context isn't cleared out after the GenAI skill call is completed
Audit History	PRB1992569	Audit Management Console creates incorrect dictionary overrides for non-inherited fields and overwrites existing attributes
Authentication	PRB2016648	The location header isn't parsed correctly during mobile login for /sg/pre_auth API
Authentication	PRB1964259	When OpenID Connect (OIDC) authentication fails, users are redirected to /not_allowed.do
Authentication	PRB2017246	IDP initiated logout doesn't receive the POST call with relay state

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Authentication	PRB2024736	The user is unable to disable performance analyzer on the app login page
Authentication	PRB2030127	Client script 'Check Certificate Auth Flag Enabled' contains a 'More Details' link that appears empty and only refreshes the page
Authentication	PRB2037962	The MCP Server registration with the Client Credentials grant fails when created via AI Agent Studio
Authentication	PRB2050056	ACR user can't access OIDC SSO login configurations
Authentication	PRB2050056	An ACR user can't access OIDC SSO login configurations
Authentication Factors	PRB2066684	Match KB identification phone numbers are ignoring special characters
Authentication Factors	PRB2052206	There's an error: 'sys_now_assist_deployment_config table is not valid '
Automated Test Framework (ATF)	PRB2008295	When an RT (reusable test) calls another RT (nested), the inner RT's input variables that reference the outer RT's inputs via GEM pills resolve incorrectly
Automated Test Framework (ATF)	PRB2054701	A 'Host CPU Load Critical' alert is caused by ATF Scheduler jobs with a large amount of sys_atf_modified_record_m2m records generated
Automated Test Framework (ATF)	PRB2002662	All Software Asset Management (SAM) Automated Test Framework (ATF) tests fail with an error: 'JS error 'SyntaxError: unexpected token: identifier' found during Step 'null''
Automated Test Framework (ATF)	PRB2017479	ATF client error 'Cannot read properties of undefined (reading 'toString')' occurs in Australia when the client script has comments and isolate script = false
Automated Test Framework (ATF)	PRB2021406	Code coverage instrumentation errors shouldn't fail test runs
Automated Test Framework (ATF)	PRB1979777	Automated Test Framework (ATF) performance comparisons are incomplete due to poorly formed URLs
Automated Test Framework (ATF)	PRB2017949	There's stuck execution trackers due to Automated Test Framework (ATF)'s new feature metadata tracing
Automated Test Framework (ATF)	PRB2012913	Tests fail with an error: 'Timed out waiting for intent feedback <Intermittent, slow loading forms, SAP>'

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Automated Test Framework (ATF)	PRB2015508	Workspace load time performance fixes in Automated Test Framework (ATF) cache
Automated Test Framework (ATF)	PRB2024167	When a fetch never completes GAW gets stuck and will wait full 60 seconds on each step
Automated Test Framework (ATF)	PRB2027425	ATF confirm capture fails when page redirects during test
Automated Test Framework (ATF)	PRB2032820	Cross origin iframe in shadow root causes GlideAutomateWait to never report calm
Automated Test Framework (ATF)	PRB1978668	An Automated Test Framework (ATF) test result email doesn't display all tests
Automated Test Framework (ATF)	PRB1997372	If default value is empty in a reusable test, then it sets to the GEM pill
Automated Test Framework (ATF)	PRB2005213	If glide.ui.escape_all_script is set to the unsafe value of false, metadata tracing in ATF steps causes the UI action visibility steps to fail
Base Asset Management	PRB2018526	The fix script 'Add reference qualifiers for Manufacture' impacts the Software Asset Management (SAM) software model, and potentially all models extending cmdb_model
Business Calendar	PRB2004850	'Duration' fields display negative values due to ERA contamination in cached SimpleDateFormatEx instances
Business Calendar Filter Options	PRB1977276	Filter values included with the 'Fiscal Calendar' (com.snc.fiscal_calendar) plugin aren't translated
Cache	PRB2003357	A cache flush is triggered from the 'Scoped application client environment' (sn_appclient) package
Canonicalization Data Services (CDS)	PRB2053470	Data uploaded to cds_server_staging table is blocked within instances
Canonicalization Data Services (CDS)	PRB2053455	Data sync fails for users who are on-prem and have proxy configured
Case and Knowledge Management for HR Service Delivery	PRB2024293	The HR ACL script hasHRApprovalAccess fails to resolve a source table for non-task approvals
Case and Knowledge Management	PRB2027153	HR Templates not applying as expected from Flows

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Problem category	Problem	Short description
for HR Service Delivery		
Case and Knowledge Management for HR Service Delivery	PRB2004389	The TableChoiceList cache is susceptible to corruption
Case and Knowledge Management for HR Service Delivery	PRB2006367	Unable to deactivate 'HR Lifecycle Events Case' COE due to cross-scope error
Case and Knowledge Management for HR Service Delivery	PRB2009518	Script in the ACL for sn_hr_er_accommodation table is impacting scheduled jobs
Case and Knowledge Management for HR Service Delivery	PRB2015924	Action buttons are visible to users without write access in Native Platform and Agent Workspace in Employee Relations cases
Case and Knowledge Management for HR Service Delivery	PRB2028789	The HR case 'Close Incomplete' UI action doesn't handle info messages in the classic UI
Case and Knowledge Management for HR Service Delivery	PRB2071462	System logs have the error 'Scoped cache operation against catalog nowassist_admin was skipped because of an invalid sysId: no thrown error'
Case and Knowledge Management for HR Service Delivery	PRB1826631	A playbook displays an activity set as 'pending' when all tasks are optional
Case and Knowledge Management for HR Service Delivery	PRB1963168	The HRSD Knowledge Graph is unavailable after an upgrade
Case and Knowledge Management for HR Service Delivery	PRB1992913	A user with a Catalog Builder editor role isn't able to create a record producer from a template coming from a different scope

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Case and Knowledge Management for HR Service Delivery	PRB2007826	Fields are missing on a base instance LE form
Case and Knowledge Management for HR Service Delivery	PRB2008310	On the sn_hr_core_case_creation page, rich_description doesn't hold/contain html for rich description formatting (for example, <br/ >)
Case Management	PRB1954277	'Assign to Me' in the Incident form is checked if the logged in user belongs to the assignment group, but if they are part of multiple groups, it prompts for group selection, and this logic is missing in the Case form
Case Management	PRB1956961	Multiple **Create Case** buttons appear in a interaction record in Workspace
Change Management	PRB2052987	NewChangeRedirectProcessor only checks the system-wide glide.ui.polaris.experience property and ignores per-user glide.ui.polaris.use preference when deciding Next Experience redirect for Create Change
Change Management	PRB2032620	CAB Workbench Meeting Calendar API returns empty array when a month contains both ACL-accessible and ACL-restricted CAB meetings
Change Management	PRB2037302	Sequence of change states are not in order based on Change Model in proces flow in service operations workspace
Change Management	PRB2014057	The 'Change Schedule' filter doesn't work for records not shown on the screen
Change Management	PRB2030123	Intermittent Issue with Change Task Auto-Cancellation on Production
Change Management	PRB2032087	The Change Models onChange client script 'Change Model: read only state On hold' fires if a value hasn't changed
Change Management	PRB2035924	Standard changes created from a problem aren't linked to the parent task
Change Management	PRB2037424	CreateChangeLandingSNC._getStdChgSubCategories bypasses ACL and catalog user criteria for Standard Change category filter
Change Management	PRB2057998	'No slots found for 90 days' info message displays in the Change Management API

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Change Management	PRB2067778	The change manager and change owner can't clear the checkbox for an unauthorized change
Change Management	PRB1994240	Translation issues in the Conflict Checker Progress modal window
Change Management	PRB1997537	Attachments added on the 'Modify standard change template' form are lost and don't display on the template or change request
Change Management	PRB2000859	There's incorrect 'State' values when using 'Copy Change' on emergency changes
Change Management	PRB2004568	There's a 'Change Schedule' filter issue
Change Management	PRB2005865	When users run the playwright test 'ChangeRiskAsmtDirtyForm_IT', after saving, it redirects to a blank page
Change Management	PRB2061434	There's duplicate task record reloads and unexpected list view queries during change request creation/updates
Client Scripts	PRB2023743	Client script behavior isn't the same in Australia and Yokohama
Client Scripts	PRB2023743	Client script behavior isn't the same in Australia and Yokohama
Cloud Provisioning and Governance	PRB1982662	There's an inefficient query to the cmdb_rel_ci table in the script include 'ServiceAccountLDCMapping', which causes a performance bottleneck during cloud event processing
Cloud Provisioning and Governance	PRB1992231	In Cloud Provisioning and Governance, a change request remains in an 'open' state, but close notes should be updated like before
Cloud Provisioning and Governance	PRB1994016	Using parentheses in an order form's data values breaks Json processing during provisioning
CMDB CI Class Manager	PRB1937991	CI Class manager behavior for domain separation
CMDB Data Manager	PRB2030582	CMDB Workspace does not show correct Cis in retire policy when using Portuguese language
CMDB Data Manager	PRB1980074	Data Manager's 'Retire', 'Archive', and 'Delete' policy execution times are degraded by at least >8%
CMDB Health Dashboard	PRB2022903	OOM/High memory utilization in Orphan Health Job

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CMDB Health Dashboard	PRB2057249	There's integer overflow in RequiredProcessor/ RecommendedProcessor when failure_threshold is set to Integer.MAX_VALUE
CMDB Health Dashboard	PRB1976306	The Health Dashboard displays only 1,000 configuration items (CIs) for services
CMDB Health Dashboard	PRB1999729	CMDB Health Dashboard data isn't displayed in the 'Service' view for Business Service, Technology Management Service and Service Offering, even though they are selectable options
CMDB Identification and Reconciliation	PRB1975531	Include extra checks on the 'Add Certification Role To Manager' business rule
CMDB Identification and Reconciliation	PRB1993104	In CMDB Health Scores, it displays 100% on the pie chart when the main number is 99%
CMDB Query Builder	PRB2004460	Queries created in custom scopes have missing report columns
CMDB Query Builder	PRB2020428	CMDBGroup. getAllCIByDomainId silently under-populates svc_ci_assoc when start-node pagination crosses multiple batches
CMDB Query Builder	PRB2019871	CMDB Query Builder doesn't support ^NQ (Global OR) inside a node filter
CMDB Query Builder	PRB1986239	A CMDB group with saved query V2 execution only loads two batches with 'Load More Results'
CMDB Query Builder	PRB2003920	Calls to the 'CMDBGroup' API don't include Query Builder results for any query exceeding glide.cmdb.query.max_results
CMDB to CSDM Data Synchronization	PRB2036380	Legacy mapping fields are not part of the update set in PRB1999885, so the CI is updated back to wrong life cycle combination after an update to the CI
CMDB to CSDM Data Synchronization	PRB1999885	Re-activation of several life_cyle_control records must support user requests
CMDB to CSDM Data Synchronization	PRB2000037	ActionRecordList.setReferenceValue rejects valid autocomplete selections for translated reference_key fields in non-English languages
Code Signing	PRB2014768	Increase the code signing validity window maximum from 60 minutes to 4 hours
Code Signing	PRB2014831	Scheduled scripts incorrectly appear in 'Update Set Signature States'

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Code Signing	PRB2014833	Enable digest creation for users with the code signing role
Column Level Encryption	PRB2006384	Attachments from the sn_si_incident table are created with a different hash
Column Level Encryption	PRB1978716	Encryption isn't applied correctly for comma separated list values in a Glide record query for IN and NOT_IN clauses
Column Level Encryption	PRB1979815	An encryption state fails to set be set to '6' when installing the FEE plugin
Column Level Encryption	PRB2005360	On an encrypted HTML field, getElement(fieldName) returns a GlideElement with a value of 'null' instead of an empty string (''), causing the condition ge == null to evaluate as true
Communities	PRB2009909	Forum and forum permissions list pages are slow to load
Communities	PRB1487727	'Moderation Banned Keyword Filter' isn't working for keywords in other language
Communities	PRB2003810	Views in Event Content are displaying as '2,147,483,648'
Communities	PRB2012517	Community filter prevents French words from being used, but it shouldn't
Communities	PRB2014706	Search at community doesn't work for a particular user
Communities	PRB2023547	Accessibility_Community Portal_My community Profile - 4.1.2 'Name', 'Role', 'Value_Tabs' are announced as 'selected' on focus when navigating with the tab key
Communities	PRB2023596	On the 'Community' portal, 'Ask a Question' and 'Info and Relationship' label association issues and a verbose screen reader announcement
Communities	PRB2025205	Topics options cannot be deselected using mouse
Communities	PRB2025267	The **Browse forums** button fails to describe its expanded/collapsed state
Communities	PRB2025489	2.1.1 Keyboard_ESC key does not close the dialog
Communities	PRB2025841	Selected state of **Grid/List view** buttons is not announced
Communities	PRB2025886	In the Community portal, the focus indicator isn't clearly visible on the **Email User** button

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Communities	PRB2032101	Accessibility_Community Portal_My community Profile - 4.1.2 Name, Role, Value_Incorrect role announced
Communities	PRB2058056	Community Blog table cell padding is silently reset to 0px when a post is viewed, even though the padding is saved correctly in the underlying data
Communities	PRB2058595	In the Community portal, headings skip levels on the 'Earning Points' page
Communities	PRB1773760	The scale of an image becomes longer in the vertical mode of a mobile browser
Communities	PRB1994813	Adding HTML in a community question using TinyMCE causes the content to take over the entire page
Condition Builder	PRB2033581	Data visualization in Condition Builder isn't displaying fields for dates as it does in the Core UI
Condition Builder	PRB2009232	Angular directive, which is part of the NG Filter Widget, has duplicate elements IDs in Condition Builder
Condition Builder	PRB2031746	'??' appears when saving filter criteria
Condition Builder	PRB2033984	When the user filters between last year and one year ago, the last two years are displayed
Condition Builder	PRB1958222	There is a missing an unordered list mark-up for breadcrumb links on the 'Incident_list.do' page
Condition Builder	PRB1967309	Filter conditions on a list isn't correct when the link from Platform Analytics dashboard has filter conditions saved in another language
Condition Builder	PRB1972846	Show a message to the user when there is a postgreSQL exception on running a filter with over 65k records
Condition Builder	PRB1996851	An AI Agent tool condition doesn't support relative operators in filter queries
Condition Builder	PRB2000227	There's CSS misalignment on the **Save Filters** button
Condition Builder	PRB2002711	'Duration' fields throw a warning error for any operator with values between 12~31 days
Condition Builder in Core UI	PRB2032005	The dot#walk (branch) icon is not visible when the reference field label exceeds a certain length

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Condition Builder in Core UI	PRB1936913	Filter condition 'Created on last Month' is not working properly
Condition Builder in Workspace	PRB2026306	Issue with translations in Variables Lookup for platform analytics Data Visualization
Condition Builder in Workspace	PRB2051562	'Is a' (Instance Of) operator in Condition Builder
Condition Builder in Workspace	PRB2005883	In the Workplace Central schedule view, users can access filters that they're not supposed to
Condition Builder in Workspace	PRB2008223	The sn-editor-textarea component duplicates ^ when used in a javascript: prefix
Configuration Management Database (CMDB)	PRB2037178	A relationship editor (child) entry incorrectly displays a '*' suggested marker when only the parent direction is configured in cmdb_rel_type_suggest
Configuration Management Database (CMDB)	PRB1992684	CMDB Query Builder with the system language set as Japanese displays empty results
Configuration Management Database (CMDB)	PRB2020295	INSERT_NOT_ALLOWED_FOR_SOURCE incorrectly classified as a partial error causes the cmdb_ire_partial_payloads table to bloat and an out of memory (OOM) error
Configuration Management Database (CMDB)	PRB2017567	There is an infinite loop in PartialPayloadProcessor when the payload size limit is exceeded on the first record of a batch
Configuration Management Database (CMDB)	PRB1944067	Unexpected behavior from the field after submitting the condition in the certification 'Template for Desired state audit' type
Configuration Management Database (CMDB)	PRB2017461	There's MULTI_MATCH errors when duplicate rows exist in cmdb_rel_ci for non-dependency relationships
Configuration Management Database (CMDB)	PRB1981400	Support skipping gateway DB tables when fetching the related item count from de-duplication tasks
Configuration Management Database (CMDB)	PRB1942648	The 'Calculate app services missing data' job runs for an extended duration
Configuration Management Database (CMDB)	PRB1996218	sys_object_source table indexes grow to extreme sizes (one to four TB combined) within days of a rebuild due to continuous last_scan timestamp updates on every scan cycle

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Configuration Management Database (CMDB)	PRB2010187	CIUtils _getImpactedServicesFromAffectedCIs() performs unbounded aggregation against svc_ci_assoc, causing JVM out of memory at scale
Configuration Management Database (CMDB)	PRB2011691	IRE doesn't update the 'Duplicate_of' field when CIs are identified on lookup rules
Configuration Management Database (CMDB)	PRB2016876	There's no supported way to fully disable the Dependent CI Management feature
Configuration Management Database (CMDB)	PRB2018505	The multiSource last_discovered field is not updated even when the CI is updated
Configuration Management Database (CMDB)	PRB2021367	Implement totals calculation for the group view when applying a class filter qualifier configuration
Configuration Management Database (CMDB)	PRB2028831	Switching to Service Graph Workspace breaks UI macros to open CIs in CMDB Workspace
Configuration Management Database (CMDB)	PRB2029435	Application Service Wizard error when creating relationships
Configuration Management Database (CMDB)	PRB2034768	CMDB Health AuditProcessor has long-running queries/sys_idINnull
Configuration Management Database (CMDB)	PRB2051060	CIUtils _getImpactedServicesFromAffectedCIs() performs unbounded aggregation against svc_ci_assoc, causing JVM OOM at scale
Configuration Management Database (CMDB)	PRB2051917	There's an error: 'Element type 'javascript:gs.beginningOfYesterday' must be followed by either attribute specifications, '>' or '/>''
Configuration Management Database (CMDB)	PRB2057723	Duplicate sys_properties record causes csdm.lifecycle.sync.between.ci.and.asset.activated to default to true instead of false
Configuration Management Database (CMDB)	PRB2059184	Identification and Reconciliation Engine (IRE) switches existing CI classes
Configuration Management Database (CMDB)	PRB2063266	The 'CMDB Data Management' task remained active even though the state is 'Closed Incomplete'
Configuration Management Database (CMDB)	PRB1814757	In CI Class Manager, users without the application picker can't update entries

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Problem category	Problem	Short description
		associated with tables outside the global scope
Configuration Management Database (CMDB)	PRB1969944	The business rule 'CSDM Data Sync on removed association' is overrided by managedByGroup on a CI
Configuration Management Database (CMDB)	PRB1973978	In the 'Dependency' view, the CI context menu isn't translated
Configuration Management Database (CMDB)	PRB1980267	There's a cmdb_data_source _last_update discrepancy
Configuration Management Database (CMDB)	PRB1981182	Identification and Reconciliation Engine (IRE) reclassification tasks don't include internal payload values
Configuration Management Database (CMDB)	PRB1986775	IRE throws missing dependency errors for dependent CIs when glide.identification_engine.skip_sys_object_source_matchin property is enabled
Configuration Management Database (CMDB)	PRB1992630	The 'Relationship' formatter displays duplicate entries in the 'Tree' view due to manual endpoint connections
Configuration Management Database (CMDB)	PRB2002478	For a CMDB task in the Data Manager policy, approvals are sent to inactive users
Consumable Assets	PRB1985572	New images added via Consumable Model aren't returned in a portal's AI search
Contextual Search	PRB2010418	An admin user isn't able to add more additional resources to the search context (cxs_res_context_config) table
Continual Improvement Management	PRB1988563	A Continual Improvement Management (CIM) manager/coordinator is unable to see options for the type field on a new improvement initiative (sn_cim_register) record
Continuous Integration/ Continuous Delivery (CI/CD) API	PRB2004839	Publishing a scoped application to the app repo that contains a delete to sys_ui_form doesn't generate the correct payload, and when the application is installed, it doesn't delete the record
Contract Management	PRB2040201	Assets covered on a contract aren't added through an Multiple Record Associator (MRA) pop-up
Contract Management	PRB1988765	The Hardware Asset Workspace 'Renew Contract' pop-up isn't working as expected
Contract Management	PRB2005081	The 'Life Cycle Stage' and 'Life Cycle Stage Status' fields aren't correctly imported

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Problem category	Problem	Short description
		from the source Excel file if the fields are in Japanese
Contract Management	PRB2032028	The currency field 'Payment Amount' on ast_contract adds two decimal places (x100)
Contract Management	PRB2051900	'Please verify or update the conditions of this contract renewal:' is hardcoded
Core UI Interactive Filters	PRB2007031	Applying the filter in the Dashboard shows 'Some applied options are currently unavailable' when the filter options have a comma ',' in the value
Core UI Interactive Filters	PRB1996683	Support of dependent fields in cascading filters for both reference and choice type-fields
Core UI Interactive Filters	PRB2008024	Support for dependent fields in cascading filters for both 'Reference' and 'Choice' fields
Core UI Responsive Dashboards	PRB2019649	Exclude legacy dashboards from the 'PA Indicator Recommendation Calculator Job'
Core UI Responsive Dashboards	PRB2052870	Every login session creates a error log: 'Could not find portal page with ID: null' '*** Script: Could not find portal page with ID: null: no thrown error''
Core UI Responsive Dashboards	PRB1993682	'This report has been migrated to a visualization' banner is shown when the unified property is false
Core UI Responsive Dashboards	PRB2004289	After a dashboard is duplicated, translated tab names disappear and add one more tab
Core UI Responsive Dashboards	PRB2005720	The CoreUI dashboard selector triggers excessive ACL checks
Cost Management	PRB1907331	Expense lines record against the wrong cost plan, expense type, and cost type, which causes a difference between exported reports and tables in SPM
Crew Operations	PRB1988513	Users are unable to remove or add crew members from a 'Crew' list in Customer Service Management workspace, and it throws 'Record selection required'
Currency Administration	PRB2055746	The 'Currency' field value is multiplied by 100 in the advanced filter in workspace
Currency Administration	PRB2057817	After the Australia upgrade, the currency component forces a minimum of two

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Problem category	Problem	Short description
		decimal places for zero-decimal currencies (for example, VND)
Currency Administration	PRB1985059	ChoiceListGenerator.getChoiceList() doesn't retrieve the choices of a child domain for a user on its parent domain
Customer Operations for Customer Service Management	PRB2051783	The 'Account query for customer' Business Rule is recursive
Customer Service Core	PRB2060592	Screen reader announces the content information in Guided Setup as a table, needs role='presentation'
Customer Service Core	PRB1978133	Query rules on the alm_asset table restrict record access to users with the wm_agent role in Field Service Management
Customer Service Core	PRB2003966	The 'Description' field on a case is read-only for all users
Customer Service Management	PRB2033708	'Interactions' is applied to the sn_customerservice_case table instead of 'Interaction' resulting in an invalid query
Customer Service Management	PRB2028756	While upgrading from Yokohama to Zurich, a skipped error occurs
Customer Service Management	PRB2056140	The user can't delete forum permissions using the 'Delete' option
Customer Service Management	PRB2062954	Creating knowledge from a case doesn't populate the kb_issue field
Database Compaction	PRB1922509	The 'DB Compaction' job left triggers and the 'TMP' table behind after a node restart stopped the job
Database Compaction	PRB1972914	The 'DB Compaction' job doesn't support tables without the sys_id column
Database Indexes	PRB1975183	Creating an index on a few columns with an already existing column causes a drop of the redundant index and a 'AccessExclusiveLock' on a table
Database Indexes	PRB1938499	If an element is in a compound index, modifying the max_length on a table to > 255 throws a SQLException
Database Indexes	PRB2051109	ColumnStore index creation fails to create via UI
Database Indexes	PRB1891295	'Drop Index' functionality wasn't following the complete drop index process
Database Indexes	PRB1966408	There should be validation or guardrails on Index via UI

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Problem category	Problem	Short description
Database Persistence	PRB1853004	Oracle 'GroupBy a reference field' in Korean fails and throws a syntax error
Database Persistence	PRB2052093	There's a three-way deadlock between Preferences, TableDescriptor, and TableRotationExtension, which causes node restarts in production
Database Persistence	PRB2052227	The fix for PRB1939323 does not cover when sorting on a translated field that is not directly on the table
Database Persistence	PRB2034868	GlideAggregate setWindow(), setLocation(), and getLocation() are ineffective on Zing (TEXTQUERY) keyword search queries
Database Persistence	PRB1962784	Property glide.db.alter_large_table_threshold can't be set large enough
Database Persistence - Data Access	PRB1969193	SELECT isn't generated correctly for a script when a business rule is active with ORDER BY for Postgres
Database Persistence - Data Access	PRB1985672	Executing a 'Select' statement with more than 64K items inside of an 'in' clause fails
Database Persistence - Data Access	PRB2037003	TableUpgrade.updateDictionaryReadOnlyOption throws NPE during source control install
Database Persistence - Data Access	PRB1928920	ScheduleDateTime extending String (and mapped to VARCHAR) causes string comparison instead of DateTime comparison in SQL queries
Database Persistence - Data Access	PRB1982857	An incorrect RLQuery SQL is generated when a hybridized table is included
Database Persistence - Data Access	PRB1769558	Reparenting should poll up to 60 seconds, checking every 5 seconds for fields to become valid when deleting from the alias table
Database Persistence - Data Access	PRB2005985	Dot-walk queries with identical field names generate incorrect SQL when the referenced field is a synchronized field in CMDB
Database Persistence - Data Access	PRB1939121	WhereClause isn't correctly identified when language translations are enabled for a catalog variable with reference to sc_cat_item
Database Persistence - Data Access	PRB2000129	In RaptorDB, there's a syntax error or access rule violation detected by the database: 'ERROR: cannot cast type

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Problem category	Problem	Short description
		timestamp with time zone to numeric Position: 23'
Database Persistence - Data Access	PRB1967640	Clean up the dangling temp table
Database Persistence - Data Access	PRB1988680	While initializing a RecordHierarchy, path update events should not be recorded for processing
Database Persistence - Data Access	PRB2011712	Gs.now() generates incorrect SQL if glide.sys.date_format property is dd-MM-yyyy
Database Persistence - Data Access	PRB2012968	Syntax error or access rule violation is detected by the database when ordering by GlideDBFunctionCaseBuilder
Database Persistence - Data Access	PRB2021472	A text-search query combined with a HAVING-based related-list condition (count = 0) silently logs an SqlException but returns 0 results
Database Persistence - Data Access	PRB2032070	TableChunkCopier.java doesn't update Postgres sequences in copy()
Database Persistence - Data Access	PRB1752546	There's a splunk error: 'column 'sys_trigger0.sys_id' must appear in the GROUP BY clause or be used in an aggregate function'
Database Persistence - Data Access	PRB1922843	The CMDB Data Manager Policy and Attributes view are not showing
Database Persistence - Data Access	PRB1943465	'Is Not' with multiple 'OR' Conditions results in incorrect results
Database Persistence - Data Access	PRB1965015	QueryBreadcrumbs ChoiceList generation can lead to memory issues when ran on a very large QueryStrings
Database Persistence - Data Access	PRB1969971	The postgress database function fails if it needs to cast string to an integer
Database Persistence - Data Access	PRB1976716	Querying and ordering by a reference field when referencing a rotated table doesn't work
Database Persistence - Data Access	PRB1980790	The 'SUBSTR' function is case sensitive on RaptorDB
Database Persistence - Data Access	PRB1989461	Attempts to reconcile a RH in pending_create or pending_initialize states should repost those events

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Problem category	Problem	Short description
Database Persistence - Data Access	PRB1995000	The generated SQL based on variables 'variable_sys_id' CONTAINS 'value' doesn't join the referenced table
Database Persistence - Data Access	PRB1995281	Instant alter on a large table times out after 3 minutes and enters an infinite DDL retry loop, and is an upgrade blocker
Database Persistence - Data Access	PRB1995482	Filters aren't applied on some cyphers
Database Persistence - Data Access	PRB1887006	Duplicate tables with different capitilization cause migration validation failures
Database Persistence - Data Dictionaries	PRB2015274	Enhancing VIndexCreatorTable to allow read-only access in v_index_creator.do
Database Persistence - Data Dictionaries	PRB2030283	Failure to insert a record into sys_trigger leads to clogging of the DB with temporary tables
Database Persistence - Data Management	PRB2076226	Automated Test Framework (ATF) test_execution rollback context is set to 'invalid/error' for runtime execeptions
Database Persistence - Data Management	PRB2026557	The 'Delete All Records' UI action uses legacy RecordUtils script include (deleteMultiple) to delete data instead of creating a Data Management Delete Job
Database Persistence - Data Management	PRB1971093	One-time update/delete job conditions shouldn't contain Javascript
Database Persistence - Data Management	PRB2016600	DmRuleBacklogEstimationJob has a count timeout and causes outdated 'Records in Backlog' in the Data Management console
Database Persistence - Data Management	PRB2016927	Avoid reparenting the 'Columnar' archive table with a documentID reference after restoring a record
Database Persistence - Data Management	PRB2022327	Data Management Console fails to load live archive object storage data
Database Persistence - Data Management	PRB2045306	Live Archive should not be installed on RaptorDB Pro instances until the product is ready
Database Persistence - Data Management	PRB2052226	CompactionUtil table exclusion for doesn't exclude cmdb$par1/cmdb$par2
Database Persistence - Data Management	PRB1894495	The 'Glide clone' API isn't generating delete statements for a hybrid table

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Database Persistence - Data Management	PRB1989825	The Data Management 'Delete' job isn't changing state even when the job fails due to lack of permissions with the temporary user 'data.management.admin.user'
Database Persistence - Data Queries	PRB2036970	Contains / Does Not Contain filter operator returns no results on string-with-choices fields in child table lists on PostgreSQL instances
Database Persistence - Data Queries	PRB2000631	A large sys_id optimization returns incorrect results (glide.db. first_pass_ sys_id_list.enable)
Database Persistence - Data Queries	PRB2015830	UpdateMIUserLastUsedTime scheduled job is failing with GlideSQLException in postgres instance
Database Persistence - Data Queries	PRB1983339	QueryTermParser shouldn't throw a null pointer exception on a bad input
Database Persistence - Data Queries	PRB1988313	'Group by' doesn't work in the 'List' view for inactive choice values for choice columns
Database Persistence - Data Queries	PRB1998163	When CMDB has over 1664 columns across all partitions, RaptorDB won't support a fully hydrated 'SELECT' projection
Database Persistence - Data Scale	PRB1998815	Default semaphore get stuck on org.postgresql.jdbc.ResourceLock.obtain
Database Persistence - Data Scale	PRB2025452	Query routing categories are not mapped to a RR pool are disregarded, and queries tagged with the category get routed to 'primary' by default
Database Persistence - Data Scale	PRB1986698	A query is routed to a read replica even though the table has been migrated to gateway
Database Persistence - Data Scale	PRB1974343	A query hint isn't including the change number and is causing the hint to be ignored
Database Persistence - Data Scale	PRB2074822	A node thread is hung in setTimerTask within reentrant lock MariaDB
Database Persistence - Data Scale	PRB1920786	There is an excessive WARN message from DBResourceUsageSyncSweeperJob for a pool without sys_status
Database Persistence - Data Scale	PRB1941471	Logging for only the primary_hash in the application logs

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Problem category	Problem	Short description
Database Persistence - Graph	PRB2017435	The cypher graph query generates an invalid SQL JOIN ordering when the 'Before Query' rule injects dot-walk conditions on extended tables
Database Persistence - Graph	PRB2021889	GlideRecord.setCategory() is used in a way that prevents routing to read-replica databases
Database Persistence - Graph	PRB1975735	Duplicate query executions for sys_user during sample script iteration/execution
Database Persistence - Graph	PRB2007566	com.glide.db.DBGraphApiException has an error executing cypher
Database Persistence - Graph	PRB2064975	The sub graph time increased ~200ms
Database Persistence - WDF	PRB2076449	A node can't start if there's a 'Formula' field on sys_user
Database Persistence - WDF	PRB1971442	[Non_Sys_ID_Support] IllegalStateException thrown when executing GlideDBQuery on non_sys_id table
Database Persistence - WDF	PRB2040034	In Australia, all database columns that start with a number have 'yy_' added to the start of the name, causing a syntax error
Database Rotation	PRB1954418	A sys_created_on filter doesn't work for a shard-type rotation
Database Views	PRB2062500	In the 'Database' view, a 'Where' clause validator incorrectly flags boolean-to-boolean field comparisons as invalid, causing an error and a hung report filter picker
Database Views	PRB1971341	'Before query' business rules don't run on database views on a domain separated environment
Database Views	PRB1981902	The Raptor DB view has mixed case prefix and '.' combination errors out
Data Fabric Table Glide Services	PRB2002718	Handle the entitlement check of the new ZCC App
Data Management Console	PRB1949832	The 'Physical Table Stats Gatherer' job runs long due to an influx of a query with the hash 943940198
Data Management Console	PRB1979259	The data on Data Management Console (DMC) is inconsistent when the 'Stats gatherer' job runs

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Problem category	Problem	Short description
Data Management Console	PRB2030039	'Physical Table Stats Gatherer' is triggered, which does 'UNION ALL' for rotated tables
Data Management Console	PRB2069750	The 'Driver' table list for sys_attachement in Data Management Console (DMC) doesn't refect actual attachement sizes
Data Management Console	PRB2077418	'Physical Table Stats Gatherer' job logs handled per-table failures at ERROR
Data Management Console	PRB1974031	A repeated query with the hash -423529530 comes up when running stats gatherer
Data Management Console	PRB1976888	StatsGatherer isn't collecting stats when it runs in parallel with a SNC provision job
Data Management Console	PRB1995608	The 'Attachment' table size is not shown, or is shown incorrectly, in the top 10 largest tables
Data Policies	PRB1987139	The Data Policy 'required fields' message doesn't use table extension field label overrides
Data Privacy (Classic)	PRB2019088	The deAnonymize API non-deterministically leaves anonymized tokens (for example, GAIC_xx) when overlapping patterns are configured
Data Privacy (Classic)	PRB2040595	Post-clone anonymization of child workers is incorrectly cancelled due to parent job type mismatch
Data Privacy (Classic)	PRB2025404	DataPrivacyCacheManager cache refresh holds Preferences lock and waits on ReplicationAdvisor causing instance to hang in Glide.init
Data Privacy (Classic)	PRB2031271	Rollback of a scheduled anonymization job doesn't refresh the activity stream UI for 'Journal' fields (work_notes, comments)
Data Privacy (Classic)	PRB2001965	'Run once' Data Privacy jobs take a long time to complete on large tables
Data Privacy (Classic)	PRB2003489	Validation throwing DATA_PRIVACY_API_ERROR_001 should only be performed if there's an active privacy policy
Data Snapshots	PRB2009990	'Show records' shows scores one day ahead for a daily source
Data Snapshots	PRB1999238	There's a node outage due to an out-of-memory error as a result of a memory bloat in ScriptableCDCDataCollector .jsFunction_mineAllChanges()

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Date Picker	PRB2064283	Date picker in indicator in Platform Analytics doesn't work as expected when the language is changed to German in Australia
Date Picker	PRB2054724	A date field (glide_date) fails to save when the session language is French and the date format is dd-MMM-yyyy
Decision Table (Family)	PRB2015239	A decision table Excel export fails when input column names contain special characters
Decision Table (Family)	PRB1974061	Delegated developer (sn_dd_XXXXX_decisiontables) can't add the 'Result' column
Delegated Development and Deployment	PRB2061071	GlideRecordSecure is slow when querying [sys_email] as a non-admin user with the delegated_developer role
Demand Management	PRB2020276	The 'Create Epic' UI action doesn't work in Australia
Demand Management	PRB2015551	Assessment Notification for Demand doesn't trigger as expected
Demand Management	PRB2018621	The 'Identify Similar Demands' UI action fails to find similar demands because the AI Search table indexes don't work
Demand Management	PRB2035713	There's issues creating monetary benefits from a non-monetary benefits related records
Demand Management	PRB2000827	When deleting a decision (dmn_decision) record in a project, the fields 'WBS' and 'WBS Order' are calculated for the remaining decision records
Dependency Views	PRB1882781	The relationship between nodes always shows up as 'Depends on::Used by' even though the relationship in cmdb_rel_ci is different for Dependency View
Developer Sandboxes	PRB2054240	The scheduler claim mutex (sys_mutex) isn't sandbox-aware and forces DSB nodes to contend for a cluster-wide lock, causing scheduled-job pickup delay
Developer Sandboxes	PRB1982247	The 'DSB oauth' flow fails for instances with a custom url configured as an instance URL
Developer Sandboxes	PRB1844461	Sandbox initialization errors may cause the inability to create sandboxes on RaptorDB
Developer Sandboxes	PRB1995018	NowMQ messages can be claimed by an unexpected recipient

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Developer Sandboxes	PRB2015080	The scheduled flow inherited from the main instance does not run automatically on the sandbox instance
Developer Sandboxes	PRB2029089	Users are rerouted to a base instance when using the 'Change update set' link
Developer Sandboxes	PRB1978622	Post clone DSB recovery fails to start
Discovery	PRB1746232	Schedules attempt app/basic authentication credentials outside of the credential alias configuration
Discovery	PRB2012212	Discovery status stale path skips the phase transition for multi-phase behaviors
Discovery	PRB1898499	ColdFusion application server discovery error
Discovery	PRB1669009	PatternSummaryLogger produces too many logs, causing unnecessary RAM (Risk Assessment Methodology) usage
Discovery	PRB2023232	Some Sybase processes running on Linux don't meet the classifier conditions to trigger the sybase pattern, resulting in an incomplete Discovery
Discovery	PRB1885616	During the serverless Nutanix PrismCentrals schedule discovery, the execution of all the patterns with the same IP are shown in the discovery log
Discovery	PRB1614055	Uinterruptible power supply (UPS) discovery does not populate 'Discovery Source' and 'Most Recent Discovery' for alarms, inputs, and outputs
Discovery	PRB1998432	The 'Create OS SW Record' business rule fails because the cmdb_sam_sw_install table is missing
Discovery	PRB1936267	The warning log 'Other TCP connection states found: ['TIME_WAIT','SYN_SENT']' appears during Windows Discovery
Discovery	PRB2009621	Sub account (LP) deletion strategy is retiring logical datacenter CIs
Discovery	PRB1988150	The IP duplicate/jail mechanism interferes with the new counting mechanism
Discovery	PRB1988376	Pattern log errors are inserted into an automation_error_msg without checking automation_error_msg_blacklist
Discovery	PRB1979188	DeviceL3Mapping SI is ignoring the 'glide.discovery. L3_mapping.use_location' property

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Problem category	Problem	Short description
Discovery	PRB2059465	Discovery patterns fail to launch for sub-accounts/datacenters when glide.discovery.retire_stale_accounts is turned on
Discovery	PRB1998033	A cluster_status is marked offline when the CIs under this cluster are discoverable
Discovery	PRB1982938	Discovery via Just Enough Administration (JEA) isn't working when the CNG certificate is used
Discovery	PRB1677745	The 'Virtual Computer Check' business rule is not creating 'Virtualized by:: Virtualizes' relationship
Discovery	PRB2028276	Errors in the System Log / Error Log observed since Zurich reading 'Failed trying to execute on connection– Duplicate Key Violation in discovery_cloud_temp_results Table'
Discovery	PRB2029131	Discovery isn't updating the install status of VMware vCenter instances [cmdb_ci_vcenter] to 'installed'
Discovery	PRB2031465	APC UPS sensor incorrectly populatrs battery_last_replaced on cmdb_ci_ups with the discovery run date instead of the value returned by the device
Discovery	PRB2004209	An itil user gets a CloudWizardDiscovery permission error on a change request state change
Discovery	PRB1918575	Users need visibility into the 'full' version on windows systems, including revision
Discovery	PRB1950473	The VMware vCenter VM Tags probe fails SSL certificate validation when Discovery is run directly against the vCenter instead of a host, as the FQDN is not discovered and the probe enforces SAN validation using the IP address
Discovery	PRB2009180	The 'Parse File' operation fails with unparseable date on AIX hosts using istat
Discovery	PRB2011984	The refresh member accounts process doesn't correct broken cmp_discovery_ldc_config references
Discovery	PRB2015096	There's excessive MID logging due to sensitive data redaction
Discovery	PRB2018247	Incorrect handling of install status for VDIs in the 'Cascade deprovisioned status to server' business rule

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Discovery	PRB2020524	There's duplicate Runs On :: Runs relationships created between the Application CI (cmdb_ci_appl_generic) and the host server (Windows server)
Discovery	PRB2022233	The UI actions 'Export VMs Information ZIP' and 'Export vCenter Hardware ZIP' cause out of memory errors and the node restarts when the GLAS plugin isn't installed
Discovery	PRB2022485	MID Server fails to parse CI Types payload due to label attribute type conflict caused by CMDB tables containing a label column
Discovery	PRB2024628	TLS/SSL certificate probes for FTP servers on port 21 are never triggered
Discovery	PRB2030659	Amazon AWS Resource Inventory Pattern is not LP and takes long to run
Discovery	PRB2031993	SVC storage server duplication via discovery
Discovery	PRB2033794	SNMP Discovery does not create or update printer supply records for CIs classified as cmdb_ci_mfp_printer
Discovery	PRB2034157	NetApp Storage Cluster-Mode delay caused by credential cycling in NetAppConnectionFactory.java
Discovery	PRB2039407	Azure Cloud Discovery processes retired LDCs, causing duplicate AKS pattern triggers and schedule cancellation
Discovery	PRB2053688	When cascasing 'Operational Status' from a virtual machine instance to a server, it won't work for 'onInsert' and the relationship types 'Instantiates' and 'Instantiated by'
Discovery	PRB1573302	Cloud Discovery for vCenter with multiple datacenters creates a duplicate relationship
Discovery	PRB1647808	Prevent the CIM identity sensor from setting an incorrect IP address and location for remote devices
Discovery	PRB1658857	Discovery infra should provide a way for the pattern to detect whether an error occured
Discovery	PRB1698977	Discovery is not fully supporting Solaris LDOM server discovery
Discovery	PRB1880029	The installed software retrieval process for Windows Discovery is breaking even if one software component has a registry issue, resulting in an inefficient way of pulling data
Discovery	PRB1924560	The SDK is out of date

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Discovery	PRB1924698	Improve the memory usage of Shazzam when discovering tens of thousands of devices that have the WBEM port open and 'delay_wbem = true (default)'
Discovery	PRB1930417	Solaris software installed via IPS are not discovered by base instance Solaris installed software
Discovery	PRB1950428	Improvements needed in the credential-less NMAP discovery to add additional options for receiving better guesses/results
Discovery	PRB1957772	The IP collection summary is unable to reflect the new subnet after the update
Discovery	PRB1971406	The 'Get Process' step doesn't work when the 'Command Line' filter and 'Use ACC connection' is used
Discovery	PRB1975580	The 'Discovery - Update Range Item IP List' business rule is slow
Discovery	PRB1980172	Discovery creates software install records with blank display names
Discovery	PRB1993041	The Application Dependency Mapping (ADM) probe returns a malformed payload with an error: 'EvaluatorException(new ProbePostProcessor('
Discovery	PRB1993522	There's broken doc links on the Discovery configuration console
Discovery	PRB1994473	CI-type information on a Discovery's patterns' table list view doesn't match what is found when users open the pattern in Pattern Designer
Discovery	PRB1998440	Users are unable to populate the 'Name' field for Dynamic Resource Scheduling (DRS) Virtual Machine (VM) configuration CIs via Discovery
Discovery	PRB2001732	discovery_status is set to 'Complete' when launching cloud probes
Discovery	PRB2002210	There's an invalid query during Oracle GLAS discovery
Discovery	PRB2003122	The Amazon Web Services (AWS) resource inventory box pattern stopped launching after Zurich for a non-US date format
Discovery	PRB2005671	Citrix License Server is recognized on non-Citrix devices
Discovery	PRB2005737	ACL is blocking a base instance table after installing the Discovery Core application

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Problem category	Problem	Short description
Discovery	PRB2006310	VMware License Keys are incorrectly associated with retired vCenter during Standalone ESXi Discovery
Discovery	PRB2007003	Discovery Anomaly Detection incorrectly adds 24 hours to the reported duration if the time format is 12 hour and the discovery schedule spans midnight
Discovery	PRB2007308	IIS Discovery Pattern incorrectly maps multiple hostnames to a different virtual directory due to a substring match in the 'Filter by Hostname' step
Discovery	PRB2007670	Discovery Schedule is consistently stuck for over two hours at SSHTerminalInteractiveCommand
Discovery	PRB2008329	When Discovery fires discovery.completed and discovery.canceled events multiple times, any 'run after' schedules are triggered twice
Discovery	PRB2008562	Citrix Discovery pattern doesn't populate the 'Version' field
Discovery and Service Mapping Patterns	PRB1917730	Collect middleware data for the weblogic pattern extension for Oracle GLAS because it times out when running 'find commands in some environments
Discovery and Service Mapping Patterns	PRB1956770	WMQ On the Unix pattern (Step 3: Check process name to match runmqlsr) is not finding two IBM MQ manager instances
Discovery Probes and Sensors	PRB1762069	StorageReconciler for Fibre Channel (FC) is chatty, consider having this toggleable with a system property
Discovery Schedule	PRB2004914	Slow queries observed with query hashes 1628558267 and 1211341402
Document Intelligence Unified Backend	PRB2018937	Local naively checks for empty text rather than 'blank' when classifying PDF pages for DocReader
Document Management	PRB1972043	The Document Template PDF creation throws a Null Pointer Exception when the template contains a table of contents
Document Management	PRB1973823	The redaction tool is failing to apply the blackout to the specified section, and instead places it randomly
Document Management Services	PRB2033668	The 'Document Display' component displays different message button tooltips

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Document Viewer	PRB2021741	When printing a PDF from the $viewer.do UI page, an extra page is appended to the end of the PDF in the print dialog.
Document Viewer	PRB1609880	The 'Attachments' content in Knowledge Articles is misaligned for IOS device Mobile view
Document Viewer	PRB1707280	A small lag while loading the document in an iFrame while using the Document Viewer in Now Mobile
Domain Separation	PRB2039046	Domain Selector displays duplicate domain names in Recent Selections after re-opening the domain picker
Dynamic Scheduling	PRB2052021	Auto-assignment doesn't work if locations from the task or agents don't have a valid latitude/longitude
Dynamic Translation for Agent Chat	PRB2032934	Agent Chat is unable to identify if Dynamic Translation is enabled/not (only) when the Live Agent is in a non-global domain
Dynamic Translation for Agent Chat	PRB1988564	If Dynamic Translation for Agent Chat (DTAC) translation fails from agent to requester, the original message isn't sent
Dynamic Translation for Agent Chat	PRB1973276	Dynamic translations aren't working in Agent Chat at the end of a conversation in the 'Internal Transcript' field
Dynamic Translation for Agent Chat	PRB2030959	When using the live agent in Now Assist Virtual Agent (NAVA), the disclaimer message at the bottom is dynamically translated based on the agent's session language
Dynamic Translation for Agent Chat	PRB1973276	Dynamic translations aren't working in Agent Chat at the end of a conversation in the 'Internal Transcript' field
Edge Encryption	PRB2052514	Service Operations Workspace displays an error when a task is saved which contains an empty multi-row variable set, making saving impossible
Edge Encryption	PRB2016789	Edge Encryption mass decryption job doesn't support tables with edge encrypted data inside a field value
Edge Encryption	PRB2037206	Form fails to load in Workspace when encrypted String field contains line breaks
Edit List Columns	PRB2033875	After removing columns from the 'Personalize fields' on the Project Workspace 'All Projects' list, the 'Number' field hyperlink disappears

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Problem category	Problem	Short description
Email Notifications	PRB1948259	**Select All** and **Delete** buttons aren't working in Email Viewer
Email Notifications	PRB1997659	There's duplicate recipients in email notifications in HR Records
Email Notifications	PRB2019162	Introduce batch support for subscriptions in NotificationRecipientBuilder
Email Notifications	PRB2036855	Agent workspace case emails display multiple 'To' names if the email recipient has multiple contact records
Email Notifications	PRB2010416	In CSM/FSM configurable workspace, adding attachments from the record within compose email doesn't work
Email Notifications	PRB1994854	For an inbound action, required roles isn't working as expected
Email Notifications	PRB2016579	The email body disappears when the email is composed from workspace
Email Notifications	PRB1998487	In an HR scoped application in the Workspace UI, the Email Client configuration 'recipient qualifier' displays all the domain user email addresses instead of displaying the specific email domain as configured in Recipient Qualifier
Email Notifications	PRB2003838	The size of the **Send email** button was reduced after a Zurich upgrade in legacy Agent Workspace
Email Notifications	PRB2034124	Empty error message when sending an email reply from Workspace with too many attachments
Email Notifications	PRB2054658	Users report receiving notifications regardless of if they're turned off in user preferences
Email Notifications	PRB2009860	Users subscribed to a notification aren't included in the recipient list
Email Notifications	PRB2017604	Opening the notification window from the Preferences profile takes a long time
Email Notifications	PRB2031156	Email notification header contains space
Email Notifications	PRB2035138	A delegated user doesn't receive emails in which they are CC'd
Email Notifications	PRB1905337	The **Send email** button is not workin and no error is shown
Email Notifications	PRB1970107	There's an issue with adding an email template in Zurich

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Email Notifications	PRB1971931	glide.smtp.fail_message_ids is not honored if the email server sends 'SendFailedException'
Email Notifications	PRB1984794	Ignored inbound emails are updated in the target table
Email Notifications	PRB1985232	Emails are continually processed when using the 'glide.email.test.user' property
Email Notifications	PRB1988946	'Compose email' in a workspace isn't updating the font family and size on the editor toolbar when a email client template is applied
Email Notifications	PRB1995722	A user is getting a 'Not Authorized' message to send an email error on Email Client
Email Notifications	PRB1996368	A Now Assist pop-up model header doesn't get translated
Email Notifications	PRB1997184	Duplicate cmn_notif_message records are created from the 'Preview Notification' functionality
Email Notifications	PRB1997575	When updating attachments in the 'Email compose' window, the 'Email saved' event isn't triggered
Email Notifications	PRB1997699	The 'Approval Activity' section on a requested item approval request email is incorrect
Embedded Help	PRB2036697	Plugin dependency 'com.glide.scope.access.restricted_caller' missing in the app-help-setup plugin file
Embedded Help	PRB1912461	Default values for properties in an instance must change due to the docs' site URL change
Employee Relations Case Management	PRB2028528	The ER case with the 'Agent Can Add An Approval' HR Service case option functionality does not work
Employee Taxonomy Framework	PRB2007083	Users can't edit the system property taxonomy.category.new_content_job_last_run
Encryption	PRB1996287	When the set_value property is turned off, several CLE data types (journal field, translated field, phone number, etc.) might get clear text data
Encryption	PRB1995748	A migration job incorrectly creates an active EFC when there's unmigrated data and the EFC has been inactivated by the user

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Problem category	Problem	Short description
Encryption Support	PRB1992606	Duplicate Attachment EFCs are created for tables
Encryption Support	PRB1993181	Flow session cloning (PFSessionClone) needs to load all roles, including snc_internal
Event Management	PRB1975037	An impact calculation throws an exception when a parent isn't inherenting cmdb_ci_service_auto
Event Management	PRB2022546	Tag based group is created with single Alerts where em_agg_group points at two alerts
Event Management	PRB1994838	The EIF Listener 'Source' field isn't correctly set for incoming events, and the extParam variable is inaccessible in JavaScript
Event Management	PRB1999707	An app node crash occurs due to OutOfMemory (OOM), and GroupingDebugLogger accumulates log messages even if logging is disabled
Event Management	PRB2015198	Alert activities aren't displaying correctly for the 'Maintenance' field
Event Management	PRB2017829	A fix script incorrectly marks event rules as UI16 incompatible
Event Management	PRB2034593	An event field mapping rule from the type 'Map field' using regex causes an error in event processing
Event Management	PRB2034657	An alert can be reopened automatically and be active while its CI is in maintenance, but the maintenance flag stays false
Event Management	PRB2037796	Impact calculation throws an exception when parent isn't inherenting cmdb_ci_service_auto
Event Management	PRB2040257	Maintenance reset to false by CMDB maintenance check on alerts with no CI associated
Event Management	PRB2053994	There's a null pointer exception in AlertWorkNotesHandler .updateWorkNotesAndSilentSaveOfClosedAlert
Event Management	PRB1927273	The cleanup job does not delete em_alert_history records that have no 'Alert' reference
Event Management	PRB1930730	The graph reuse mechanism in CMDB grouping saves graphs that can contain CIs of more than 4 hops distance
Event Management	PRB1949662	An error is logged when building tag-based services

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Event Management	PRB1971718	Slow query in the 'EvtMgmtAlertActions' script include from lines 35-40
Event Management	PRB1980951	When text-based grouping is turned on, tag-based grouping doesn't work consistently
Event Management	PRB1990100	EM disable/enable jobs fix scripts unnecessarily manipulate the upgrade_safe value during installation and upgrades
Event Management	PRB1990107	EvtMgmtAssignment GroupChoiceListBuilder fails when there are user groups with an empty name
Event Management	PRB1996008	Sometimes adjacent alerts aren't grouped even if there is a matching definition
Event Management	PRB1997290	Alert binding fails with an error: 'CI Reclassification not allowed from class: [cmdb_ci_service_by_tags] to [cmdb_ci_service_auto]'
Event Management	PRB1998979	A Dynatrace alert correlation rule script makes long running queries
Event Management	PRB2008110	MID Server isn't processing V1 traps
Event Rules	PRB1892804	Multiple event rules are not always overriding the first binding rule
Excel Web Service	PRB2010401	The number of records in the exported Excel file is greater than in the list view (sp_rectangle_menu_item) under certain conditions
External User Self-Registration	PRB2028497	The id = sn_user_registration page is missing vertical paddings on mobile view
External User Self-Registration	PRB1980450	For external user self-registration, ACL records created at configuration weren't registered into an update set
Field Normalization	PRB1981660	Field normalization creates duplicate sys_audit records
Field Normalization	PRB1997370	Field Normalization cuts the version number, such as 8.1.0 turning into 8.1
File-based Discovery	PRB1928550	The FBD doesn't run on onprem instances until properties are manually updated
File-based Discovery	PRB2014793	File-based discovery doesn't terminate the background PowerShell process on the target host containing undefined environment variables (%JAVA_PATHS%)
Filter Conditions	PRB2052369	Translation isn't rendered correctly in the breadcrumb

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Problem category	Problem	Short description
Filter Conditions	PRB1967809	The 'Edit condition' query always shows zero results until the workspace is refreshed
Flow Engine	PRB2003199	Flow execution reporting level reverts to BASIC on sub-production instances
Flow Engine	PRB2033276	Waiting flows that are cancelled do not cancel the queued up restart trigger/event
Flow Engine	PRB2034281	Flow remains in synchronous execution mode after quiescence, preventing background resumption if the flow goes to MID
Flow Engine	PRB1982949	A dot-walked value returns a string instead of a reference when it fails on MID
Flow Engine	PRB1944199	The slow query hash 177839002 against sys_flow_context_inputs_chunk is triggered by the table cleaner
Flow Engine	PRB1943894	Looping over records using 'built in iterator' is significantly slower than the normal GlideRecord iteration
Flow Engine	PRB2033890	Absolute transform doesn't work with comparators
Flow Engine	PRB1957527	The cmn_location 'Changed' fields are empty when the name changes
Flow Engine	PRB2012194	When submitting a catalog item request, the assigned data-pill that contains a double-quote value on a single-line-text variable throws an OpException error
Flow Engine	PRB2037518	On the 'Foreground' API, the strict release thread 'should' logic should be revisited
Flow Engine	PRB2058235	The flow action 'Wait For Email Reply' output returns blank email content in subsequent flow steps
Flow Engine	PRB2073745	Revert the change to sys-property so users can enable full reporting for flow executions in production
Flow Engine	PRB1898270	The action error evaluation is failing for Engine-V2
Flow Engine	PRB1903832	'Not defined' is returned from fd_data in Flow Designer
Flow Engine	PRB1909229	The SubFlow Output value not retrieved properly in the main flow for the output type 'True/False' when the output is not assigned
Flow Engine	PRB1913532	The approval policy input type 'reference' causes decision failure in the 'Apply

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		change approval policy' flow action when used in a sub-flow
Flow Engine	PRB1929065	The Engine V2 FlowPlanRetriever compiles and runs the main snapshot when it should really only compile and run the latest snapshots
Flow Engine	PRB1978315	There's a RunTimeException on an incorrect value set to 'property' with the Mutex 'Retry' feature
Flow Engine	PRB1983279	A subflow fails when 'Run as role' contains a missing/empty child role
Flows	PRB1849850	JDBC Step results cannot be used in in-line scripts with Engine V2
Flows (Family Channel)	PRB1961996	The flow record update action updates sys_translated_text only after the instance is updated to Zurich
Flows (Family Channel)	PRB2004148	In ServiceNow Studio, editing custom scoped git-enabled flows results in an error: 'Flow failed to autosave. Use Force save to save your work'
Flows (Family Channel)	PRB2030036	Error handler is not working for a particular flow
Flows (Family Channel)	PRB1865994	A new 'p tag' line is added to the HTML Field from the flow
Flows (Family Channel)	PRB2027716	After changing the 'Decision' table result label, the flow still uses the previous result's label
Flows (Family Channel)	PRB1819248	A newly added transform pill breaks compilation when run from the FlowPlanRetriever
Flows (Family Channel)	PRB1861007	Unable to fetch the Lookup select box variable value in the flow
Flows (Family Channel)	PRB1920739	The 'Template Value' type subflow input fields along with other fields are not all applying when the input is used later in the flow
Flows (Family Channel)	PRB1944355	The 'Wait for' condition should not register the monitor event when it failed to register the record watcher
Flows (Family Channel)	PRB1954202	Nested complex objects don't preserve dropped pills
Flows (Family Channel)	PRB1969548	The subflow output with an array object is corrupted after the Zurich upgrade
Flows (Family Channel)	PRB1970251	This script is filling in Array.Object with mandatory children, and fails to publish

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Flows (Family Channel)	PRB1975298	After moving a flow from one instance to another using an update set, the flow variable label changes to match the variable name
Flows (Family Channel)	PRB1984442	A deeply nested DataStream action causes a property update to fail due to the size
Flows (Family Channel)	PRB1990001	Calling 'sn_generative_ai. GenAIStatsUtil(). logStats(inputs);' logs double entries in sys_gen_ai_usage_log
Flows (Family Channel)	PRB2014125	Remove the use of javascript prefixed reference qualifiers
Form Controller	PRB1798884	The sys_highlighted_value_condition translated name / field doesn't work in the Service Operation Workspace
Form Controller	PRB1974940	An incorrect flow stage is displayed in Service Operations Workspace
Form Controller	PRB1990803	Users are unable to toggle checkboxes on system properties UI pages
Form Controller	PRB1945740	The focus does not automatically shift to the error message in Operational Technology Service Management
Form Controller	PRB1971831	There's inconsistent use of 'sysId' vs 'sys_id' for multiInstField, which causes confusion and issues
Form Controller	PRB1984646	In Service Operations Workspace, an info message saying 'Article expired...' populates twice when opening approval records
Form Templates	PRB1833484	A workspace template with a currency-type field fails to apply
Form Templates	PRB1974503	The 'List Edit' sidebar in a workspace fails to load when a form has an html_script field
Form Templates	PRB1867105	There's a template issue on the sn_csm_case_digest_cas table
GlideAggregate API	PRB1854398	Date filter and drilldown are not working for Business Calendar
GlideAggregate API	PRB1886789	GlideAggregate and enableSessionLanguageJoin is not consistent for Reference and Translated Text field defaults
GlideRecord	PRB1958518	A Null Pointer Exception is thrown if a table has a GlideElement WikiText type field and queries at startup before extension points are loaded

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GlideRecord	PRB2019311	An empty sys_class_name causes a GlideRecord('') exception, breaking workspace cascade delete
GlideRecord	PRB1784511	insertOrUpdate isn't working with optional field names
GlideRecord	PRB1943503	Unexpected behavior when selecting tags as conditions in an SLA
GlideRecord	PRB1983484	isNewRecord always returns true for Glide Vars
Global Ranking	PRB2035527	Users aren't able to delete a scrum task from cross-scope
GraphQL API	PRB2014020	Transactions are cancelled by other transactions in the manager landing page on CSM/FSM workspace
GraphQL API	PRB2036180	GlideGraphQL exception encountered processing path: /GlideRecord_Mutation/
GRC Platform Plugins	PRB2019351	On final approval of policy, a generated KB article is not published
GRC Platform Plugins	PRB2029047	Users are unable to create m2m records between business process and business application
Guided Tour Designer	PRB2036938	While using the guided tour for Accessibility Preferences, the tour fails when navigating to the Theme step
Guided Tour Designer	PRB2039102	Guided Tours don't auto-launch for context $pa_dashboards_overview
Guided Tours	PRB2026800	Content is output multiple times within a dialog, resulting in a redundant announcement of the same information for screen reader users
Guided Tours	PRB1849439	The keyboard tab focus on the homepage is moving outside of the tour dialog, causing the dialog remains open, which is incorrect
Guided Tours	PRB1868181	The arrow symbol (triangular shape) on the 'Tour' boxes is displayed as a square in high contrast mode for Guided Tours
Guided Tours	PRB1976416	Guided tour cancelation makes it so users can't tab through the page
Guided Tours	PRB1978526	In Guided Tours, sys_embedded_tour_guide.name isn't using a translatable field type, and is therefore hardcoded

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Hermes (Family)	PRB2027080	KafkaTopicManager does not unwrap ExecutionException to check for TopicExistsException
Hermes (Family)	PRB1922260	External port test runs when it shouldn't
Hermes (Family)	PRB1986687	ACL prevents topics being listed in hermes_topic_inspector for users without elevated privileges
Horizon Component Library	PRB2034563	Localization support is needed for unsupported locale
Horizon Component Library	PRB1972389	Specific date values are announced in an incorrect language in the workspace
Horizon Component Library	PRB1998471	Strings interpolated in the parameters of the message '{fieldType} is {error}' are hardcoded
Horizon Dropdown Component	PRB1997821	The cursor isn't a pointer on dropdown items
Horizon iFrame Component	PRB2074065	Users get an error when trying to access the iFrame related configurations
Horizon Tabs Component	PRB2040694	Ribbon tab title hidden in workspace when using Hebrew language
Horizontal Portal Capabilities for Customer Service	PRB2046081	User registration from the CSP portal is giving error, 'There was an error proccessing the Link. Please use a valid link.'
Horizontal Portal Capabilities for Customer Service	PRB1995963	The portal language picker isn't turned on in Business Portal and Consumer Portal
Horizon Textarea Component	PRB2035441	SOW issue with scrolling on worknotes on ticket, the behavior works fine in any yokohama Instance
HR Service Delivery	PRB2004808	checkForActiveActivitySets() doesn't treat skipped dependencies as complete in combination and trigger, and there's a permanent journey stall after a Zurich upgrade
HR Service Delivery	PRB1998455	Choices of multi-row variable sets (MRVS) aren't translated in the rich description of an HR case created from a record producer
HR Service Delivery	PRB1980586	The 'Short Description' and 'Description' are wiped/removed when trying to mark the HR Case as 'closed incomplete' from HR Agent Workspace
HR Service Delivery	PRB1970902	'Mark When Complete' is hardcoded in the Agent Workspace for HR Case Management for i18n

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HR Service Delivery	PRB1990683	Dot-walked fields are automatically updated with ''
HR Service Delivery	PRB2008764	HR case SLA fields (sla, sla_breached) updated via seperate Business Rules can cause values to become out of sync due to race conditions in some environments
HR Service Delivery	PRB2011430	When attempting to perform any save action, HR Tasks aren't being saved becuase the Business Rule 'Prevent wrong catalog item on HR tasks' aborts the action
HR Service Delivery	PRB2012496	Optional signing of HR Documents doesn't work as expected
HR Service Delivery	PRB2021314	The 'Cancel' UI action in an HR case checks for 'mandatory' after the case is canceled
HR Service Delivery	PRB2023321	In HR Agent Workspace, an HR case can be cancelled without adding a work note, causing 'undefined' to be automatically logged in the conversation section
HR Service Delivery	PRB2027103	After PRB1887400, some locales are still not working
HR Service Delivery	PRB2028166	There's a hard-coded sys_id in the script include 'hr_case'
HR Service Delivery	PRB2035975	Email resolution isn't working for some sn_hr_core_case_benefits tables
HR Service Delivery	PRB2037504	Unable to deactivate HR Total Rewards COE due to cross-scope access policy error
HR Service Delivery	PRB2037937	HRI Ticket Attachments Widget Enforces 24 MB, ignoring system attachment size property
HR Service Delivery	PRB2052632	The 'header_config_*' fields are missing from the sn_hr_core_service table in Zurich and Australia
HR Service Delivery	PRB2055531	HR tasks are created even though the HR case is closed
HR Service Delivery	PRB2059380	The pop-up message that displays when selecting the **Close complete** button or when closing the parent HR case needs to be changed
HR Service Delivery	PRB2069346	HR Agents are able to see ER cases in Workspace
HR Service Delivery	PRB1938687	Changes face upgrade issues from PRB1832992

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HR Service Delivery	PRB1970021	Slow ACL time on a case
HR Service Delivery	PRB1979275	There's HR Agent Workspace performance issues for non-admin HR users
HR Service Delivery	PRB1987521	Matching knowledge_base file names causes upgrade issues
HR Service Delivery	PRB1998977	On HR Agent Workspace, there's a checklist item duplication issue
HR Service Delivery	PRB2006529	HR Cases aren't included in the average prediction precision indicator
HR Service Delivery Case Management for Lifecycle Events	PRB1992914	The wf_activity 'Check if there is at least one recipient' returns false, causing the notification not to be sent
HR Service Delivery Case Management for Lifecycle Events	PRB2006348	HR case number is occasionally empty due to missing global qualifer
HR Service Delivery Case Management for Lifecycle Events	PRB1974924	The HR Case form shows unnecessary lifecycle activities when using the 'Update Selected' menu
HR Service Delivery Case Management for Lifecycle Events	PRB1997601	Skipping an HR task then selecting any hyperlink or refresh page incorrectly redirects to the skipped HR task form
HTML Field Type Editor	PRB2010848	The Crtl+Shift+F shortcut for fullscreen rich text field also tries to create a favorite when used in a workspace
HTML Field Type Editor	PRB2016008	Images added via drag and drop into an HTML field don't automatically render height and width, causing the images to display incorrectly
HTML Field Type Editor	PRB2021973	Cross-origin email links are unable to be loaded and displayed
HTML Field Type Editor	PRB2038473	Read-only HTML fields on forms display raw HTML
HTML Field Type Editor	PRB2039485	Unexpected behaviour observed In HTML Field Editor when font family is changed to Verdana
HTML Field Type Editor	PRB1977891	For HTML-type fields, the field size of the columns appear to be shrunk on forms after an upgrade to Zurich from Xanadu
HTML Field Type Editor	PRB1979148	There's an Otto context menu UI issue for a read-only field

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HTML Field Type Editor	PRB1988905	When a link is selected from the Incident Variable Editor, it doesn't work and throws a console error
HTML Field Type Editor	PRB2000052	The first letter in an HTML field in a modal disappears
HTML Field Type Editor	PRB2000167	In HTML-type fields, help text at the bottom is truncated depending on the window or screen size
HTML Field Type Editor	PRB2008279	In the Business Continuity Workspace, when a user selects 'Undo' in any tab in the documentation, it replaces the data from another tab
HTML Sanitizer	PRB2060677	GlideElementTranslatedHTML doesn't sanitize HTML content when saved in a non-default language via setDisplayValue()
HTTP Client	PRB2023445	Outbound requests failures caused by certificate validation errors aren't propogated transparently to the REST step
HTTP Client	PRB2031497	A rest step sees Norwegian characters in the XML response body from an external API with incorrect encoding
HTTP Client	PRB2062121	MID Server REST calls fail with 'No issuer certificate found for the MID server' after upgrading to Australia, which is caused by single leaf validation
HTTP Client	PRB1914462	There's a warning log 'Invalid cluster size -1, will return'
HTTP Client	PRB1986204	The 'Test' UI action on the sys_soap_message_function table causes large table handling query against ecc_queue and causes memory contention
Identification and Reconciliation API	PRB2004173	A certification audit produces incorrect failed results for first and last records when a template has reference-based related list conditions
Identification and Reconciliation API	PRB2051724	Unreferenced records in cmdb_ire_partial_payloads_index
Identification and Reconciliation API	PRB2026445	Dark Mode renders unreadable text in Duplicate CI Remediator
Identification and Reconciliation API	PRB1968047	The sys_object_source lookup/IRE de-duplication forces re-identification instead of using source_native_key
Identification and Reconciliation API	PRB1988933	Identification and Reconciliation Engine (IRE) logging debug level logs as 'warn level' logs in the syslog table

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Problem category	Problem	Short description
Identification and Reconciliation API	PRB2034883	Users can add or edit identification rules for hardware's child classes while dynamic IRE is enabled
Identity	PRB2001109	There's a high CPU load on DB due to primary_hash = -1114401198 and primary_hash = 96485436 SQl queries from sys_security_table _level_audit_ %_processor job
Identity	PRB1988754	NHIUserTrackerDAO has a cache (sys_mi_user_cache) which is storing GlideDateTime objects
Identity	PRB1995909	An inheritance role map link is missing on sys_user_has_role
Import Set API	PRB1891108	Provide a property to easily import a transform map
Inbound API Integration Usage Framework	PRB1997896	HttpServletRequest is recycled during long transactions, which causes unhandled exceptions in HttpRequestAttributeAccessor
Inbound API Integration Usage Framework	PRB2000222	Integration Filter used to measure API Access Volumes is not applied to SOAP and JSONv2 requests
Inbound Email Actions	PRB2005410	Inline PDFs aren't visible via CSM Workspace Activity for sn_customerservice_case records
Incident Communications Management	PRB1991657	Communication tasks are unable to send when recipients are populated in the 'BCC' field
Incident Management	PRB2019059	Child incidents aren't reopened upon reopening the parent incident without the plugin 'Incident Management Best Practice - Kingston', but the message indicates otherwise
Incident Management	PRB2021749	The 'incident autoclose' business rule Major Incident Management plugin check returns false
Incident Management	PRB1978573	Error displayed while creating an Interaction in Service Operations Workspace (SOW)
Incident Management	PRB2002744	A business rule on the incident_alert table references a non-existent 'incident_manager' field
Indicator Management	PRB2052998	When the indicator library name ='None' with no data, sometimes data displays intermittently on some columns and rows

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Problem category	Problem	Short description
Innovation Management	PRB1600044	Have the 'Cross button' functionality to delete the category on idea portal if the user wants to remove the particular category from the list
Install Base Management	PRB1995911	There's a cross-scope issue with Product Catalog Management Core and Customer Service Install Base Management for the 'setWorkflow' API
Instance Clone (Family)	PRB1710330	When grouping by profile on clone profile exclusions, the grouping is not getting the name as its a calculated field
Instance Clone (Family)	PRB1905909	When setting a script in clone_cleanup_script table to active=false, the same script remains active=true in the clone_profile_cleanup_scripts_list table
Instance Data Replication (IDR)	PRB1780273	There's a NullPointerException (NPE) in the IDRProducerJob which prevents the cursor from advancing and halts all replication
Instance Data Replication (IDR)	PRB1629098	Make futures synchronous to avoid batch timeout errors
Instance Data Replication (IDR)	PRB1980394	'Active' turned off replication sets aren't properly turned off
Instance Data Replication (IDR)	PRB2004240	Instance Data Replication (IDR) issues with batched seeding with CDATA-embedded declarations
Instance Data Replication (IDR)	PRB2004487	Can't produce on 'Bidirectional Discrete Replication Set' (Producer Side) after failover
Instance Data Replication (IDR)	PRB1866436	Payload errors sometimes overrun the replication status, causing seeding to not process properly
Instance Data Replication (IDR)	PRB1885869	Legacy IDR jobs flod the logs with error messages when they can't reach Kafka via bootstrap
Instance Data Replication (IDR)	PRB1994487	There's log message flooding: 'java.net.UnknownHostException'
Instance Scan	PRB2022691	Instance Scan Linter Check fails on sys_module with an error: 'Rhino error: missing ; before statement'
Instance Scan	PRB2009023	In Australia, an instance scan executed with an update set option doesn't get considered and runs a full instance scan
Instance Scan	PRB2063319	The check 'Deprecated API: Encrypter usages in Dictionary table' can sometimes time out on larger sys_dictionary row sizes

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Instance Scan	PRB1981277	An instance scan table check returns significantly fewer results than actual matching records
Instance Scan	PRB2007287	DB dump captures the contaminated sys_status row (glide.instancescan.queue.status='upgrade paused') when the server shutdown races with the active ScanQJob
Integration Authentication	PRB2017510	API policies aren't applying to scripted REST message
Integration Hub	PRB2027484	wdf_operator > sn_mcp_client.viewer should be under the condition 'if plugin'
Integration Hub	PRB2034438	Terminal attachment is processed before non-terminal attachments
Integration Hub	PRB1960752	Set skip_scheduled_cleanup to 'false' after the data stream completes
Integration Hub	PRB2006931	The error message is not cleared out when the retry is successful and the retry status code is 200
Integration Hub - Import	PRB1820505	Complex object parsing doesn't un-escape JSON
Integration Hub - Import	PRB1898557	Issue using the **Scheduling - Advanced Setup** button from the ellipsis (...)
Integration Hub Spokes	PRB2032333	Docker Spoke gets installed without a license and the user is unable to upgrade or uninstall
Integration Hub Steps for Action Designer	PRB1948807	The REST step resource path is not automatically encoded when certain characters are used, and throws a 'Malformed URL encountered' error
Integration Hub Steps for Action Designer	PRB1982989	In a Secure Shell (SSH) step in Flow Designer, it isn't possible to set the checkbox 'Long Running' from a data pill
Internationalization Features	PRB2036601	Fix country entries in core_country table to be UTF-8 compliant
Internationalization Features	PRB2027846	Changing the country in the user preferences doesn't check the user's permission
Internationalization Features	PRB1977673	The timezone in the user's preference isn't synched with the user profile's timezone
Issue Auto Resolution for Virtual Agent	PRB1909776	Issue Auto Resolution (IAR) for HR links takes points to incorrect pages

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ITOM Cloud Services	PRB2056002	'sn_itom_cloud_svc.itomgateway_url' and 'sn_itom_cloud_svc.hermes_topic_config_state' system properties do not set 'ignore cache'
IT Service Management Foundation License Control	PRB2021436	Instances should not get license restriction ACLs
JVM at Scale	PRB1993002	The add SecurityLogFileHandler stale lock recovery logs to a system log for improved visibility
Key Management Framework (KMF)	PRB1986102	Fix/disable IPKI KMF diagnostics job to reduce the performance impact on downstream services
Key Management Framework (KMF)	PRB2007037	A duplicate Instance Key Encryption Key (IKEK) is active in the instance after a future rotation date
Key Management Framework (KMF)	PRB1920598	The update set is creating a new entry upon re-loading the 'Health' page
Key Management Framework (KMF)	PRB2010589	Scheduled script (sysauto_script) fails to access the Crypto Module when the default module result is track and no module access policy is present
Key Management Framework (KMF)	PRB2014313	Nodes taking long time to load CrytpoCore initialisation during startup
Key Management Framework (KMF)	PRB2037034	Instance PKI Certificate Generator fails with 'badly formatted directory string' due to non-RFC-compliant DN escaping in X500ValueEscaper
Key Management Framework (KMF)	PRB2039893	Crypto Specification record is incorrectly created in Global scope instead of the active customer-created application scope
Key Management Framework (KMF)	PRB1844755	The wrong Dare key is supplied to Bagheera and it doesn't return a clear error message
Key Management Framework (KMF)	PRB1876955	The usage of glide encrypter is disallowed on the instance, and arror message is shown while decrypting the KMF data
Key Management Framework (KMF)	PRB2001586	Asymmetric module key generation produces a certificate in sys_certificate, which is named either in the vault (or self-signed) format
Knowledge Base Self-service Portal	PRB2009324	Top category panel doesn't initially announce its state as expanded or collapsed
Knowledge Base Self-service Portal	PRB1992681	The category facet widget has nested interactive controls

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Knowledge Document Management	PRB2008412	Out of memory issue occurs due to a recursive call in KnowledgeImportDocxExtractor.java
Knowledge Graph (Family)	PRB2021133	Knowledge Graph (KG) description deactivator triggers long-running queries, causing HLL spikes
Knowledge Management	PRB1988597	An article body displays an improper view when sn_km_center. glide.knowman .ece.enable is turned on
Knowledge Management	PRB2031464	The Knowledge Base Article (KBA) text is not visible in the workspace
Knowledge Management	PRB2009818	The **Recall** button isn't displayed for the author of the article in Service Operations Workspace
Knowledge Management	PRB2033473	An article title isn't displayed in the Knowledge Article print view (sysparm_media=print) from Service Portal on the Australia release
Knowledge Management	PRB1981519	When opening a KB from a widget (Knowledge Article Content), it spins and doesn't open the article
Knowledge Management	PRB1980011	Article template creation displays an error message: 'The u_kb_template_kcstemplatenew table extends the kb_knowledge table. Please update the 'Text Index' field on kb_knowledge to apply it to ALL tables that extend it'
Knowledge Management	PRB1999255	A Knowledge article search doesn't work correctly after a Zurich upgrade
Knowledge Management	PRB1982194	The Word add-in displays a blank white panel when an associated Knowledge Article is retired
Knowledge Management	PRB1982380	kb_knowledge ACLs with dot walk conditions throw an exception with AI Search
Knowledge Management	PRB2023217	Error when adding the trigger table 'Knowledge Feedback Task' due to read access / invalid table error
Knowledge Management	PRB2000452	The **Edit** button isn't visible in any of the previous versions of the articles in workspaces
Knowledge Management	PRB1984675	An error is observed when accessing an AQI survey via Knowledge Center

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Knowledge Management	PRB2031718	In Localization Workspace, the Translation State displays as 'Untranslated' when it's already translated
Knowledge Management	PRB1989283	m2m_kb_to_ block_history_list displays the state of article as 'outdated' instead of 'published'
Knowledge Management	PRB2034553	When users navigate to a 'Retired' Knowledge article on Service Operations Workspace, the **Edit** button doesn't appear, meaning users can't republish the article
Knowledge Management	PRB2036133	An insert of a translated version of a KB article doesn't work even after a successful translation
Knowledge Management	PRB1990998	Selecting 'machine translate' on a source article with knowledge blocks is overriding translated block content
Knowledge Management	PRB1991565	When the 'glide.knowman. allow_retire_block' property is set as false, the **Retire** button in Service Operations Workspace isn't working but works in the backend
Knowledge Management	PRB2054635	Previous Knowledge Articles are transitioned from Outdated to Publish to Outdated when a new version is created with Publish Flow
Knowledge Management	PRB2058707	When a user selects 'New' from a Knowledge article list in a workspace, the article interceptor/page intermittently renders blank on the second or subsequent attempt
Knowledge Management	PRB2010512	The visible label is missing for the rich text editor of the 'Post comment' control
Knowledge Management	PRB2014935	KB Portal's image dimensions don't match with the Native UI
Knowledge Management	PRB2015462	Knowledge curation tasks don't get the frequently appearing words in this collection
Knowledge Management	PRB2015975	Service Portal KB article comments don't update in real time for non-admin users, so a manual refresh is required to see new comments
Knowledge Management	PRB2018387	For 'How To' Knowledge articles, the 'View Version' action for an older version displays the more recent version's contents
Knowledge Management	PRB2020599	The ACL m2m_kb_task.read contains incorrect JavaScript

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Knowledge Management	PRB2031997	A knowledge article's expiring URL has to be encoded prior to setting in the email notification
Knowledge Management	PRB2032910	File Attachment field doesn't display 'Update'/'Delete' after checkout knowledge record
Knowledge Management	PRB2033275	Users with the knowledge_manager and knowledge_admin role cannot retire KBs if they are granted the kcs_candidate or kcs_contributor roles
Knowledge Management	PRB2034151	Back link on Portal (Widget: HRM **Back** button) doesn't work in certain situations
Knowledge Management	PRB2035570	There's a typo in the 'Knowledge Article Content' widget
Knowledge Management	PRB2037078	When try to create a translation of a KBB knowledge block in fire wind water, the system redirects to a KB article creation page
Knowledge Management	PRB2037824	The pop-up to select relevant tasks doesn't appear after selecting 'Yes, draft with Now Assist' from the knowledge base
Knowledge Management	PRB2041434	Images get misaligned when creating Knowledge Base articles from Word using the ServiceNow Knowledge plugin, resulting in formatting differences compared to the original document
Knowledge Management	PRB2056155	The template in Platform UI doesn't get a part of the string after the specific characters in the created Knowledge Article
Knowledge Management	PRB2056884	Stars aren't inline when the 'Rate this article' string is long and text spacing adjustments are applied
Knowledge Management	PRB2059555	In the kb_2_kb table, it's possible to link an outdated version of a Knowledge article with its published version
Knowledge Management	PRB2061599	When populating the set default 'Knowledge' field values field in Knowledge Base for the 'Article Body' field, it's reflecting raw HTML in the Knowledge records
Knowledge Management	PRB2061624	Knowledge articles are rendered with H1 and then H3 HTML tags, skipping H2 tags and breaking the conventions for semantic HTML
Knowledge Management	PRB1931158	Knowledge Management's Microsoft Word add-in date has format issues

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Knowledge Management	PRB1932445	The article body is read-only when the article is in the 'Published' state for the Knowledge Management MS Word add-in
Knowledge Management	PRB1947403	The order of headings is not semantically correct in the 'Knowledge article' page
Knowledge Management	PRB1969189	In Zurich, the uploaded CSM portal logo is not being scaled proportionally
Knowledge Management	PRB1971125	The replacement article re-direction in workspace is not working when a user does not have 'Can Contribute' rights to the retired article
Knowledge Management	PRB1975028	A Knowledge article view isn't properly aligned
Knowledge Management	PRB1976461	The Knowledge Platform Analytics' dashboard (sys_id= b3574e38d b038740 c4f2f9151 d9619d2) is missing
Knowledge Management	PRB1976775	A KB's article title is empty under the 'Event property values' column in the 'Article Title' report
Knowledge Management	PRB1982918	The 'Leave a comment' input is hidden off-screen on smaller screen sizes
Knowledge Management	PRB1985569	The knowledge_admin role is required to create an article in KB Submission
Knowledge Management	PRB1988136	Users can associate the same article as a related article from kb_knowledge
Knowledge Management	PRB1989983	There's a text alignment issue in a knowledge article's comment box on a portal
Knowledge Management	PRB1992747	Now Assist KB creation pop-up is unable to continue with the KB creation when no tasks are available for search
Knowledge Management	PRB1994363	In Service Operations Workspace, an article type 'wiki' displays blocks on a contexual panel, but in the in classic UI, if an article type is 'wiki', users don't see the 'Add block' option for knowledge articles
Knowledge Management	PRB1994541	In a KB search, the **Language Filter icon** button is unlabeled
Knowledge Management	PRB1995114	The media player doesn't have a visible keyboard focus indicator
Knowledge Management	PRB1996425	The KnowledgeUIActionSNC script include (lines 147–149) incorrectly references the current object instead of the articleGR GlideRecord object

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Knowledge Management	PRB1997383	KFT Metrics display many records for a feedback task created from Knowledge Center
Knowledge Management	PRB1999848	Anchor tags ('#') in URLs are stripped from Word document imports in Knowledge articles
Knowledge Management	PRB2005385	Users are unable to preselect a knowledge base
Knowledge Management	PRB2007067	Knowledge articles with read access and without any user criteria configured aren't shown in the AI search results
Knowledge Management	PRB2008515	In CSM/FSM Workspace, duplicate knowledge article attachments are allowed on a case record
Knowledge Management for mobile	PRB1994919	There's duplicate tab focuse in a knowledge query facet
KPI Details	PRB2017652	Selecting KPI 'Details' records in Platform Analytics redirects to a blank page when glide.ui.polaris.experience is set to false
KPI Details	PRB2034337	Inconsistent Rounding for .5 Decimal Values Between Chart Tooltip and Score Display
KPI Details	PRB1997119	There's a discrepancy in KPI details when the time aggregation is set to 'By month AVG +' and has 'Include incomplete periods' checked
KPI Signals	PRB1794942	Excess logging is generated by pa.dc.collect. predictive.completed events
Language and Translations	PRB1790665	Date picker variables in portal glitch when making a selection in a French language session when 'Day of week' is set to Monday
Language and Translations	PRB1967655	The translation meaning, as seen with the Korean language, across all activity streams have become incorrect after upgrading to Yokohama
Language and Translations	PRB1968320	Tooltips in Virtual Agent icon labels have an extra space for Simplified Chinese and Japanese languages
Language and Translations	PRB1926412	The Japanese translation of 'not applicable' is '###' on scggrcplatformtest2 after upgrading to Xanadu
Language and Translations	PRB2038861	After Australia upgrade, the browser page tab doesn't translate when a user switches from English to another language

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Language and Translations	PRB2056617	French translations are not working for base instance fields
Language and Translations	PRB1799497	Incorrect translation of 'Assign to me' to French-Canada in Service Operations Workspace in Washington DC
Language and Translations	PRB1883937	Incorrect translation TPRM for simplified Chinese
Language and Translations	PRB1910363	Translation correction for sys_message with the key value 'all agenda items' in the Candian French (Français) language
Language and Translations	PRB1921541	The **Update Draft** button is displayed incorrectly in the French Canada language for i18N Translation
Language and Translations	PRB1929651	Inconsistent German language translations in Service Operations Workspace (for example, 'Checkout')
Language and Translations	PRB1935676	The French Canada translation is incorrect when navigating to Portal User Preferences > Accessibility Enabled Option
Language and Translations	PRB1936568	The translation for the field opened_by in the task table in the French Canada language shows as 'Demandé par' instead of 'Ouvert par' in Yokohoma
Language and Translations	PRB1940200	French translations that could be reworked or that are not the right translations for i18n
Language and Translations	PRB1946134	The Workplace Service Delivery (WSD) space picker widget is not translating the 'Space' field correctly in the German language, and show as 'Leertaste' instead of 'Platz'
Language and Translations	PRB1950551	Wrong error message in French
Language and Translations	PRB1950834	The translation is incorrect for the Norwegian langauge
Language and Translations	PRB1951975	On the HR Agent Workspace homepage, the 'My team' tab label should be 'Mon équipe' in the French Canada language and 'Mi equipo' in the Spanish language because the translation is incorrect
Language and Translations	PRB1952106	When upgrading to Yokohama from Xanadu, the 'cat_item' field was translated from 'élément' to 'article' in the sc_req_item table
Language and Translations	PRB1955559	The translation is wrong by default

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Problem category	Problem	Short description
Language and Translations	PRB1962583	Several Spanish localization issues in the platform that impact usability and clarity
Language and Translations	PRB1965317	There's an incorrect German translation for the word 'as' in sys_ui_message
Language and Translations	PRB1966040	The German translation for 'Ist leer' must be corrected
Language and Translations	PRB1975283	The Japanese sys_ui_message on the UI page 'set_initial_selection_criteria' unexpectedly has HTML tags
Language and Translations	PRB1978205	After Zurich, the Portugese translation of 'all' is 'Tudo' instead of 'Todos'
Language and Translations	PRB1981007	The German translation for 'like' with the key 'like:to_like_a _comment_on _knowledge_article' is incorrect
Language and Translations	PRB1989996	There's an incorrect capitalization in the French tooltip for the 'List' view on the Employee Center 'Favorites' page
Language and Translations	PRB2000881	The Japanese translation on the 'Accept/ Reject' pop-up is incorrect
Language and Translations	PRB2001057	Request for clarification on '%d' minutes translation to Português (Brasil)
Language and Translations	PRB2002782	In Now Assist, a chat deleted alert isn't properly localized
Language and Translations	PRB2004163	In Now Assist, the 'Delete chat' pop-up is untranslated
LDAP integration	PRB2033478	LDAP Browse displays incorrect record on first attempt due to null agent_correlator in LDAPDetailProcessor
Legacy Agent Workspace	PRB2020081	A workspace's sidebar preference doesn't persist
Legacy Agent Workspace	PRB2041402	Character counter issues in Workspace
Legacy Agent Workspace	PRB2001487	The 'Mandatory timer' field has a saving error in a workspace
Legacy Workflow	PRB1935953	An inconsistent workflow status is display for KB articles between template and parent tables
Legacy Workflow	PRB2035969	An extra '?' icon is displayed in the workflow context after an Australia upgrade
License Usage (Family Channel)	PRB1671807	There's no **Reclaim** button in the 'Removal Candidates' list view

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Lifecycle Events	PRB2026077	Dependent activity sets are not getting triggered when completing activities after upgrade to Zurich
Lifecycle Events	PRB2013721	The 'Resume Case' UI Action doesn't work as expected for certain users
Lifecycle Events	PRB2018859	Ampersand '&' in Activity Field Mapping is not decoded as expected
Lifecycle Events	PRB1966460	Lifecycle Events builder tab focus via arrow keys moves to all interactive elements within the 'Activities' section
Lifecycle Events	PRB1966463	The keyboard focus moves outside the 'Are you sure you want to delete?' dialog when using the tab key
Lifecycle Events	PRB1976770	There's a dotwalking error: 'checkCompletionOfActivities ## Cannot find function isValid in object...'
List Administration	PRB2058580	Stage details pop-up does not align with workflow stage icons in workspace presentational list cell
List Administration	PRB1970036	List type data visualization doesn't show new lines (multi-lines)
List Administration	PRB2004140	Platform Analytics Report (PAR) data visualizations don't display data when grouped by tags
List Administration	PRB1890217	Selecting the dot-walked 'Document id' field from the list is emitting out the empty table in the payload
List Administration	PRB1582349	Currency values aren't displaying in the entered currency in a workspace hierarchical 'List' view
List Administration	PRB2007777	Grids contain an unnecessary tab, so when screen reader is enabled the arrow keys don't work until the user presses tab
List Administration	PRB1990590	'Table name cannot be null: java.lang.IllegalStateException' displays when opening the m2m 'Selection' page
List Administration	PRB2005018	There's a 'Show Matching' issue for date type fields on a workspace
List Administration	PRB1814129	Column filtering for tags should be supported
List Administration	PRB1991605	Date and time selection issues during inline edits
List Administration	PRB1999160	In Customer Service Management/Field Service Management workspace, a saved

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		copy of an existing list does reflect the personalized columns without a refresh
List Administration	PRB2032077	Live Update doesn't work for workspace record list component with a dynamic filter on Assignment group
List Administration	PRB2011679	List data broker transform throws an error when attempting to destructure a null object
List Administration	PRB2019532	The left side list menu doesn't load if a user doesn't have access to the first list in Customer Service Management workspace
List Administration	PRB2054698	A timer-type field isn't editable on the list visualization, even when it's allowed to be edited on native list view and native reporting
List Administration	PRB2019383	Tags are blank/empty after a list report is migrated to Platform Analytics when the tags are dot-walked
List Administration	PRB1977296	When a user sets the system time to 'hh:mm:ss:a' and the date/time user preference to 'YYYY-MM-DD 09:00', the date fields aren't displayed correctly on the 'List' view
List Administration	PRB2017389	In HR Agent Workspace, the pagination buttons have redundant page numbers in accessible labels
List Administration	PRB1998281	The datepicker's first day of the week isn't applied consistently for the non-English languages
List Administration	PRB1940372	A cache issue where the influx of hash = -1962423347 SELECT sys_ui_list0.`sys_id` FROM ((sys_ui_list sys_ui_list0 query when incident_list.do transactions are active
List Administration	PRB1984847	The group divider 'Show all' text overlaps the group label in narrow lists, including in mobile
List Administration	PRB2002279	A cell edit on any URL field type asks for 'Enter Label' and 'URL', but the 'Enter Label' field isn't functional
List Administration	PRB1986209	When a list is grouped, users are unable to remove tags via cell edit
List Administration	PRB2036189	Live list not auto-refreshing as expected
List Administration	PRB2007422	ListLayout.getGroupedRowLayoutQuery() and SecurityAttribute.loadFromDB() lead to node restarts due to out of memory issues

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List Administration	PRB1995275	There's duplicate 'You've reached the end of the list' messages displayed when 'Live Updates' is turned on in Service Operations Workspace
List Administration	PRB2060084	The 'User Preference' workspace.list.columnOrder.<table>.<sys_id> fails to save if the table name is too long
List Administration	PRB1978441	Workspace-based reference fields aren't working correctly when the sys_user table has multiple reference fields pointing to sys_user_group
List Administration	PRB1995997	List cell editing isn't working for reference fields in list visualizations
List Administration	PRB2014997	In Service Operations Workspace, live updates of Alert Express List displays en 'Invalid Row Data, Duplicate Row Keys' error on auto-refresh
List Administration	PRB1996999	In List Collector, '-- none --' doesn't disappear when in the non-English UI
List Administration	PRB2009056	The **Back** button after grouping isn't working
List Administration	PRB2013968	Changing the column layout in one table affects other tables
List Administration	PRB2015114	The user is unable to load the results table frame on the same page
List Administration	PRB2017610	The filter on all lists isn't available when a user is provided with the roles 'admin' and 'snc_read_only' via Time-Limited User Roles
List Administration	PRB2020786	Dynamic Filter does not work when loaded through Module instead of manually building the filter
List Administration	PRB2024204	Screen readers announce Shift+Enter instructions on non-editable cells in Row Actions column
List Administration	PRB2024845	The ListHighlighted ValueService cache key is missing highlightedValueConfigId, and causes cache collisions between requests with different configuration IDs
List Administration	PRB2031517	In some workspaces, when a user views a list of requests that spans multiple pages, the scroll bar position from page 1 carries over to page 2 and does not reset to the top
List Administration	PRB2031676	After the drop down is loaded, previously input values in Time and Option fields are removed

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Problem category	Problem	Short description
List Administration	PRB2034118	In lists, there's an incorrect plural form for 'values'
List Administration	PRB2035585	There's a 'The page you are looking for could not be found' error when opening a sub page collection from the view port
List Administration	PRB2040663	'Turn on live updates' is hardcoded
List Administration	PRB2040925	In list view, when the export process starts, keyboard focus is automatically set to the **Close** button in the loading dialog, while the ongoing export status is not announced to screen reader users
List Administration	PRB2051103	The **Add Filter** and **Run Filter** button aria-labels are hardcoded
List Administration	PRB2052742	Screen readers announce Shift + Enter edit instructions on all cells in lists
List Administration	PRB2055207	The 'Checkbox' field always displays 'true' in the dashboard view when switching to a non-English language
List Administration	PRB2055447	Now-grid record preview buttons trigger dialogs to open, but they're missing aria-haspopup='dialog'
List Administration	PRB2055606	The 'Apply' translation is missing when creating a list copy in the agent workspace based on a shared link
List Administration	PRB2056865	In the 'Tag Details' modal, the read-only tag name has insufficient contrast
List Administration	PRB2058445	A 'Date' field displays the previous day in a pop-over when inline editing
List Administration	PRB2060016	The focus indicator on tag controls has insufficient color contrast
List Administration	PRB2062127	For a catalog item flow with no stages defined, the 'Stage' in Service Operation Workspace displays 'No workflow stages available'. Used to be 'Request Approved'
List Administration	PRB1968312	For all the controls such as 'All applications', 'Favorites', 'Show/ hide filter', 'Next page', 'Table headers' for the landing page, an additional text is provided in tooltip, but when user hover on the tooltip, the tooltip disappears immediately
List Administration	PRB1976358	There's a large empty space in list visualization when there are less rows of a record in a Zurich version

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Problem category	Problem	Short description
List Administration	PRB1978363	There's an issue with expanding items when there's a global 'OR' query with nestBy
List Administration	PRB1980675	List links have an incorrect primary color variable
List Administration	PRB1987163	Filters are accumulating instead of replacing when on the same field
List Administration	PRB1989782	Inconsistent naming of the three-dot menu on 'My Lists' (Show Options vs. Menu Item Actions)
List Administration	PRB1989840	There's unintended creation of temporary list copies when refreshing a default list via address bar
List Administration	PRB1991100	Attempting to remove tags from rm_story dependent stories isn't persisting
List Administration	PRB1991370	Presentational list should allow for suppressing Rows Hidden alerts via system property
List Administration	PRB1992695	When a calendar_date_time type field is double-clicked to edit it in a list, it's displayed in UTC time
List Administration	PRB1995408	The inline editing pop-over lacks proper accessibility when a field can't be edited
List Administration	PRB1995575	The 'Select All Rows' checkbox isn't hidde on the pop-up after an upgrade to Zurich in a workspace
List Administration	PRB1997156	List sections under My Lists tab of Workspace do not keep their expand / collapse state
List Administration	PRB1997159	Lists created under 'My Lists' of Workspace requires explicitly provide the permission
List Administration	PRB1998065	The 'Share' icon isn't visible after copying a list and sharing it
List Administration	PRB1998370	Cursor navigation in an Arabic interface is inverted for table cell navigation
List Administration	PRB1999574	The user has no information about who shared a list with them
List Administration	PRB2001027	A screen reader doesn't announce a role in focus mode
List Administration	PRB2002126	There's incorrect bar sizing for 'Business Elapsed Percentage'
List Administration	PRB2002352	There's a mismatch between the number of records being listed when expanding a grouped list

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List Administration	PRB2003558	Users are unable to select 'presentational' variables when using the list selector to build out list configurations
List Administration	PRB2004824	The 'Save a copy' dialog doesn't have a title
List Administration	PRB2005435	Focus doesn't move to the 'Edit item' form panel after activating the **Edit** UI action button
List Administration	PRB2008294	When using the filter search with wildcard (*) for contains it instead filters it with 'is one of' rule.
List Administration	PRB2008389	Random offset is added in the filter condition when the property 'glide.sys.time_format' is set to HH:mm
List Column Menu	PRB2038623	Selecting the three dots beside State doesn't work on Risk Workspace
List Configuration	PRB1984207	On a Portal experience, the middle click opens the record in a new tab with the Platform UI
List Configuration	PRB1982419	An approval record for a service request doesn't display all the details under the 'Request' tab
List Configuration	PRB1990298	Links aren't displaying when a user selects 'Save' on a list visualization
List Configuration	PRB2015609	'Yes/No' variable isn't translated into Spanish in the results of a data visualization
List Configuration	PRB1854942	A user with the correct roles is unable to create a new personal list on the workspace
List Controller	PRB2061282	Articles' 'List' view isn't loading in Knowledge Center and workspaces
List Controller	PRB1975958	Non-admins are unable to access the 'LIST' page in the CSM/ FSM workspace when the user does not have access to the first category displayed on the list
List Controller	PRB1990422	A relative timestamp (time ago) in a workspace's 'List' view doesn't refresh unless the record itself is updated
List Controller	PRB2020825	When declarative actions are allowed, value binding doesn't work
List Controller	PRB2056620	Selecting records and using the bulk options from the action group is not updating all the records
List Controller	PRB1989084	In Platform Analytics, a loading indicator appears in the mid-page of the scheduled export list after applying filters

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List Editor	PRB2034715	Enable default row actions only for Service Operations Workspace
List Filters	PRB1886434	Duplicate filters are added in the Seismic filters on the group rows after using 'Group by'
List Filters	PRB2035499	There's an error when updating/filtering data from a list in Service Operations Workspace
List Filters	PRB1952724	When searching for text on a list that contains diacritics (such as accents, umlauts, etc.), it will return records that match the text without the diacritics
List Filters	PRB1974240	Users are able to share a workspace list with inactive users and groups, and the 'before query' business rules aren't run for those two queries
List Filters	PRB2031646	Mixed Language displays in filter
List Filters	PRB2052593	On a 'Choice' column, a column filter appears to be applied on the list load although the user didn't add any filter
List Multi-Field Edit	PRB2023568	The 'Detail' row won't allow a bulk list edit
List Views	PRB1979390	'Edit columns' is not working, and no illustration appears when selecting 'Backlog personalize panel'
List Views	PRB2031162	Wrap text functionality doesn't work when the property 'glide.lists.preserve_whitespace'=true'
List Views	PRB1923875	The translation not being honored for calculated values in the List view
List Views	PRB2032604	Accessibility issue with the analytics platform when navigating using the JAWS screen reader software
List Views	PRB2054376	sys_ui_view isn't captured for report views in an update set
Live Archive	PRB1999471	otherBlobsInChunkExist includes non-storage fields in coordinate comparison, causing premature S3 object deletion
Live Archive	PRB1983498	Migration fails with ava.util.ArrayList.iterator()
Live Archive	PRB1976776	There's an error when restoring to long table name aliased tables
Machine Identity Access Control	PRB1991942	When trying to set up Machine Identity Access control for write access on Table API to the 'Incident' table, the API account can create incidents, but if it tries to write

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Problem category	Problem	Short description
		to the 'comments' or 'work_notes' fields, an error is seen
Machine Identity Access Control	PRB1991426	The 'Machine Identity Access Control' table list loads slowly and is missing certain system tables
Machine Identity Management	PRB2035817	The com.snc.sa.metric package contains script includes that have duplicated names
Machine Identity Management	PRB2022181	Users with internal_integration_user=true are displayed in the 'No login for 100 days' metric
Machine Learning APIs	PRB2027231	Excessive syslog volume and near-indefinite runtime due to missing early-exit condition and unconditional gs.sleep(1000)
Major Incident Management	PRB2030990	The Major Incident Management (MIM) plugin is installed automatically after upgrading in Australia
Major Incident Management	PRB2019347	In a Major Incident, the name is of the type 'String'
Major Incident Management	PRB2028440	'Reject Major Incident Candidate' UI Action fails and incorrectly logs rejection on Save
Major Incident Management	PRB2061521	In Major Incident outage creation, a task number is populated in workbench but not from a related list
MetricBase	PRB2008126	The rollup scheduling script has a race condition that allows duplicate event queuing in MetricRaptor
MetricBase	PRB1584883	GlideRecord can pull excessive volumes of Clotho data into the application node heap, causing memory contention and performance issues
MetricBase	PRB2032195	Thread pile-up on JVM locks in the metric dictionary system (in GlideRecord.addMetricFields() call stack)
MetricBase	PRB1989962	Metricbase load spikes can cause bursts of server connection errors: 'No threads are available'
Metric Intelligence (Family)	PRB1998729	A REST API script that retrieves models sometimes causes an out of memory error
Metric Intelligence (Family)	PRB1998731	A REST API script to fetch models performs an inefficient query on sa_metric_map, which sometimes causes an out of memory error
Metric Intelligence (Family)	PRB1976891	Updates to 'Operational Intelligence - Combined Model Learner' job in the apply_once folder

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Metric Intelligence (Family)	PRB1998271	Remove 'View Metrics' from the CI menu in the 'Dependency' view
MID Server	PRB1973287	The CyberArk Credential resolution fails if the credential ID is empty, when it should allow 'null' to enable the IP-based lookup
MID Server	PRB1979997	Windows MID Server fails to upgrade because it's not installed in English
MID Server	PRB1974583	There's a potentially misleading MID Server error: 'User XXX associated with down MID Server: sysID. No login attempts within reporting period'
MID Server	PRB2063491	'LinkedHashMap$Entry' objects connected to the LRU take a couple MB
MID Server	PRB2024847	ACC agent WSS upgrade returns HTTP 500 (URISyntaxException) when MID is fronted by LB with underscore in hostname
MID Server	PRB1972027	The silentinstall.ps1 script currently doesn't support group managed service accounts (gMSA)
MID Server	PRB2011363	MID Server runs the same probe twice if it completes during a MID Server shutdown and the result is prevented from being written to the ECCSender folder
MID Server	PRB2011987	A typo in wrapper.conf means the capability to load unnamed modules doesn't work
MID Server	PRB2011944	A MID Server with an ampersand character '&' in the name goes down after failing the GetMIDInfo.do requests for ECCSenderCache
MID Server	PRB2022588	Windows Discovery takes ~3 minutes due to inefficient PowerShell module existence check using Get-Module -List when setting mid.windows.management_protocol=WinRM
MID Server	PRB2061457	App node reporting older build version causes the 'MID Server Version' job to assign incorrect Zurich packages, causing all MIDs to downgrade
MID Server	PRB1783689	The 'SWITCH' command on Citrix-NetScalar is not working from the pattern
MID Server	PRB1893758	SSHSharedSessionCache can sometimes fail to return a borrowed connection to the pool
MID Server	PRB1895102	The JDBC probe retries fail because a single quote is missing around fLastRunDateTime in SQL statements

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MID Server	PRB1968376	The Install Directory being passed with invalid characters during the Windows MID server silent installation leads to an autoupgrade failure
MID Server	PRB1968743	The basic authentication credential does not contain the MID Servers field selection
MID Server	PRB2007733	The /xmlstats.do?include=ecc_queue sometimes reports an agent with no name
MID Server	PRB1982535	An agent isn't going down when invalid characters are appended with the API key in the acc.yml file
MID Server	PRB2032808	PowerShell processes launched by MID Server Discovery via the WMI protocol are missing the -NoProfile flag
ML Normalization for SAM	PRB1815525	ML Normalization doesn't try to normalize the Discovery models that were missed by an older ML model version
Mobile Platform	PRB2033117	In Now Agent, the work order task questionnaire is truncated if the questionnaire is more than 100 characters
Mobile Platform	PRB1895679	The arrow navigation for Genius Results is not working as expected in the Mobile responsive mode
Mobile Platform	PRB1987587	Check for the Mobile language plugin before getting the language bundle in LanguageProvider.java
Mobile Platform	PRB2021795	The checklist string value ampersand is saved as '&'
Mobile Platform	PRB2024364	The list screen returns empty in Now Mobile / Mobile Agent when the sys_sg_item_parameter.name is set to a Japanese value
Mobile Platform	PRB2033722	'Parts to Drop off' is zero even though there are defective items for drop off
Mobile Platform	PRB2033906	Setting sp_theme.navbar_fixed to true doen't fix the header menu to the top in a mobile browser after upgrading to Australia
Mobile Platform	PRB2035860	A mobile writeback button on a reference-field cell on a details screen fails with 'Invalid update' because the server sends the referenced record as the action context instead of the host record
Mobile Platform	PRB2050960	Dependent reference list in IFS returns empty

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Mobile Platform	PRB1973106	Search results do not get filtered by selected facet options
Mobile Platform	PRB1984781	Incremental offline caching does not sync related records for newly created Work Order Tasks (WOT) after the initial offline payload is downloaded
Mobile Platform	PRB1989348	Filtering with a date range doesn't work in offline
Mobile Platform	PRB1995291	Now Mobile reports an incorrect date for the 'Opened' attribute of a request, ignoring the user's timezone preference
Mobile Platform	PRB1995836	Hide functions aren't working in offline mode
Mobile Platform	PRB2000325	Cell redirection action fails in Offline Mode after completing a task when multiple conditional buttons share the same cell location
Model Management	PRB2010766	Enhance checks for hiding the 'Software model' tab and removing the **Software** radio button under Model Management
Multi-factor Authentication (MFA)	PRB2021496	A new user with the snc_read_only role couldn't use email one-time passcode (OTP) at first login
Multi-factor Authentication (MFA)	PRB2037125	In non-Polaris UI, the step 1 in the multi_factor_auth_setup_page.do page lacks URL from Australia
Multi-Instance Framework	PRB2066107	DB listener MIFVTableListener fails with IAE before/after DB actions and breaks the normal upgrade flow
Multi-Instance Framework	PRB2019094	Async messages from a JavaScript layer aren't signed so they aren't validated on a receipt
Next Experience All Menu	PRB2017623	The 'Reduce Motion' function feature doesn't work after reloading the page for the first few times
Next Experience All Menu	PRB2035354	A 'Now Assist Launch Mode' drop-down list appears in Display Preferences even when Now Assist is not in use
Next Experience All Menu	PRB1957877	Unnecessary navigation landmark is defined inside the 'All' menu
Next Experience All Menu	PRB2003312	The **Pin** button in the chat panel header isn't taking styling values from Theme Builder

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Next Experience Favorites Menu	PRB2006292	Keyboard-only users aren't provided instructions on how to reorder their favorites using just a keyboard
Next Experience Landing Page	PRB2005972	The Next Experience homepage has multiple H1 headings
Next Experience Notifications Menu	PRB1951100	Multiple notifications toasts do not properly disappear
Next Experience Unified Navigation	PRB1997428	There's an incorrect CSS variable in .menu-item-header:hover .label
Next Experience Unified Navigation	PRB2013936	In UI16 experience Australia, the **Close Message** button for any info message renders below the message box
Next Experience Unified Navigation	PRB1976505	When users open SCTASKs or incidents in new tabs, the ServiceNow tab header title displays 'Classic | Unified Navigation App | ServiceNow' instead of the number of the SCTASK/incident record
Next Experience Unified Navigation	PRB1971847	The default ServiceNow logo appears briefly in Next Experience before switching to the user's logo
Next Experience Unified Navigation	PRB2027423	When Next Experience is disabled, navigation from a UXF page fails and opens a new tab instead of the expected form due to missing route configuration in the experience context
Next Experience Unified Navigation	PRB2026091	The **Back** button does not take users to global search page, and instead takes users to dashboard page intermittently
Next Experience Unified Navigation	PRB1769375	The highlighted values do not work for the child tables when configured for the parent/base tables
Next Experience Unified Navigation	PRB2034126	A collapsible menu (for example, 'Self Service' or similar) text color does not change when the user hovers over it in the navigation filter menu
Next Experience Unified Navigation	PRB1994000	State Persistence not working in Zurich
Next Experience Unified Navigation	PRB2013383	The form / list border styling changed after upgrading to Zurich
Next Experience Unified Navigation	PRB2010012	Form Field Hover background fill doesn't come into effect after saving the form
Next Experience Unified Navigation	PRB2015882	Notification tooltip doesn't appear on hover in configurable workspace

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Next Experience Unified Navigation	PRB2018850	The **Form Back** and **Save/Update** buttons redirect to the wrong page when multiple browser tabs are open
Next Experience Unified Navigation	PRB2018942	The 'Time Worked' field is not displayed properly in the dark theme
Next Experience Unified Navigation	PRB2019648	The notification 'Toast' subtext has insufficient contrast in dark mode
Next Experience Unified Navigation	PRB2023414	There's a duplicate dashboard header on back navigation
Next Experience Unified Navigation	PRB2025301	The 'History' tab doesn't always work
Next Experience Unified Navigation	PRB2033901	.jpg favicon isn't displayed on mobile Chrome/Edge
Next Experience Unified Navigation	PRB2033990	Desktop navigation selection redirects to the wrong window instead of SOW workspace
Next Experience Unified Navigation	PRB2039347	Pop-up modals for elements in the Next Experience banner are misaligned to the icons
Next Experience Unified Navigation	PRB1720952	The 'Not Found' tab on workspace
Next Experience Unified Navigation	PRB1887581	Selecting a new chat desktop notification doesn't bring focus to the tab that changed
Next Experience Unified Navigation	PRB1931226	Unnecessary navigation landmarks are defined for the **All**, **Favorites**, **History**, **Workspaces**, and **Admin menu** buttons for Unified Navigation
Next Experience Unified Navigation	PRB1942696	The update set name shows '\' in the 'History' tab
Next Experience Unified Navigation	PRB1947312	After upgrading to Zurich, issues with using the Dragon software have been identified
Next Experience Unified Navigation	PRB1974955	Changing the user language doesn't update the header and navigation menus after changing the language from the user's preference
Next Experience Unified Navigation	PRB1978700	Read-only fields doesn't have the defined theme color standards are inconsistent across the UI
Next Experience Unified Navigation	PRB1979645	Global search in native view is not minimizing once exact match is selected
Next Experience Unified Navigation	PRB1986111	Clicking a profile link doesn't lead to the 'sys_user' page
Next Experience Unified Navigation	PRB1987000	The Computer Telephony Integration (CTI) window stops dragging when the cursor

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		leaves the CTI header and only resumes after a re-hover
Next Experience Unified Navigation	PRB1996956	When a user updates glide.product.image and glide.product.image.light with the name of an image in the db_image table, it clears the 'My Company' image
Next Experience Unified Navigation	PRB1997600	Now Assist Panel Performance Issue
Next Experience Unified Navigation	PRB1999017	On Platform Analytics, the **Back** button redirects to a different dashboard
Next Experience Unified Navigation	PRB2052408	A pinned navigation menu takes more time to load than an unpinned one
Next Experience Unified Navigation	PRB1999717	In Theme Builder, button tertiary styling isn't applied correctly on the Help Center
Next Experience Unified Navigation	PRB2001127	LargeContentDiskCache is used for maintaining the server cache and to avoid caching the null value, it should be explicitly initialized with storeNoContent as false
Next Experience Unified Navigation	PRB2005364	There are many unnecessary logs in console when the 'glide.ui.keyboard.shortcuts.enabled' user preference is set to false
Next Experience Unified Navigation	PRB2087666	The 'AI Workflow' button opens a blanket panel on the core-U form
Normalization Data Services	PRB1969406	Prevent the creation of cds_client_mapping records where the discovered name and normalized name are identical
Normalization Data Services	PRB1975351	Duplicate records exists in the cds_client_mapping table
Normalization Data Services	PRB1984858	If Normalization Data Services guided setup isn't run, existing core_company records aren't normalized/canonical, which leads to duplicate records and a potentially out-of-memory issue
Notification Preferences	PRB1978423	There's a notification from a changing scope that's not part of an accessibility feature: 'Do not auto-dismiss page alerts preference'
Notification Preferences	PRB1894224	The 'Notification Preferences' (sys_platform_notification_preferences) widget's usual length is maintained when selecting the notification preferences
Notification Preferences	PRB2028817	Delivery channels should expose translations

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Notify integration with Twilio Direct	PRB2029210	On-call voice intermittently skips an incident description when the description length is ~100 characters or more
Now Assist Panel	PRB2000118	Headings present in the 'Chats' panel aren't defined as headings in the code
Now Assist Panel	PRB1946969	Ensure that lists are structured properly for the 'Resolve non-critical HR cases' flow
Now Assist Panel	PRB1972875	The Knowledge Graph skill (T2R) is not passed in the prompt
Now Assist Panel	PRB2012699	Now Assist Panel conversation timeout doesn't honor the configured value
Now Assist Panel	PRB2029323	Vertical and horizontal scroll on the Now Assist Panel
Now Assist Panel	PRB1946939	The keyboard focus is moving away after expanding 'Chats'
Now Assist Panel	PRB1964280	Now Assist Portal fails to open external source links
Now Assist Panel	PRB2003390	The **New Chat** button is disabled on Now Assist panel (NAP) when launched through AI Engagement Experience Layer (AIEL)
Now Assist Platform	PRB2017379	Role masking on Agent Access Role Configuration doesn't expand the inherited/contained roles into the narrowed session
Now User Experience	PRB2037238	i18n attachment hardcoded string
Now User Experience	PRB1993765	There's a behavioral difference in the module visibility under 'System Web Services' between Zurich and Yokohama
OAuth	PRB1996064	In Client Credentials, there's a 'No results found' message for an OAuth application user
OAuth	PRB2038592	java.lang.NullPointerException reading 'Cannot read the array length because '' is null'
OAuth	PRB2040136	Null age in sys_auto_flush rule for oauth_external_token causes DMTableCleaner to skip cleanup
OAuth	PRB1984077	The 'Copy Client Secret UI' macro doesn't work on Safari, but works in Chrome
OAuth	PRB1995025	An access policy isn't applied to the Rest API call if 'Apply to all resource' is set to true
OAuth 2.0 integration	PRB2032073	Chat-Input is available to requester when conversation ends

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On-Call Scheduling	PRB2001156	If domain separation is turned on, with the new trigger engine set to true, escalations don't happen when the assignment group changes
On-Call Scheduling	PRB1975559	On-call contact information isn't visible for some users for some attempts
On-Call Scheduling	PRB2013156	Garbled characters are displayed when placing the cursor over a shift name that contains multi-byte characters
On-Call Scheduling	PRB2020269	There's an on-call schedule abnormality when adding a coverage
On-Call Scheduling	PRB2023419	There are different 'accessible from' settings for individual on-call actions
On-Call Scheduling	PRB2024542	New Trigger Engine Handler subflow can execute before triggering record is committed - silent trigger rule processing failure
On-Call Scheduling	PRB2030962	The On-Call Scheduling family plugin is installed on upgrading to Australia.
On-Call Scheduling	PRB2034496	In a SMS action in the subflow 'On-Call', the 'Check Assignment Response' doesn't use Notify
On-Call Scheduling	PRB2055640	'On-Call: Send Notification - Email' fails when a user without the itil role tries to run the subflow
On-Call Scheduling	PRB1986992	After a Zurich upgrade, the 'Trigger fields' field in the trigger rules is a list reference field, but only allows one field at a time
On-Call Scheduling	PRB1988467	After a Zurich upgrade, schedule_formatted_report for 'On call Rota' isn't working when using the date format 'dd-MM-yyyy'
On-Call Scheduling	PRB1989775	There's a performance Issue when rejecting an on-call acknowledgement in a Zurich upgrade
On-Call Scheduling	PRB2002610	On-Call scheduling Twilio integration has silent calls and endpoint errors
On-Call Scheduling	PRB2004625	On#call escalation isn't triggered on a P1 priority update
On-Call Scheduling	PRB2005795	On-call communication workflow returns the internal table name (sys_class_name) instead of the label
On-Call Scheduling	PRB2008505	When the subflow 'On-Call: Send Notification - SMS' is triggered, the 'Source' field isn't set in the notify_message table

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OneExtend	PRB2059503	Summarization records aren't displaying a proper response
OneExtend	PRB1845600	The sys_gen_ai_usage_log table should not have 'user=system' for asynchronous quick mode executions, even for callbacks
OneExtend	PRB2014491	Predictive Intelligence (PI) fails due to an API restriction by the PI team
OneExtend	PRB2067309	Callback handler error is logged for sync mode capabilities when no callback is configured
OneExtend	PRB2016612	Com.glide.oneextend.dao.optimized_default_builder_capabi should be set to false if glide.db.max_view_records is <= 2000
OneExtend	PRB2037039	Tool/feature placeholders resolve to empty in grounded GenAI prompts during async capability execution
OneExtend	PRB2056165	The guardian exclusion list for 3P excludes the attribute from the main capability request
OneExtend	PRB2014261	ACL rules from the Glide OneExtend (com.glide.one_extend) plugin incorrectly set replace_on_upgrade = false, causing skipped records in subsequent upgrades
OneExtend	PRB2025209	The 'thanks for chatting...' message appears in level-2 but not level-1 intermittently
OneExtend	PRB2029681	Files in an update set are generated with Replace on Upgrade as false, blocking future changes to be applied
OneExtend	PRB2062938	Add early-exit in getOEUsage() when OneApiServicePlan cache is empty (don't cascade deleteMultiple)
OneExtend	PRB1964693	There's inconsistency in token count estimation in recursive summarization edge cases
OneExtend	PRB1974651	The cloned skill 'Email Response recommendation' shouldn't have a protection policy
OneExtend	PRB1993333	The Kafka plugin should not be enabled on the install of OneExtend for IntegrationHub ETL Consumer
OneExtend	PRB1997461	NowLLMStreamReader.parse() splits on 'data:' inside JSON content, corrupting LLM stream output
OneExtend	PRB2003867	Skill evaluation is stuck

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Problem category	Problem	Short description
OneExtend	PRB2003994	No active model request transformer is found for a configuration error in the logs
OneExtend	PRB2037775	Across multiple app nodes, streaming parser fails on the content_filter_results field and a '{0}' placeholder is unsubstituted in the error message
Oracle Reconciliation	PRB1947071	The vCenter license consumption for Oracle databases show zero although its ESX servers are requiring licenses
Password Reset	PRB2018445	Large table handling of the sys_user_grmember table from the PwdVerificationManager getVerificationIdsForUser function
PDF Generation	PRB2016254	There's an intermittent PDF generation issue
Performance Analytics	PRB2014881	Core UI widget date settings aren't retained on dashboards
Performance Analytics	PRB1993498	Multiple errors are observed in the sys_log table related to the PACorrelationCalculator job
Performance Analytics	PRB2000268	The wrong formula score is shown when filtered on multiple elements
Performance Analytics	PRB2032037	The Platform Analytics dashboard filters ignore Element Security Lists and display 'Nothing is available'
Performance Analytics	PRB1999245	Discrepancies with Core UI on change and change percentage
Performance Analytics	PRB1990900	The system property com.snc.pa.dm.enable.mlb is set to true on non-Raptor DB Pro instances
Performance Analytics	PRB2009821	System log shows the error message 'Analytics framework send status not success, instead is 7'
Performance Analytics	PRB2035061	Core UI widgets render blank data for fiscal and business calendar indicators
Performance Analytics	PRB2069060	Performance Analytics Word Cloud does not refresh when navigating between months using forward/backward arrows
Performance Analytics	PRB1949829	Breakdown elements aren't displaying consistently on the 'workbench' widget
Performance Analytics	PRB1989421	Platform Analytics's historical data collection is overriding the indicator score even when 'Collect Indicator' is set to 'False'

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Performance Analytics	PRB1995131	There are Query Builder (QB) and Workspace UI error popup clips in the surrounding UI if a query fails for CMDB NLQ
Performance Analytics	PRB1997535	The Platform Analytics Workspace KPI Library is visible to users with no permission
Performance Analytics	PRB2054497	Data snapshot indicator charts fail to render
Platform Analytics Component API	PRB2032319	Localized names on the Performance Analytics and Reporting (PAR) dashboard are no longer displayed
Platform Analytics Component API	PRB2065499	PostgreSQL Column related error messages when accessing dashboard
Platform Analytics Component API	PRB1993725	Dashboard events are stuck due to an invalid user ID in the DashboardStats class
Platform Analytics Component API	PRB2040129	Optimize the reparenting script
Platform Analytics Component API	PRB2035261	Advanced Filter doesn't work as expected for certain filters in the Data Visualization dashboard in Platform Analytics
Platform Analytics Component API	PRB2036145	In data visualization, the 'Type' column in the 'Count' table isn't using translations
Platform Analytics Component API	PRB2036516	A calendar report of some Platform Analytics dashboards isn't displaying for specific users
Platform Analytics Component API	PRB2050570	Core UI dashboards displayed in library for users without roles
Platform Analytics Component API	PRB2014826	There's missing indicator values in Performance Analytics dashboard/Data Visualization
Platform Analytics Component API	PRB2021109	Indicator scorecard visualization does not show the previous score for 'Sort by' as 'Name'
Platform Analytics Component API	PRB2031447	A data visualization type is duplicated post-Australia upgrade
Platform Analytics Component API	PRB2060938	Bookmarked filter not working correctly in Platform Analytics
Platform Analytics Component API	PRB2079191	Remove sys_script_fix_ee3a858a4b8203101a31117f2974612b.xml
Platform Analytics Component API	PRB1793036	The PA_Contributor role can't get to the 'Scoresheet' module
Platform Analytics Component API	PRB1966987	There's a column filter issue in the data visualization library page, 'Does Not

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		contain' isn't working on the 'Owner' column
Platform Analytics Component API	PRB1992199	'Not used in any dashboard' displays incorrect results
Platform Analytics Dashboard API	PRB2008600	Platform Analytics Experience (PAE) tab translations don't work in non-English instances
Platform Analytics Dashboard API	PRB1989067	Remove the info banner on Core UI dashboard overview page
Platform Analytics Dashboard API	PRB2058867	Reduce the call cost on calling isPaPremium for every dashboard get call
Platform Analytics Dashboard API	PRB2037426	scoreType is forced to 'latest' for non-aggregate indicators due to an undefined aggregateIndicator check
Platform Analytics Dashboard API	PRB2031048	Platform Analytics dashboards aren't loading and are stuck in a loading state indefinitely
Platform Analytics Dashboard API	PRB1999703	A dashboard can't be shared to all internal users, or with users with at least one role
Platform Analytics Dashboard API	PRB1998865	Sys ID is automatically populated for the value in sys_translated
Platform Analytics Dashboard API	PRB2037900	New dashboard widget created for sub-domain
Platform Analytics Dashboard API	PRB2037993	Searching a dashboard in English does not display any results when the instance is set on Finnish
Platform Analytics Dashboard API	PRB2019318	The 'hideNewMigratedDashboardModal' boolean is ignored in the 'Preference' JSON field of the dashboard API whenever there is a broken filter component in the migrated dashboard
Platform Analytics Dashboard API	PRB2002552	Due to VCS update set collision, a dashboard save fails with a generic error: 'Your dashboard could not be saved'
Platform Analytics Dashboard API	PRB1970352	Not enforcing the ACL in DataManagerService.getWidgetProps
Platform Analytics Dashboard API	PRB1846141	Certain missing properties for a visualization can cause side effects
Platform Analytics Dashboard API	PRB2050660	Par_dashboard_tab records are created unintentionally when a non-admin user accesses an inactive dashboard
Platform Analytics Dashboard API	PRB2035747	The **Create New** and **Duplicate** buttons in the Platform Analytics dashboard context menu are visible to users who don't have the pa_admin or pa_power_user role

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Platform Analytics Dashboard API	PRB2038900	Platform Analytics Release (PAR) dashboard's saved filters drop on 'GET' (200, empty filters) when a referenced saved/library filter is unresolvable (deleted or cross-domain)
Platform Analytics Dashboard API	PRB2053337	There's an increased response time of Core UI dashboards in Australia
Platform Analytics Dashboard API	PRB2059204	Non-admin users can't read a localized tab name on PAR dashboard in a scoped application
Platform Analytics Dashboard API	PRB2074215	Next Experience dashboards' domain has visibility issues
Platform Analytics Dashboard API	PRB1969752	Cached toolbox items cause options to remain in a previously selected language
Platform Analytics Dashboard API	PRB1974613	Color cache for mobile visualizations doesn't evict when there is a database update
Platform Analytics Dashboard API	PRB1983811	Unexpected response format for users without assigned roles
Platform Analytics Dashboard API	PRB1989343	After a Glide upgrade, dashboard HTML rich text widgets are missing spaces that originally separate the boldfaced text
Platform Analytics Dashboard API	PRB1992984	Can't share a dashboard to all internal users (users with at least one role)
Platform Analytics Dashboard API	PRB1995194	Widget collisions aren't checked when importing new widgets using update sets
Platform Analytics Dashboard API	PRB1997164	Users are unable to sort the 'Saved Data Visualization' library when adding an element
Platform Analytics Dashboard API	PRB2000095	The Guided Tour does not populate route parameters for 'default' dashboards, which breaks the functionality
Platform Analytics Dashboard API	PRB2001651	Widget creation on a fresh dashboard in the second tab has unnecessary DB calls
Platform Analytics Dashboard API	PRB2005163	Rich text styles defined using <style> tags are not retained in Next Experience dashboards.
Platform Analytics Dashboard API	PRB2005188	Override the scope of any par_dashboard_* record with the scope received from the dashboard
Platform Analytics Dashboard API	PRB2007784	DomainService uses DomainSupport.hasAccess instead of DomainHierarchy for validation
Platform Analytics Filters	PRB2031506	The 'Follow' filter toggle option is missing in a cascading filter

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Platform Analytics Filters	PRB2052543	Interactive dashboard filters aren't applied to workbench data visualization
Platform Analytics Filters	PRB2019783	The 'Copy link with filters' feature is broken for some filters
Platform Analytics Filters	PRB1976646	A hierarchical filter isn't working
Platform Analytics Filters	PRB2013316	Additional controls for single and multi select
Platform Analytics Filters	PRB2014365	JavaScript-based sys_choice labels are rendered as raw text in dashboard filters
Platform Analytics Filters	PRB2018497	When using a date/time filter, the 'Today' predefined range incorrectly starts from the current hour instead of all of today.
Platform Analytics Filters	PRB2021606	An interactive filter can be cleared via a double-click even when the 'Allow User to Clear Filter' option is turned off
Platform Analytics Filters	PRB2057654	Unable to access any filter except for the first filter using the keyboard
Platform Analytics Filters	PRB1972756	When adding a filter to a dashboard, the data source doesn't appear until changes are made
Platform Analytics Filters	PRB1989369	The REST API '/api/now /da/unifilter / da_data/calendars' fails with an error when accessed from a user with a snc_external role
Platform Analytics Filters	PRB1993721	A dashboard's Year to Date (YTD) filter fails to apply on a list unless it's reset
Platform Analytics Filters	PRB2003187	The Resource Management Workspace date for the dynamic filter 'this year' defaults to 2025
Platform Analytics Migration API	PRB1989820	Users with the itil role are shown reports in read-only mode
Platform Analytics Migration API	PRB2064612	Dashboard owner migration creates new pa_dashboard records when triggered from a child domain
Platform Analytics Migration API	PRB2013849	The scheduled report recipient user list might contain email addresses
Platform Analytics Migration API	PRB1982635	Support for report_group and report_global roles to edit visualizations
Platform Analytics Migration API	PRB2034116	Upgrading from Yokohama to Zurich causes all pa_widgets to be migrated after upgrade
Platform Analytics Migration API	PRB1997683	Partial dashboard migration and rollback from a non-global domain creates duplicate records inside the domain

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Platform Analytics Migration API	PRB2035131	Scheduled report XLSX file type migrates as XLS in Platform Analytics Scheduled Export
Platform Analytics Migration API	PRB2009064	The calendar report event displays fields that are not migrated correctly for all tables
Platform Analytics Migration API	PRB2003609	After migration, widget settings are lost
Platform Analytics Migration API	PRB1988855	Static content block in core UI after migration has HTML tags in the Next Experience rich text visualization
Platform Analytics Migration API	PRB2037846	The Migration Center summary count doesn't match the list count for fully migrated dashboards
Platform Analytics Migration API	PRB2010427	Turn off auto-conversion of homepages to CoreUI dashboards after upgrades
Platform Analytics Migration API	PRB2016359	After the full migration, Core UI reports are not automatically redirecting to their newly migrated versions
Platform Analytics Migration API	PRB2022611	After Dashboard migration to PAR Dashboard, the par_dashboard_tab.active doesn't show expected value (Default value: true)
Platform Analytics Migration API	PRB2051951	A scheduled report banner link leads to 'Page not found'
Platform Analytics Migration API	PRB2062351	The 'Welcome to Platform Analytics' modal reappears when a dashboard is opened with a nonexistent filter sys_id, and preferences are entirely omitted from a dashboard GET response
Platform Analytics Migration API	PRB2064550	A dashboard group role is migrated incorrectly
Platform Analytics Migration API	PRB1986070	When migrating from a dashboard library active experience, the value should be empty until activation
Platform Analytics Migration API	PRB1998821	The Platform Analytics Migration Center summary window isn't counting all domain dashboards when doing migration in the global domain
Platform Analytics Migration API	PRB2000963	Selecting 'Data Visualization [Open Incidents older than 30 Days' displays '{}'
Platform Analytics Migration API	PRB2071058	Drilldown works on dashboards after migration if, in the CoreUI, the second drilldown has a drilldown view but that view isn't passed to the migrated reports drilldown

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Platform Runtime	PRB2036838	Prevent inserting invalid macronames into sys_allowlist_macro_template table
Platform Runtime	PRB1996636	An orbit dist-upgrade preserves the previous version of conf/tomcat-host.xml on node upgrades for self-hosted instances
Playbook Experience	PRB1975947	The record generator activity title doesn't translate after language translation
Playbook Experience Core	PRB1990565	In RestartValidator.java, there's no size limit to the fLaneEndActivityCache object, which causes memory issues
Playbooks (Family Channel)	PRB2000782	Playbook instructions and 'wait for' conditions don't reflect updates when running
Playbooks (Family Channel)	PRB2026890	Playbook translations are broken if messages cost more than 255 tokens and some changes are made to them
Playbooks (Family Channel)	PRB2063408	PDSynchronizer isn't capturing trigger deletion when committing update sets on an existing playbook
Playbooks (Family Channel)	PRB2036445	Activating a playbook for the first time doesn't include a snapshot in the update set, but it's added in future activations
Playbooks (Family Channel)	PRB2056633	A Playbook activity start delay doesn't work if its less than 11 seconds
Playbooks (Family Channel)	PRB1991515	After a restart, the stage is still displayed even when the conditions aren't met
Predictive Intelligence	PRB2034169	ML Prediction fails for solutions trained with Database View when predicted using predictionAPI
Predictive Intelligence	PRB2061744	Previous records of 'ml_model_artifact' are still present in the sys_attachment table for the Data Analysis capability
Predictive Intelligence	PRB1995939	An exception was caught when getting the Glide record iteratorCannot invoke 'com.glide.script. GlideRecord. getQueryString()', because 'gr' is null
Problem Management	PRB2007965	Selecting 'Submit' on a new problem task leads to the page 'The page you are looking for could not be found. null.do?sys_id=null'
Problem Management	PRB2052896	When running the Problem Management migration utility, the 'New' UI action on the problem_task table persists as a blocker in the migrate step post-plugin activation
Problem Management	PRB2039358	Reference qualifier for the problem field on the problem task table is not working

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Problem category	Problem	Short description
Problem Management	PRB1981716	On Service Operations Workspace, when creating a problem task from a problem, it throws query match errors
Problem Management	PRB1998899	The 'Duplicate of' field remains visible and editable on a 'Problem' form after closing the 'Mark Duplicate' dialog
Process Mining	PRB1984640	'AND' isn't translated into Japanese in a list in Condition Builder
Process Mining	PRB2022864	Users are unable to edit access for Now Assist creator's 'Work Notes Analysis' skill
Procurement	PRB1675022	The user can't allocate the rights for an Unlimited Software license through a source request
Product Catalog	PRB1974010	'Publish to Software Catalog' inserts many records to the 'Software Model' table when 'OK' is selected many times
Product Catalog	PRB2055388	'Publish to Software Catalog' inserts many records to the Software Model Table when 'OK' is selected many times
Project Management	PRB1971422	The project workspace grid view is broken with the property 'glide.sys.time_format' is set to HH:mm'
Project Management	PRB2014422	Copying a partial project in Project Workspace doesn't work as expected after upgrading to Australia
Project Management	PRB2033720	Duplicate cost plan breakdown records are created
Project Management	PRB2031214	Date formats switch, causing future/past dates
Project Management	PRB1887401	The Project Task has discrepancies in numbers between 'Actual Effort' and 'Total' hours from the time cards
Project Management	PRB2021806	Add a 'No status' option to the 'Project status' field
Project Management	PRB2051138	A blank project is created when a project template is applied to a project that has parent set as a task record, such as an incident or case
Project Management	PRB2063176	When a project task is created that's associated to a parent project, it displays info messages such as: 'cost plan not moved as it has actuals recorded against it'
Project Management	PRB2009176	Opening the Project Status Report in the Project Workspace triggers an

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		update to the 'Overall Health' field on the corresponding project record
Project Management	PRB2009837	In Project Workspace, the checkbox 'Derive time component from planned dates' shows as unchecked, but in project form it's checked
Project Management	PRB2023802	The PowerPoint export service loses the connection
Project Management	PRB2031066	Custom date fields move by one day prior when the short description or any related fields are edited from the planning page of the project
Project Management	PRB2033458	Incorrect 'planned start and end date' on a new Program record
Project Management	PRB2034293	In project_key_milestone_baseline, 'Key Milestone' = false when it should be true
Project Management	PRB2035917	The Project Portfolio Management (PPM) gs.nowDateTime() isn't working as expected
Project Management	PRB2036275	ProjectTemplate.java calls extension point outside null guard, so applyTemplate() silently returns zero tasks within flow execution context
Project Management	PRB2038762	Remove the logging found in the 'ProjectTaskManagerUtil' Script Include
Project Management	PRB2051929	The view of the 'Status' report from the Native UI still reflects the previous planning console instead of the new project workspace
Project Management	PRB2052920	The 'Recalculate Resource Cost' function isn't updating child assignment costs because the rate model line attribute uses a comma decimal separator
Project Management	PRB1946863	The pmview.do doesn't re-direct to the copied project status report
Project Management	PRB1993708	When moving a story from one project to another, the actual effort doubles on the story
Project Management	PRB1993709	Fix the 'Identify discrepancies in project budget' diagnostic for the project_funding budget
Project Management	PRB1996888	A business rule doesn't run during an import of a .mpp file via the Planning Console

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Project Management	PRB1998954	The cost-type field is empty at the cost plan breakdown level when they're created manually
Project Management	PRB2004980	The 'Deny unless' confidentiality ACL on rm_story has no empty top_task check
Project Portfolio Management	PRB1992034	There's slowness in the 'my funds' page
Record Hierarchy	PRB2011614	When a record hierarchy status record is deleted, performing reconciliation should correct it
Record Hierarchy	PRB2014979	Allow RecordHierarchies to always be usable optionally unless it is disabled
Record Watcher	PRB2016869	IndirectRecordCollector. setPreviousValueFrom PreviousRecord throws an error on a null ElementDescriptor in a dotwalked path, aborting Record Watcher enqueue and stalling flows
Record Watcher	PRB2025399	RW table check fires after ACL work has already completed, not before
Record Watcher	PRB2001765	Record Watcher (RW) indirect responders register expensive dot-walk RW conditions causing thread saturation, and auto-disable threshold (1000ms) fails to protect in time
Record Watcher	PRB2051122	The filter 'Created on last 15 minutes' on the All Alerts list causes issues with live updates
Record Watcher	PRB1922737	The dotwalk condition causes a StringIndexOutOfBoundsException
Related Lists	PRB2052094	Slushbucket doesn't respond in an understandable way to a reflow condition
ReleaseOps - Family	PRB1966100	Deployment Analyzer forms are broken
ReleaseOps - Family	PRB1951541	update_set_admin needs access to 'Promote Update Set'
ReleaseOps - Family	PRB1953573	The 'Integrate DR' subflow should fail on an unexpectedly already-committed update set
ReleaseOps - Family	PRB2054099	Deployment Analyzer scans can hang indefinitely, and there's no watchdog, unbounded update-set cursor, or incomplete cleanup on failure
Remote Process Synchronization (Family Release)	PRB1950825	Remote Process Synchronization (RPS) sends more records to the target than that published into the transport queue

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Remote Process Synchronization (Family Release)	PRB2029287	The ProcessSyncUtil script include contains an HTML comment in the JavaScript
Remote Process Synchronization (Family Release)	PRB1961089	The the 'Inbound' state is in error, and inbound queue processing is blocked until this is addressed
Remote Process Synchronization (Family Release)	PRB1989445	DBAttachmentEntries are captured in cdc_queue_ih when the record they are intended for doesn't exist yet when using a gateway for sys_attachment
Remote Tables	PRB1797945	Flow Triggers don't work on scoped applications
Reporting	PRB2051420	Scheduled Report condition script is ignored and a report is sent outside the configured execution window
Reporting	PRB2055106	After the Australia upgrade, there are font size issues with the CoreUI-specific time series widget
Reporting	PRB2012300	ReportSaveProcessor reads all orphaned sys_report_mpivot_rule rows into memory when saving a new report, causing an out of memory error
Reporting	PRB2056087	Data labels are truncated when saving a report as a PNG
Reporting	PRB2005733	Issue with drilldown Map in Reporting on Australia release
Request Management	PRB1996727	There's a duplicate stage and state in a requested item
Request Management	PRB1977545	The 'SC Order Status' and 'Standard Ticket Header' widgets display an incorrect stage
Request Management	PRB2010503	In Requested Items (sc_req_item), the 'Stage' field value differs between the list filter (breadcrumb), list view, and form view
Request Management	PRB2026831	Dot-walk fields from sysapproval_approver are not shown on workspace due to an ACL evaluation issue
Request Management	PRB1987147	Users aren't able to see an approver's name in Employee Center for Catalogs during the Flow Designer 'waiting for approval' stage, though it works when the request has a workflow attached
Request Management	PRB1999123	The stage of a requested item isn't updated on the portal when a related REQ is canceled using the UI action 'Cancel Request'

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Resource Management	PRB1981411	The capacity is not displaying accurately, it appears in the Estimate outside plan section in Capacity Planning
Resource Management	PRB2007697	There's a variable without initialization on the 'PlanningAttributesServiceSNC' Script Include
Resource Management	PRB2013218	The 'Extend' UI action isn't responsive when using it from the list context menu
Resource Management	PRB2024520	Fetching choices with their dependent field values to prepare criteria
Resource Management	PRB2032582	After changing the schedule, and we perform edit, allocation dailies are not deleted on traditional resource plan
Resource Management	PRB2033669	Adding or removing multiple users from the resource plan displays an empty window
Resource Management	PRB1939335	When using Resource Reports, the Resource Plan record cannot have 'Role' and specific members of that role selected, then have that member show up in the Resource list of the report
Resource Management	PRB1944575	The 'Project Member Allocation Details' monthly report should calculate correctly
Resource Management	PRB2006227	Project workspace throws invalid date errors when the RA being created lies within the project timelines
RESTMessageV2 API	PRB2008277	Using saveResponseBodyAsAttachment() for application/vnd.ms-outlook response body leads to a stream closed error
Restricted Caller Access (RCA)	PRB1965463	A Restricted Caller Access (RCA) invalidation updated XML created in a target scope update set
Robust Transform Engine (RTE)	PRB1895585	The 'use strict' causes error while re-binding the default variables 'input' and 'answer' during script evalution
Roles	PRB2028915	Individual read and write operations on sys_user_has_role records during sys_user_role_contains processing can lead to increased upgrade time
Roles	PRB2018637	updateAgentRoleConfig removes all existing roles when an empty roleList is passed
Rollback and Recovery	PRB1741896	Rollback class change on TPC hierarchy records may result in orphan records on the parent table

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Rollback and Recovery	PRB1864816	Users can't undelete a record from sys_audit_delete
Rollback and Recovery	PRB2010841	Rollback is slow when the context includes updates to choice fields
Rollback and Recovery	PRB2065713	Attempting to undelete from a large-named dropped table results in garbage SQL
Rollback Contexts	PRB1942654	'Clean Expired Rollback Contexts' job runs for an extended duration
SAML 2.0 integration	PRB2001729	A SAML request is cached and resent due to a missing header in session_timeout.do response: 'Cache-Control: no-cache, no-store'
Scheduled Jobs	PRB2010972	There's a problem with scheduled job configuration when using the 'Starting' field
Scheduled Jobs	PRB2015240	Create a guard rail to protect the scheduler against misconfigured nodes to avoid impact to critical jobs
Scheduled Jobs	PRB2034827	There should be visibility into when a job is scheduled to run via the 'Execute Now' related link
Scheduled Jobs	PRB2039840	Offline/zombie node can acquire and hold the centralized scheduler assigner mutex indefinitely, halting job processing
Scheduled Jobs	PRB2065793	Sysauto_report is missing a check for evaluating conditions with return error
Schedules	PRB2001720	When using GlideSchedule.isInSchedule(), it gets unexpected results if the user running the script doesn't have the same timezone as the schedule
Schedules	PRB2002192	The start date and end date are incorrect in the 'Form' and 'List' view of a record in the cmn_schedule_span table
SCIM Provider	PRB1973214	The user endpoint API does not support 'Not Specified' value in the 'Gender' field
Script Actions	PRB2070387	A previous fix impacts the 'Events' script action execution when the 'Script' field type is 'String'
Script Includes	PRB1842668	Sandboxed scripts calling the global script includes with the ESLatest toggle as 'enabled' do not do properly transition scopes
Scripting Governance Tool	PRB2031550	The Scripting Governance tool doesn't detect changes made to HTML fields within Response Templates

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Problem category	Problem	Short description
Search Administration	PRB1968215	Elements must only use supported ARIA attributes for the 'Search catalog' field for Service Portal (SP)
Security Data Filters	PRB1995962	A filtered list count is incorrect when moving from the next record arrow icon on a form header
Seismic Framework	PRB1973114	Add support for the content-length header in PUT, POST, and PATCH HTTP requests
Server-side scripts	PRB2076586	Plugin scripts aren't registered in some app nodes
Server-side scripts	PRB2035844	An apparent scope stack corruption leads to global code running under an app scope
Server-side scripts	PRB1886574	StackOverFlowError is caused by ScriptedUnsavedChangesConfirmationJsBuilder constructor
Server-side scripts	PRB2051345	Automatically created KittyScript exemptions are incorrect when using 'new GlideRecord'
Server-side scripts	PRB2026899	gs.calDateDiff throws 'java. lang-NullPointerException: date must not be null' for specific date when the timezone is set to Egypt in user preference
Server-side scripts	PRB1971520	ESLatest flag is not respected by sysauto_scripts
Server-side scripts	PRB1853345	Using eslatest classes in script includes with caller restrictions can cause an RCA record saving error
Server-side scripts	PRB2051626	com.glide.script.sandbox.ks.watchdog.phase.duration.days reuses a sys_id and cannot be instantiated on some instances
Server-side scripts	PRB2022516	Namespaced platform API not available in SDK runtime
Server-side scripts	PRB2033661	There's different behavior of 'instanceof Array' between Zurich and Australia
Server-side scripts	PRB2034671	Static methods of String such as String.trim are broken in Australia
Server-side scripts	PRB2054619	Instances are killed because of metaspace
Server-side scripts	PRB2056793	ESLatest sibling scopes shouldn't use scoped sandbox scopes
Server-side scripts	PRB2064116	The user encounters a scriptable of unknown type JavaObject when passing GlideDateTime from global to ES5 applications scope

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Problem category	Problem	Short description
Server-side scripts	PRB1936658	The sys_es_latest_script is not present in XML even when turning on ECMAScript 2021 (ES12) mode on 'Insert & Stay'
Server-side scripts	PRB1967683	The asynchronous business rules ignores the 'Turn on ECMAScript 2021 (ES12) mode' flag
Service Catalog	PRB2013330	The 'Catalog Conditions' field drop-down menu doesn't display for users with the catalog_editor role
Service Catalog	PRB1962241	The errors 'ReferenceError: 'sn_scmobile' is not defined' occur during a mixed load test
Service Catalog	PRB2021127	After upgrading to Australia, links on the catalog items description don't work
Service Catalog	PRB2040266	g_form.clearValue should clear the value of the Lookup Select Box, even when there are no reference qualifiers
Service Catalog	PRB2009446	Catalog breadcrumb navigates to a blank page due to hardcoded sysparm_view=text_search in the search form template
Service Catalog	PRB2010774	In the service portal the click of the categories does not do anything
Service Catalog	PRB2011868	Stage isn't deleted from sc_service_fulfillment_stage_list after removing all its steps
Service Catalog	PRB2023305	The related lists in the default view of sc_cat_item table is not visible when using time-limited roles
Service Catalog	PRB2033096	Catalog redirection throws a 404 error page when accessed from the chat responses
Service Catalog	PRB2034895	A draft item isn't working as expected, as an attachment isn't restored and the 'mandatory' indicator isn't working and has a blank asterisk
Service Catalog	PRB2056109	getDisplayValue of a NoneChoice returns the label '-- None --' instead of an empty string
Service Catalog	PRB2057019	Variable set mandatory message behavior is changed from Australia
Service Catalog	PRB2070159	A UI Policy isn't working
Service Catalog	PRB1902988	Service Catalog trigger does not put a call chain
Service Catalog	PRB1918518	The **Show more** button on the standard ticket header appears invisible because the

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Problem category	Problem	Short description
		text color is' $brand-primary color' and is the same as the background
Service Catalog	PRB1936696	The UI policy in Virtual Agent does not support the 'contains' condition
Service Catalog	PRB1969157	Catalog items that the user doesn't have access to are displaying in search results
Service Catalog	PRB1977442	Order guides aren't selectable in Service Catalog's Automated Test Framework (ATF) steps
Service Catalog	PRB1989265	The submission confirmation page has many concatenations from multiple irrelevant applications
Service Catalog	PRB2004988	While searching for catalog items, there's no need to evaluate if at least one item is visible in category for determining the accessible categories
Service Catalog	PRB2005268	Standard ticket action inputs ignore multi-line configuration
Service Catalog	PRB2006743	The requested_for variable on RITM is set to a logged-in user instead of the selected user after order guide interaction
Service Catalog API	PRB1958054	There are constant 404 errors when making the call to the table API
Service Catalog API	PRB2040163	Service Catalog API returns HTTP 200 instead of error when sysparm_item_guid is duplicate
Service Catalog Builder	PRB2033565	A UI policy action created from Catalog Builder can't be seen in the platform
Service Catalog Builder	PRB2028753	UI Policies in Catalog Builder are not captured within the catalog template's scope selected
Service Catalog Builder	PRB2030878	'Mode' defaults incorrectly when not specified in the catalog item configuration, blocking item submission from Builder
Service Catalog Builder	PRB2033462	When creating a catalog item via Catalog Builder, UI policies configured in a previous step aren't visible on the 'Review and Submit' step
Service Catalog Builder	PRB2053622	In Catalog Builder, there's an issue when multiple fields on a table have the same label
Service Catalog Builder	PRB2060726	Publishing the catalog builder item deletes unrelated question choices
Service Catalog Builder	PRB2006808	The **Ask Now Assist** button doesn't work on the catalog in App Engine Studio

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Problem category	Problem	Short description
Service Catalog Components	PRB2015374	Ensure that <iframe> and <frame> elements have an accessible name
Service Catalog Portal Widgets	PRB1966196	There's an issue with 'Also Request for'
Service Catalog Portal Widgets	PRB1968570	Aria-required = 'true' isn't provided to the mandatory input fields
Service Catalog Portal Widgets	PRB1855054	Selecting the **Required Information** button in Service Portal on the iPhone doesn't focus the Input field
Service Catalog Portal Widgets	PRB1991914	Opening a TinyMCE PDF link in a new tab is blocked by Chrome when users click from a catalog item in a workspace where a Service Portal page is rendered in an iFrame
Service Catalog Portal Widgets	PRB2012609	'Lookup Select Box' in MRVS displays the incorrect label and case-different values are rendered in widget
Service Catalog Portal Widgets	PRB2014075	The Service Portal status of buttons isn't recognizable
Service Catalog Portal Widgets	PRB2019459	In Service Portal, the 'My Saved Bundles' section isn't available on the 'Catalog' page at higher zoom levels
Service Catalog Portal Widgets	PRB2021505	The 'SC Scroll to top' widget isn't displayed in a mobile browser after upgrading to Australia
Service Catalog Portal Widgets	PRB1968198	In a Catalog item with an order guide, the pages are represented as tabs, but it is not possible to navigate between the tabs
Service Catalog Portal Widgets	PRB1972660	The tooltip appears for the **View Cart** button but is missing for the **Proceed to Checkout** button in SC Shopping Cart base instance widget
Service Catalog Portal Widgets	PRB1976453	A Service Portal order guide review hides the description from a screen reader
Service Catalog Portal Widgets	PRB1976761	In Service Portal, a standard ticket rich text editor has an incorrect keyboard focus order
Service Catalog Portal Widgets	PRB1977104	When glide.attachment.extensions is set any value, like xlsx, it's not displaying as 'Supported: xlsx' in catalog pages
Service Catalog Portal Widgets	PRB1988371	There's labels that are too long on the 'Catalog' page
Service Catalog Variables	PRB1963743	Making the HTML variable read-only using the catalog client script still shows the

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Problem category	Problem	Short description
		editor bar and the large text box on the variable section
Service Catalog Variables	PRB2063234	The 'Lookup Select' box value is set to a random value when the reference qualifier condition returns no records
Service Catalog Variables	PRB2001459	g_form.addDecoration isn't working on a multi-row variable set (MRVS) after a Zurich upgrade
Service Level Management	PRB2001036	In SLACalculatorNG, an unbounded schedule/DurationCalculator cache causes memory growth during bulk SLA recalculation
Service Level Management	PRB2009173	SLA Timer countdown time drifts out of sync when displayed in an inactive tab of the browser
Service Level Management	PRB2062232	The SLAAsyncQueueSNC script include retrieves a large result set from the sys_audit table
Service Level Management	PRB1990465	HistoryWalker in CHECKPOINT mode cannot walkBackward to get the last update of task and hw.walkTo(0) to effectively reset itself
Service Mapping	PRB2052536	In Service Map, additional related list tabs (Changes-current/past, Incident, Problem) are permanently stuck on 'Loading...'
Service Mapping	PRB2040618	The 'Application Service Manual Ep Cleanup' job doesn't work
Service Mapping	PRB1981739	The calculation status of tag-based services can be stuck on calculating the value
Service Mapping	PRB2018275	'Traffic Process to Process' job can cause out of memory issues if there are many connections from LB service in the TCP table
Service Mapping	PRB1998724	'Create Layer 2' connections causes Out of Memory (OOM) errors if the device has many router interfaces
Service Mapping	PRB1998727	In the case of duplicate relation records in CMDB, not all CIs are populated in Manual Service
Service Mapping	PRB1971609	Service Mapping Discovery runs an instance out of memory during the rediscovery process in case there are 100K discovered services in Operational Status
Service Mapping	PRB2011756	The Service Mapping Properties pane displays raw values instead of choice labels

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Problem category	Problem	Short description
Service Mapping	PRB2015977	Cmdb_ci_qualifier_crud isn't recognized as a valid qualifier class in the CMDB hierarchy, leading to exceptions during recomputation
Service Mapping	PRB2036299	After upgrading to Australia, parent.process.pid fails to resolve, which causes the 'Get Process' operation to return the full process list instead of the targeted parent process
Service Mapping	PRB2036912	When services with the same name are created, the CreateOrUpdateITService API can fail
Service Mapping	PRB2052358	There's an incorrect request type of 'Send for Review' action
Service Mapping	PRB1536950	The MID Server crashes with an Out of Memory (OOM) error when handling a large number of file systems
Service Mapping	PRB1968404	Excluded Ci types are being populated in tag-based services
Service Mapping	PRB1971172	Old reconciliation rules are preventing Cloud Load Balancer CIs from being updated by a different discovery/data source
Service Mapping	PRB1976036	Limit CIs in tag-based services count relations instead of CIs
Service Mapping	PRB1998862	Blocking a flapper value isn't working if one of the affected strategies wasn't configured to 'Block' from a Service Model
Service Mapping	PRB2004318	The 'Create new service from here' feature causes memory issues in case there are many groups and services
Service Mapping	PRB2006053	There's a missing conditional_table_query_range ACL for the cmdb_ci_service_discovered in the plugin com.snc.cmdb.it_service
Service Model Foundation	PRB2066228	A business rule restriction to update a case for an unsupported user isn't enforced when a restriction on the criteria is turned on
ServiceNow MCP Server Security	PRB2050682	The token claim and metadata endpoints reflect a static instance URL instead of instance host
ServiceNow Otto for Code (Family Release)	PRB1884654	Incorrect translation in Now Assist Summarize in Canadian French

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Problem category	Problem	Short description
ServiceNow SDK (Glide)	PRB2033218	Fluent App metadata deletions aren't propagated when installing from the app repo
ServiceNow SDK (Glide)	PRB2013533	There's an unhelpful error when installing an app with an invalid scope prefix
ServiceNow SDK (Glide)	PRB2067936	GlideQuery Schema.findInvalidChoiceError throws 'Cannot find function toLowerCase in object true' for non-string (boolean) values on choice/dot-walked fields
ServiceNow SDK (Glide)	PRB1831844	Users are unable to convert a sys_app-based application due to a company key
ServiceNow Studio (Family Channel)	PRB1912330	Unable to grant access to manage update sets to delegated developers with App Collab
Service Portal	PRB2028255	The **Skip to chat** link fails to land its focus on the Virutal Agent **Chat** button
Service Portal	PRB2050574	Two 'Data Table from Instance Definition' widgets on the same portal page share pagination
Service Portal	PRB2013342	In Australia, the Mission Control (/mc) portal fails to load the Bootstrap CSS (sp-bootstrap-rem.scss), while the same configuration works correctly in Zurich
Service Portal	PRB1982105	'End Live Chat' isn't translated for Now Assist in the Virtual Agent window
Service Portal	PRB1951481	The text '#####' (filters) in the Faceted Search widget wraps in the Japanese language mode
Service Portal	PRB2020265	The 'Homepage Search' section isn't available at higher zoom levels
Service Portal	PRB1986159	Sorting on a reference field doesn't work in the portal for a non-English language
Service Portal	PRB2075083	'ESC' portal AI Search placeholder text customization is no longer honored after an Australia upgrade
Service Portal	PRB1935624	'Hide filters' and 'Clear All' in a facet search aren't properly aligned
Service Portal	PRB1935843	In Windows 11, from any web browsers (i.e. Chrome or Edge), two Korean alphabet letters are returned despite a user entering one Korean alphabet letter into a base instance Select box in base instance Service Portal and ESC portal pages
Service Portal	PRB1999112	The **Edit file name** button isn't displayed for a non-admin user

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Problem category	Problem	Short description
Service Portal	PRB2021794	In Service Portal, a portal title isn't visible on hover/ focus when the navbar background is white
Service Portal	PRB1744773	When copying and pasting screenshots, the mouse focus jumps to the beginning of the HTML field in the service portal
Service Portal	PRB2029717	Selecting the tabs under 'More' of the 'Standard Ticket Tab' widget in mobile view blocks scrolling of the page
Service Portal	PRB2032670	A new tooltip appears on the ESC portal every time the user selects 'Add attachments'
Service Portal	PRB2009637	In the Enhanced Chat search bar, the up and down arrow icons are visible
Service Portal	PRB2058433	On Focus_Open in a new tab isn't announced by a screen reader
Service Portal	PRB2063295	The user preference widget isn't working correctly when a user changes their language on the Employee Center
Service Portal	PRB2011240	Headerlist is improperly exposed to screen reader users
Service Portal	PRB2011496	When glide.invalid_query.returns_no_rows is set to 'true', the user can't change the Search Application for a record producer and the reference list shows no results
Service Portal	PRB2013905	The Service Portal needs the aria-haspopup='dialog' attribute on the **Add Attachment** button
Service Portal	PRB2013931	The Service Portal renders the decorative field label element with role='button', causing WCAG violations
Service Portal	PRB2014571	Alignment of the Now Assist search results gets overflow
Service Portal	PRB2022012	In the 'Idea' portal, menu items overlap when navigating with a keyboard at 200% zoom
Service Portal	PRB2026359	The related lists label is shown in a form widget
Service Portal	PRB2026504	Setting User Preferences does not get rid of console messages
Service Portal	PRB2026788	Accessibility defect violating WCAG 2.4.1
Service Portal	PRB2031688	Multiple keyword filters on Data Table from URL widget

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Service Portal	PRB2032297	When the user selects 'Clear All' (Clear all notifications) in the Service Portal, the tooltip remains on the screen
Service Portal	PRB2034084	In Service Portal, an incorrect role is defined for search
Service Portal	PRB2036450	Date and Date-Time variables will not add separators/auto-format unless the entered format is YYYYMMDD, even if the configured system date format is different
Service Portal	PRB2036660	The ServiceNow Portal URL is case sensitive when entered in lower case, but works properly with upper case and doesn't work in incognito mode
Service Portal	PRB2038007	When all image scale options are removed from an image scale survey question, the control is hidden in the web experience but continues to display as an empty box in the Mobile App, resulting in inconsistent behavior across platforms
Service Portal	PRB2039519	When JAWS users navigate backwards through the top navigation menu items, the screen reader does not announce the item that has cursor focus
Service Portal	PRB2054374	Properties marked as 'display read only' are editable on Service Portal
Service Portal	PRB2055154	The 'Star' icon of knowledge articles and the 'Attachment' icon of catalog items are missing from the portal after adding the font family css incude in the portal theme
Service Portal	PRB2068051	Duplicate comments display when using the 'Ticket Conversations' widget
Service Portal	PRB2069512	There's missing focus management and screen reader announcements on expand/ collapse
Service Portal	PRB2074191	In Australia, the header in Service Portal is no longer fixed at the top
Service Portal	PRB1589604	The Ticket Fields widget shows the message 'Agent working on this Incident' even when the state of the ticket is 'Pending Closure' or 'Closed', which is incorrect
Service Portal	PRB1839325	There's focus navigation issues in the login dialog after a timeout prevents screen reader users from logging back in

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Service Portal	PRB1841663	Arrow key navigation in Service Portal date pickers triggers unconfirmed field value updates
Service Portal	PRB1938486	On Service Portal, the dotwalked field on the Reference field shows the time in GMT
Service Portal	PRB1947453	The Genius result 'Source' link text is overflowing in smaller devices, such as the Mobile responsive view on portal
Service Portal	PRB1957485	The 'Form' widget is not working correctly in Zurich, as it scrolls after using ctr + s to save
Service Portal	PRB1975222	In the Customer Service Management portal, a group combobox label isn't programmatically associated with an input field on the 'Save Filter' dialog
Service Portal	PRB1976076	On a record producer, after selecting a link that contains '#' in the URL and opening a browser tab followed by going back to the previous browser tab, the page scrolls back to the top
Service Portal	PRB1980119	Update/Review dark theme uxf mappings for the search, login, and modal
Service Portal	PRB1980456	The DateTimePicker month and year selection views are marked up incorrectly and can't be accessed via keyboard with NVDA
Service Portal	PRB1986569	Menus in the Customer Service Management and Service Operations Workspace portals aren't readable
Service Portal	PRB1995615	The '**Add Attachment Modal**' close button's label is too generic
Service Portal	PRB1997326	There's an issue when selecting an empty name in the list collector variable
Service Portal	PRB1998060	Knowledge Base icons overflow the border of the 'Knowledge Bases Browse' widget in a portal
Service Portal	PRB1998933	The language picker doesn't change the language on a Service Portal page the when user isn't logged in
Service Portal	PRB1999608	The 'Online' status has too low of a contrast
Service Portal	PRB2000146	The data picker opens in another location
Service Portal	PRB2000251	In a portal, the 'Additional Details' tab label is truncated with an ellipsis at 200% zoom and the tooltip isn't displayed on the keyboard's focus

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Service Portal	PRB2001359	'●' is displayed on the 'Icon' menu list when changing the view of an sp_instance_menu record to the default view
Service Portal	PRB2002200	Template literals aren't working on widgets
Service Portal	PRB2002539	In Now Assist, the **Skip to Chat** link fails to land focus on the **Now Assist** button
Service Portal	PRB2002874	The 'Add Attachment' window doesn't automatically close after a second attachment is uploaded after a large attachment
Service Portal	PRB2002954	There's portal language inconsistency across tabs without a refresh
Service Portal	PRB2005224	The **Add attachments** paperclip button lacks a visual boundary at 400% zoom, appearing as a decorative icon
Service Portal	PRB2005660	Tooltips on 'Date' fields aren't shown when one of the fields in the record producer isn't visible on the form
Service Portal	PRB2005800	The attachment window continues to load when dragging / dropping an opened One Drive file
Service Portal	PRB1972674	An accessibility issue violates WCAG 2.4.1
Service Portal Announcements	PRB2059143	Service Portal announcements don't announce that they open in a new browser window/tab, because they don't provide a'click behavior for links that open in a new tab
Service Portal Core Widgets	PRB1989200	The Service Portal Core 'Categories' widget isn't displaying the badges
Service Portal Core Widgets	PRB2024329	Post-Zurich upgrade, the date info in the CSM portal notification shifts inward when the notification card exceeds a certain width
Service Portal Core Widgets	PRB2033702	Images in Outage descriptions do not scale on the ESC system status page
Service Portal Core Widgets	PRB1974442	The 'My Requests' widget corrupts non-English characters when switching tabs
Service Portal Core Widgets	PRB1999720	The **Clear** button on the reference variables aren't aligned in mobile
Service Portal Core Widgets	PRB2000724	A Service Catalog item widget button's text is clipped without a tooltip on focus/hover
Service Portal Experience	PRB2051231	The user observes the error '{0} has been rejected' in the base instance 'Approvals' widget

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Service Portal Experience	PRB2007912	The 'Approval Info Record' widget doesn't post rejection comments
Service Portal Experience	PRB2037025	Tooltip label text does not wrap for calendar date type variable
Service Portal Experience	PRB1827576	Service Portal priority data lookups don't work
Service Portal Experience	PRB2040365	The base instance 'Request and Approvals' widget is misoriented
Service Portal Experience	PRB2055656	In Australia, mandatory fields hidden by a UI Policy aren't visible on the change form in the portal, but submitting the form results in an error requiring them to be completed
Service Portal Experience	PRB1962633	Datepicker selected and current date are not announced in Portal surveys for Service Portal
Service Portfolio Management	PRB2020351	AvailabilityOutageProcessor. processOutages() aborts an entire CI calculation when a zero-duration outage is encountered
Service Portfolio Management	PRB1902176	Five 'Subscribed by' tables have unlimited CRUD access
Service Portfolio Management	PRB2018406	The global variable answer is modified in ServiceSubscriptionUtilsSNC and that causes Automated Test Framework (ATF) to crash when users open the 'Variable State Validation (SP)' step
Session Management	PRB2051647	claimSessionSync() crashes with ISE on invalidated-but-non-null HttpSession, silently cancelling REST transactions with HTTP 200
Session Management	PRB1941160	The session is invalidated when the portable Virtual Agent web client is configured on the user website
Session Management	PRB1985477	When attempting to update glide.guest.active. session.life_span, a check is done against glide.ui. session_timeout instead of glide.guest. session_timeout
Session Management	PRB1856354	Clearing the affinity cookie on logout.do impacts the logout redirection flow in MultiSSO v1 and v2 flows
Session Management	PRB2003725	An unhandled exception occurs when getAttribute is called after a Glide session invalidation
Session Management	PRB1769499	Excessive guest sessions in the sys_user_session table

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Sidebar (Family Release)	PRB2009353	Base instance repeat value for the sidebar notification events process is excessive
Sidebar (Family Release)	PRB1908427	The 'Util' menu keeps loading if there are no conversations yet
Sidebar (Family Release)	PRB1993075	Sidebar collaboration tables aren't scope main enabled
Sidebar (Family Release)	PRB2019090	The cached RecordCard is returned without checking if the user has access to record
Sidebar (Family Release)	PRB2023462	Turn off the sidebar collab chat scope main enablement
Sidebar (Family Release)	PRB1983263	Users who don't have access to sys_cs_channel _user_profile can't see discussion cards in the unread tab
Sidebar (Family Release)	PRB1994558	When a Slack user leaves a discussion, the Slack channel is auto-deleted
Software Asset Core Company	PRB2005158	Improve NDS guided setup and proactively fix core company reference jobs by batching through local implementation
Software Asset Core Company	PRB1689224	Evaluate the unique index on the core company
Software Asset Data Import	PRB1921113	Issues with handling PPNs in the entitlement import flow
Software Asset Data Import	PRB2006846	Entitlements are created against the wrong software model when there are multiple products with the same name in the products library and an invalid publisher in the Excel sheet
Software Asset Management	PRB1994601	Subscription period field gets updated on page load for Entitlement
Software Asset Management	PRB2010303	Unable to Add software products in the Software Asset Management (SAM) workspace in published products list
Software Asset Management	PRB2017405	There's a missing fix script to update the label of cmdb_model_lifecycle
Software Asset Management	PRB2026233	Orphaned sys_object_source records are created when cmdb_sam_sw_install records are deleted via CI retire/stolen Business Rule
Software Asset Management	PRB2030768	Content normalization seems to ignore Business Rules
Software Asset Management	PRB2039852	Missing pa_indicators related to SAM jobs

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Problem category	Problem	Short description
Software Asset Management	PRB2040399	Deleting entities for absent/retired applications should trigger a Business Rule in cmdb_sam_sw_install
Software Asset Management	PRB2043455	Discovery Model to Software Model causing replication lag
Software Asset Management	PRB2051961	The Software Asset Management (SAM) Pro 'Remove Installs For Retired/Stolen CI' business rule throws 'Unknown table: samp_citrix_machine' when a Citrix add-on isn't installed
Software Asset Management	PRB2055852	Downgrade rights on retired/expired entitlements still influence reconciliation grouping
Software Asset Management	PRB1531245	Generate, create, and remove allocation remediation options for CAL records
Software Asset Management	PRB1633805	Instead of splitting installs across multiple server license metrics, the highest license metric should be used
Software Asset Management	PRB1711856	BYOL for Windows Server AWS tags
Software Asset Management	PRB1919859	Allowing cross scope access to various SAM global tables
Software Asset Management	PRB1945220	Total cost calculation on a license record isn't happening on the server side
Software Asset Management	PRB1959048	De-book SAM Pro, but keep SAM Foundation features like 'Reconciliation'
Software Asset Management	PRB1981043	User resolution rules aren't working if the subscriptions don't have a UPN
Software Asset Management	PRB1990723	Multiple deletions lead to installs not deduping again
Software Asset Management	PRB1997126	A system field of Custom Software Product Lifecycles is modified by Zurich
Software Asset Management	PRB1999926	If multiple suite children share the same discovery map (DMAP), it should prefer the conditionless one in content sync
Software Asset Management	PRB2004617	There's an issue with the 'SAM - identify deny list software' scheduled job
Software Asset Management	PRB2007293	Reclamation candidates don't show up in SAM workspace for hybrid products
Software Asset Management Content Service	PRB2048721	A display name on an entitlement or software model are truncated when the edition is more than 40 characters

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Problem category	Problem	Short description
Software Asset Management Publisher Pack for SAP	PRB1964218	There's a Software Asset Management Publisher (SAP) null character exception when pulling data
Software Asset Normalization	PRB1703274	Slow queries identified during OKR 2.3 executions on reconciliation, de-duplication and normalization scenarios
Software Discovery	PRB1815641	'Sync Installed Software' pre-post sensor scripts append a whitespace to Discovered Product if the edition is empty
Software Entitlements	PRB1670276	Select all functionality to be implemented in the backend along with other changes based on the UX/sprint demo feedback for copy allocations
Software Entitlements	PRB1961409	Accept the PPN suggestion 'Accept message' issue for SAMP
Software Entitlements	PRB1834815	Non-English samp_entitlement_import template cannot be imported from Software Asset Workspace
Software Entitlements	PRB1957593	Entitlement Import via the template fails, and the error message is, 'These custom columns do not exist on the Entitlement table: ['product(product)', 'publisher(publisher)']'
Software Entitlements	PRB1978705	The 'Purchase right' field allows an invalid data type
Software Entitlements	PRB2001277	The currency on 'Total cost' is changed from USD to GBP and viceversa when a record in alm_license is viewed
Software Entitlements	PRB2004452	Allow users to create user subscription downgrades
Software Entitlements	PRB2005051	Attaching a SA to a P+SA entitlement doesnt work as expected
Software Lifecycles (Family Channel)	PRB2039617	Typo in SamLifeCycleUtils script include
Software Models	PRB2002367	A discovery model to a software model matching job doesn't update the latest log properly
Source Control Engine	PRB2010080	'Stash Local Changes' silently fails when duplicate sys_update_name exists, and the phase 2 restore failure isn't surfaced in Source Control UI
Source Control Engine	PRB2010981	getDuplicateLocalUserSpecificUpdateSet() is missing sys_created_by filter, which causes stash changes to be written into another user's update set

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Source Control Engine	PRB2014590	Stale sys_remote_app record from AppRepo publish blocks source control commits with 'An App Customization already exists' error
Source Control Engine	PRB2054438	A re-link of a customized Store app to git via Source Control fails with an error code '1030'
Source Control Engine	PRB1969425	The business rule for sys_choice is unexpectedly triggered during the source control import
SSH MID Server Communication Protocol	PRB1999773	The SSH connection fails with an error: 'Protocol version ID is too long'
Standard Ticket Page	PRB2012125	There's no tooltip on the Standard Ticket header for the caller when the text is truncated due to text spacing/language
Standard Ticket Page	PRB1995556	There's an error in the console log from std_ticket_conversations when a user closes a ticket
Standard Ticket Page	PRB2013271	Screen reader announces 'hyphen hyphen' for the 'Price and Total' value in the My Requests page of the Esc portal
Standard Ticket Page	PRB2016653	Hidden list elements are announced by the screen reader after the **Publish** button
Standard Ticket Page	PRB2025957	Truncation in details section of portal ticket pages does not gain input focus
Standard Ticket Page	PRB2036119	A standard ticket action order isn't working
Standard Ticket Page	PRB1866256	The control automatically moves to the 'Order case lines' tab when the user posts something on the 'Activity' tab or makes any attachment on the 'Attachments' tab of the 'Order case details' page for Order Case on Business Portal
Standard Ticket Page	PRB1961511	The menu changes from 'More' to a task upon receiving the focus for the PSDS Grants RSP Workflow Merit View task reflow
Standard Ticket Page	PRB2002490	Tooltips are cropped on the 'My requests' page
Standard Ticket Page	PRB2006602	There's additional padding in the standard ticket tab in portal in Australia
Standard Ticket Page	PRB2006776	User profile links (Caller, Assigned to, etc.) open in a new tab without any visual or programmatic indication

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Stream Connect Core	PRB2021509	There's a null pointer exception in MessagePollSubscriptions. stopSubscription when a subscription isn't present
Stream Connect Core	PRB2001155	When kafka generates many errors, processing those errors can produce mutex contention
Survey Management	PRB1957101	The image added in the section 'Details' field from Survey designer does not scale to screen size when viewed from a mobile screen
Survey Management	PRB2013131	The icon is missing on the GRC classic attestation
Survey Management	PRB2020355	A French (Canadian) translation is missing in Risk Workspace: Assessment Instance Questions
Survey Management	PRB2023751	Service Portal $sp.getAssessmentRecord() loads all custom UI Scripts regardless of the global = false flag
Survey Management	PRB2035926	In Survey Designer, icons in the 'Controls palette' take a while to load due to excessive 3,000 individual angular.do?sysparm_type=message POSTs in a few seconds
Survey Management	PRB2036503	'Displayed when' doesn't get cleared when 'Depends on' changes on the Metric
Survey Management	PRB2050124	Customer rating feedback smiles are not displayed in survey preview or public survey link
Survey Management	PRB1976868	On a survey, the labels are concatenated together for question 1's **Very Dissatisfied** radio button
Survey Management	PRB2001256	There's long processing time when loading an assessment on a portal
Syntax Editor	PRB2003291	There's a parsing error about an unexpected token when trying to save a modern JavaScript
System Archiving	PRB1968962	Archive chunks are not processed due to 'ArchiveJob Source Record has been changed and no longer match the archive rule conditions'
System Archiving	PRB1988156	Archive reparenting doesn't work with peripherals and large table names
System Archiving	PRB1973927	An added Mutex doesn't solve problems in glommed tables

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System Archiving	PRB1643629	The error 'ORA-01843: not a valid month' occurs when the user is using a non-default glide.sys.date_format due to a missing TO_DATE function
System Archiving	PRB1862202	The Retain Reference (DM-Retain Reference) doesn't migrate the inherited reference filed to the 'Reference' type in the archived child table
System Archiving	PRB2019849	ReArchiveJob fails to rearchive any records when the restored related table records exceed the GlideAggregate max limit
System Archiving	PRB2077698	Archive Restore skips related records archived from the table-rotation shard tables
System Archiving	PRB1924051	The Destroy Rule estimate recalculations triggered from the UI Transaction run synchronously
System Archiving	PRB1942129	The 'Enhance Rearchive' job to handle a large number of restored records no longer exists or matches the archive conditions
System Archiving	PRB1971082	The 'Archive Reparent Run Retry' job is causing app node reboots
System Archiving	PRB2007746	ArchiveRefJob is missing a null check
System Events	PRB1998319	A 'No Active Processor' alert generates for queues that are processing correctly
System Events	PRB2007066	Check to correct Legacy and Delegated Flow Engine jobs that are created during Upgrade
System Events	PRB2013207	The mutex contention in PerformanceStatsPersisterizor should be fixed
System Events	PRB1980615	Granular delegations with specific future start times aren't created
System Events	PRB2001375	The next discovery in the daisy chain is not triggered when the current discovery is cancelled
System Export Sets	PRB2052040	There's an Excel export page (sheet) grouping issue in Australia
System Export Sets	PRB1893148	Export Set limits are not applied from the sys_property if the max_rows field is not set in the Export Set record
System Export Sets	PRB1902474	The delta export in the Export Set may fail to extract all expected data

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System Export Sets	PRB2002031	Export to Excel from the UI with glide.excel.use_user_date_format set to true does not export in UTC date time
System Import Sets	PRB1981092	Protocol version max length is not configurable for SCP and other data source file retrieval types utilizing SSH connections
System Import Sets	PRB2010797	SFTP scheduled imports fail, and JSch sends SSH_MSG_REQUEST_FAILURE in response to SSH_MSG_GLOBAL_REQUEST with want_reply=FALSE
System Import Sets	PRB2033737	role mis_server can't read database credentials for a JDBC data source when it uses an alias
System Import Sets	PRB2038233	JDBC connections are left dangling and unclosed
System Import Sets	PRB2041445	Missing column names from the mapping UI when importing Excel files through IntegrationHub import UI
System Import Sets	PRB1920195	There's a scaling issue with concurrent import sets
System Import Sets	PRB1939583	The delegated developer (app collaborator) is not able to edit data import integrations whenthe role is inherited from the user group
System Import Sets	PRB1981401	Users can't write to the path '/glide/nodes/<node>/bin../tmp/' due to a java.io.IOException: 'Separation boundary was not specified: com.glide.ui.multipart.MultipartParser'
System Import Sets	PRB1994594	The custom parse by script option doesn't support custom content types
System Import Sets	PRB1946880	StreamConnect RTE Consumer misses messages when there are two consumers per node
System Notifications	PRB1857726	label.notify event isn't triggered when creating a change request and the change notification email is never sent
System Notifications	PRB2012118	Meeting invites in Outlook Calendar don't obey the due date in the reminder
System Notifications	PRB2014459	In chunked emails with BCC addresses, only the first email has a To: address, and the other chunks have no To: address
System Notifications	PRB1938027	A new notification makes all other notifications unread in Next Experience

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System Scheduler	PRB2021066	Child jobs for active nodes trigger propagation to standby nodes
System Update Sets	PRB1759437	The sys_nlu_model related link action 'Add model to update set' captures records from 'NLU BatchTest set' and 'NLU Batch Test Utterances' in the global scope to the parent batch update set
System Update Sets	PRB1897281	Loading the 'Details' page for an app that has excessive number of customizations fails due to having to load too many rows
System Update Sets	PRB1982348	An update set commit schedules multiple upgrade summary jobs
System Update Sets	PRB2004557	MetadataListener.handleScopeOrPackageUpdate() calls getFileName() without the isLoadingFile() guard, causing 'FileInfoStack is empty' errors during update set commits
System Update Sets	PRB1976017	When a child table was deleted, the update set deletes the parent table's sys_ui_list_elements records
System Update Sets	PRB2016304	An error appears when the user backs out an update set, repairs the application, commits the same update set again, then backs out again
System Update Sets	PRB2031247	Update set install tracking captures a store app as 'plugin' instead of 'application' for admins without elevated privileges
System Update Sets	PRB1972147	The 'Publish Customizations to Update Set' UI action is not working when app customization is not installed
System Update Sets	PRB1983964	If the update set sources are part of any related lists, 'Retrieve Completed Update Sets' doesn't work
System Web Services	PRB2029605	There's hourly recurring OAuth authentication failures on an outbound REST from ST ServiceNow to CG ServiceNow: 'User is not authenticated. OAuth token has expired or has not been retrieved'
Table Administration and Data Management	PRB1950018	When changing the string column max_length from 256 to 255, it converts MEDIUMTEXT to VARCHAR(255) on the source, but when applying it on a target instance, the DB type remains MEDIUMTEXT

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Table Administration and Data Management	PRB1934831	Multi-row variable set values are not visible in the German language
Table Administration and Data Management	PRB2018419	Tables with definitions that have multiple 'primary = True' keys fail to create a table on RaptorDB / Postgres
Table Administration and Data Management	PRB2021330	Guid.build(metadataId, UNIQUE_KEY) in MetadataDelete.java produces deterministic collisions causing unique key constraint violations on sys_metadata and sys_metadata_delete during deleteMultiple() operations
Table Administration and Data Management	PRB1757717	addValue (string field, number value) isn't working as expected on the 'number' field in the 'sys_number_counter' table
Table Administration and Data Management	PRB1704723	TPP partitions created during an application install are created in the scope of application with the risk of having the tables dropped during application uninstall
Table Administration and Data Management	PRB2020960	Selecting 'Advanced view' on a dictionary record with choice=0 causes new updates on records
Table Administration and Data Management	PRB2051151	In List filter, the Watch List does not map correctly in Database View
Table Administration and Data Management	PRB2074481	The max length is set incorrectly for columns created with an update set
Table Builder (Family Release Channel)	PRB1934309	A new form section is created instead in the 'Modify form' section interaction of the 'Service Operations Workspace New Record' view via Form Builder
Table Cleaner	PRB2033264	DMTableCleaner doesn't honor the 'glide.db.tablecleaner.chunk_delete_size' value when deleting records from the sys_attachment_doc table
Table Cleaner	PRB2060180	A stuck data management run reactivation breaks table cleaner's slow rule check
Table Cleaner	PRB2077554	The URC audit cleanup query on sys_audit uses the low-selectivity (tablename) index instead of the unique documentkey index
Table Cleaner	PRB1962520	Slow DM Table Clean performance when there are a lot of records to clean up
Table Cleaner	PRB1966084	Cascade delete fails when the table is audited and record serialization fails

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Table Cleaner	PRB1976491	DMJob Table Cleaner doesn't delete attachments for shared/extended tables
Table Rotation	PRB1959672	Shard tables aren't created on an initial plugin install
Table Rotation	PRB1925500	Sync lock is held when running a blocking operation
Tables and Columns Data Dictionary	PRB2015281	Dependent choices filter on a session domain instead of a record domain
Tables and Columns Data Dictionary	PRB2002096	A null pointer exception (NPE) occurs in ChoiceList#addNoCheck when the cache contains a null value, causing a 500 error on service portals
Tables and Columns Data Dictionary	PRB1667567	Lists load slowly
Tables and Columns Data Dictionary	PRB2036958	A Reference field with a coalesce function causes multiple issues including missing records in the List View
Test Management 2.0	PRB2005090	When the test plan of a test cycle is changed, the related test execution suites don't update their top task accordingly
Text Indexes	PRB1922239	TS Search Stats should use rollups
Time Card Management	PRB2012627	Base instance timesheet portal has an error when copying a previous timesheet and submitting
Time Card Management	PRB2026225	Performance Analytics Widget 'Time Card Count' only shows Capex Time Cards
Time Card Management	PRB2035011	An incompatibility was found in the 'Time card functions' business rule
Time Card Management	PRB2065815	The max hours per day is not properly validating on time card submissions/ approvals
Time Card Management	PRB2068605	Base instance client callable script include AjaxaUserRateTypeSetting doesn't have an execute ACL defined
Time Card Management	PRB1978766	There's an empty row below the last 'insert' row in the Time Sheet Portal
Time Card Management	PRB1989255	There's a slow response loading the group tasks of the Time Sheet Portal
Time Card Management	PRB2004591	The time card 'Recall' functionality updates unqualified time cards if they're selected together with qualified ones in the list

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Transform Maps	PRB1680756	Enforcing the 'Mandatory' field because they are not showing in an import set
UI Actions	PRB2019114	A UI action with g_modal in a workspace client script isn't working after switching the record tabs in the Workspace UI
UI Actions	PRB2033622	showFrame method throws the error 'GlideWindow.locate: window not found'
UI Actions	PRB2054405	The **Delete** button on sysapproval_approver is displayed to a normal user
UI Builder (Family Channel)	PRB1991548	Empty roles are created in the sys_user_has_role table due to the ui_builder_ admin role containing the empty role reference
UI Field Administration	PRB2024073	An HTML type field doesn't always display as full size when its in read-only
UI Field Administration	PRB2022658	On the Effort Type = FTE field on the Resource Assignment form, when the user enters the Effort value using a dot, the system automatically converts it to a different value
UI Field Administration	PRB1948198	The Service Operations Workspace (SOW) 'Template creation' field dependencies are working inconsistently
UI Field Administration	PRB1998962	Mandatory fields marked with an asterisk should provide a persistent explanatory note on any form that explains what the asterisk signifies
UI Field Administration	PRB2039055	Australia upgrade, 'unsaved field indicator' tooltip is not translated
UI Field Administration	PRB2002879	A staged value change isn't working for styling changes to content in the html-editor field
UI Field Administration	PRB2000648	The 'Community' activity feed is empty for very active community members
UI Field Administration	PRB1982868	The pop-up related to the Comment/Work Note web link only displays in the boundary of the 'Compose' tab
UI Field Administration	PRB1554026	The sys_id of a dot-walked record is unavailable, and the include_sys_id_in_fieldlist attribute is not honored
UI Field Administration	PRB2006816	In Brazilian Portuguese, the 'Paste Formatting Options' modal isn't translated in workspaces

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UI Field Administration	PRB1976513	showFieldMsg is unexpectedly dismissed for the 'Date' and 'Date/time' fields in workspace
UI Field Administration	PRB2052871	Field autocomplete issue
UI Field Administration	PRB2009135	There is a filter anomaly on Affected CIs
UI Field Administration	PRB2015937	Table name can't be null: java.lang.IllegalStateException
UI Field Administration	PRB2021202	'Is not a valid time. Please use format: HH:mm:ss' is hardcoced
UI Field Administration	PRB2021320	Now Assist Context Menu does not work in Workspace, specifically in the Safari browser
UI Field Administration	PRB2026157	Editing reference fields display no records found when blank in Service Operations Workspace Lists
UI Field Administration	PRB2027117	Choices are not populated on dependent fields in Workspace but are working in the native view
UI Field Administration	PRB2035391	JPY currency is displayed with an unnecessary decimal field in workspace
UI Field Administration	PRB2040359	The 'Attachments' component isn't working for multiple files when the 'Show preview' modal during an upload option is turned off
UI Field Administration	PRB2041432	After upgrading to Australia, when editing a template record the template field is narrow (almost half the page width)
UI Field Administration	PRB1858709	Grouped inputs (sn-record-duration) should be in a 'fieldset' with an appropriate 'legend' because they are all related to each other
UI Field Administration	PRB1921278	When using a playbook content item on a portal, users are unable to change the date once it is selected
UI Field Administration	PRB1962677	Text in string fields in a modal window are cut off under certain conditions in Safari
UI Field Administration	PRB1969092	The read-only/dependent/dotwalked 'Choice' field does not show the value when the reference is updated, and only shows when saving
UI Field Administration	PRB1971188	'Select variables' indicates that it is mandatory in Response Templates

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UI Field Administration	PRB1971256	Horizontal layout columns cause the annotation section separator line to display as a box
UI Field Administration	PRB1973611	The field type 'URL' is blocked at 1024 characters in the Platform due to the table definition, but it's possible to go above 1024 characters when entering the value from a workspace
UI Field Administration	PRB1974338	Elements are missing accessible labels in the 'Show in Menu' formatter on the sys_db_object form
UI Field Administration	PRB1975244	There's incomplete error messaging on an invalid form field entry
UI Field Administration	PRB1976223	Role='status' and aria-label='Field annotation' is incorrectly provided to the 'Note' and 'Contact Information' sections
UI Field Administration	PRB1978859	The phone number format in Japanese isn't correct as Google's libphonenumber
UI Field Administration	PRB1979600	There's an unexpected query in a reference field lookup after using a 'contains' (asterisk) wildcard for auto-complete
UI Field Administration	PRB1982469	If hours are incremented in a workspace in the Asia/Almaty timezone, an onChange client script for the 'Time' field doesn't trigger
UI Field Administration	PRB1982845	Form > Schedule Tab > Date errors have aria-live=olite, but it should be aria-live=assertive
UI Field Administration	PRB1984741	There's an attachment size limit mismatch between a workspace and the backend view
UI Field Administration	PRB1986121	Phone number from Côte d'Ivoire invalid
UI Field Administration	PRB1987974	When having two records in a table with the same name and different values, using a record of one in a reference field might overwrite the other
UI Field Administration	PRB2005159	The 'sr-only' element on the login page isn't announced or exposed
UI Field Administration	PRB2005754	Override risk score message 'Prevents automatic recalculation of risk score' isn't announced to screen readers when the checkbox is selected
UI Field Administration	PRB2006777	The reference field **Magnifying glass** button fails to load records

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UI Field Administration	PRB2007058	The label or instructions for the 'Watch list' field uses unexpected terms, such as 'pill(s)'
UI Field Administration	PRB2007398	Autosize level doesn't work as expected in Workspace as compared to the native UI
UI Form Administration	PRB2040665	Section Separator form annotation with no annotation text wrongly shows a DIV with blue background
UI Form Administration	PRB2057308	A workspace view rule causes Service Operations Workspace's 'Incident Overview Summary' section contents to not display
UI Form Administration	PRB1963251	The UI action with an empty onClick field causes a parsing error when the form and related lists load
UI Form Administration	PRB1915534	Dictionary files need to be updated to reflect the sys_metadata extension
UI Form Administration	PRB1789457	The Advanced Reference Qualifier for reference fields is not working
UI Form Administration	PRB1931422	Focus does not move to the first erroneous field once error comes up and all fields with an error are highlighted
UI Form Administration	PRB2022872	Workspace contact preview displays a logged-in user's country code in empty phone number fields
UI Form Administration	PRB1986098	Saving a record created from a related list can revert a previous saved update for a parent record
UI Form Administration	PRB1986450	The 'Presence' icon displays a **Review** button, but selecting it performs no action
UI Form Administration	PRB1987643	Warning messages are observed in logs: 'Encountered undeclared output variable: status'
UI Form Administration	PRB1988524	The copy/paste functionality is not working in the 'Email' section of the workspace.
UI Form Administration	PRB2032655	After upgrade to Australia, custom form annotation type style doesn't render correctly
UI Form Administration	PRB1849250	Screen reader announcements for read-only and mandatory active fields are unnecessarily long
UI Form Administration	PRB1958867	Approving the approval record from the Change Request is not refreshing the state of the change record in Service Operations Workspace (SOW)

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UI Form Administration	PRB2062289	In Australia, when checking the condition/ criteria for the attached file's name, the 'Attachment' UI box is loads forever
UI Form Administration	PRB2013101	The 'Attachment' tab item on the side panel doesn't filter the attachments based on the query business rule
UI Form Administration	PRB2017669	Mandatory fields are prematurely highlighted in red when creating a new incident in SOW Workspace
UI Form Administration	PRB2019097	XMLParser instances retain excessive amounts of heap space
UI Form Administration	PRB2020159	The focus on the workspace form goes to the 'Save' UI action after the notification message is cleared from the form
UI Form Administration	PRB2027393	Previewing a Workflow Data Fabric (WDF) record on a Glide table form view displays nothing
UI Form Administration	PRB2027597	When creating a template on a record, the fields that have the same column name don't have any identifiers to distinguish in workspace
UI Form Administration	PRB2068691	It navigates to a new form when adding an email on a watchlist
UI Form Administration	PRB1728612	There's no confirmation message provided to users who update a form field
UI Form Administration	PRB1894863	Inconsistent behavior occurs when changing the 'Date/time' field in the workspace
UI Form Administration	PRB1933190	The Change request form scrolls up and down, with the header expanding and contracting, on the key press within a multi-line string field within the CAB Workbench
UI Form Administration	PRB1948838	The multi-lingual user search and tagging for Kanji, Romaji, Hangul, and Pinyin
UI Form Administration	PRB1954804	The translated text-type fields aren't displaying the '(Encrypted)' label for encrypted fields in a workspace
UI Form Administration	PRB1981726	There's a styling issue with the accordion header overlapping with the 'Form' section
UI Form Administration	PRB1999708	In Service Operation Workspace, the string 'Sort by' in the modified templates panel is hardcoded
UI Form Administration	PRB2000610	The 'Edit' form in Service Operations Workspace isn't displaying a message when the field is mandatory

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UI Form Administration	PRB2001319	The group edit in Compliance Workspace and Controls List displays an error due to logic modifying respondents
UI Form Administration	PRB1915534	Dictionary files need to be updated to reflect the sys_metadata extension
UI Form Administration	PRB2025980	A reference list displays an error if the user opens it without access
UI Policies	PRB2028073	The UI policy for turning off a filter condition doesn't work when selecting reference fields
Universal Request	PRB1988790	When glide.ui.security. allow_codetag is set to false, comments are copied over wrapped in HTML and aren't displaying correctly
Upgrade Center	PRB2025624	sys_script_fix_12641201206d45e1867a434635e93997 skip record is created
Upgrade Center	PRB2022878	Glide list field type export and import does not account for tables that use non-sys_id coalescing strategies
Upgrade Center	PRB1960119	Execution tracker issues for plugins during Zurich upgrades
Upgrade Center	PRB1965821	Upgrade syslog error messages should be warnings: 'Could not load the Out Of Band App'
Upgrade Center	PRB2039540	The 'Upgrade complete' notification does not retry
Upgrade Center	PRB2050680	Store certification failure for the newly added field 'merge_base_payload_hash'
Upgrade Center	PRB1843409	Records with skipped error disposition are part of the com.sn_shell_parts plugin
Upgrade Center	PRB1958321	Ensure schema changes occur before parallel plugin upgrades when Parallel Plugin Loading (PPL) is turned on
Upgrade Center	PRB1968094	A static reference to a scriptable object in MetadataCustomizationStateAPI
Upgrade Center	PRB1998674	There's an error when attempting a 'Save Merge': '#Could not save record because of a compile error: JavaScript parse error at line (432) column (7) problem = invalid property id'
Upgrade Monitor	PRB1982307	There's an Upgrade Monitor message displayed while the system is actively performing table alterations: 'Batch altering table: waiting for exclusive lock'

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Problem category	Problem	Short description
Usage Analytics	PRB2021289	Long session durations are observed for few Usage Insights Sessions, causing inaccurate session duration metrics
Usage Analytics	PRB2034497	There's errors in the system log/the error log observed UsageAnalytics App Persistor
Usage Analytics	PRB2012658	Inactive records from the table usageanalytics_count_cfg are executed as part of UAComplianceEngineJob
Usage Analytics	PRB2028292	Add System Property or User Preference to hide menu item without disabling telemetry collection
Usage Analytics	PRB2059358	Warning messages are displayed in the console for unregistered applications
Usage Analytics	PRB1982016	Usage Analytics's 'Usage Status Download' causes a replication lag
Usage Analytics	PRB1999525	'Additional Metrics' displays a blank page
User Authentication	PRB2017890	'Works with ServiceNow' branding is visible with the base instance ServiceNow logo
User Authentication	PRB2055791	There's a CSS layout issue on the login page when French language is selected
User Authentication	PRB2003653	SAML certificate validation prematurely sets an error flag on the first certificate failure
User Authentication	PRB2010133	Password requirements on login_cpw.do render as <p> tags instead of semantic list markup
User Criteria for Service Catalog	PRB1985455	Adding user criteria via Catalog Builder isn't working as expected
User Criteria for Service Portal	PRB1961376	Alumni users aren't able to view the base instance pages which pages need only the snc_internal and snc_external roles
UXF Components	PRB2017748	Semantic headings are improperly used and the heading hierarchy is incorrect
UXF Components	PRB1998062	A keyboard tab key is unresponsive when a new tab opens on selecting the **Open record** button in the modal
UXF Macroponent	PRB1899084	The technical dashboard override isn't applied when switching domains in UI Builder (UIB)
UX Framework	PRB2018044	If sys_attachments is excluded during cloning, UXF pages aren't loading correctly after cloning
UX Framework	PRB1913831	Breadcrumb is breaking when refreshing the page

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Problem category	Problem	Short description
UX Framework	PRB2002772	Preset for the presentational list (nested inside the record list bundle) wasn't discovered during pre-population
UX Framework	PRB2005020	Aria-orientation='vertical' attribute isn't provided to tablist and the user can't navigate with both right/left and up/down arrow keys
UX Framework	PRB1996624	Add-on events aren't caught when a page is used as a subpage
UX Framework	PRB2021488	Selected buttons do not have sufficient color contrast with adjacent buttons
UX Framework	PRB2018504	For workspace tabs, the selected tab has insufficient color contrast against adjacent colors
UX Framework	PRB1963187	Keyboard focus is lost on tabbing from 'More Options (...)'
UX Framework	PRB2020895	Cleanup viewports and now-trigger-library memory leaks
UX Framework	PRB1982045	Repeated invoking of sn-canvas-tabsdata reducer causes outdated data in tabsdata processing
UX Framework	PRB1969174	The aria-label for the 'Dot' icon doesn't have a proper name and ia defined as the 'Dirty' state in the Service Operations Workspace (SOW)
UX Framework	PRB2003269	The 'Wrap up' modal doesn't display when users close the 'Interaction' tab and they reopen/reload it again
UX Framework	PRB2033497	Next Experience app shell header remains dirty after form save when events dispatched via Controller
UX Framework	PRB2039110	Lazy-loading defaultNodeStyles retains detached ShadowRoots due to missing disconnect cleanup
UX Framework	PRB2011296	There's a null pointer exception in GlideUxComponentDefProvider when sys_ux_lib_component has a null tag
UX Framework	PRB2016056	Focus doesn't set to the element inside the alert dialog which displayed an error
UX Framework	PRB2020299	An OpenFrame API race condition causes incorrect tab content rendering in Customer Service Management workspace
UX Framework	PRB2024860	getInstanceValue caches are undefined and portal app shell search navigation is broken

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Problem category	Problem	Short description
UX Framework	PRB2035397	After typing in an input field on record page load, the focus shifts intermittently
UX Framework	PRB2039203	(UIB) Browser title is showing as URL path instead of Label configured in side navigation when open page or switch side navigation
UX Framework	PRB2041370	Record list shows task table data even if list broker's table is null/ empty
UX Framework	PRB2055248	'Change Task' tab labels show the last character(s) as dimmed/faded
UX Framework	PRB2069094	Users are unable to select menu API calls on a SURF clone instance
UX Framework	PRB1798479	There's a misplaced closed dialog **X** button in an email body's full view
UX Framework	PRB1943950	The custom style breaks when enabling 'glide.ux.user_criteria_enabled'
UX Framework	PRB1958355	Insufficient color contrast for focus indicators of the options
UX Framework	PRB1979671	When an optional parameter is removed from the URL, 'MCP Prop Changed' isn't fired
UX Framework	PRB1990602	There's problems with UI Builder
UX Framework	PRB1993526	A tooltip isn't provided for the ServiceNow logo
UX Framework	PRB1995723	convertUrlToPayload generates an incorrect payload, causing routing issues to incident records
UX Framework	PRB1998648	URL field links don't work in a workspace reference preview
UX Framework	PRB2004013	Filters aren't appearing in the dashboard
UX Framework	PRB2004739	The link text overflows the card on the login page in some non-English languages
UX Framework	PRB2007769	Two asterisks are displayed for mandatory 'True/False' fields with hint/help text added and the 'Show help tips on Forms' preference enabled
Versatile Node and Cluster Configuration	PRB1918829	The api/run-node-script.sh doesn't honor overrides.d properties
Versatile Node and Cluster Configuration	PRB2002618	There's an AHA check failure due to a node_id mismatch from capitalizing the host name

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Problem category	Problem	Short description
Virtual Agent	PRB1980327	A chat dynamic greeting isn't localized correctly
Virtual Agent	PRB2051861	NPE in ResponseGenerationProcessor.handleRegularResults when TextToResult returns null response
Virtual Agent	PRB2056495	Central cache doesn't return the correct entry if the cache is updated from a different cluster
Virtual Agent	PRB2033881	Executing a catalog item or a skill from searched results fails silently after canceling the live agent request
Virtual Agent	PRB2033038	When an agent is triggered from the planner2 flow with localization enabled, the skillId is missing in the iterationContext
Virtual Agent	PRB1993583	LLM calls time out after 60,000 milliseconds
Virtual Agent	PRB1968407	Chat window issue with IT Virtual Agent
Virtual Agent	PRB2035888	A Guardian-triggered async_search early-return leaves a stale task ID in the context
Virtual Agent	PRB2033400	vaSystem.getTranscript() returns empty when Dynamic Translation is turned on and messages are in the 'Pending' or 'Translating' status
Virtual Agent	PRB2058728	Chat summary isn't generated on instances with the Spanish translation plugin
Virtual Agent	PRB1985280	Duplicate attachment is displayed in Virtual Agent after portal refresh
Virtual Agent	PRB2034975	Interactions are throwing an error of 'technical issues' intermittently
Virtual Agent	PRB1974845	The FDIHServiceImpl object holds significant memory
Virtual Agent	PRB2024316	Stuck Virtual Agent conversations from FDIH async_search race condition cause infinite retry loop consuming worker threads
Virtual Agent	PRB2019099	Starting '{0}' sys_cs_context_profile_message isn't translated per user session language
Virtual Agent	PRB2020252	The Virtual Agent goes into a loop after selecting the feedback survey
Virtual Agent	PRB2021983	Null GlideRecord in conversation context causes IllegalArgumentException during deserialization in TypedValueDeserializationUtil

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Problem category	Problem	Short description
Virtual Agent	PRB2022995	Referenced sources are missing from the chat transcript
Virtual Agent	PRB1940553	Unable to toggle the 'Show more' accordion in text responses outside of Virtual Agent topics
Virtual Agent	PRB2025952	The value of the of the 'shorten response' field on text nodes in VA Designer cannot be set globally or per topic
Virtual Agent	PRB2026682	Conversation history of language detection confirmation disrupts a user response
Virtual Agent	PRB1985767	There's no response from a live agent after a user request and an unexpected system message displays
Virtual Agent	PRB2003424	External users are unable to delete closed chats from the Virtual Agent chat history
Virtual Agent	PRB2003757	The 'Search' icon on a synthesized response in Virtual Agent redirects to an old search page
Virtual Agent	PRB1916016	The End Conversation action does not end live agent interaction when the Post Chat survey is enabled
Virtual Agent	PRB1992132	The Virtual Agent (VA) link menu items are not displayed correctly
Virtual Agent	PRB2052769	There's a 'sorry' message after a user tries to enter a different topic after a survey message
Virtual Agent	PRB2013952	Remove the deprecate system property 'com.glide.cs.conversation.entity.cache.enabled'
Virtual Agent	PRB1929534	The Virtual Agent line break (\n) is not working in the header card in a 'Static Choice' or 'Dynamic Choice' control
Virtual Agent	PRB2010886	A session expires in the middle of a conversion with the agent
Virtual Agent	PRB2024076	Pickers aren't honoring pre-selected options
Virtual Agent	PRB2028065	Timestamps sent from Amazon Connect to Virtual Agent's server leave messages out of order
Virtual Agent	PRB2029216	Channels's typing indicator breaks AIA execution
Virtual Agent	PRB2029289	The format for the variable type 'List Collector' and 'Reference' isn't displaying the same as on the portal in NAVA

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Problem category	Problem	Short description
Virtual Agent	PRB2031583	Non-topic skills are dropped from the skill picker when all applicable topic skills have a visible design category
Virtual Agent	PRB2031991	'Get details of problem agent' returns additional duplicate closure messages along with the expected closing message
Virtual Agent	PRB2033259	Language detection doesn't work properly with Agentic mode for both the standard and enhanced chat
Virtual Agent	PRB2033480	Virtual Agent stores some translations in sys_ui_message Key with a 'va:topic:' prefix and sys_cb_topic sys_id, and doesn't translate the newly added text
Virtual Agent	PRB2033680	REST inbound message removes the character value within certain symbols
Virtual Agent	PRB2037636	Agent messages containing URLs aren't displaying correctly in the internal transcript
Virtual Agent	PRB2055748	In Virtual Agent Web Client, the 'Contact Support' menu icon disappears when an option is selected because the icon color and background both bind to search_icon_color
Virtual Agent	PRB2057596	Rename 'Now Assist Virtual Agent' to Otto for topics in Glide
Virtual Agent	PRB2057885	Feedback icons not showing in AI Agent chat messages
Virtual Agent	PRB2064355	Auto Chat executions are faulted
Virtual Agent	PRB2064833	A domain is set to null after user input
Virtual Agent	PRB2069447	Semantic filtering Virtual Agent global flags aren't set when invoked from AO via topic tool execution
Virtual Agent	PRB2072565	When a user starts a conversation with 'end' or 'bye' as the first query and later pivots to the actual query after presented the feedback message, the new intent never is captured and Virtual Agent keeps asking for feedback
Virtual Agent	PRB2073250	A conversation from another domain doesn't work if the user default domain doesn't have access to the current session domain
Virtual Agent	PRB2074992	Handshake fails when duplicate preferred-skill entries exist for the same skill

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Problem category	Problem	Short description
Virtual Agent	PRB2076609	The 'Timeout conversations' job fails to close conversations on cross domains
Virtual Agent	PRB1943976	Need to add expensive caches as hard reference caches to avoid GC
Virtual Agent	PRB1943977	The Virtual Agent chat bot input box border is cut
Virtual Agent	PRB1959245	Fluency Judge penalizes fluency for the word 'False' in the synthesized response
Virtual Agent	PRB1959445	Now Assist Panel shows 'Unable to load'
Virtual Agent	PRB1959782	Live agent support fails in the Now Mobile app when callback is enabled
Virtual Agent	PRB1960339	The 'Use an AI agent ' action moves to a 'Waiting' state when called inside a flow-logic component
Virtual Agent	PRB1968120	Dynamic Translation (DT) does not work in Now Assist from mobile devices
Virtual Agent	PRB1972520	Behavior for time stamps on interaction.transcript dialog lines can cause confusion
Virtual Agent	PRB1976905	'Error parsing additional context JSONObject["conversation"] not found' issue for NLU Conversations
Virtual Agent	PRB1977219	The max wait time/no agent message isn't rendering hyperlinks in Portal, but it's working in Teams
Virtual Agent	PRB1983377	In enhanced chat, the virtual_agent flag is always set to false
Virtual Agent	PRB1985773	Now Assist Virtual Agent (NAVA) doesn't trigger the onboarding workflow
Virtual Agent	PRB1990020	The **Show more** button appears during streaming even when it's disabled
Virtual Agent	PRB1990700	Clean up sys_ui_message for translation/ update translation for contextual actions
Virtual Agent	PRB1992051	There's emoji panel UI issues in the chat bot
Virtual Agent	PRB1992368	A fallback message script seems broken with unterminated comment and incomplete code in LANGUAGE_SWITCH_CONTROL
Virtual Agent	PRB1999511	Message preview and unread badge count don't work upon page refresh
Virtual Agent	PRB2001624	It should handle a hand-off scenario for 'view more record'

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Problem category	Problem	Short description
Virtual Agent	PRB2003421	When localization is enabled and the agent is triggered in a non-English language through Now Assist VIrtual Agent (NAVA) or Now Assist panel (NAP), the agent fails to execute
Virtual Agent	PRB2006208	The Virtual Agent avatar is displayed as a square, but it was round prior to the upgrade to Zurich
Virtual Agent	PRB2014396	AO results don't distinguish order guides from regular catalog items and sends sc_cat_item instead of sc_cat_item_guide
Virtual Agent	PRB2077222	An issue in the fallback logic for a re-witten query in SearchAndRerankProcessor
Virtual Agent	PRB2024715	Async tool executions are stuck in processing
Virtual Agent Designer Legacy	PRB2012951	Parsing error appears when the value from the text input node is used to trigger NLU topic discovery with dialog acts on
Virtual Agent Designer Legacy	PRB2031236	AI Connector utility AI Agent drop-down list is empty due to improper URL encoding triggering connectSupportRouting processor
Virtual Agent Designer Legacy	PRB1752802	The virtual agent designer page isn't accessible on Safari
Virtual Agent Designer Legacy	PRB1949441	'Closing Message' is displayed when testing the assistant enabled with Enhanced Chat in the VA Designer Conversational Studio
Virtual Agent Designer Legacy	PRB1949979	Unable to pass inputs to AI Agent in Virtual Agent topic using AI Connector utility
Virtual Agent Designer Legacy	PRB1992505	HTML rendring issues in alert analysis
Virtual Agent for Service Catalog	PRB1979804	Text is truncated when filling a catalog request on a request catalog item inline-seismic component
Virtual Agent Web Client	PRB1983355	Markdown to HTML parsing issues when there are special characters in the payload
Virtual Agent Web Client	PRB1961626	The record producer form opens behind an expanded chat window
Virtual Agent Web Client	PRB1997398	The now-chat-window library build is missing the rem multiplier, which causes tiny text in the ENHANCED_CHAT fullscreen portal
Virtual Agent Web Client	PRB1982379	Massive /api/now/v1/cs/consumerAccount/{sys_id}/sync calls after

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Problem category	Problem	Short description
		a user is logged out but has the Virtual Agent standalone page '$sn-va-web-client-app' open
Virtual Agent Web Client	PRB1825407	Unable to change ServiceNow VA message for com.glide.cs.general.multi_file_size_exceed_msg
Virtual Agent Web Client	PRB2030775	Topic Picker fails to dismiss when rendered immediately after the user response due to mismatched message_type (text instead of topic_picker)
Virtual Agent Web Client	PRB2031585	Synthesized response markdown to HTML render inserts spurious break elements for blank lines and inconsistently splits/ merges block boundaries
Virtual Agent Web Client	PRB2004802	Now Assist is incorrectly displaying HTML when trying to display table data from KBs
Virtual Agent Web Client	PRB1974628	In Enhanced Chat, a theme hasn't been applied to support pop-up models
Virtual Agent Web Client	PRB1993741	When live_agent_only is set to true, the agent chat triggers the greetings topic instead of going to the live agent
Virtual Agent Web Client	PRB1976753	Messages sent in the new chat are some times getting merged with messages in the previous chat
Virtual Agent Web Client	PRB2014164	Additional columns in a reference variable aren't rendered correctly in Now Assist in Virtual Agent
Virtual Agent Web Client	PRB2021136	Selecting the **Stop** button during synthesized results streaming causes an error
Virtual Agent Web Client	PRB2030565	When selecting a link type menu item in Now Assist in Virtual Agent Enhanced Chat, it does not open a link in a new tab
Virtual Agent Web Client	PRB2031682	Web Client doesn't display it correctly if a synthesized response markdown contains a URL that has a parenthesis
Virtual Agent Web Client	PRB2032099	New chat contains messages from the old chat
Virtual Agent Web Client	PRB2034934	The 'Chat list' panel displays multiple tabs' conversations stacked together when switching tabs
Virtual Agent Web Client	PRB2055245	Detected Language Translation isn't applied to the expected wait time message during the Virtual Agent to Live Agent handoff

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Problem category	Problem	Short description
Virtual Agent Web Client	PRB2058202	In NAVA for the proactive trigger, the TAB Focus is falling on the invisible 'You have a chat recommendation. Tab to view the message'
Virtual Agent Web Client	PRB2070841	Missing branding font configuration produces url(undefined) in generated CSS, causing browser requests to /undefined
Virtual Agent Web Client	PRB1850499	Mobile needs to support the device trust token when running web Virtual Agent
Virtual Agent Web Client	PRB1899714	The Virtual Agent's IAR steals the focus and captures user input while minimized for Safari browsers
Virtual Agent Web Client	PRB1934241	The 'Estimated Wait Time' cannot be hidden in Virtual Agent when using Enhanced Chat
Virtual Agent Web Client	PRB1946823	The luminosity contrast ratio of the link text in Now Assist panel is less than required, and is 4.5:1
Virtual Agent Web Client	PRB1972526	The **Now Assist chat** button lacks a descriptive accessible label
Virtual Agent Web Client	PRB1974428	A response with multiple sources displays the same citation numbers/misplaced citation
Virtual Agent Web Client	PRB1990148	The Virtual Agent branding menu icon's color isn't working for the 'plus' icon to start a conversation
Virtual Agent Web Client	PRB1998643	While requesting a catalog item in Now Assist Virtual Agent (NAVA), selecting the **Skip** button for a date/time question does not clear the date/time value in the **Input** field
Virtual Agent Web Client	PRB2008383	The 'Audio notifications' toggle for Web Client affects Now Assist Portal with no way to turn them off
Visibility Content	PRB2003240	Cloud discovery is spending 40% runtime on the query hash 164915272
Visual Task Boards	PRB2059581	Users are unable to move a card from one visual task board (VTB) to another after an Australia upgrade
Visual Task Boards	PRB2036858	'Copy journal content' does not function on the activity stream, within VTB cards
Visual Task Boards	PRB1991131	Elevated roles are removed when accessing a virtual task board
Visual Task Boards	PRB2001739	In a visual task board, the **Close** button on a modal has an incorrect aria label

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VMware Discovery	PRB2009124	ESX OS Software Install Records (display_name hardcoded and last_scanned) aren't updating, and stale version records aren't deactivated on Discovery
VMware Discovery	PRB1678256	VMware Discovery doesn't remove relations from Server CI records once the server is moved to a new VM (Virtual Machine) instance
Walk-Up Experience	PRB1997626	An error message appears across various catalog items when they are opened
Walk-Up Experience	PRB2006201	Database response time takes longer becuase of an influx of /api/sn_walkup/walk_up/queue/ transactions
Walk-Up Experience	PRB2030122	WalkUp queue shows the incorrect date for Banglore location check-in queue window
Walk-Up Experience	PRB1803713	'To' as a sys_ui_message key needs to be disambiguated for target languages, such as Ja
Walk-Up Experience	PRB1981055	Image on the 'Walk up reservation' page does not display for users without a walk up role
Walk-Up Experience	PRB2000279	The 'My Walkup' inbox redirects to the Agent Workspace inbox instead of the Service Operations Workspace inbox
Walk-up Experience Portal	PRB1986566	There's an issue with walk-up check-in date translations
Web Content Accessibility Guidelines (WCAG) 2.0 AA Compliance	PRB2013386	On the Idea Portal, the description text for an idea record overflows its description container instead of staying within the expected boundaries
Web Content Accessibility Guidelines (WCAG) Conformance	PRB2019324	List view tables in Next Experience workspaces don't preserve cell/row borders in Windows' high contrast (forced-colors) mode
Web Content Accessibility Guidelines (WCAG) Conformance	PRB2051806	The backend start page menu and global search controls are clipped at 400% zoom
Window Manager	PRB2041392	There's a UI bug when opening the Now Assist panel
Window Manager	PRB1962518	The HTML code is shown in the preview of the minimized Modeless Compose Editor
Word Document APIs	PRB1973625	Support unzipped font size up to 20 MB in Word Doc API

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Problem category	Problem	Short description
Word Document APIs	PRB1987850	Issue with document sync when paragraph properties do not exist
Workflow Editor	PRB1956774	Workflow inputs of string (Full UTF-8) types are missing a value
Work Order Management	PRB2011569	Scheduling method is empty
Work Order Management	PRB2017308	Flat table records aren't invalidated when location attributes are inserted to Workforce Operations (WFO) events
Work Order Management	PRB2027073	Unable to give read access for sm_template form when Work Order Template is without any associated tasks
Work Order Management	PRB2031481	When the Schedule Start Date is updated from the List view, the record throws errors on the Work Order Task form
Work Order Management	PRB2035553	The system does not automatically release parts from closed WOTs, preventing status change to 'Available' and blocking further utilization
Work Order Management	PRB2064250	The 'Estimated End' field displays an incorrect datetime in Service Operations Workspace when 'Estimated Work Duration' is updated
Work Order Management	PRB1988499	The 'AutoAssign' UI action on a work order task form for fynamic fails with a message: 'Something went wrong. Please Rerun'
Work Order Management	PRB2003061	On Field Service Management (FSM) Mobile Agent, 'Accept' on an agent-to-agent part request fails with a 'Failed!' error
Work Order Management	PRB2005279	The **Copy Task Template** button within a Work Order Template doesn't populate the **Work Type** field
Work Order Management	PRB2066296	wm_agent and wm_admin are unable to create a part requirement from a module
Workspace List Menu	PRB1985821	The floating point variable type values are rounded off to two digits after a decimal in a workspace
Workspace List Menu	PRB1995101	The tooltip for the slider to control a workspace column's width doesn't contain sufficient information for a keyboard user
Zero Trust Access	PRB1974949	The property glide.authenticate.session_access.user_info_message doesn't support translation

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Problem category	Problem	Short description
Zing Text Indexing and Search Engine	PRB1996302	Installed applications aren't shown in application manager when the instance is upgraded to Australia
Zing Text Indexing and Search Engine	PRB1982399	The Choice field is not indexed if there is no language configured for Zing
Zing Text Indexing and Search Engine	PRB2018016	The 'TS Index Stats' job shouldn't check a table that's not indexed
Zing Text Indexing and Search Engine	PRB2008761	Unable to disable exact match

Browser support

Browser support varies for each version of the user interface (UI). Some features have additional browser requirements, which are noted in the appropriate documentation.

Note: Starting with the Washington release, Internet Explorer and Internet Explorer mode in Edge are no longer supported.

Browser support for each UI version

Browser	Next Experience	Workspace	Core UI	Service Portal
Chrome	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases
Firefox and Firefox ESR	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases
Internet Explorer	Not supported	Not supported	Not supported	Not supported
Microsoft Edge Chromium	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases
Safari	Safari 18.2 and up	Safari 18.2 and up	Safari 18.2 and up	Safari 18.2 and up
Tablet Mobile	Not supported	Not supported	Supported	Latest version of iOS and Safari Latest version of Android and Chrome
Phone Mobile*	Not supported	Not supported	Not supported	Latest version of iOS and Safari

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Browser support for each UI version (continued)

Browser	Next Experience	Workspace	Core UI	Service Portal
				Latest version of Android and Chrome

*Mobile phone browsers do not support the desktop version of the UI. Instead, mobile browsers use the mobile UI.

Firefox

The iOS version of Firefox does not support ServiceNow Community or other Service Portal pages.

Accessibility and conformance

View a summary of accessibility updates and improvements completed for the Brazil family release. Learn which Voluntary Product Accessibility Template (VPAT) was used to create Accessibility Conformance Reports (ACRs) for ServiceNow® products and where to access them.

Release Highlights

Accessibility release highlights will be available for the Brazil General Availability (GA) release, which is currently scheduled for November 5th.

Product Accessibility

A Voluntary Product Accessibility Template (VPAT) is a globally recognized reporting format used to evaluate the accessibility of a product or service. ServiceNow uses the international version of the VPAT to create Accessibility Conformance Reports (ACRs). ACRs are available for the currently supported ServiceNow releases.

For a full list of available accessibility conformance reports, see Accessibility conformance reports.

Related topics

Section508.gov

Prepare your upgrade

Before each upgrade, refresh your memory on general upgrade information, learn which important pre- and post- upgrade tasks apply to your upgrade, and learn how to use ServiceNow® products and tools to make your experience easier.

To help you get ready for a safe and effective upgrade, all the most important upgrade resources are compiled in one place.

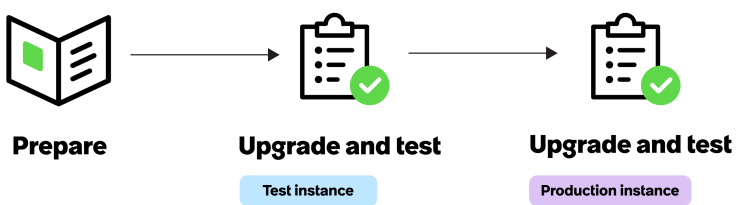
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ServiceNow upgrades Learn high-level information about upgrades, such as duration, rollback options, and testing.	**Pre- and post-upgrade tasks** Identify any tasks to complete before and after the upgrade for your applications and features.	**Upgrade planning checklist** Use the end to end checklist to plan and track the activities for your upgrade.
Upgrade tools and resources Learn about ServiceNow products, tools, and resources that can improve your upgrade experience.	**Upgrades and the ServiceNow® Store** Learn about how upgrades are applied to ServiceNow® Store applications.	

ServiceNow upgrades

The upgrade process moves your instance to a new ServiceNow release version. Understand the difference between upgrading and patching, release definitions, rollback and backup options, and how to test your non-production and production instance upgrades.

Before you begin the upgrade process, read the Brazil release notes and review the upgrade and migration tasks for your applications and features.



System upgrades can be significant projects. Each ServiceNow feature release includes major additions, and you should always consider the impact of new functionality on an instance. Upgrading implements enhancements to all features that are part of the base system or are

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already active, unless the feature is customized on your instance. For a list of all available plugins and whether they are active by default on the base system, see List of Brazil plugins.

Careful preparation and knowledge of the available software, tools, and resources can contribute to a successful upgrade. In addition to the materials provided by ServiceNow, it is important to understand how your ServiceNow instance is currently operating and the performance level of key business functionality. Set the expectation with IT and business users that time must be dedicated to preparing for, implementing, and testing ServiceNow upgrades.

If you have any issues during the upgrade process, contact Customer Service and Support. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

For additional help with upgrades, ServiceNow also offers various Production Readiness Services. These services specifically address challenges with instance upgradability, manageability, scalability, and performance. The reviews are performed by a ServiceNow certified professional consultant, who provide recommendations to align customer configurations with ServiceNow best practices. Contact your ServiceNow sales representative for more details.

Upgrade and update durations in Brazil

The upgrade process takes a significantly shorter time for both updates and upgrades. (An update occurs when an instance moves from one patch or hotfix to another within the same release family. An upgrade occurs when an instance moves from one release family to another). As always, test your upgrades, but don't assume from the much faster completion time that the update or upgrade wasn't successful.

Supported upgrades

You can upgrade directly to the latest release family. If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version. For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Upgrades vs. updates

ServiceNow organizes its releases into families. A family is a set of releases that are named after a major city, such as Brazil. Families also contain patches and hotfixes. For example, the following releases are both part of the Orlando family:

- Orlando Patch 4
- Orlando Patch 3 Hotfix 2

Upgrading is the act of moving to a release that is in a different family than your current release. For example, a move from London Patch 7 to Orlando Patch 3 is an upgrade because London and Orlando are different families.

Updating is the act of moving from one patch or hotfix to another within the same release family. For example, a move from Orlando Patch 1 to Orlando Patch 3 is a update because both versions are part of the Orlando family.

In both cases, the target release is Orlando Patch 3. It is the difference between your current and target release family that determines whether you are upgrading or updating.

Features, patches, and hotfixes

Each release family contains features, patches, and hotfixes.

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A feature provides a complete solution that customers can implement to add value to their organization. New features are generally only available as part of a feature release. Features are supported with patches and hotfixes.

Type	Scope
Feature	• Introduces new features • Includes all available fixes to existing functionality • Is production-oriented; quality and stability are of the highest priority throughout the lifecycle
Patch	• Supports existing functionality with a collection of problem fixes • Generally does not include new features
Hotfix	• Supports existing functionality with a specific problem fix for a feature release • May or may not include any previous fixes for a given release • Does not include new features

For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Rollbacks and backups

When you plan an upgrade, remember that ServiceNow does not provide a universal rollback option. Rollbacks are available for updates (for example, Brazil patch-to-patch and Brazil patch-to-hotfix). The rollback window is 10 days by default. You can customize this window by modifying the *glide.rollback.expiration_days* property. To request a rollback, contact Customer Service and Support.

Avoid restoring a production instance from backup, when possible, due to downtime and data loss. When a problem cannot be solved using other methods, restoring a production instance from backup is a final option. ServiceNow can restore an instance to any point in time, regardless of when a backup is completed. Customer Service and Support provides support 24 hours a day, 7 days a week for assistance with critical post-upgrade issues.

Note: ServiceNow does not perform on-demand backups. Instances are automatically backed up daily during non-peak business hours on schedules defined by ServiceNow. The timing of existing backup schedules is not adjusted.

Testing throughout upgrades

Testing is an integral portion that occurs after each instance is upgraded. After you upgrade an instance, test and validate it.

This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

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1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

Instance	Type of testing required
Development	Conduct smoke tests.
Test	• Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. • You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. • For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT. **Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

If you encounter any post-upgrade issues, document the issue's conditions, steps to reproduce the issue, and your customizations. Contact Customer Service and Support to open an incident for each issue, and provide this information accordingly. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

Pre- and post-upgrade tasks for various products

In preparation for your upgrade, review the upgrade and migration tasks for various applications and features. Plan to complete these tasks, when applicable, before or after the upgrade is complete.

Prepare your instance for a smoother upgrade

Before you upgrade to Brazil, review these pre- and post-upgrade tasks and complete the tasks as needed.

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Upgrade and migration tasks

Important: For any changes in the upgrade procedure for self-hosted customers, see KB0563844 for details.

Upgrade planning checklist

Plan and track the activities related to your ServiceNow instance upgrade. To help ensure that you complete all the tasks for a successful upgrade, follow the step-by-step instructions in the upgrade planning checklist to track and plan the upgrade.

Some optional steps may not be appropriate depending on the number of instances, customizations, and so forth. Mark the ones you do not need in the **N/A** column.

Tip: To download a PDF version of this checklist, click here.

The process for completing steps for self-hosted customers may vary (for example, requesting an instance clone or upgrades). These differences must be considered during planning.

Customer name:	
Product instance name:	https://[instancename].service-now.com
Other instance names	https://[instancename].service-now.com https://[instancename].service-now.com

	Description	Yes	No	N/A
Phase 1 - Read the release notes and plan your upgrade				
1	Review the Brazil release notes for the target ServiceNow feature release and patch, in addition to product and release documentation. For Brazil -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.	❑	❑	❑
Phase 2 - Complete these planning tasks.				
2	Confirm which ServiceNow instances are in-scope for upgrade.			
3	Confirm the instance hosting model. For example, ServiceNow cloud, on-premise, or off-premise.	❑	❑	❑
4	Based on the Brazil release notes and other release materials, determine new functionality or notable changes that need to be validated after the upgrade.	❑	❑	❑
5	Confirm plans to enable or disable features introduced in the new product release.	❑	❑	❑

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	Description	Yes	No	N/A
6	Review the Browser support to determine browser prerequisites. For example, versions and types supported, and additional requirements for new UI versions. Compare these supported browsers to your corporate standard and identify any gaps.	❑	❑	❑
7	Create a project plan for cloning, upgrading, and testing.	❑	❑	❑
8	Identify the core team of testers, power users, and key stakeholders required to validate functionality in the ServiceNow instances before and after the upgrade.	❑	❑	❑
9	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter.	❑	❑	❑
10	Confirm which of the following situations applies to your ServiceNow non-production instances: **1.** Development and testing can be frozen until the production upgrade is completed. **2.** Continued development (and testing) activities need to continue in a non-production instance while upgrade, remediation, and testing activities are performed in parallel on another instance. **3.** Once the final upgrade to your production instance is complete, the cloning of your final production instance to your non-production instance will wait until after the production upgrade is complete.			
11	Confirm the availability of other systems required for integration testing (key resources and environments).	❑	❑	❑
12	Confirm whether there are any restrictions in which ServiceNow instances can be used for integration testing. For example, an interfacing system is only set up to access a specific ServiceNow test instance.	❑	❑	❑
13	Confirm the testing scope and approach.	❑	❑	❑

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	Description	Yes	No	N/A
14	Create a comprehensive test plan including test cases for all core instance functionality and integrations.	❑	❑	❑
15	Confirm the method for tracking any defects identified during testing.	❑	❑	❑
16	Create a high-level implementation plan that covers: • the sequence and timing to upgrade non-production and production instances • the instances to be cloned • the instance to be used for integration testing.	❑	❑	❑
17	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter. Responsible: ServiceNow or Customer	❑	❑	❑
18	Determine whether existing internal training materials, Knowledge Base articles in the customer instance, or other supporting documentation must be updated to align with the upgraded version. For example, changes in functionality or user interface.	❑	❑	❑
19	**Optional:** Schedule the ServiceNow Configuration Review, which provides recommendations to align the customer configurations with ServiceNow best practices. **Note:** There may be a service charge and require professional services engagement.	❑	❑	❑
20	On your production instance, create a system clone and select your development instance as the **Target instance**. Notify impacted users and internal stakeholders of the scheduled date/time for cloning (from production) and upgrade of the non-production instance.	❑	❑	❑

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	Description	Yes	No	N/A
	Note: It is important to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data, and ensure that you have deselected the exclude options.			
Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support				
21	Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs.	❑	❑	❑
22	Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.	❑	❑	❑
23	Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.	❑	❑	❑
24	Schedule the upgrade in Now Support.	❑	❑	❑
25	If applicable, request a version entitlement.	❑	❑	❑
Phase 4 - Upgrade and validate the development instance				
26	Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.	❑	❑	❑
27	After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.	❑	❑	❑
28	Identify your update sets.	❑	❑	❑
29	Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.	❑	❑	❑
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance				

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	Description	Yes	No	N/A
30	On your production instance, create a system clone and select your development instance as the **Target instance**.	❑	❑	❑
31	Schedule the non-production upgrade in Now Support and verify your upgrade configurations.	❑	❑	❑
32	Validate that the upgrade to your non-production instance is complete.	❑	❑	❑
33	Install any optional plugins that were installed on your development instance.	❑	❑	❑
34	Install any custom applications and post-upgrade fix scripts that you need.	❑	❑	❑
35	Install update sets.	❑	❑	❑
36	Perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 6 - Prepare to upgrade the production instance				
37	Confirm sign-off from IT and Business stakeholders that all non-production instance defects have been fixed and validated in update sets. Responsible: Customer	❑	❑	❑
38	Confirm the core team of key stakeholders required to validate functionality in the ServiceNow instance after the production upgrade. Responsible: Customer	❑	❑	❑
39	Confirm coverage for Day 1 support post-upgrade. Responsible: Customer	❑	❑	❑
40	Create a Production Upgrade Implementation Plan that includes all upgrade steps, roles and responsibilities, communication plans, key contacts, support coverage for Day 1, and so forth. Responsible: Customer	❑	❑	❑

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	Description	Yes	No	N/A
41	Schedule a walkthrough and sign-off of the Implementation Plan with key stakeholders and the core team. Responsible: Customer	❑	❑	❑
42	Submit and obtain approvals for change records as required by the organization change process. Responsible: Customer	❑	❑	❑
43	Send a communication to key stakeholders and end users with details for the production upgrade outage, new features, and so forth. Responsible: Customer	❑	❑	❑
44	Profile the performance of your instance before upgrading.	❑	❑	❑
45	Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.	❑	❑	❑
46	On your clone, perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 7 - Upgrade the production instance				
47	Schedule the upgrade in Now Support.	❑	❑	❑
48	If applicable, request a version entitlement.	❑	❑	❑
49	Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.	❑	❑	❑
50	Apply any update sets and post-upgrade fix scripts that you have.	❑	❑	❑
51	Validate and test your instance by conducting user acceptance testing (UAT). Verify with all key stakeholders that the system is performing properly after production upgrade, and key functionality is available.	❑	❑	❑

Upgrade tools and resources

Learn about ServiceNow products and tools that can improve your upgrade experience.

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Products

Use these ServiceNow products to automate parts of your upgrade testing and manage your upgrades from one central place.

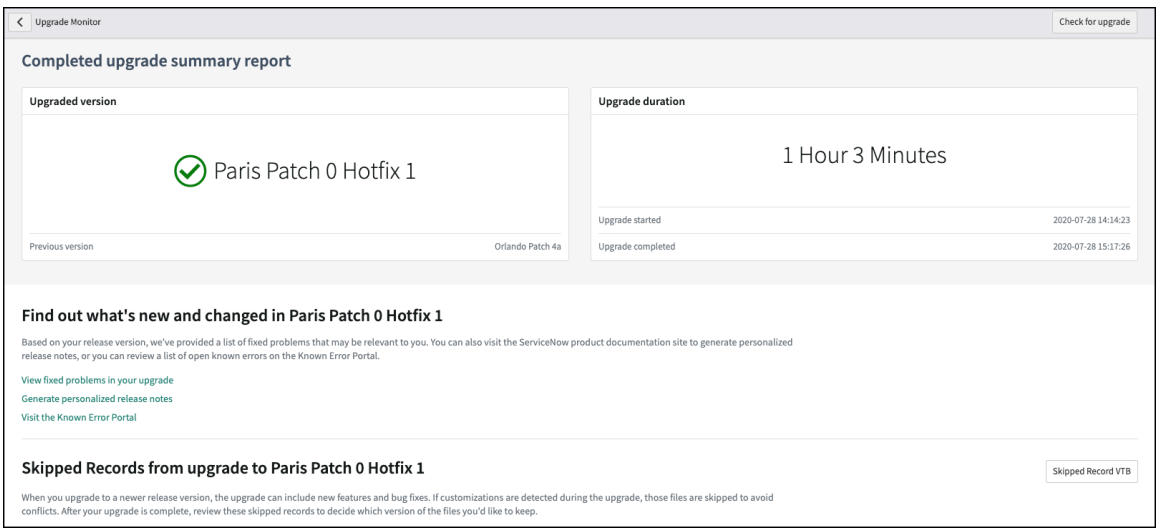
Automated Test Framework

The Automated Test Framework (ATF) enables you to create and run automated tests to confirm that your instance works after making a change. For example, after an upgrade, during application development, or when deploying instance configurations with update sets. Review failed test results to identify the changes that caused the failure and the changes that you should review.

Note: By default, the system property to run automated tests is disabled to prevent you from accidentally running them on a production system. Run tests only on development, test, and other non-production instances to avoid data corruption and outage.

Upgrade Center

Use ServiceNow® Upgrade Center to plan and manage your upgrades. Use the Upgrade Preview module to explore different release versions available to you and gain insights about the experience of an upgrade without actually upgrading your instance. You can also monitor the status of any ongoing upgrade and view the summary of your latest upgrade with the new Upgrade Monitor module. The Upgrade Center also features an Upgrade visual task board (VTB) to manage post-upgrade skips. A separate Upgrade History module can be used to view all your past upgrades.



Upgrade tools

In addition to upgrade-related products, you can also use ServiceNow's upgrade tools.

Now Support upgrade assist

Stay current by automating your ServiceNow upgrades. Use an automated service to offload upgrade scheduling tasks.

Known Error portal

Review a list of known issues in selected patch release versions.

Sample upgrade project plans

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The Upgrade planning checklist provides a quick look at the steps in an upgrade. If you'd like to track your upgrade progress in Excel, PDF, or Microsoft Project, you can download these sample project plans to get started.

- PDF
- Excel
- MPP

Best practices

Visit the ServiceNow Customer Success Center website for information on upgrade value and best practices.

Upgrade value calculator

Determine the potential business value of staying current with ServiceNow upgrades.

Playbook: Upgrade quickly and maintain platform health

Use upgrade processes and tools to conduct your upgrades, and learn how to make changes to your baseline system when required.

Balance value and risk with platform customizations

Learn when and how to customize your instance to maximize value and minimize upgrade impact.

Resources

ServiceNow Customer Success Center

Browse prescriptive content and tools such as playbooks, checklists, and quick answers to gain more value from your ServiceNow implementation.

Expert services

Connect with a ServiceNow expert who will help you apply best practices and tools to upgrade to the most recent ServiceNow innovations.

Upgrades and the ServiceNow Store

The ServiceNow Store includes official applications that are developed and released by ServiceNow. Users can download, access, and configure Brazil apps on their instances. Store application versions can be upgraded when you upgrade your instance to a new release version.

New versions for a ServiceNow® Store app can be defined in patch and family releases. This includes the ability to define a minimum version and/or a hotfix for a version you already have installed. If your instance has an installed app version below the defined minimum version, the app will be upgraded to the minimum required version. Similarly, if your instance has an installed app below the defined hotfix version, your app will be upgraded to the hotfix version.

For example, consider an application that defines these versions in a release: 1.7.0, 2.4.1, and 3.0.1. In this example, version 1.7.0 is the minimum version. Versions 2.4.1 and 3.0.1 are hotfix versions.

When an instance upgrades to the release version, the following behavior occurs:

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Minimum version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.0.0	1.7.0 - The version upgrades to the minimum version
1.3.2	1.7.0 - The version upgrades to the minimum version
1.7.0	1.7.0 - The version stays the same, because the instance was already on the minimum version
1.7.2	1.7.2 - The version stays the same, because the instance was already ahead of the minimum version

Hotfix version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.8.0	1.8.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
2.0.0	2.4.1 - The version upgrades to the defined hotfix version
2.6.0	2.6.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
3.0.0	3.0.1 - The version upgrades to the defined hotfix version
3.0.5	3.0.5 - The version stays the same, because the instance was already ahead of the defined hotfix version
4.0.0	4.0.0 - The version stays the same, because there are no hotfix versions defined for 4.0.0+.

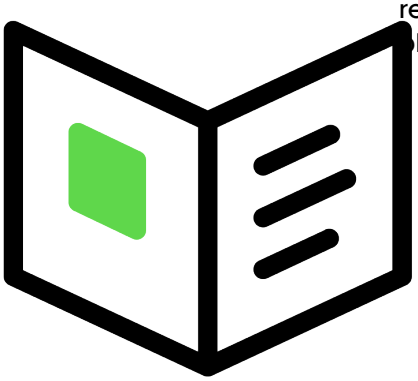
Upgrade to the Brazil release

Upgrading and patching your instance requires planning, testing, and validation. To ensure a safe and effective upgrade, read the release notes, create upgrade plans, and test your upgrade on non-production instances before upgrading your production instance.

Important: These topics contain in-depth explanations about upgrades. For a step-by-step reference of upgrade steps, refer to the Upgrade planning checklist.

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Phase 1 - Read the release notes and plan your upgrade



Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.

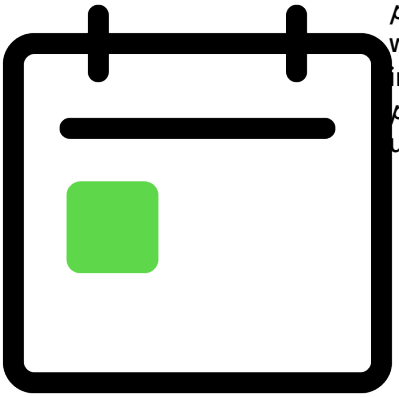
Phase 2 - Prepare for the development instance upgrade



For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.

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Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support



Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the *Check distribution for possible upgrade* scheduled job. Then, schedule your upgrade in Now Support.

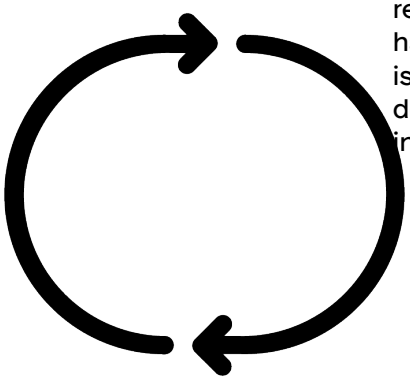
Phase 4 - Upgrade and validate the development instance



Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

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Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance



After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.

Phase 6 - Prepare to upgrade the production instance



After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.

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Phase 7 - Upgrade the production instance

After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).



Phase 1 - Read the release notes and plan your upgrade

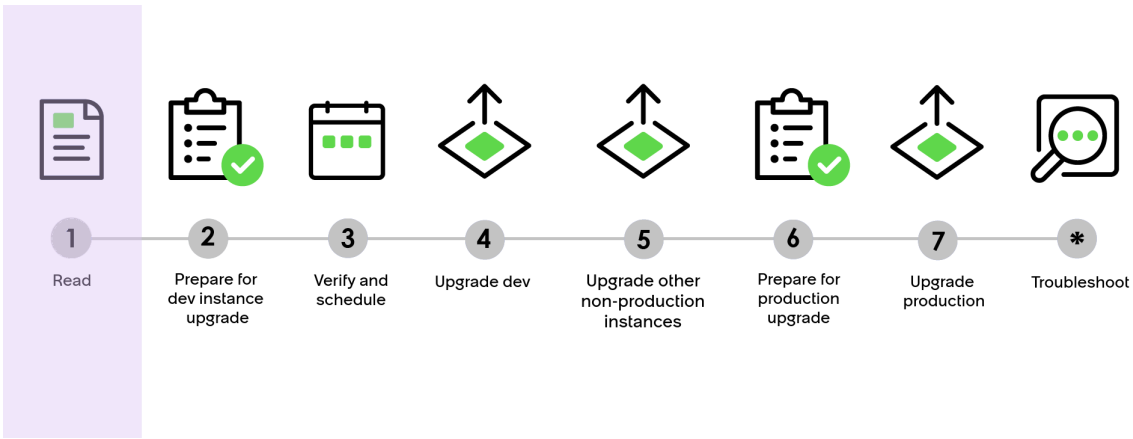
Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.

Before you begin

Important: If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version.

Role required: admin.

About this task



Procedure

1. Read the release notes for your target version.
   Review upgrade and migration tasks that you will need to complete before or after your upgrade.

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- ServiceNow provides release notes for every release. The release notes offer valuable information about new functionality, notable changes, and fixes available in a particular version. Read the Brazil release notes to determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.
- For Brazil -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.
- If you are thinking about upgrading to the Brazil family, problem (PRB) fixes can be an important factor in your upgrade plans. You can generate a list of . Compare the lists of fixed problems across various Brazil upgrade scenarios to help you decide which release version to upgrade to.

2. Complete the preparation and planning tasks in Phase 2 of the Upgrade planning checklist.

   The checklist contains a list of planning tasks that guide you through various aspects of upgrade preparation. You are guided through tasks such as scoping, gathering stakeholders, identifying features to disable and enable, and creating test plans to use throughout the upgrade. Follow these steps to ensure that all aspects of your organization are ready for the upgrade.

3. To better prepare for the upgrade, evaluate the level of customizations on your instances.

   For information on customization best practice guidelines, visit the Customer Success Center website.

Complexity score	Customization examples
Low	○ Modification to form layout/design ○ Add fields and/or UI policies to forms ○ Build simple custom integration ○ Extend an existing table (such as incident) in scope with new fields only
Low-medium	○ Extend an existing table (such as incident) in scope with some scripting ○ Extend an existing table (such as incident) as the basis for a different application, such as HR
Medium	Build a new scoped application
Medium-high	Build a new global application
High	○ Change baseline business rules (such as modifying the SLA process) ○ Build a complex custom integration

4. Create a comprehensive test plan that includes test cases for all core instance functionality and integrations, including any customizations you may have.

   To efficiently test and evaluate system functionality, create a set of detailed test scripts for your testing team to use. You will use this test plan throughout each instance upgrade.

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Instance	Type of testing required
Development	Conduct smoke tests.
Test	○ Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. ○ You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. ○ For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT. **Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

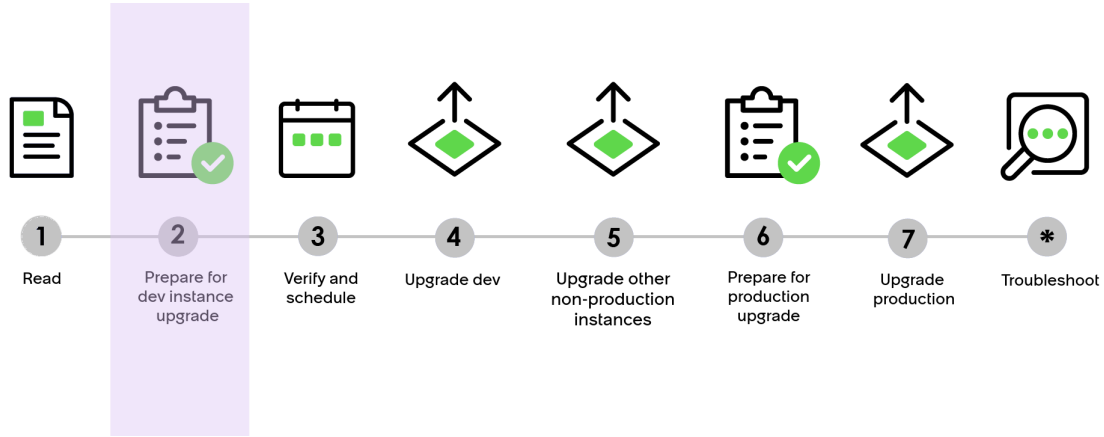
Phase 2 - Prepare for the development instance upgrade

For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.

Before you begin

Role required: admin.

About this task



Procedure

1. On your production instance, create a system clone and select your development instance as the **Target instance**.

   The clone provides you with an exact copy of production. Performing an upgrade on your clone allows you to simulate an upgrade on your production configuration in a non-production environment. Refer to System clone for details.

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> **Important:**
>
> For effective upgrade testing, use this clone to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data on your production clone. To ensure that all production data is included with the clone, make sure that you clear all the **Exclude** check boxes on the Request Clone form. On your non-production instance, replicate typical user behaviors that occur on your production instance to enhance an estimate of your upgrade duration.

2. Set expectations for performance during upgrades.

   During an upgrade, your performance may be impacted because your nodes initiate the distribution upgrade. All nodes are restarted during an upgrade, but your multi-node instances are available during an upgrade because ServiceNow instances operate on a multi-node system. This multi-node system staggers node distribution upgrades, ensuring that there is at least one active pair of nodes for multi-node instances during an upgrade.

   To help you set accurate expectations for performance during upgrades, be aware of the differences between the nodes on your non-production and production instances. Instances with one node experience a short period of downtime during the upgrade, but multi-node instances do not have UI downtime. For details on your nodes and their status, see the Upgrade Progress screen.

Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support

Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the *Check distribution for possible upgrade* scheduled job. Then, schedule your upgrade in Now Support.

Before you begin

Role required: admin.

You must check the configuration of the **Check distribution for possible upgrade** and **Check database for possible upgrade** sys_triggers, which are essential to making sure your instance upgrades to the correct target version.

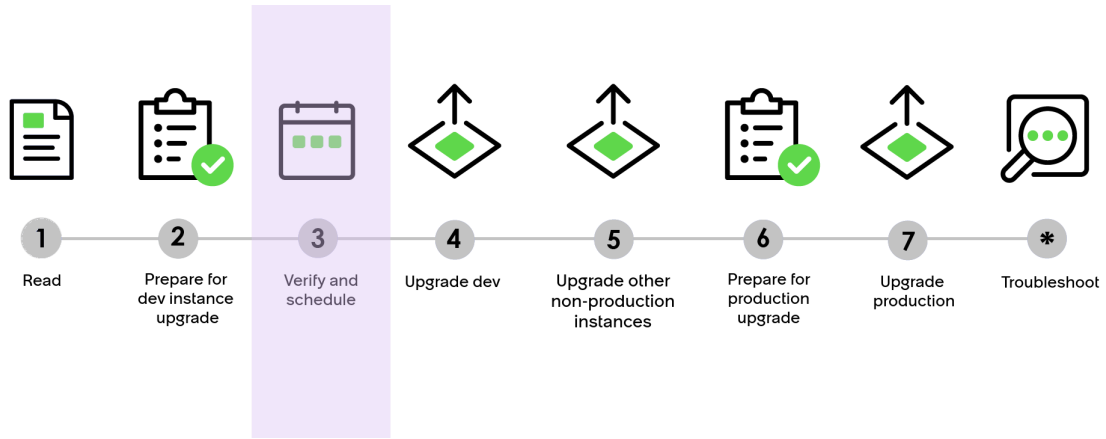
> **Note:** Starting in the Paris release, 'Upgrade' job has been renamed to 'Check distribution for possible upgrade'. In addition, the 'Check Upgrade Script' job has been renamed to 'Check database for possible upgrade'.

sys_trigger	Function
Check distribution for possible upgrade	• Queries Now Support to ask whether an upgrade is going to happen in a given time interval, which is determined by the configuration for the *Check distribution for possible upgrade* scheduled job. • Asks whether the instance should be running a different version. If so, the distribution for that version is downloaded, and your instance upgrades to the target version.

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sys_trigger	Function
Check database for possible upgrade	• Runs after the distribution has been upgraded. • Performs the database upgrade.

About this task



Important: Your upgrades are orchestrated out of your instance, not Now Support.

Now Support keeps records of what version you should be running, and your instance periodically queries Now Support to check its assigned version. When you designate a time for your upgrade, your instance begins the upgrade at that time. For example:

Action	Result
You schedule an upgrade to Brazil Patch 8 to take place on June 10 at 3:00pm.	Now Support changes its records to reflect that you should be on Brazil Patch 8 on June 10 at 3:00pm.
Now Support waits to get pinged by your instance after the scheduled time on June 10.	Your instance continues to operate on its current release version, and it periodically pings Now Support.
After the scheduled time on June 10, Now Support receives a ping from your instance.	Now Support tells your instance that it should be on Brazil Patch 8.
Your instance receives a Now Support notification that it should be running a different version.	Your instance starts the upgrade.

You can browse the Now Support service catalog to request and self-service tasks such as scheduling an upgrade.

Procedure

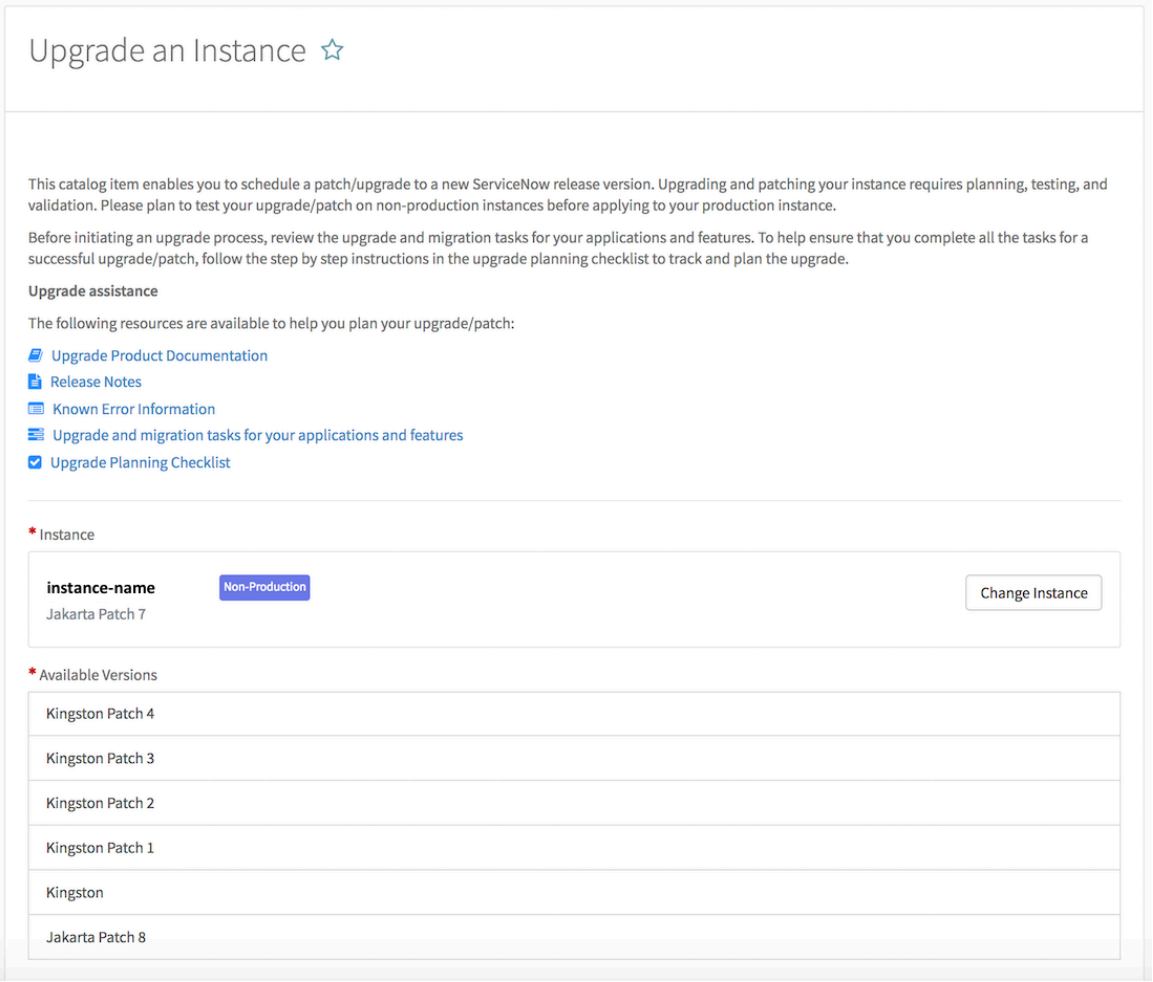
1. Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. In the list, find the *Check distribution for possible upgrade* scheduled job.
   c. View the **Next action** column to determine when the job next runs.

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2. Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the *Check distribution for possible upgrade* scheduled job.
   c. Make sure that the **Trigger type** is set to **Interval**.
   d. Make sure that the **System ID** is set to **None**.
3. Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the *Check database for possible upgrade* scheduled job.
   c. Make sure that the **Trigger type** is set to **Run at System Startup**.
4. Schedule the upgrade in Now Support.
   a. Log in to Now Support.
   b. Click **Instances** in the left navigation menu.
   c. Select **Manage Instances**.
   d. Partners only: From the user menu, use the **Switch Company** feature to select a company.
   e. Select the instance that you want to upgrade or patch.
   f. In the **Actions** menu, click **Upgrade Instance**.

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The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

h. Click the clock icon to select the time for the upgrade or patch.

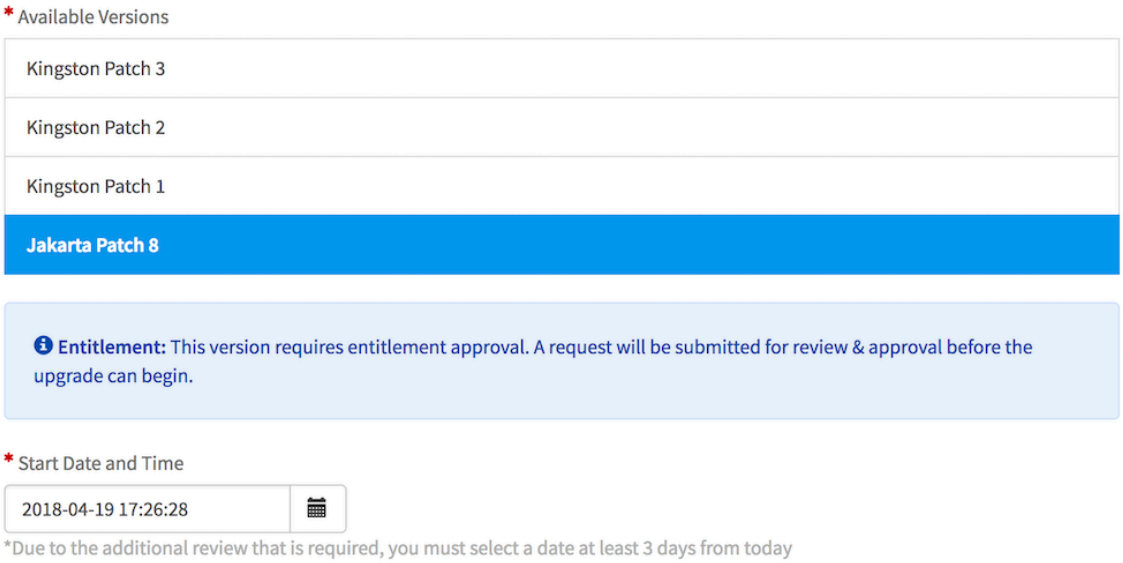
> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

5. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:

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b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

Phase 4 - Upgrade and validate the development instance

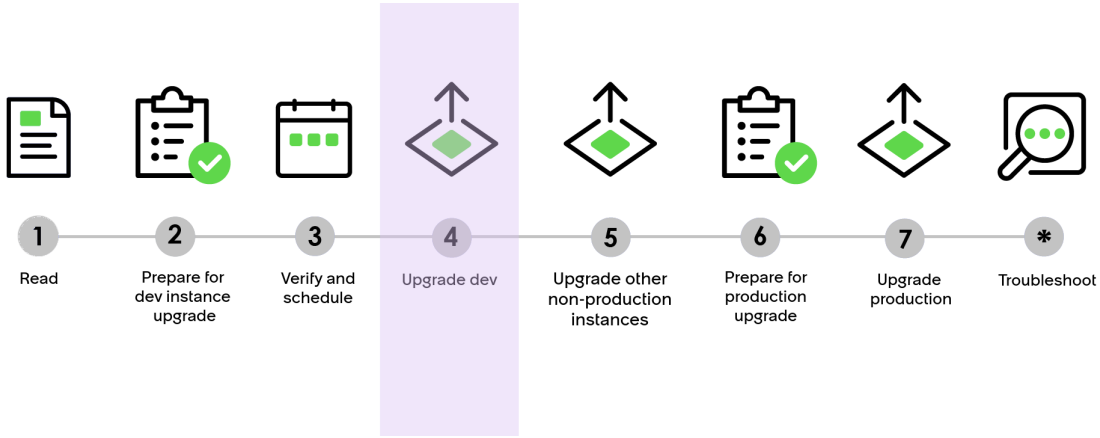
Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

Before you begin

Role required: admin.

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About this task



The Upgrade Monitor helps you upgrade an individual instance. You can monitor the progress of an upgrade and resolve conflicts between the upgrade and customizations.

Procedure

1. Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.
2. After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.

   As you are processing the skipped list, you may merge and revert records, resolve conflicts for an individual record, and make additional customizations. These changes go into the latest version, which goes into your current update set.

3. Identify your update sets.

   You need these update sets for your subsequent non-production instances. If there are issues that must be addressed after the upgrade, make the appropriate changes and they will go into your current update set. Collect the update sets that:

   - Were created while reviewing the skipped updates list.
   - Were created while changing customizations to work with the latest release.
   - Must go live immediately after your next upgrade.

   Gathering these update sets before your upgrade expedites the process of exporting, importing, and committing them onto your other instances. After the correct update sets are identified, follow the standard process for moving and applying those update sets. Refer to System update sets for details.

4. Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.

   After upgrading, track any defects or deviations from the pre-upgrade testing results. Defect tracking can help identify root causes and create fixes. When a fix is identified, capture the fix in a single update set. The resulting update sets hold the cumulative fixes that should be applied to the production instance.

   To help automate your testing and validation on non-production instances, use the Automated Test Framework. You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests.

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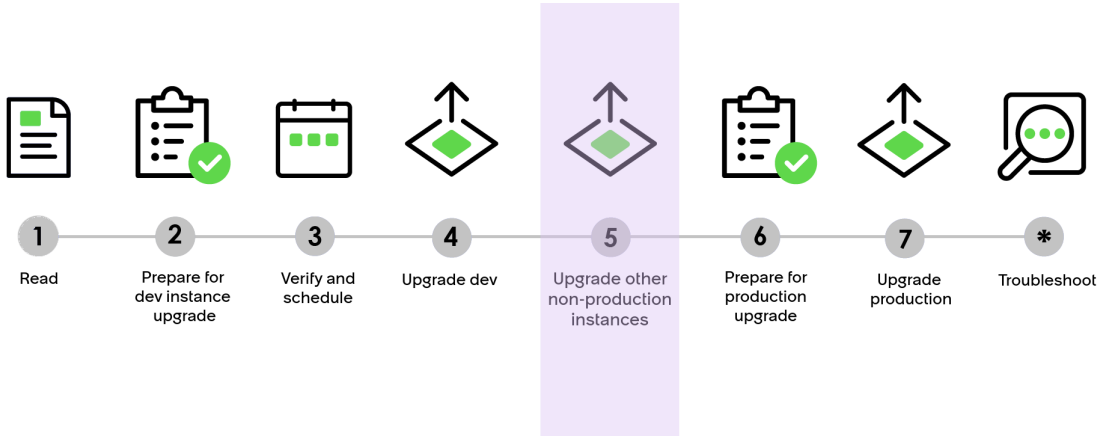
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance

After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.

Before you begin

Role required: admin.

About this task



This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

After you have applied your development update sets to your test instance, perform the following tasks on your test instance (and other non-production instances, if applicable).

Procedure

1. Create a system clone down from your production instance.
2. Schedule the non-production upgrade in Now Support and verify your upgrade configurations.
3. Validate that the upgrade to your non-production instance is complete.
4. Install any optional plugins that were installed on your development instance.
5. Install any custom applications and post-upgrade fix scripts that you need.
6. Install update sets.
   Use these update sets to move your initial changes into your subsequent non-production instances.
7. Perform functional testing and monitor the performance of your instance.
   Reproduce the typical user activities that occur on your production instance. The Automated Test Framework can greatly assist you in testing your non-production instances. You can use Automated Test Framework quick start tests and product testing suites to help you jump start

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your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. For extra testing coverage, you can also conduct user acceptance testing (UAT).

Phase 6 - Prepare to upgrade the production instance

After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.

Before you begin

Role required: admin.

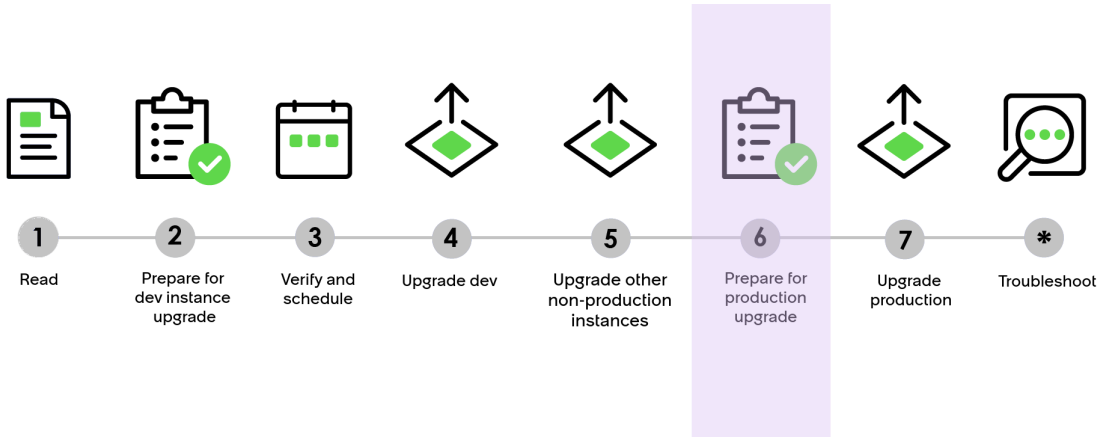
To ensure that all stakeholders in your company are prepared for the final production upgrade, complete the administrative planning tasks in Phase 6 of the Upgrade planning checklist. When upgrading a production instance:

- Obtain confirmation from IT and management that all non-production instance defects have been fixed, validated, and included in an update set.
- Use the change management process established by your organization to track the upgrade.
- Communicate effectively with your user community regarding changes, new features, and process updates resulting from the upgrade.
- Negotiate a suitable upgrade time for all users of the ServiceNow system.

  For example, schedule the upgrade after hours, to minimize impact to your users. Remember to schedule the upgrade to occur 15–20 minutes before the *Upgrade* scheduled job interval.

- Allow time in your change window to run all test cases and validate that all integrations, key business functionality, and system performance are acceptable. Add a time buffer for responding to errors without breaching the change window.

About this task



Procedure

1. Profile the performance of your instance before upgrading.

   Pre-upgrade instance validation can provide a reliable benchmark of the current operating environment and alert you to any issues that may appear after the upgrade. For example, it sometimes appears that specific functionality is broken by an upgrade. Analysis might show that the functionality did not work properly in the production instance, even before the upgrade.

   Before performing the upgrade, analyze the current operating environment. Specifically, review:

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- Key functionality
- Integrations
- Instance performance

2. Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.

   You will later compare and contrast this information during your post-upgrade validation and testing. Benchmarks will be different for each of your instances.

   To access the ServiceNow Performance homepage:

   a. Log in to your instance.

   b. From the list in the top left of the instance homepage, select **ServiceNow Performance**.



3. On your clone, perform functional testing and monitor the performance of your instance. Replicate typical user behaviors that occur on your production instance. Assign a consistent core team of power users and key stakeholders to validate important functionality in the ServiceNow instance before and after upgrades.

Phase 7 - Upgrade the production instance

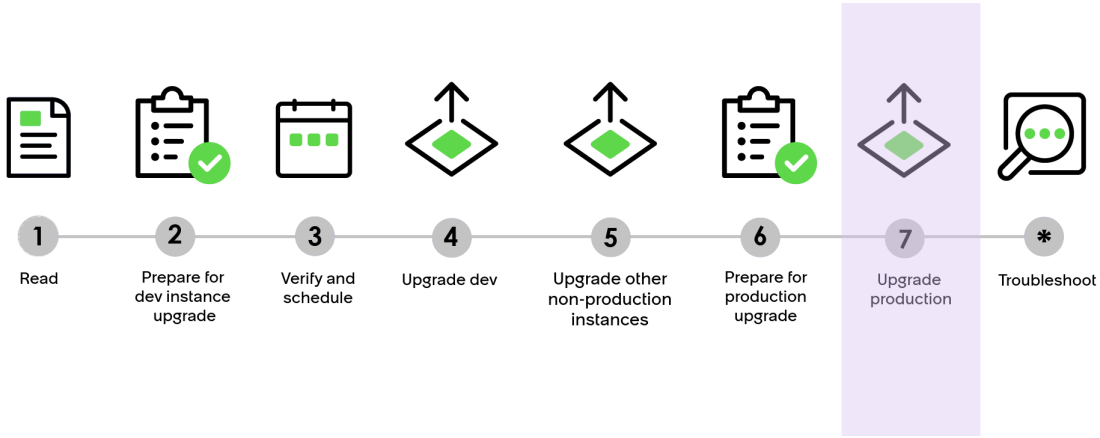
After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).

Before you begin

Role required: admin.

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About this task



Procedure

1. Schedule the upgrade in Now Support.

a. Log in to Now Support.

b. Click **Instances** in the left navigation menu.

c. Select **Manage Instances**.

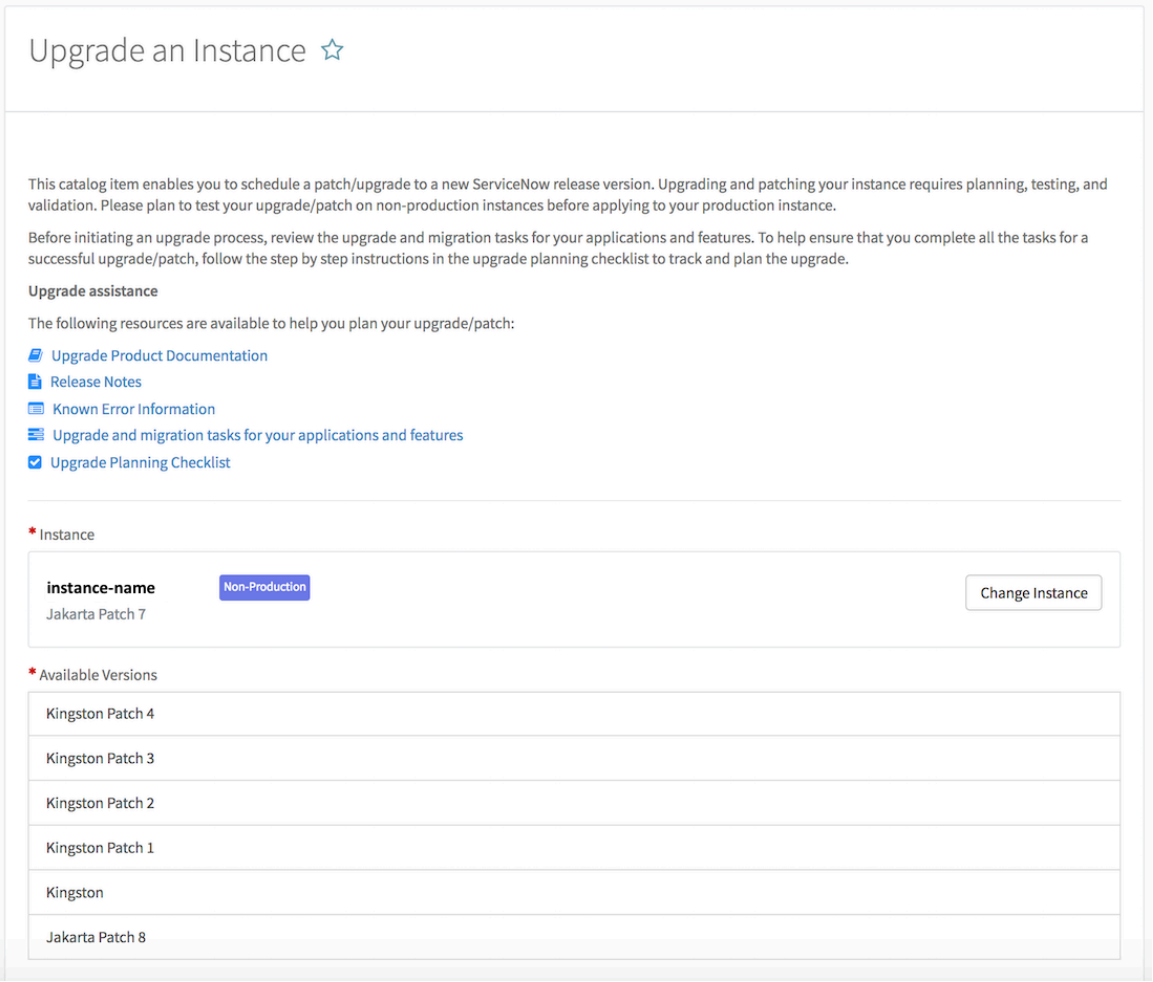
d. Partners only: From the user menu, use the **Switch Company** feature to select a company.

e. Select the instance that you want to upgrade or patch.

f. In the **Actions** menu, click **Upgrade Instance**.

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The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

h. Click the clock icon to select the time for the upgrade or patch.

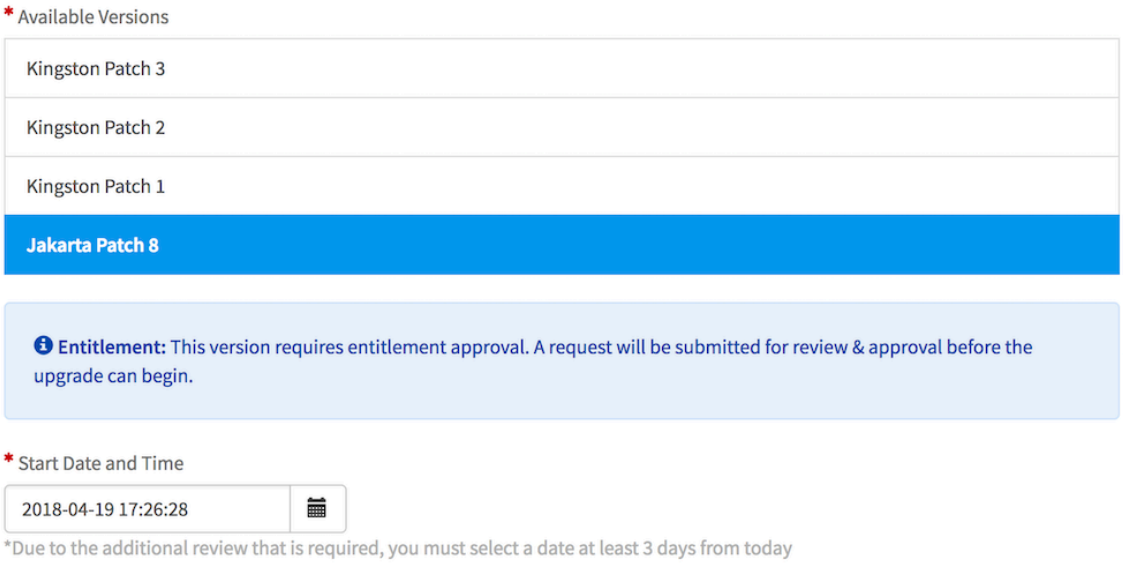
> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

2. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:

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b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

3. Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.
There are several methods of verifying that your upgrade is complete:

- Navigate to the **System Diagnostics** > **Upgrade Monitor**.
- Navigate to **System Diagnostics** > **Upgrade Log** and locate the `Notifying HI that upgrade has been completed` message.
- Navigate to **System Definition** > **System Upgrades**. Information about all system upgrades is listed.
- Navigate to **System Diagnostics** > **Upgrade History** and search for the most recent upgrade.

4. Apply any update sets and post-upgrade fix scripts that you have.

5. Validate and test your instance by conducting user acceptance testing (UAT).
Performance and operating information is available in the system logs, which offer an excellent source of information for evaluating the inner workings of a ServiceNow instance. Use this

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information to help resolve as many errors as possible. To access the log data, navigate to **System Logs** > **System Log** > **Errors**.

Note: Not all errors in the error log are results of your upgrade. Error messages are often present in pre-upgrade instances, and many of these messages do not affect users or performance.

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